



Dear Home and Community-Based Services (HCBS) Providers and Transition Coordination Agency (TCA) Case Managers,

The Phase Three member and data transitions for Case Management Redesign (CMRD) will start Sunday, June 30, at noon MT to ensure members are correctly affiliated with the Phase III Case Management Agencies (CMA) effective Monday, July 1, 2024, which is the start date for the agency contracts.

All CMA and TCA staff must be out of the Care and Case Management (CCM) System and/or the Bridge no later than noon MT on Sunday, June 30, 2024. Noon on Sunday, June 30, is the deadline for agencies to run any and all pre-transition reports in the CCM system. Designated agency staff with SharePoint access will also be revoked as of 5:00 PM MT on June 30, 2024.

Case Managers moving to a new agency on July 1, 2024:

- Log into the CCM system immediately upon receipt of credentials to activate the account.
- Update the password to ensure a successful login experience on July 1, 2024. When first logged in, click on "Account Management" then "My Information" to set up a "Security Question & Answer" to minimize the need for contact with support staff.

Refer to the revised [Case Management Agency Directory](#) if there are questions about which Case Management Agencies are serving which counties. Refer to [HCPF IM 23-024](#) and the [Case Management Redesign web page](#) for additional information.

Thank you,

The Department of Health Care Policy & Financing