



Dear Case Managers,

Some users experienced login issues to the Care and Case Management (CCM) System Production environment. Users were unable to login and a black screen was displayed. This issue has been resolved.

Case Managers are encouraged to continue testing their login credentials for the CCM Production Environment. Access for testing must be completed prior to Thursday, June 21, 2023.

If access is still an issue, call the [Care and Case Management Call Center](#) with questions.

Thank you,

Department of Health Care Policy & Financing

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