



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) have been successfully completed. All members are now affiliated with the Phase II Case Management Agencies (CMA) in the Care and Case Management (CCM) System and the Bridge. These transitions align with the July 1, 2024 start date for the agency contracts.

Users at A&I Avenues are experiencing issues logging into the CCM. The Department is actively working with its IT vendors to address and resolve these issues.

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.

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.

Contact [commit\\_helpdesk@gainwelltechnologies.com](mailto:commit_helpdesk@gainwelltechnologies.com) to request MEUPS password resets.

Thank you,

The Department of Health Care Policy & Financing