



Dear Case Managers,

The issue described in the previous communication below has been resolved. Moving forward, please direct all CCM Help Desk emails to ccmhelpdesk@dxc.com.

Please note that after October 1, 2018, emails directed to @hpe.com email addresses will not be delivered.

Thank you,

Department of Health Care Policy & Financing

Dear Case Managers,

An issue with DXC's internal email system may cause emails sent to the CCM Help Desk to be delayed or not received at all.

As a workaround until this issue is resolved, please direct all CCM Help Desk emails to **both** of the following email addresses: ccmhelpdesk@dxc.com and ccmhelpdesk@hpe.com. Please note that any continued correspondence must be sent to **both** email addresses, however case managers **must check this on every response** as the hpe.com email address may have converted to a dxc.com email address.

If you have contacted the CCM Help Desk within the past week and have not yet received a response, this may be because your email was not received. Please re-send your email to both of the email addresses listed above, and ensure each and every response has gone to both email address as well.

We apologize for the inconvenience.

Thank you,

Department of Health Care Policy & Financing

Please do not reply to this email; this address is not monitored.

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