COLORADO
Department of Health Care
Policy & Financing

Case Manager
News & Resources

September 25, 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.

Reminder: 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

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

Job Aids Updated

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

- CCM System Job Aid Glossary
- Home and Community-Based Services (HCBS) Initial Enrollment, Continued Stay Review and Service Planning Checklist
- Legacy 100.2

Resolved Known Issues

Resolved 9/20/23: Activity Log screen slowness

Users are experiencing long wait times when accessing the Activity Log screen and are seeing records dated back to 2020.

Solution: A fix was implemented on September 20, 2023, to improve Activity Log screen performance speed.

Issue resolved 9/20/23.

Known Issues with Interim Solutions

Appeals/Critical Incident Reporting System (CIRS) Screen

Entered and saved Critical Incident Reports (CIRs) are not visible or are not associated with a member

Users are not able to locate a CIR that has been entered and saved. Some users are able to locate the CIR by the CIR number, but it is not associated with a member or is not visible in the member's record when the CIR is entered using the "+ New" and then the "+ Add New Critical Incident" options on the banner menu.

Interim Solution: Users should discontinue use of the "+ New" and "+ Add New Critical Incident" options on the banner menu. Add all new CIRs by searching for the associated member and then navigating to the "Appeals/CIR" tab and then the "Incident Management Screen" on the member record.

A resolution is in process.