



COLORADO
Department of Health Care
Policy & Financing

Case Manager News & Resources

September 11, 2023

Resources:

[CCM System Login](#)

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

[CCM Web Page](#)

Visit the [Known Issues web page](#) to review screenshots under the Case Manager drop-down.

Request CCM System support by completing and submitting a [CCM Support Request](#).

For Password Reset requests, email commit_helpdesk@gainwelltechnologies.com.

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.

Job Aid Updates

The following job aids have been updated in the [Care and Case Management \(CCM\) Training Resources](#) folder:

- Care and Case Management System Job Aid Glossary
- HCBS Initial Enrollment, Continued Stay Review, and Service Planning Checklist
- Legacy 100.2

Resolved Known Issues

Resolved 8/25/23: 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."

Issue resolved 8/25/23.

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

Appeals/Critical Incident Reporting Systems (CIRS) Screen

Program Name unavailable without a program card on file

Users are unable to select a Program Name when they attempt to insert an appeal record for a Developmental Disability/Developmental Delay Determination Denial without a program card on file.

Interim Solution: The user may select "Service Appeal" as the type, leave the Program Name as "- Select-" and "Appeal Program" as the prospective program. In the Comments box, the user may enter either "Developmental Disability Determination Denial" or "Developmental Delay Determination Denial."

A resolution is in process.

Case Management Tab

Assessments disappear when an invalid date is entered

Assessments disappear if a user enters an invalid date in the "Held Date" or "Verified Date" fields at the top of the assessment. An example of an invalid date is 8/9/0023. The valid date should be 8/9/2023.

Interim Solution: Users may fill out and submit a [CCM Support Request](#) with a short description that reads, "Missing assessments on the Assessment/Support Plans tabs." Include the correct Verified Date and Held Date in the body of the request.

A resolution is in process.

An enrollment capacity task incorrectly appears for the Home- and Community-Based Services (HCBS) Waivers Program card

Users may see an incorrect task that reads, "HCBS Waiver Program approaching maximum enrollment capacity." A task should not be generated. The generic HCBS Waiver Program card does not have a limited capacity.

Interim Solution: Disregard this task.

A resolution is in process.

Known Issues without Interim Solutions

Financial Tracking Screen

Time Tracking Billable Units default to 0 or -1

When the Start and End times are less than 15 minutes but greater than 7 minutes, the Time Tracking Billable Units should be "1." The system is reverting the Billable Units and the Total Units to 0 or -1 instead of 1.

A resolution is in process.
