



Dear Case Manager,

Case management functions will be streamlined into one Care and Case Management (CCM) System. The intent is to replace the Benefits Utilization System (BUS), Bridge and DDDWeb with one system that contains the functionality of all three of these systems. The CCM System will contain the new level of care eligibility determination screen, needs assessment and person-centered support plan.

Implementation is anticipated to be effective July 1, 2021. Opportunities for information sharing and training from case managers will be made available prior to implementation. Several surveys will be sent leading up to and following the implementation of the CCM System. The survey responses will be used to develop training.

Complete the [Care and Case Management Initial Survey](#). Only one response per case manager is accepted.

Feedback and collaboration from case managers will help make the implementation a success.

Thank you,

Department of Health Care Policy & Financing

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