



To: Kim Bimestefer, Executive Director, Colorado Department of Health Care Policy & Financing
From: Alliance, Colorado Counties Inc., Colorado Human Services Directors Association
Subject: Urgent Concerns Regarding the Care and Case Management System (CCM)
February 6, 2024

Dear Executive Director Bimestefer,

The Colorado Department of Human Services Directors Association (CHSDA), Colorado Counties, Inc. (CCI), and Alliance have ongoing concerns regarding the recent implementation of the new Care and Case Management System (CCM). As key partners deeply invested in the success of the Case Management Agencies to support the welfare of the individuals served, we believe it is crucial to express our profound concerns about the current state of the system.

Over the past seven months, local organizations have diligently collaborated with the Department's management and Help Desk teams to address various challenges encountered with the new system. Unfortunately, despite collective efforts, the system's performance continues to fall short of expectations, negatively impacting our ability to meet the needs of members.

Primary concerns revolve around the system's inefficiencies and inability to produce accurate data. A few examples include but are not limited to: the dashboard, a critical tool leveraged to access outstanding tasks, caseload lists and other pertinent information for day to day operations, is largely unusable due to inaccurate data pulled by the system and inaccurate assigned caseloads; user access issues including program supervisors being unable to access critical incident reports, which is negatively impacting members and funding; content entered into the system often disappearing despite following state issued guidance; documents previously auto generated in the old system (such as the 803's and certification pages) are not functioning in the new CCM; provider authorizations not functioning correctly resulting in providers withdrawing services from members' homes due to lack of payment; and reports necessary to identify reimbursable activities are not functioning, and are therefore not available to CMAs without state level intervention. Each attempted resolution seems to give rise to new issues, creating a cycle of frustration and hindering our ability to fulfill our mission effectively. This situation is not only affecting local CMAs but is also contributing to a broader ripple effect that compromises the overall quality of care and support provided by Case Management Agencies.

We recognize the complexity of implementing such large-scale systems and acknowledge the challenges associated with transitioning to new technologies. However, the persisting issues with the CCM have reached a critical juncture, and we believe it is imperative to escalate this matter to your attention. Considering the significant impact on our operations and ramifications for members and the community at large, we request your intervention to assess the current state of the CCM. We believe that a comprehensive review, along with the allocation of additional resources and expertise, is necessary to

rectify the existing challenges and ensure the system aligns with the Department's and Case Management Agencies' overarching goals.

While we acknowledge there have been discussions about efforts to enhance the CCM, there is a need for greater clarity on the specific changes and initiatives that will be implemented. It would be beneficial to understand the tangible actions and improvements that will directly address the challenges currently faced with the care and case management system (CCM). Some elements, such as remote signatures and the new upload feature for providers to upload incident reports, may not address the core issues faced by our case management agencies. Prioritizing the resolution of existing glitches and addressing the accuracy of data in the CCM should be paramount before introducing additional features. We request clarification on the specific areas, including associated timelines, that have been targeted for enhancement. We are committed to collaborating closely with HCPF to implement effective solutions that will not only resolve the current issues but also contribute to the long-term success of the new system ensuring appropriate services to members are available. Our goal is to work in partnership towards a seamless and efficient case management process that upholds our standards of excellence and we would be happy to provide any clarification that would be beneficial.

We request a meeting with you and CHSDA's Executive Committee at your earliest convenience so that we can better understand HCPF's plan to address these concerns and share further details and insights from our perspective. We look forward to your prompt attention to this matter and are hopeful for a positive resolution that will benefit all stakeholders.

Sincerely,



Mary Berg
Jefferson County Human Services Director
President, CHSDA



Jennifer O'Hearon
Rio Blanco County Commissioner
Chair, CCI Human Services Steering Committee



Joshua Rael, JD, MPA
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