



Dear Case Manager,

The following are two Known Issues in the CCM System.

Assessments created on duplicate member records

When assessments are created on duplicate member records (without Medicaid IDs) they are not connected to the interChange and will not sync. The department is testing a resolution to link duplicate records that will not require case managers to reenter the assessments.

Solution: Always search by Medicaid ID on the global Member Search screen to ensure that duplicate records are not created. Use the blue magnifying glass icon at the top of the screen to verify that no record exists in the CCM System for that member before adding a new member record on the Search and Add screen. For additional information on searching and adding a member to the CCM system, see the [Search or Add a Member](#) job aid. To ensure changes to the record are only made on the interChange synced record, do not enter a new member record using the Search and Add function if that member is located using the Member Search function (blue magnifying glass), even if access to the member is not provided via a link.

A resolution is in process.

Member Search Screen

Duplicate member records are created when a search is initiated on the Search and Add screen (without Medicaid IDs) and those duplicate records will not sync to the interChange.

Solution: Always search by Medicaid ID on the global Member Search screen to ensure that duplicate records are not created. Use the blue magnifying glass icon at the top of the screen to verify that no record exists in the CCM System for that member before adding a new member record on the Search and Add screen. For additional information on searching and adding a member to the CCM system, see the [Search or Add a Member](#) job aid.

A resolution is in process.

Thank you,

Department of Health Care Policy & Financing

