



COLORADO
Department of Health Care
Policy & Financing

Case Manager News & Resources

July 28, 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 an interim solution are included below.

The [CCM System Production environment](#) became available to Case Managers on Wednesday, July 5, 2023.

Reminders

Job Aides have been updated

Approximately 20 [Job Aides](#) have been recently updated. Users are reminded to utilize these helpful documents while completing their work in the CCM System.

Known Issues with Interim Solutions

All Screens

All Assessment screens under "Blue Pencil" editable fields do not offer suitable selection options

Users are offered default settings in the "Assessing Agency" field and the "Assessment Reason" field in all Assessments that contain the "Blue Pencil" icon for editable fields. The default settings may not provide the variety of answer options a Case Manager requires.

Interim Solution: Users should leave the "Assessing Agency" field and the "Assessment Reason" field blank.

A resolution is in process.

Contacts screens in the CCM System do not display contact telephone information

The contact telephone number fields do not display on the contacts screens.

Interim Solution: Users may visit the Benefits Utilization System (BUS) or the DDDWeb for historical information. Users may also record contact information in the member demographics under Profile. Users should select source as "other".

A resolution is in process.

Assessment/Support Plans Screen

Comment fields in the LTC Level of Care Eligibility Assessment (Legacy ULTC 100.2) are difficult for users to read due to text field format

Users may have difficulty reading content entered in the Comments fields in the Activities of Daily Living & Level of Care Determination within the LTC Level of Care Eligibility Assessment (Legacy ULTC 100.2) due to fields being formatted as text fields instead of text boxes.

Interim Solution: Users may generate a "Legacy 100.2 Assessment Printout" document to view the Comments content in a readable format. Click on the "Page Resources" drop-down triangle at the top right of the page, click the "+" button next to Documents tile, then click on the "Merge & Send" button. When a new screen opens click on "Mail" for the Legacy 100.2 Assessment Printout. Click "Next" on the Merge & Send screen. Click "Send" and the document will appear on the Documents tile. Click on the "View" button. To read comments, navigate to the appropriate section of the file using the arrows at the bottom of the screen.

A resolution is in process.

Demographics Screen

Unable to edit existing contact information on Contacts Screen

The system inaccurately prevents edits to existing contacts.

Interim Solution: Users should copy the contact that they wish to modify and make the desired edits. After saving the new contact, the user can then go to the three dot menu and select the Void option to delete the contact with the incorrect information.

A resolution is in process.

Case Management Tab

Data migration delay is affecting revisions to Service Plans created in the Benefits Utilization System (BUS)

Migration of Service Plans created in the BUS has been delayed. Although Service Plans are visible in the BUS, they are not visible in the Care and Case Management (CCM) System. Revisions to Service Plans will not be possible until the data migration is completed.

Interim Solution: For members who require a revision to an active BUS Service Plan that has not yet migrated to the CCM System, the case manager may complete the service revision to the Prior Authorization Request (PAR) in the Bridge, document revision details and obtain signatures on the [Service Plan Signature Page](#), and document the revision in the CCM Activity Log. The case manager may upload the completed, signed Service Plan Signature Page to the CCM System and provide a copy to the member and service providers, as applicable.

For members who have completed a portion of the process (e.g., ULTC 100.2) in the BUS and who still need to complete other steps in the process (e.g., IADL and/or Legacy Service Plan) in the system, step-by-step instructions will be available to case managers on the [Known Issues web page](#) under the Case Manager tab once a resolution is announced and posted.

A resolution is in process.
