

**WISCONSIN DEPARTMENT OF HEALTH SERVICES**  
**Division of Health Care Access and Accountability**  
**1 W. Wilson St.**  
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To: Contact Center Anywhere (CCA) Handbook Users

From: Debbie Waite, Deputy Bureau Director  
Bureau of Enrollment Policy and Systems

Re: **Contact Center Anywhere (CCA) Handbook Release 12-01**

Release Date: January 25, 2012

Effective Date: January 25, 2012

**EFFECTIVE DATE**

The following process additions or changes are effective 01/25/12 unless otherwise noted. **Bold text in the new process section denotes new text. Text with a strike through it in the old process section denotes deleted text.**

**Changes**

**All** The Call Center Anywhere (CCA) Handbook has been renamed and rewritten. This software is now called Contact Center Anywhere. The sections and instructions are totally new.