Known Issues with Interim Solutions

Billable Units field on Time Tracking screen reverts to "0" when "All" option is selected

Some users see "0" when they select "All" from the Billable Units drop-down on the Time Tracking detail screen.

	Compass		ŝ	Dashboard	🔳 Waiting Room 🏾 🏠	🕫 Recent 🛛 🕂 New	🙎 Christina Liu	() Tracking	Q
	Moira Rose & 1 (234) 564-5678 ID: 123456487	Demographics Assigned Sex at Birth: Female DOB: Mar 4. 1960 (63)) Primary Language: Russian Member State/Address State: Colorado County of Senice: N/A Case Manager: None	PCP; M Effectiv Plan Te Plan Te	VA e Date: Jun 3, 2022 ICBS CMHS rm Date: N/A	A	lerts (2) Member Record is Pending J'il never break unur heart			×
		Time Tracking Detail					+ Back	B Save 1	٩
-	Health 360	Member	* Activity						2
Ö	Activities	Moira Rose	Summary Report - CDASS Reasse						
ð	Demographics	* Start Date	* Start Time	• End Date	• End Time				
Ŷ	Health Coverage	07 / 14 / 2023	10 : 00 PM	07 / 14 / 2023	11 : 0	0 PM			
Ö	Utilization Management	Total Time (Hour:Min) 01:00							
Q	Case Management	Total Units	Ollable (John	1					
A	Appeals/CIR	4	- Select -	•					
绺	Care Team	Non-Billable Units	- Select -	F					
	Financial •	0	ALL	-					
	Time Tracking	- Select -	2						
	Claims	Additional Comments	4						
ы	Reports		6						
			8						
			9 10	-				B Save	

Interim Solution: Users should not select "All" on the drop-down option for Billable Units. If all units in the Time Tracking record are considered billable, users may select the appropriate numeric value that matches the "Total Units" value.

A resolution is in process.

Finding existing members within the Care and Case Management (CCM) System

Some users may create duplicate members in the CCM System by using the "+Search and Add" feature ahead of using the blue magnifying glass icon.

Member Search - Use Blue Magnifying Glass

The blue magnifying glass icon is located at the top right of every page. Use this method first when searching for a member.

MedCompass		යි Dashboard 🕺 Notices 📰 Waiting Room 兌	🗘 🕫 Recent 🕇 New 🖉 Rhonda Johnson 🕐 Tracking
Rhonda Johnson	My Dashboard		
4		幋 Appointments	☑ Work Queues
My Dashboard	Today's Tasks/Reviews Due by Time	Appointments	Name Items in Queue

+Search and Add

Only use this function when a member cannot be found using the Blue Magnifying Glass Option and it has been confirmed that the member does not have a valid Medicaid ID in any Department system.

- Do not use this screen if a member is simply assigned to another agency. It will create duplicate members in CCM.
- There is not a sync or a duplicate member merge feature available to correct this issue.

Contact HCPF_OCLSystemApplications@state.co.us for access to a member record that doesn't have a current agency assignment.

- Send only the member's Medicaid ID in an unencrypted email.
- Do not send the member's name, Social Security #, or Date of Birth.
- The case manager will be contacted if additional information is needed.

Failure to perform this validation work may result in duplicate member data in the CCM System, and possible, future re-entry of member information and data.

CCM System features may disappear when the browser screen size is changed

Some users are experiencing the disappearance of system features when changing the size of the browser window.

Interim Solution: Adjust the zoom setting on the browser window (set to 100%) and change the browser window size.



Provider "County" search result is empty

When a user attempts to locate a provider using "County" as a search criterion, the search result returns empty.

MedCompass			Dashboard	🖉 Notices 🔳 Wait	ing Room 🟠 🖨	Recent + New & Rache	l Kneessi 🕜 Tracking	Admin Q
MedCompass				🖨 Dashboard	👌 Notices 🔳 Wal	ing Room 😭 🗘 Recent + N	ew & Rachel Kneessi O Tra	tting Admin Q
Search	Provider Search							0 Cer 0 See 0
Members Providers Staff Case Notes Tasks/Reviews	Narrow by Location	Narrow by Organization Details Organization free Organization free Organizations free - Select - 0	•	Red Name	Gender - Select -			
Activity Log Incidents Documents Concernents	Colorado • • • • • • • • • • • • • • • • • • •	Poolar Id NA Cry Date - Select		Federal Tax Id	Prone Number			
Appeals & Grievances Census Waiting Lists	Include Non-Dar and Inactive Providers No Company Test Search Dirothing Providers No Company Test	By Type, ISP, Network or LOB house type - Select - • • Or - Sel	ect - B					
	incluse Anapting have Anima havens	Savia Europy Sevice Sevice 1 Select Days of Operation Strokey Savia		Haam Converge Type + Select -	1	Q -Seect-		
Activities	No Baserie found	Li svat						
rovider Search Results 0								+ Refine Search
No Records found								

Interim Solution: Use any other search criterion excluding County, such as Org Details, Type, Intensive Supervision Program (ISP), Network, or Line of Business (LOB).

Search							
4	Provider Search						O Dear Q Search
& Members	Narrow by Location	Name by Organization D	analy				
Providers	Ze Ze	Organization frame	Last Name	First Name	Gentler		
E Staff			¢r.		- Select - 0		
D Care Notes	Distance	Organizational Attilation					
	- Select - 0	- Select -	8				
rm lasks/Kenews	Area Served - State						
Activity Log	- Select - 0	Povider Id	NR	Federal Tao Id	Phone Number		
99 Incidents	Area Served - County						
D Documents	- Select - B	Cly Resident	244	20			
Service Authorizations	Area Served - Location	Boyder	- 3660 ·				
Appeals & Grievances	include him-the and martial finalders	By Type, ISP, Network or Li	OB				
D Carrie	No 💷 Yes	Provider Type	Specialty				
	Search Undefined Providers	- Select -	Or -Select-	•			
III Waiting Lists	10 (B 10						
	Include Accepting New Patients Providers	Senior Category	Service .	Health Coverage Type	Network	Carguage	
						·	
		Montey Trustey Wednestey Wednestey Trustey Free Security Security Security Surday					
MedCompass				🛱 Dashboard	d 🗸 Notices 🔳 Waiting Room 🗄	약 @ Recent + New & Rachel)	ineessi 🔇 Tracking 🔒 Admin 🔽
Search	Provider Search Results 1						
							+ Refine Search
& Members	Provider Name 1471 Provider Type	Provider Id Specially	Address	Provider Contract: Line of	f Business Provider Contract, PAR Sta	ve Provider Contract Effective Date	Service Distance
Providers	Gregory Warren 000147989 Physician	2568775	2587 West Mountain Pass, Bourder, CD, 80312, Bourd	ler			
IEI Staff							Newspergege 25 1-1-11
Case Notes							and the second s
III Tasks/Reviews							

Incident Reporting not generating results when clicking on search without any criteria

When a user attempts a general search with no specific criteria for Incident Reporting, the search result returns empty.

beare	n	Incident Depart C	annah							
		incident Report 5	earch							& Clear Q S
8	Members	Incident Date From		Incident Date To		Choose Incident Type		Incident Number		
۵	Providers	mm / dd / yyyy		mm / dd / yyyy	Ö	- Select -	٠			
	Staff	Include Draft Incidents								
Ċ	Case Notes									Advanced S
=	Tasks/Reviews	Internal Investigator	Q							
9	Activity Log	Provider / Facility								
a)	Incidents		Q							
0	Documents	Member First Name		Member Last Name						
Ø	Service Authorizations									
æ	Appeals & Grievances									
& 0	Appeals & Grievances Census									
arch	Appeals & Grievances Census	Incident Search Results								Beline Caurit
so ⊡ arch	Appeals & Grievances Census	Incident Search Results								♣ Refine Search
orch	Appeals & Grievances Census embers	Incident Search Results	Stee	nty kooleent Type	Date Reported	Trender / Facility	Vie	San Khanne	loteral hvestgator	♣ Refine Search
arch M Pri	Appeals & Grievances Census embers oviders	Incident Search Results	Seve	nty kodent Type	Date Reported	Provider / Facility	ve	Sim Kane	bitenal lovestgator	Refine Search
arch 1 Mi Pri Stu Ca	Appeals & Grievances Census Imbers poiders utf se Notes	Incident Search Results	Seve	ety kodent Yyre	Date Reported	Trender / Julity	Ve	tion Name	Internal Investigator	Refine Search
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ss arch g Mi Pri Stu Ca Tat Ca Tat	Appeals & Grievances Census embers widers en Notes es Notes ks/Reviews tivity Log idents	Incident Search Results	See	ety booleest Type	Date Reported	Provine / facility	Vie	th Kane	Mend hostsplat www.you'south	• Refine Search Oarto < >
Arrch A A A B Stu D Ca Ca D C	Appeals & Grievances Census embers wholers as Notes as Notes tuby Log isidents cuments	Incident Search Results	See	tly kodent Type	Detraported	Paradar / Indity	ve	60 Kore	Mend hoodspace	● Refine Search

Interim Solution: Specify at least one criterion (e.g., Incident Number, Status, Severity, Incident Type, Provider/Facility, Victim Name, Internal Investigator).

Search	Incident Pener	t Soarch							
٥	incident Repor	t Search						& Clear	Q Search
A Members	Incident Date From		Incident Date To		Choose Incident Typ	10	Incident Number		
Providers	05 / 01 / 202	3	mm / do	d / уууу	- Select -	٥			
E Staff	Include Draft Incidents No Yes								
Case Notes	Internal Investigator							Advance	d Search
₹≣ Tasks/Reviews		Q							
Activity Log	Provider / Facility								
a Incidents		Q							
Documents	Member First Name		Member Last Nat	me					
Service Authorizations									
Search	Incident Search Res	ults 2						← Re	efine Sear
온 Members	Incident Number	Status	Severity	Incident Type	Date Reported	Provider / Facility	Victim Name	Internal Investigator	
Providers	3e06ad7b	Follow-up		Criminal Activity	May 1, 2023		Betty Swift		
I Staff	6393af4e	Open		Death	May 9, 2023		629202 testing		
Case Notes							16	ems per page: 250 1 = 2 of 2	1
								and the bulle state of a local state	~ /

Search and Add Screen

Medicaid ID not generating results when using the Search and Add screen

When a user attempts to search by Medicaid ID on the Search and Add screen, the search result returns empty.

Sear	ch										
٥		Marris an Canards									_
8	Members	Member Search							Se Cle	ar Q Sea	rch
曲	Providers	As Of Date									
(1)	Staff	05/10/2023	-								
Ó	Case Notes	To search by identifying number DDDWeb ID		Medicaid ID	SSN						
Æ	Tasks/Reviews	To search by Name and/or DOB									
S	Activity Log	Last Name		First Name	Middle Name		De	ste of Birth			
8	Incidents							mm/dd/yyyy			1
D	Documents	To search by Authorization Information Authorization/Reference Number		To search by Program Information Program Case #	Case Manager						
Ø	Service Authorizations				Select		~				
Rac	hel Kneessi	Before adding a Member, may complete all the fields	users m	ust search for possible duplicates i	n the database Search	using First nar	me and Last	name, or	SSN, or Me	edicaid #. Us	ers
		Last Name		First Name	Date	of Birth					
Ð	My Dashboard				m	nm / dd /	уууу				
	Messages/Inbox	SSN		Medicaid ID							
細	Work										

Interim Solution: Search by Medicaid ID on the Member Search screen.

A resolution is in process.

Red box error occurs during member search due to time-out

Users receive a red box error that reads "MC401: An error has occurred while retrieving the data for the search criteria" if the system has been idle when searching for a new member.

Interim Solution: Manually log out and log back into the system to complete the search.

A resolution is in process.

Health 360 Screen

Allergy Code is not hidden for all Gainwell CCM security roles

This information should not be visible to vendor resources.

	Allergy					+ Back 🖬 Save
Health 360	Alleray		Type		Severity	
Health Summary	peanut	8	Food	٠	Moderate	٠
Allergies	Allergy Code	Reactions	Allergy Type if Other		Information Source	
Medications		Hives, Swelling, Trouble Breathing, Wheezing			Provider	٥
Risk Scores	Notes/Comments	Last Occurred	Deactivate Date		Reaction if Other	
Diagnosis		mm / dd / yyyy	mm / dd / yyyy			

Interim Solution: Set Allergy Code field as a read-only.

A resolution is in process.

Health 360 Medications Field(s) are visible to inappropriate users

The Direction for Use, CMS Formatted Directions and Reconciliation Date fields should be hidden for all Gainwell CCM Security Roles.

Nedication					+ Back	a Save
Medication Detail						
Drug Name, Strength, Dosage Form			Medication Code			
		R				
Manufacturer			Pack Size			
		Lu				00
Direction For Use			CMS Formatted Directions			
		+				+
Information Source	Route		Route Type if Other	Frequency		
- Select - 🗢 🗢	- Select -	٠		- Select -		٠
Prescribing Physician						
HRC Review Needed?	Taking for Psychotropic Reasons?		Reconciliation Date	Understand Why The	ey Are Taking the	
O Ves O No	- Select -	٠	mm / dd / yyyy	Medication?		
				- Select		
Taking as Prescribed?	Taking as prescribed?					
Colori	No Var					

Interim Solution: Disregard these fields.

Incident Management tile is visible when no data is populated

This tile should not be visible if there is no critical incident information available.

		Demographics				
MR	Moira Rose ぷ 1 (234) 564-5678 10: 123456487 K	Assigned Sex at Birth: Femal DOB: Mar 4, 1960 (63y) Primary Language: Russian Member State/Address State: County of Service: N/A Case Manager: None	e Celorado	PCP: N/A Effective Date: Jun 3, 2022 Plan: HCBS CMHS Plan Term Date: N/A	Alerts (1) MEMBER HAS SEVERE ALLERGY	×
 ▼ 	Health 360 Health Summary Allergies Medications Immunizations	Tasks / Appoi	ntments			
	Risk Scores	ିହ Incident Mar	nagement			+
	Metrics Lifestyle History Diagnosis Procedure	No Records found				

Interim Solution: Disregard the Incident Management tile when visible with no data.

A resolution is in process.

Demographics Screen

Member Phone Screen: 'Phone#' field only accepts 7-digit numbers when the area code entered is "310"

Users should be able to enter a 10-digit number in the Phone# field regardless of the area code.

4	Member Phone						+ Back	Save I
🗢 Health 360	Name	DO	6		Address			
Activities	Sally Smith	No	v 11, 2011 (11y)		N/A			
Demographics	* Phone #	Phone Ext.	Phone Type		Source	Other		
	+1 310-5555		Cell	0	- Select - 0			
Profile	Is Number Valid	Last Updated						
Contacts	- Select -	05 / 18 / 2023	0					
Decision Making & AD	Permission To Call	Last Updated						
Employment	- Select - •	05 / 18 / 2023						
Phone (1)								^
Phone # Phone Ext.	Source Phone Type Is Number	Valid Permission To Call	Permission To Text	Permission To Leave Mess	age Preferred Contact Phone?	Start Date	End Date	Action
	1404				ali 27	5 (40.00)		Terms 1

Interim Solution: Enter "310" for the area code regardless of the actual area code, the first four (4) digits of phone number in the Phone# field and the last three (3) digits of the phone number in the Phone Ext. field.

			CIT THOMAS											
•		Memb	er Phone										+ Back	B Save
🗢 Health	360	Name					DOS				Address			
Activiti	ies	Sally Smit	h				Nov 11, 2011	(11y)			N/A			
Demog	graphics	* Phone #			Phone Ext.			Phone Type		Source		Other		
		+1	310-5555		555_			Cell	٠	- Select	•			
Profile	2/ 1	Is Numbe	r Valid		Last Updated	i .								
Contac	ts	- Sele	ct -	٥	05 /	18 / 2023								
Decisio	on Making & AD	Permissio	n To Call		Last Updated	ř.								
Employ	yment	- Sele	ct -	٠	05 /	18 / 2023								
		Permissio	n To Text		Last Updated									
Living A	Arrangements	- Sele	ct -	٥	05 /	18 / 2023								
Phone (1))													^
Phone #	Phone Ext.	Source	Phone Type	ls Number Va	lid Pe	ermission To Call	Permi	ision To Text	Permission To Leave Me	isage	Preferred Contact Phone?	Start Date	e End Date	Action
1 310-5555	555		Cell								No	5/18/23		Сору

A resolution is in process.

Full name shown in First Name field of Demographics Contact screen

Both the first name and last name are displayed in the First Name field. The Last Name field is blank.

-		Case Manages - NOTE	
•		Contact	← Back 🗃 Save 🗄 🔇
*	Health 360	Biblioship to Hanker	P
٥	Activities	Spouse On Adler Q	
0	Demographics •	Preferred Contact Obsolete School Bistuics	
	Profile	No DYes No Yes - Select - C	
	Contacts	Written release of information Authorization on File	
	Decision Making & AD	No	
	Employment	Caregiver Back Up Support	
	Living Arrangements	Caregirer Regular Support Emergency Contact	
Ŷ	Health Coverage	Nearest Relative	

Interim Solution: Add the last name to the Last Name field. Delete the last name from the First Name field.

•		Contact				+ Back B Save	
\$	Health 360	Relationship to Member	* First Name	* Last Name			
۵	Activities	Spouse •	Don	Adler	Q		
0	Demographics	Preferred Contact	Obsolete	School District			
	Profile	No 💭 Yes	No 🕖 Yes	- Select -	۰		
	Contacts	Written release of information Authorization on Fil	le				
	Decision Making & AD	No No					

Case Management Tab

Notification message for Level of Care Certification date is incorrect

The notification message "Level of Care Certification Spans cannot exceed one year" is incorrect when the Level of Care Certification information date span is less than or equal to one year and the system automatically sets the "End Date" to the last day of the previous month of the previous year (calculated from Start Date).

 Centroline Type
 Bert Type
 bert Dire
 Ded Dire

 Level of Care.
 e
 05 / 15 / 2022
 0
 04 / 30 / 2023
 0

Interim Solution: Disregard error message.



A resolution is in process.

Level of Care Certification Information

Referral Information is not hidden

Referral Information on	the	program	summary	screen is	s visible.
-------------------------	-----	---------	---------	-----------	------------

igibility Determination /A	Program Na N/A	me	Nursing Facility Do Team? N/A	ocumented i	n Care Program Status N/A	5/1	7/23	Case Manager/C N/A	M Supervisor
rogram Informatio	on								
igibility Determination		Program Name		•	Program Status		Program Number		
mm / dd / yyyy		Nursing Facility	Ý	۰	Pending Annual	۰	N/A		
rogram Open Date		Enrollment Counted			CM Assigned		Program Closure Date		
mm / dd / yyyy		N/A			N/A		mm / dd / yyyy		
eason for Program Closure		Other Closure Reaso	n		Reopen Date		Reopen Reason		
- Select -	۰				mm / dd / yyyy		- Select -	۰	
)ther Reopen Reason									
Case Management	Information								
ntake Case Coordinator		Case Manager/CM S	upervisor		Staff Role				
	Q		0	Q	- Select -	٠			
					Required when Assigned To field	is filled out			
Referral Information	1								
Referral Informatio	n	Reason for Referral			Other Detail		Referred By		

Interim Solution: Disregard Referral Information data.

A resolution is in process.

Physician Fax Number is required on Intake Assessment

The Physician Fax Number is a required field when it should be an optional field.

essment/Support Plan: LLER INFORMATION-N	: Colorado Intake Screen Tool Version 17 Page: 1 Section: PERMISSION TO COMPLETE SCRE DTES/COMMENTS
	U English
	Q Spanish
	O French
	Q Japanese
	Q Korean
	O Chinese (Mandann)
	Chnese (Cantonese)
	Ast. (American sign Language)
	C Russen
	O const
	Does the individual have a Primary Care Provider?
	Q No
	Ves Ves
	Physician name:
	Dr. Harold Brown
	* Physician telephone:
	(719) 232-0393
	* Physician fax:
	(000) 000-0000

Interim Solution: Enter 000-000-0000 for Physician Fax Number.

The "copy button" on the 100.2 assessment is available but does not copy data

A	Assessment/Support Plan	s							+ New Assessm	ment/Support
Health 360	All In-Process Finalized Closed	By: Status Y								Card II
Activities					Consideration of the second					
Demographics	Comparted	corp		Completed						
Health Coverage	Version 17.00	Version 120	Assessment (Legac	y ULTC	Version 1.80					
Utilization Management	<u></u>		100.2) Version 2.30	1000	2					
Case Management	3/3/23. 10:14 AM	Created: 4/10/23, 9:02 AM	Creaters	Created: 4/7/23, 10:5	i9 AM					
Programs	Date Completed/Venified: 3/3/23. 10:14 AM	Date Completed/Verified: 4/10/23. 9:02 AM	3/3/23. 8:42 AM	Date Complete 4/7/23, 11:1	ed/Verified: I4 AM					
Assessment/Support Plans	Assessor Name Rachel Kneessi	Assessor Name Rachel Kneessi	3/3/23, 8:42 AM	Assessor Name Rachel Knee	e Kssi					
Care Plans			Rachel Kneessi							
Service Plans										
Referrals	Сору		Copy	Сору						
Waiting List										
ssessment/Support Pla	ans: LTC Level of Care Eligibi	ility Assessment (Legacy I	JLTC 100.2) Version 2.3				+ Back	Close	Complete	B Save
Progress Version	Assessment/Event Typ	e Created Held Da	to Varified Date	Data Completed Marie	and Array Maria		Assessme	nt Reason	-0	
0/84 2.3	N/A	N/A N/A	N/A	N/A	N/A	N/A	N/A		Ø	
0/84 2.3	N/A	N/A N/A	N/A	N/A	N/A	N/A	N/A		Ø	
0/84 2.3		N/A N/A		N/A	N/A		N/A		Ø	
0/84 2.3	N/A	N/A N/A RMATION ACT	IVITIES OF DAILY LIVING & LEV DETERMINATION	N/A //EL OF CARE	N/A MEDICAL	ASSESSMENT DEMOGRAPHIC	N/A 5			
ASSESSMENT INFORMA	N/A ASSESSMENT INFOI DETAILS	N/A N/A	IVITIES OF DAILY LIVING & LEV DETERMINATION	VIA Comparison version	N/A MEDICAL	ASSESSMENT DEMOGRAPHIC	N/A S	ENT INFO	RMATION D	ETAILS
0/64 2.3 ASSESSMENT INFORM/ *Auseament Date mm / dd / ywyy	N/A ASSESSMENT INFOI DETAILS	N/A N/A	IVITIES OF DAILY LIVING & LEV DETERMINATION	VIA Comparted) vering	N/A	ASSESSMENT DEMOGRAPHIC	N/A 5 ISSESSMI	ENT INFO	RMATION D	
V/64 2.3 ASSESSMENT INFORM * Assessment Date mm / dd / yyyy	N/A ASSESSMENT INFOI DETAILS	N/A N/A	IVITIES OF DAILY LIVING & LEV DETERMINATION	VIA Comparted vering	NA MEDICAL	ASSESSMENT DEMOGRAPHIC	N/A S	ENT INFO	RMATION D	
VIE4 2.3 ASSESSMENT INFORMA Assessment Date mm / dd / yyyy *ferent Type	N/A ASSESSMENT INFOI DETAILS	N/A N/A	IVITIES OF DAILY LIVING & LEV DETERMINATION	Tel OF CARE	NA MEDICAL	ASSESSMENT DEMOGRAPHIC	N/A S	ENT INFO	RMATION D	etails
ASSESSMENT INFORM/ *Assessment Date mm / dd / yygy *Swet Types Appel - Decision Overturn Papel - Decision Overturn Di Decision Overturn Decision O	N/A ASSESSMENT INFOI DETAILS ATION	N/A N/A	IVITIES OF DAILY LIVING & LEV DETERMINATION	VIA Comparted vering	NA MEDICAL	ASSESSMENT DEMOGRAPHIC	N/A 5	ENT INFO	RMATION D	
0/84 2.3 ASSESSMENT INFORM Assessment Date mm / dd / yyyy • Svent Type Appel - Decision Oversum Continued Bay Review Dt Indit Review Reverse Dt Indit R	N/A	N/A N/A	IVITIES OF DAILY LIVING & LEV DETERMINATION	VIA Comparted vering	NA MEDICAL	ASSESSMENT DEMOGRAPHIC	N/A S	ENT INFO	RMATION D	etails
ASSESSMENT INFORM/ *Assessment Date mm / dd / yyyy *Event Type 6 Month Review Appeal - Decision Overturn Contrust Say, Review D I Initial Review Nursing Facility Transfer Revent DI Unscheduled Review Wartist * Jonatelli Brownew	N/A	N/A N/A	IVITIES OF DAILY LIVING & LEV DETERMINATION	Late Compared years	MEDICAL	ASSESSMENT DEMOGRAPHIC	N/A S	ENT INFO	RMATION D	

Interim Solution: Do not use the "copy" function. Create a new 100.2 assessment and re-enter all assessment answers. Users may use the copy and paste function to move narrative text from the previous 100.2 to the current one.

Service Plan screen offers the option to "Sign" from the three-dot menu

Service Plan 🕈 Back 🥒 Edit 🖸 Сору * Description Service Start Date Service End Date • Funding Source Ö 07 / 15 / 2022 mm / dd / yyyy Nursing Facility 🖞 Void ab SubProgram I New Task/Review ¢ A New Notification Care Plan Goal Status of Services Total Cost of Services Budget 🖋 Sign - Select -\$ \$0.00 \$0.00 Service Auth # Service Line ٥

The functionality to "sign" Service Plans is not available.

Interim Solution: If this option is selected then the following message appears: "There is no active signature configuration available for this item." Close the message box, continue work and use the merge and send function to send the Support Plan Signature Page to collect signatures.

signatures	
here is no active signature configura	tion available for this ite
	Class

A resolution is in process.

Service Plan fields appear to be available to edit

On the Service Plan screen the Description and Total Cost fields should be read-only and appear gray.

Interim Solution: An error message will be generated and data will not be saved if an attempt is made to change data in the Description field. The data in the Total Cost of Services field will revert to the original amount if an attempt is made to change data.

Med	Compass		🛱 Dashboard	A Notices	Waiting Room 🛛 🟠	🕫 Recent 🕇 N	ew & Rachel	Knee Error - An error has occurred.	×
•	Daisy Jones P N/A ID: N/A	Demographics Communicatio Assigned Sex at Birth: Female DOE: Mar 31, 1953 (Ny) Pimany Language: NA Member State/Address State: NA County of Service: NA Case Manager: Robbie Burgess	n Center	PCP: N/A Effective Date: Mar 3 Plan: HCBS CMHS Plan Term Date: N/A	8, 2023		Alerts (1) Member Record	Unable to save service plan.	Ĵ
•		Service Plan						Cancel 🔒 Save	٥
\$	Health 360	* Description	Service Start Date		Service End Dat	e	• Funding So	urce	
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Staffing Date field within the Assessment/Support Plans: Service Plan Assessment should be labeled as the Service Plan start date

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			mm / dd / yyyy
			E Close Complete Save

Interim Solution: Manually enter the Service Plan start date in the Staffing Date field.

A resolution is in process.

Rights Modification information is not available from legacy support plan

Interim Solution: Complete the Department-prescribed PDF outside of the CCM System and upload the PDF document onto the Service Plan under the Page Resources > Documents using the "+" button.

(*	Daisy Jones P N/A ID: N/A	Demographics Communication Cer Assigned Ser at Birth: Female DOI:: Mur 31, 1953 (Dy) Primary Language: NA Member State/Address State: N/A County of Service: NA Case Manague: NA	iter I I	PCP: N/A Effective Date: Mar 2i Plan: HCBS CMHS Plan 3erm Date: N/A	A. 2023	Alerts (1) Membe	Record is Open	×
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Demographics Goal: Day Plans < (1 of 3) > ← Back 🗃 Save 🗄 🕈 Health Coverage Goal Description D Utilization Management Q ۰ Day Plans Care Plan This value has expired Case Management . Detail Programs Daily planned activities and additional text entered to support the goal Text added 3/31 Assessment/Support Plans * Start Date Target End Date Victoria Pierce Clear Q 09 / 01 / 2022 08 / 31 / 2023 Service Plans % Com Statu Referrals High ٠ Activ ٥ 0 Waiting List O Short Term O Long Term O Future No D Yes - Select -• A Appeals/CIR Goal Status Details 绺 Care Team 🗠 Financial

Personal Goal field is not available on Care Plan Goals screen

Interim Solution: Change the "Member Set" toggle to "Yes" for personal goal information.

A resolution is in process.

Supervisory signature automatically merges on letters

Supervisors do not have the ability to review letter content before applying signature.

RK Rachel Kneessi	Primary Speciality: N/A Statf Role(s): Multiple	namagen: G Secondary S Primary Lang	moune co pecialty: N/A juage: N/A	Cale Mahaget: 165 Staff Teams: Multiple	
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P	- Obriet	ha			
Case Planader	Signature Supervisor 3	lulidule			

Interim Solution: Do not enter a name in the Manager field on the "Staff Profile" screen. This will prevent the supervisor's signature from automatically generating onto the letter. When sending an 803/NOA letter, save the letter as a draft and send a task to the supervisor requesting a signature. The supervisor can access the draft letter in the CCM System, review and sign it. The supervisor can upload the approved and signed letter and send a task back to the case manager to mail the signed NOA letter. Agencies can operationalize the process to meet their needs, as long as the notice, with both signatures present, is maintained in the system and other NOA requirements are met.

Active	Auto	matic Faxback						
No 🥌 Yes	No	Yes						
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Long Term Care (LTC) Waiting List English - Phone Number and Extension format is incorrect

Additional Information							
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Interim Solution: Type the number in the Phone Number field using the following format: 000-000-0000. In the Extension field, type number using following format: X 00000 or extension 00000.

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iled Date	Letter Date	Program	• Phone M	iumber		
mm / dd / yyyy	05 / 22 / 2023	Developmental Disabilities (DD) 🔹	5554	1842277		
nsion						



Note: Users can enter phone numbers in 123-456-7890 or 1234567890 format and they will be merged properly on the letter. However, if other characters are used (alphabetic letters or other punctuation such as periods) it will interfere with phone number format.

A resolution is in process.

Long Term Care (LTC) Waiting List fields are not available to edit after saving

The Priority Enrollment Requested field and the Placement Date & Time field are not available to edit after saving the screen.

во	Bubble Cherry J N/A ID: Z78U34	Demographics Anagenet San at Beth: NA DOB: Sep R, 2021 Dyl Primery Lenguager, NA Manehae Statut/Advess Statu: Colonedo Constry of Service: Alemona Casa Manager: None		PCF: N/A Effective Date: N/A Pare: Indigible Plan Term Date: N/A		Alarta (D)	
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4	Health 360	• 2rogram	Priority Enrollment Requested	* Status	Initial Waiting List Request Date	* Weiting List Pacement Date	
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188	Care Team						
E.	Financial						

Interim Solution: Use the three-dot menu to send a task to HCPF staff (Mary Stuckwisch – Username stuckmar1) if a priority enrollment is requested, a review is needed or if any other

update is needed to a read-only field.

	Priority Enrollment Requested		• Status		Waiting List Review Date	🖸 Сору
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A resolution is in process.

Waiting List – Behavior for duplicate waiting list(s) differs depending on whether the Priority Enrollment Requested field is populated or not

If the Priority Enrollment Requested field is not populated and a duplicate waiting list is entered and saved, the system will automatically void the waiting list entry. If the Priority Enrollment Requested field is populated, and the user creates and saves a duplicate waiting list record, the system will not allow it to be saved and a red box error is generated.

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Interim Solution: No interim solution is needed. Be aware of the differences in system functions.

Waiting List – Adjusting the due date of Waiting List Review Tasks does not change the due date of subsequent related tasks

Interim Solution: Manually enter the due date of every subsequent Waiting List Review Task to the desired date when the task appears in the work queue.

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* Piloty	* Satur	Category	• Type Walting List CostMagnet	Task/Review Required	
LOW ·	- Assgneu	· Jereci ·	maining use chroniment		Waiting List Review Task
Assigned to Telaswini Patil	Clear O Q	10 / 01 / 2023	07 : 00 PM	mm / dd / yww	within 183 days (6 months)
					with undeted dete of
TP WL_PMCM	- Select - 0	- Select -			with updated date of
Queue	Task Location				10/1/2023
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Schedule Task/Review					
Start Date	Start Time	End Date	End Time		
mm / dd / www	hh I mm	mm / dd / www	hh-common we		
Task/Review					← Go Back
Waiting List Review is du	e within 91 days (3 month	is)			
Waiting List Review is due within 91	System				
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Medium •	Assigned	- Select -	Waiting List/Enrollment	No B Yes	
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Tejaswini Patil	Clear \varTheta Q	07 / 01 / 2023	07 : 00 PM	mm / dd / yyyy	Subsequent task of Waiting
Member	Program	Program Type			List Deview Task within 01
TP WL_PMCM	- Select -	- Select - 0			LIST REVIEW TASK WITHIN 91
Queue	Task Location		Group		days (3 months) retains
Waiting List/Enrollment - Agency			N/A		original date of 7/1/2023
Schedule Task/Review	from Tame	End Date	Ind Tone		
mm / dd / www	bh : mm a	mm / dd / www	bh - mm - m		

A resolution is in process.

Waiting List – A program automatically closes if no appeal is initiated 60 days after the Mailed Date on the associated "LTC Not Eligible" correspondence

Interim Solution: Populate the "Mailed Date" with the same value as the "Letter Date" to initiate the automated closure feature. If the "Mailed Date" is not entered at the time of the

letter creation, a user should manually close programs 60 days after the "Letter Date" of an "LTC Not Eligible" if no appeal is filed.

Member Program - Merge & Send Merge & Send - LTC Not Elic	iible. English					-	- 0
Additional Information Mailed Date 01 / 19 / 2023	* Letter Date 01 / 19 / 2023	* Program Brain Injury (BI)	• Denial • You gib	Reason I do not meet the fun- ility level	ctional eli		
Other Denial Reason (Required if other) Rule Citation 1.a.b.c							
* Phone Number 5551231943	Extension x5						

A resolution is in process.

Appeals/Critical Incident Reporting Systems (CIR) Screen

Multiple "Critical Incident Reporting Systems (CIRS)-Further Incident Information" Assessments

Multiple entries can be completed per incident.

Tools (2)		^+
Name	Status	Create Date
CIRS - Further Incident Information	Completed Assessment	2/14/23
CIRS - Further Incident Information	In Process Assessment	4/28/23

Interim Solution: Include the first "CIRS-Further Incident Information" assessment in any report.

A resolution is in process.

HCPF Review Assessment can be reopened, modified and saved in error

Assessmer	it/Support Pla	INS: HCPF Review Ve	rsion 1.5							
Progress 2/2	Version 1.5	Assessment/Event Type N/A	Created May 18, 2023	Held Date N/A	Verified Date N/A	Date Completed/Verified May 22, 2023	Assessor Name Rachel Kneessi	Assessing Agency N/A	Assessment Reason N/A	Ø
						0				
					НСР	F Review				
										HCPF Review
HCPF Re	view									
* Review Summ	mary:									
test										
* Disposition	of Report:									
Repor	t Unnecessary-Not a C t Complete - No Addr	ritical Incident 🛛 Additional tional Follow-Up Necessary 🗌	Follow-Up Needed Report Complete	Serious In Additional Follow	oident Requiring Imm s-Up Received	rediate Follow-Up 🔲 Counsel C	lient/Provider	Initial Report Inco	mplete - Answer Questions.	Add Details

Interim Solution: Do not reopen a HCPF Review Assessment. If a user reopens the assessment close it without modifying and saving.

A resolution is in process.

Known Issues - No Interim Solution

The following issues are known but do not have a solution for users to follow at this time.

Activity Log Screen

Incorrect access to confidential notes

Users should not be able to access a confidential note assigned to a different Case Manager

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	Tasks/Appointments	05 : 55 PM	mm / dd / yyyy 🖸			
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	-	Karen	Sirko	Friend 0		
	Documents	Cell Phone Number	Hone Mone Number	Work Phone Number		
	Activity Log	+1		+1		
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3	Demographics	+1				

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	Carle Team						

Demographics Screen

Communication preferences on the Profile Summary do not save

Users should be able to save their communication preferences options on the Profile Summary screen.

mpairments/Disability/Delay					
/sual Impairment	Hearing Impairment	Speech or Language impairment	Intellectual or Developmental Disability	Developmental Delay	
io 🌘 Yes	No 💭 Yes	No 💭 Yes	No 🕖 Yes	No 💭 Yes	
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- select -						
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Mode of Outreach		Source				
- Select -				0		

Member Population field on Profile Summary should not display

The Member Population field on the Profile Summary screen should not be visible to users.

A resolution is in process.

Case Management Tab

Unable to print legacy assessments

Users should be able to generate printouts for legacy assessments on the Assessment screen.

A resolution is in process.

Future Review Date field does not save on the Waiting List

Users should be able to save a date in the Future Review Date field of the Waiting List.

A resolution is in process.

Care Team Screen

Past care providers are not stored on the Care Provider screen

Users should be able to store past care providers on the Care Provider screen.

•		Care Provider									+ New Care Provider		
\$	Health 360	All Open	Closed							Card	₹≣ Table		
Ö	Activities												
J	Demographics	Provider	Primary Specialty	Phone	Fax	PCP?	Provider Type	Start/Admit Date	End/Discharge Dat	e Ac	äon		
Ŷ	Health Coverage	A Rise Above		1 (509) 870-1095		No	MedCompass CMA	Mar 3, 2023		Ø	Сору		
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Q	Case Management												
A	Appeals/CIR												
*	Care Team												
	Care Providers												