COLORADO
Department of Health Care Policy & Financing

Case Manager
News & Resources

July 24, 2023

Resources:

CCM System Login

CCM Web Page

Visit the Known Issues web page to review screenshots and additional details about all known issues under the Case Manager drop-down.

Contact the CCM Call Center with questions. **Callers are reminded to wait until the virtual agent asks for a Provider ID number before stating "Case Manager."**

The following contains information for Case Managers using the Care and Case Management (CCM) System.

Reminders, known issues with interim solutions and issues that are known but do not have a interim solution are included below.

The CCM System Production environment became available to Case Managers on Wednesday, July 5, 2023.

Reminders

CCM System - Save a Record to See Page Resources

Users are reminded that Page Resources will appear after a record is saved.

Page Resources are not limited to a singular screen, and saving a record will prompt Page Resources to appear on all screens. Users can view Page Resources by clicking on the "◀" button on the right-hand side of the screen. Examples of Page Resources include Page History, Documents, and Activity Log, but options vary by screen.

CCM System - Verify Date Format

Users are reminded to utilize the Calendar Date Selector to enter date information into the CCM System whenever it is available on any screen.

If the Calendar Date Selector is unavailable, manually enter the date using the following format: MMDDYYYY.

Verify that the proper format is entered before saving screen data. Invalid dates can cause data failures in processes, file and report creation.

Activity Log Screen

Security Restrict Access field settings affect access to the Critical Incident Reporting System (CIRS)

Users may select "No" or "Yes" on the Security Restrict Access field on any Activity Log. The "Restrict Role Access" and "Restrict User Access" fields display and become enabled when "Yes" is selected. Users who select "Yes" may then restrict role access to those that are allowed to view the CIR and specify users that are allowed to view the CIR.

When "No" is selected, the CCM System will automatically reset the Security Restrict Access to "Yes" and set the Restrict Role Access to "CIRS-CMA, CIRS-HCPF, CMA Supervisor, State Administrator." It will also automatically set the Restrict User Access to "default;username," The username is based on the user that created the CIR.

If the "Confidential Note?" field is set to "Yes" then upon saving, the system will automatically switch the Security Restrict Access to "Yes", Restrict Role Access to "CMA Supervisor, State Administrator, State Reporting" and Restrict User Access to the user that created the activity log and the member's primary case manager.

Known Issues with Interim Solutions

HCPF Screen

System requires case managers to respond when HCPF Reviews for Critical Incidents that require follow up are saved without all necessary information

Users experience an inaccurate prompt by the CCM System to respond to a HCPF Review Follow-up Request when the HCPF Review is saved for the first time, regardless of whether the user has included all necessary information. This System prompt should only come after all information is included and the HCPF Review Follow-up Request is completed.

Interim Solution: Users should not start a HCPF Review for Critical Incidents assessment until they have all necessary information, and only save the review if they intend to complete it immediately.

A resolution is in process.

System will not send a task to case managers when HCPF Reviews for Critical Incidents are reopened and recompleted to indicate that follow-up is needed.

A task prompt indicating that follow-up is required should occur after a HCPF Review assessment is saved and then reopened to complete the assessment again.

Interim Solution: Users must verify that the HCPF Review Disposition is correctly populated before saving if "Additional Follow-Up Needed" or "Serious Incident Requiring Immediate Follow-Up" is needed.

A resolution is in process.

Program Screen

The Case Manager field in the member profile not displaying the Case Manager information

The Case Manager field in the member profile banner is not displaying information from the Care Team >> Staff Members screen, but is displaying the Case Manager(s) assigned to "Open" program(s).

If a program exists and is "Open" but no Case Manager is assigned, the Case Manager field in the member banner is not populated.

When there are multiple active programs with Case Managers assigned, the Case Manager from the most recently opened program will be populated in the member banner, followed by ",more".

A resolution is in process.

Member Search Screen

Members with multiple Health Coverage records appear multiple times in Member Search results

The system displays a member record multiple times if the member has multiple active health coverages.

Interim Solution: Users should click on any of the duplicated member search results to be taken to the member profile. Users should validate that the member's PII matches the member search result.

A resolution is in process.

Known Issues Without Interim Solutions

Case Management Tab

If the Service Planning process was started in the BUS but not finished, the process cannot proceed in the CCM System until after the data has been migrated.

A data migration is delayed. Users are unable to continue the Service Planning process by completing the Legacy Assessments in the CCM system until the data migration is complete.

A resolution is in process.