



Dear Users of the Care and Case Management (CCM) System,

The Care & Case Management system is expected to have delayed response times between 2:30 PM-3 PM on July 5, 2023, so improvements can be made. Users may receive a "red box error" during this change.

Case managers are encouraged to limit the use of the CCM during this time period.

- Case Managers must continue to contact the Provider Services Call Center at 1-844-235-2387 with questions and clearly say "Case Manager," "Case Management," or "CCM" once the virtual agent finishes asking for the Health First Colorado Provider ID number. Calls cannot be directed if the virtual agent is still speaking.
- Provide detailed information regarding the issue(s) being experienced.
- Record the Call Tracking Number (CTN) for each call that is provided by the Provider Services Call Center Agent.

Thank you,

Department of Health Care Policy & Financing