



COLORADO
Department of Health Care
Policy & Financing

Case Manager News & Resources

April 18, 2024

Resources:

[CCM System Login](#)

[CCM Web Page](#)

Visit the [Care and Case Management Known Issues web page](#) to review screenshots.

Request CCM System support by calling the CCM Support Center at 1-888-235-6944.

For Password Reset requests, email commit_helpdesk@gainwelltechnologies.com.

The following contains information for Case Managers using the Care and Case Management (CCM) System.

Resolved Known Issues are included below.

Resolved Known Issues

Assessment/Support Plans Screen

Resolved 4/17/24: Legacy Instrumental Activities of Daily Living (IADL) Printout formatting is not functional

The Legacy IADL Printout is formatted improperly. The letter is excessively long due to improper column widths and random blank spaces.

Issue resolved 4/17/24.

Resolved 4/17/24: Comment fields in the Long-Term Care (LTC) Level of Care Eligibility Assessment (Legacy ULTC 100.2) are difficult for users to read due to text field format

Users may have difficulty reading content entered in the Comments fields in the Activities of Daily Living & Level of Care Determination within the Long-Term Care (LTC) Level of Care Eligibility Assessment (Legacy ULTC 100.2) due to fields being formatted as text fields instead of text boxes.

Interim Solution: Users may generate a "Legacy 100.2 Assessment Printout" document to view the Comments content in a readable format. Click on the "Page Resources" drop-down triangle at the top right of the page, click the "+" button next to Documents tile, then click on the "Merge & Send" button. When a new screen opens click on "Mail" for the Legacy 100.2 Assessment Printout. Click "Next" on the Merge & Send screen. Click "Send" and the document will appear on the Documents tile. Click on the "View" button. To read comments, navigate to the appropriate section of the file using the arrows at the bottom of the screen.

Issue resolved 4/17/24.

Case Management Tab

Resolved 4/16/24: Physician Fax Number is required on Intake Assessment

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

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

Issue resolved 4/16/24.

Resolved 4/16/24: Referral Information is not hidden

Referral Information on the Program Summary Screen is not consistently visible to all users.

Solution: Enter any date in the required date field if the field is visible. All other fields can be disregarded.

Issue resolved 4/16/24.
