



COLORADO
Department of Health Care
Policy & Financing

Case Manager News & Resources

September 18, 2023

Resources:

[CCM System Login](#)

[CCM Web Page](#)

Visit the [Care and Case Management Known Issues web page](#) to review screenshots.

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

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

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 9/11/23: 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.

Issue resolved 9/11/23.

Resolved 9/11/23: 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.

Issue resolved 9/11/23.

Resolved 9/18/23: Member Search timing-out

Users are experiencing delays and time-outs when trying to search for members.

Solution: A fix was implemented to address delays and time-out issues with Member Search. Users should not experience delays longer than 3 seconds. Users may submit a [Support Request](#) if Member Search functions take longer than 3 seconds to complete.

Issue resolved 9/18/23.

Known Issues without Interim Solutions

Reporting Tab

Reports timing-out

Users are experiencing time-out errors when trying to run the following reports:

- Agency 05 – Critical Incidents by CIRS ID Report
- Agency 05 – Critical Incidents Report
- Agency 06 – Log Notes Monthly Summary by Type
- Agency 08 – Detailed Log Notes Report
- Department 11 – Total Enrollment by Program

A resolution is in process.

Assure Care continues to work on resolving the issue with running reports caused by the data migration of the 100.2. Support Requests do not need to be submitted for this issue.

Invalid value error while generating reports

Users are unable to run a report and receive an error message stating, "Default value or value provided for the report parameter 'CaseManager' is not a valid value" when entering a valid value on the Agency 04 – Waiting List Client Detail Report and the Agency 10 – Agency Transition Report.

A resolution is in process.

Assure Care continues to work on resolving the issue with running reports caused by the data migration of the 100.2. Support Requests do not need to be submitted for this issue.
