



Dear Case Management Agencies,

The issue regarding case manager reassignments in the Care and Case Management (CCM) system was resolved on the evening of Tuesday, March 12, 2024. A separate communication will be sent to agency leadership through the CMA Transitions Inbox with information about impacted members.

ISSUE RESOLVED: Case Managers Reassigned in the Care and Case Management System (CCM)

- Case Management Agency staff reported that members previously assigned to case managers across State General Fund Programs and Home and Community Based Services Waivers before the Phase II Case Management Redesign transition effective Friday, March 1, 2024, were no longer associated with the expected case manager.
- This issue is resolved; case manager assignments have been reverted to Thursday, February 29, 2024. Manual changes in case manager assignments during the week of March 1 have been accounted for.

Thank you,

The Department of Health Care Policy & Financing

Dear Case Management Agencies,

The issue regarding Case Managers being unable to view long-standing members in the Bridge has been resolved.

ISSUE RESOLVED: Case Managers unable to view long-standing members in the Bridge

Case managers are still unable to view long-standing members in the Bridge, despite the interfaces having been run over the last 24 hours.

- The Department has identified that the removal of duplicate records in the CCM during script clean-up related to Case Management Redesign resulted in the inadvertent termination of these records' connection to the Bridge.
- These PARs exist, but may be with the incorrect agency.
- Impacted records are being identified by the Department's vendors in order to revert assignments back to the way they were on Thursday, February 29, 2024.

Thank you,

The Department of Health Care Policy & Financing

Dear Case Management Agencies,

Prior updates on the Case Management Redesign issues reported to the Department are available for review in the Case Manager section under [Emails to Providers](#) on the [Provider News web page](#). Note that a separate communication was sent to agency leadership through the CMA Transitions Inbox.

ISSUE: Case Managers unable to view long-standing members in the Bridge - UNRESOLVED

Case managers are still unable to view long-standing members in the Bridge, despite the interfaces having been run over the last 24 hours.

- The Department has identified that the removal of duplicate records in the CCM during script clean-up related to Case Management Redesign resulted in the inadvertent termination of these records' connection to the Bridge.
- These PARs exist but may be with the incorrect agency.
- Impacted records are being identified by the Department's vendors in order to revert assignments to the way they were on Thursday, February 29, 2024.

Contact the CCM Helpdesk at ccmhelpdesk@gainwelltechnologies.com if immediate Bridge access is needed.

Do not send this to the CMA Transitions Inbox or to individual staff members within the Department to ensure timely handling of your request.

Addressing this issue quickly is a top priority for the Department and its vendors. Case managers are advised to only manually reassign caseloads in urgent cases. This issue is expected to be fixed very soon. The Department will be providing daily updates.

ISSUE: Case Managers Reassigned in the Care and Case Management System (CCM) - UNRESOLVED

- Case Management Agency staff reported that members previously assigned to case managers across State General Fund Programs and Home and Community Based Services Waivers before the Phase II Case Management Redesign transition effective Friday, March 1, 2024, are no longer associated with the expected case manager.

A fix is being developed with vendor partners to revert assignments back to the way they were on Thursday, February 29, 2024. Addressing this issue quickly is a top priority for the Department and its vendors. Case managers are advised to only manually reassign caseloads in urgent cases. This issue is expected to be fixed very soon.

Thank you,

The Department of Health Care Policy & Financing