



**COLORADO**  
Department of Health Care  
Policy & Financing

Dear Case Management Agencies,

The most recent updates and statuses on the CMRD-related issues and Bridge interface issues are listed below. Note that a separate communication was sent to agency leadership through the CMA Transitions Inbox.

**ISSUE: Member Agency Assignment - RESOLVED**

- Some members on Phase I and II agencies' Case Management Redesign Exceptions Lists were moved away from agencies instead of staying with Phase I and II agencies as requested.
- Members associated with Phase III agencies were moved in error. Impacted agencies have had lists updated to their SharePoint sites and received communication on the path to locate the file.

**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 our vendor partners to revert assignments the way they were on Thursday, February 29, 2024.

Addressing this issue quickly is a top priority for the Department and its vendors. Given the high importance of this issue, case managers are advised to only manually reassign caseloads in urgent cases; the Department expects this will be fixed very soon.

**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 and its vendors are researching the root cause and will communicate via email once a resolution is secured.

Contact the CCM Helpdesk at [ccmhelpdesk@gainwelltechnologies.com](mailto:ccmhelpdesk@gainwelltechnologies.com) if there is an immediate need for Bridge access. Do not send this to the CMA Transitions Inbox or individual Department staff members to ensure timely handling of your request.

Thank you,

Department of Health Care Policy & Financing

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Dear Case Management Agencies,

Case Management Agency staff are reporting 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 and tested today, Tuesday, March 5, 2024, 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.

Given the high importance of this issue, case managers are advised to only manually reassign caseloads in urgent cases; the Department expects this will be fixed very soon.

Thank you,

Department of Health Care Policy & Financing

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Dear Case Management Agencies,

Case managers are reporting that they are unable to view long-standing members in the

Bridge after logging in since the completion of the weekend downtime fixes for the Care and Case Management (CCM) System. These members will be viewable in the Bridge after the interfaces run tonight after business hours.

Contact the CCM Helpdesk at [ccmhelpdesk@gainwelltechnologies.com](mailto:ccmhelpdesk@gainwelltechnologies.com) for immediate access.

There are limited resources staffing this helpdesk, please reach out only if absolutely necessary.

Only the [ccmhelpdesk@gainwelltechnologies.com](mailto:ccmhelpdesk@gainwelltechnologies.com) email helpdesk will be able to assist with these members, not the CCM Support Center.

Thank you,

Department of Health Care Policy & Financing

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Dear Case Management Agencies,

This communication confirms the work that was accomplished during this weekend's downtime for the Care and Case Management (CCM) System and provides updates on Case Management Redesign.

**Weekend Downtime Fixes for the CCM: Complete**

The weekend fixes for the CCM were successful. The fixes included re-linking Program Records to associated CCM features, e.g., Critical Incidents and Activity Logs for Waiver, Nursing Facility, PACE, and Hospital Backup programs. This was the final iteration of the program record cleanup for those programs.

Users may access the CCM system at this time.

**Case Management Redesign: Issues Resolved**

The following issues were resolved this weekend during the downtime:

- Some members on the Phase I and II agencies' Case Management Redesign
- Exceptions Lists were moved away from agencies instead of staying with Phase I and II agencies as requested.
- Members associated with Phase III agencies were moved in error.

A separate communication about these issues has gone out to Agency leadership.

Continue to contact the CCM Support Center with questions or concerns about the use of the CCM.

Thank you,

Department of Health Care Policy & Financing

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Dear Case Management Agencies,

This communication clarifies the work that will be accomplished during this weekend's downtime for the Care and Case Management (CCM) System and provides updates on Case Management Redesign.

### **Weekend Downtime Fixes for the CCM**

The update being released this weekend will re-link Program Records to the associated CCM features such as Critical Incidents and Activity Logs for Waiver, Nursing Facility, PACE, and Hospital Backup programs.

This is the final iteration of the program record cleanup for those programs. Agencies are encouraged to run reports before logging off tonight to account for adjustments in caseload. Users must be out of the CCM at 7:00 p.m. MT today and the system will be available again at 8:00 a.m. MT, Monday, March 4, 2024.

### **Case Management Redesign**

- Some members on Phase I and II agencies' Case Management Redesign Exceptions Lists were moved away from agencies instead of staying with Phase I and II agencies as requested.

- Members associated with Phase III agencies were moved in error.

For both Case Management Redesign issues in the bullets above, the Department is researching the impact and working with its vendor to correct the issue and return the members to the agencies. Agency leadership will be notified about the specifics of a timeline and will be provided a list of the impacted members. The Department anticipates these members will be assigned to your agency and available no later than Monday, March 4, 2024.

Thank you,

Department of Health Care Policy & Financing

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Dear Home and Community-Based (HCBS) and Transition Coordination Agency Case Managers,

The Phase II member and data transitions for Case Management Redesign have been successfully completed. All members are now affiliated with the Phase II Case Management Agencies in the Care and Case Management System (CCM) as well as the Bridge. These transitions align with the Friday, March 1, 2024, start date for the agency contracts.

Refer to the revised [Case Management Agency Directory](#) if there are questions about which Case Management Agencies serve which counties. Refer to [HCPF IM 23-024](#) and visit the [Case Management Redesign web page](#) for additional information.

The CCM System will be offline beginning at 7:00 p.m. MT on Friday, March 1, 2024, and continuing through the weekend of Saturday, March 2, 2024 and Sunday, March 3, 2024.

Email [commit\\_helpdesk@gainwelltechnologies.com](mailto:commit_helpdesk@gainwelltechnologies.com) to request MEUPS password resets.

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**Tip for New Users:** When first given access, click on "Account Management" then "My Information" to set up a "Security Question & Answer" to minimize need for contact with support staff.

Thank you,

Department of Health Care Policy & Financing