



Case Manager News & Resources

October 2, 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 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 emailed to commit_helpdesk@gainwelltechnologies.com.

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

Known Issues with Interim Solutions

Activity Log Screen

Missing Activity Logs

When adding new activity logs via the "+ New" and the "+ Add New Activity Log" options on the upper banner menu, users are not required to populate member information before saving. If member information is not entered, then the activity log will not be associated to any member record and Case Managers will not be able to access it.

Interim Solution: Users should discontinue using the "+ New" and the "+Add New Activity Log" options to add Activity Logs. To add a new Activity Log, navigate to the associated member's profile and then navigate to the "Activities" tab. Navigate to the "Activity Log Screen" and click the blue "+ New Activity Log" button to ensure that the Activity Log is linked to the member and can be accessed later.

A resolution is in process.

Demographics Screen

Member Contacts 'Phone#' field only accepts 7-digit numbers when the area code entered is "310"

Phone # fields should always accept 10-digit phone numbers. However, when users attempt to enter a Phone # that starts with a 310-area code the system is only allowing users to input 7 digits.

Interim Solution: Enter first 7 digits of the 310-area code phone number in the "Phone #" field and then enter the last 3 digits in the "Phone Ext. field". If attempting to enter a home phone number for a contact, use the "Other Phone #1" field to enter the first 7 digits and then use the associated "Extension (Ext.)" field to enter the last 3 digits, as the "Home Phone #" field does not have an associated "Extension (Ext.)" field.

A resolution is in process.
