



Dear Case Manager,

Clarity regarding support requests, specifically password resets, is needed after the most recent Care and Case Management (CCM) Newsletter was published on September 25, 2023.

Support Requests

Users are reminded to complete and submit a [CCM Support Request](#) for any of the following reasons:

- Experience with an unexpected system issue
- General CCM System concerns or questions

Visit the [CCM Known Issues web page](#) to review previously reported issues.

Password Resets

Password reset requests should be submitted to commit_helpdesk@gainwelltechnologies.com.

The provider services call center is no longer available for CCM System support.

Thank you,

Department of Health Care Policy & Financing