Case Manager News & Resources

August 14, 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.

Resolved Known Issues

Resolved 8/7/23: Billable Units field on Time Tracking screen reverts to “0” when “All” option is selected

Some users see “0” when they select "All" from the Billable Units drop-down on the Time Tracking detail screen.

Interim Solution: Users should not select “All” on the drop-down option for Billable Units. If all units in the Time Tracking record are considered billable, users may select the appropriate numeric value that matches the “Total Units” value.

Issue resolved 8/7/23.

Known Issues with Interim Solutions

Program Screen

Long Term Care (LTC) Functional Ability Approved Date field not merging

The Level of Care (LOC) Assessment Date on the "LTC Functional Ability Approved, English" letter is not merging for members that do not currently have a 100.2 assessment in the CCM System.

Interim Solution: Use the Notice of Action (803) forms instead of merging letters until the 100.2 assessments are available. This issue will be resolved when the 100.2 assessments from the Benefits Utilization System (BUS) have been migrated into the CCM System.

A resolution is in process.

Case Management Tab

Signature not merging on letters

For some users, signatures are not merging on letters despite having a signature on file.

Interim Solution: Users may print correspondence that is missing signatures and apply a wet ink signature. They can then scan in the signed letter and reupload to the CCM System.

A resolution is in process.

Known Issues with Solutions

All Screens

Incident Reporting not generating results when clicking on search without any criteria

Search results return empty when a user attempts a general search with no specific criteria for Incident Reporting.

Solution: Specify at least one criterion (e.g., Incident Number, Status, Severity, Incident Type, Provider/Facility, Victim Name, Internal Investigator).

Assessments / Support Plans Screens

Diet tile and Prognosis tile on the Legacy 100.2 Assessment do not accept multiple entries

Users are unable to input multiple entries on the Diet tile and the Prognosis tile which are located on the Medical page of the 100.2 Assessment.

Solution: Multiple Diets and/or Prognoses can be added in the single entry as a list. Users can specify details such as the sources for each in the description box.

Bridge Errors

Bridge Error B050 - Goal Not Present from CCM

This error message reads “Goals not attached to service” and the resolution states “A goal was identified in the goals tab as being supported by HCBS in client information panel. Please identify and link the goal to the appropriate service line item in the PPA”. This error is related to Goals.

Solution: This error is resolved by logging out and then logging back into the Bridge.

Case Management Tab

Referral Information is not hidden

Referral Information on the Program Summary screen is not consistently visible to all users.

Solution: Enter any date in the required date field if the field is visible. All other fields can be disregarded.

Physician Fax Number is required on Intake Assessment

The Physician Fax Number is a required field when it should be an optional field.

Solution: Enter 000-000-0000 for Physician Fax Number.

The "copy button" on the 100.2 assessment is available but does not copy data

Solution: Do not use the "copy" function. Create a new 100.2 assessment and re-enter all assessment answers. Users may use the copy and paste function to move narrative text from the previous 100.2 to the current one.

Service Plan screen offers the option to “Sign” from the three-dot menu

The functionality to “sign” Service Plans is not available.

Solution: If this option is selected, then the following message appears: “There is no active signature configuration available for this item.” Close the message box, continue work and use the merge and send function to send the Support Plan Signature Page to collect signatures.

Service Plan fields appear to be available to edit

On the Service Plan screen, Description, Total Cost of Services and Budget fields should be read-only and appear grayed-out.

Solution: An error message will be generated when the Description is changed, and data will not be saved if an attempt is made to change data in the Description field. The data in the Total Cost of Services and Budget fields will revert to the original amount if an attempt is made to change data.

Waiting List – Behavior for duplicate waiting list(s) differs depending on whether the Priority Enrollment Requested field is populated or not

The System will automatically void the waiting list entry if the Priority Enrollment Requested field is not populated and a duplicate waiting list is entered and saved. If the Priority Enrollment Requested field is populated, and the user creates and saves a duplicate waiting list record, the system will not allow it to be saved and will generate a red box error.

Solution: Be aware of the differences in system functions.

Demographics Screen

Unable to edit existing contact information on Contacts Screen.

The system should allow edits to existing contacts that were migrated from legacy systems.

Solution: Users should copy the contact that they wish to modify, mark as "non-primary" 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 original "primary" contact with the incorrect information. Users will then be able to change the corrected "non-primary" contact to "primary."

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.

Solution: Users may click on any of the duplicated member search results to be taken to the member profile. Users should validate that the member's Personally Identifiable Information (PII) matches the member search result.

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 it is displaying the Case Manager(s) assigned to “Open” program(s). If no Case Manager is assigned to an “Open” program, , the Case Manager field in the member banner is not populated. The Case Manager from the most recently opened program will be populated in the member banner, followed by ",more" when there are multiple active programs with Case Managers assigned.

Known Issues with No Solution

Assessments Screens

Unable to print legacy BUS Service Plan

Users should be able to generate printouts for the Legacy BUS Service Plan on the Assessment screen.

A resolution is in process.

Bridge Errors

Bridge Error B098 - Goal Not Present from CCM

The message for Error Code B098 reads "goal not present from CCM" and the resolution states "at least one goal must be present from CCM that falls within the cert period for the PPA". This error occurs when the Case Manager creates a Care Plan on the same Cert Span as the one that is system generated, or when Care Plans are saved with incomplete goal information, or when a Care Plan is manually created before the system generates the Service Plan and Care Plan. Voiding or updating the Care Plans does not appear to resolve this issue.

A resolution is in process.
