



Dear Case Manager,

The design, development and implementation of a new Care and Case Management system is underway. This new system is intended to replace the BUS, Bridge and DDDWeb and will include the new Long-Term Services and Supports Level of Care (LTSS LOC) Eligibility Determination, Home & Community-Based Services (HCBS) Assessment and Person-Centered Support Plan. The new system is scheduled to go live in July 2021.

Gainwell Technologies (formerly DXC Technology) will be using MedCompass[®], a configurable care management platform product of AssureCare[®], to customize the new Care and Case Management system to Colorado's unique needs.

The new system will help streamline processes and increase efficiency for case managers and members in Colorado. The feedback and experience of case managers is needed as decisions are made about the implementation of the system.

Here are initial communication and feedback opportunities:

- Visit the new [Care & Case Management System web page](#) which will house updates, engagement opportunities and additional supplemental resources as they are made available.
- Case managers and all other interested stakeholder groups can also sign up to join the mailing list which will be used to publish regular project updates. [Visit the subscription web page](#), fill in the requested information and select the "Case Manager's Corner" mailing list.
- Each agency will be contacted to complete a Business Process Re-engineering (BPR) survey which will help to directly engage with a Point of Contact to understand and address business process changes that will come along with the system implementation.

The Department of Health Care Policy & Financing is committed to providing Case Management Agencies, case managers, providers and members with the necessary information and updates to make this project a success for everyone.

Thank you,

Department of Health Care Policy & Financing

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