Dear Case Manager,

The following reminders and tips will help support access to the Care and Case Management (CCM) System.

1. Verify being logged into the CCM System Production environment and not the Training environment.
2. Use Google Chrome as the web browser. This is the only browser supported at this time. Other browsers might appear to work but may cause issues to occur.
3. Contact the Provider Services Call Center with any questions or requests for support. **Callers are reminded to wait until the virtual agent asks for a Provider ID number before stating "Case Manager."** Callers are encouraged to provide detailed information regarding the issue(s) being experienced and record the Call Tracking Number (CTN) as provided by the Provider Services Call Center Agent at the end of the call.

Thank you,

Department of Health Care Policy & Financing