



Colorado Covering Kids and Families

Reporting Technical Issues with PEAK/SES and Connect for Health Colorado

The purpose of this desk aid is to help community-based organizations (CBOs) understand when and how to report technical issues with the Colorado Program Eligibility and Application Kit (PEAK)/Shared Eligibility System (SES) and Connect for Health Colorado websites for Medical Assistance programs (Medicaid, Child Health Plan Plus, Advanced Premium Tax Credits, and Cost Sharing Reductions). The information included in this desk aid is subject to change.

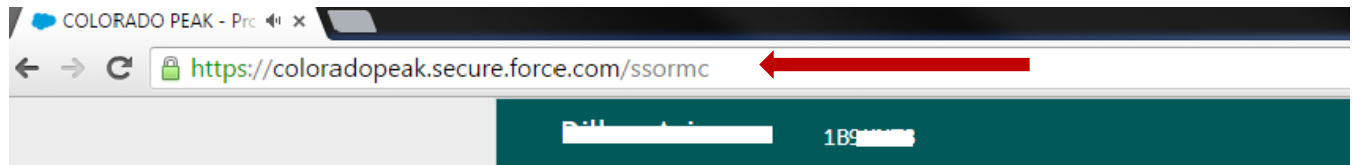
*Please note the guidance in this desk aid is for **non**-Colorado Benefits Management System (CBMS) users only.*

Step 1: Try these **basic troubleshooting tips:**

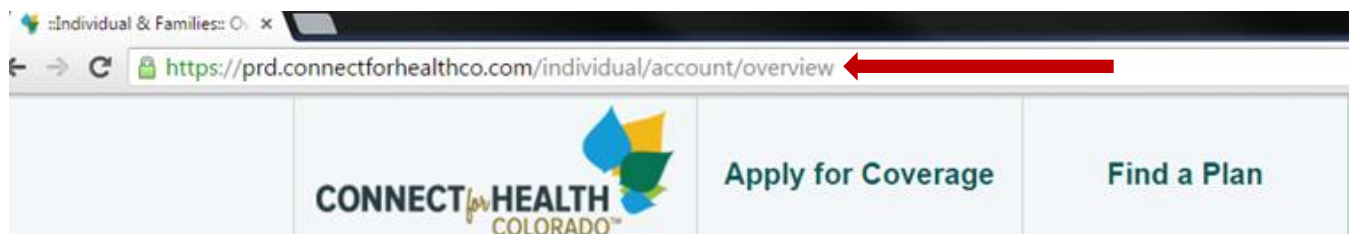
- Sign off/sign on again/refresh the page (be sure to save the application first).
- Clear your web cache (visit www.refreshyourcache.com for detailed instructions on how to do this in different browsers).
- Try to use a different browser (Firefox or Chrome may work best; Internet Explorer is not recommended).

Step 2: If the problem persists, determine if it is happening in PEAK/SES or in Connect for Health Colorado:

- If the issue occurs on a page that starts with this URL <https://coloradopeak.secure.force.com>, then it is a PEAK/SES issue, and **step 3a** should be followed for resolution:



- If the issue occurs on a page that starts with this URL <https://prd.connectforhealthco.com>, then it is a Connect for Health Colorado issue, and **step 3b** should be followed for resolution:



Step 3a: PEAK/SES Issues

If possible, determine if the issue you are experiencing is a training issue or a technical problem.

Review PEAK training materials to see if your issue is addressed there:

- Some of the most common application issues (e.g. password resets, entering non-citizen information, etc.) are addressed in Instructional User Guides from the PEAK Outreach Initiative: <https://sites.google.com/site/peakoutreachinitiative/training>.
- For password resets, follow this [user guide](#) (found under Training Resources in the above link).
- For forgotten emails/user names, you may use a new email address to create a PEAK account or access an old account.
- Requests for additional training and questions related to PEAK features that are functioning as designed can be sent to the PEAK Outreach Initiative at PEAKoutreach@bouldercounty.org.

If the *technical* issue still persists:

1. Send an email to CBMS.help@state.co.us. Note: Do not include Personally Identifiable Information (PII) or Personal Health Information (PHI) in your email unless you are sending a secured email.

Your email MUST include:

- Detailed description** of the issue you are experiencing (i.e. did you get an error message? If so, what did it say? What is the system asking for? What are you trying to do on PEAK/SES?). Without this detail, it is not always possible to create a Help Desk Ticket (HDT).
- Single sign-on or PEAK user name/credentials** to identify the account.
- Exact page and section** of the application where the issue is happening. This will help identify the problem.
- Date and time** you experienced the issue. The date and time are important so that the issue can be compared to past and future system builds and fixes.
- Any additional steps** you took to try to resolve the issue on your own (i.e. the troubleshooting tips from above, any workarounds, etc.).
- Result or impact** of the issue on the application process and/or the result (i.e. you were unable to complete enrollment due to this issue).
- CBMS case number(s)** (starts with 1B). If the application has not been submitted yet, but you have a tracking or authorization number, provide those numbers instead.
- Screenshot(s)** of the issue you are experiencing. See **pages 5-6** for instructions on how to take a screenshot.

If your screenshot includes any PII/PHI (see **pages 4-5** for definitions of PII and PHI), you have two options:

Option 1: Copy and paste the screenshot into Paint and use the eraser button to erase the PII/PHI.

Option 2: If it is not possible to erase the PII/PHI or if erasing it also erases the issue, you must secure/encrypt your email when sending it. If your organization does not have secure email protocols, see **page 5** for instructions on encrypting emails.

What to expect:

Emails to CBMS.help@state.co.us are triaged and if a technical issue is identified, a HDT is created. The above information is required to create a HDT. It may not be possible to create a ticket if your email is lacking some of the information outlined above.

Due to limited capacity, emails sent to this address are not always responded to. Sending as much detail as possible will increase the likelihood that the issue you are reporting will be researched and resolved in a timely manner.

2. Report the issue to the CBMS/PEAK Post-Build Calls for CBOs. Calls are advertised on the PEAK Outreach Initiative website at <https://sites.google.com/site/peakoutreachinitiative/peaknews> and in the PEAK View monthly newsletter. [Click here](#) to subscribe to PEAK View. Calls are usually attended by staff from the Governor's Office of Information Technology, Deloitte, the Colorado Department of Health Care Policy and Financing, and PEAK Outreach Initiative.
3. In medically urgent cases, or cases that are taking a long time to resolve, contact the appropriate enrollment entity (i.e. county of residence, Denver Health Contracted Medical Assistance Program, or Connect for Health Colorado) to complete the enrollment (see <http://cchn.org/ckf/wp-content/uploads/2015/11/Where-to-go-for-More-Information.pdf> for a list of customer service contacts).

Step 3b: Connect for Health Colorado Issues

Report your issue to the Connect for Health Colorado Customer Service Center (Service Center) at **1-855-752-6749**. Note: The customer must be present with you to call the Service Center. Be prepared with the customer's name, account number, address, phone number/email address, and last four digits of their social security number.

When calling the Service Center to report an error, **you will need to describe:**

- What you were trying to do when you got the error
- What error you received
- What computer operating system you are using (i.e. Windows or Mac)
- If using a mobile device, what kind? (Android, iPhone, iPad, etc.)
- What browser you were using

If the Service Center representative is unable to resolve your issue right away, **make a note of the following:**

- Date and time of the call
- Name of the Service Center representative
- Ticket incident number (all calls to the Service Center will have a corresponding ticket number to better track issues – this number is only applicable to Connect for Health Colorado tickets)

What to expect:

- The Service Center representative should ask you if your issue or question is related to general information, pre-enrollment questions, enrolling, complaint, termination,

eligibility, appeals, public programs questions, claims/benefits inquiry, billing questions, technical support, and/or translation/interpretation services.

- The Service Center has developed and trained on procedures for handling calls on technical issues and escalating them as needed.
- If your issue or question cannot be resolved during your call, a ticket will be generated. A timeframe will be provided in which you will receive an update.

Escalation procedures:

- If you do not receive a status update within the timeframe you were provided when the ticket was generated or in medically urgent cases, you should call the Service Center and request a Team Lead. The chain of command for escalations at the Service Center is Team Lead then Supervisor then Manager then Director.

Checking on the status of an issue:

- Customers can check on the status of their ticket through their customer portal. The customer portal will have information on the incident number, status, category, and the date a ticket has been opened, as well as any additional notes on the issue.

Note: Certified Health Coverage Guides, Certified Application Counselors, and certified brokers should follow their internal processes for contacting the Connect for Health Colorado Customer Service Center and for escalating issues.

Additional Resources

Definition of PII and PHI

PII is information which can be used to distinguish or trace an individual's identity, such as their name, social security number, biometric records, etc., alone, or when combined with other personal or identifying information that is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.:

- Name
- Birth date
- Social security number
- Alien Registration number
- Home address
- Email address
- Phone number
- Electronic or paper federal tax returns (e.g. 1040, 941, 1099, 1120, and W-2)
- Medical Assistance eligibility status
- Citizenship or immigration status
- Applicant ID
- Household income
- Qualified health plan eligibility status
- Spoken and written language preference
- Tobacco usage

PHI is:


- The individual's past, present, or future physical or mental health or condition;

- The provision of health care to the individual;
- The past, present, or future payment for the provision of health care to the individual; or
- The individual's identity or for which there is a reasonable basis to believe it can be used to identify the individual.

More information can be found at <https://marketplace.cms.gov/technical-assistance-resources/assister-programs/best-practices-for-handling-pii-fast-facts.PDF>.

How to Send Encrypted Emails

How to encrypt email messages in Outlook:

1. In the message, on the **Message** tab, in the **Options** group on the ribbon, click the **Encrypt Message Contents and Attachments** button .
Note: If you don't see this button, click the **Options Dialog Box Launcher** in the lower right corner of the group to open the Message Options dialog box. Click the **Security Settings** button and in the Security Properties dialog box, select **Encrypt message contents and attachments**. Click OK and then close the Message Options dialog box.
2. Compose your message and send it.

Additional instructions can be found at <https://support.office.com/en-us/article/Encrypt-e-mail-messages-84d7e382-5f76-4d71-8705-324489b710a2>.

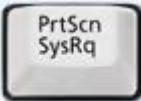
Other free email encryption services:

- [SafeGmail](#) is a free extension for Google Chrome that allows you to send encrypted emails to anyone. The messages are encrypted and decrypted within the browser and remain encrypted in both the sender's and receiver's email inboxes.
- [Sendinc](#) is a web-based service that makes it safe and simple to transmit sensitive information via email. You and your recipients can use Sendinc for free. No software is required.
- [Hushmail](#) is a secure web-based free email service that looks and feels just like any other web-mail site, but adds strong encryption to your emails. It uses standards-compliant encryption and provides mobile access (Android, iPhone, BlackBerry, etc.).

Note: All of these websites are easy to find via a Google search if the above hyperlinks are unavailable.

How to Take a Screenshot

How do I take a screenshot in Windows?

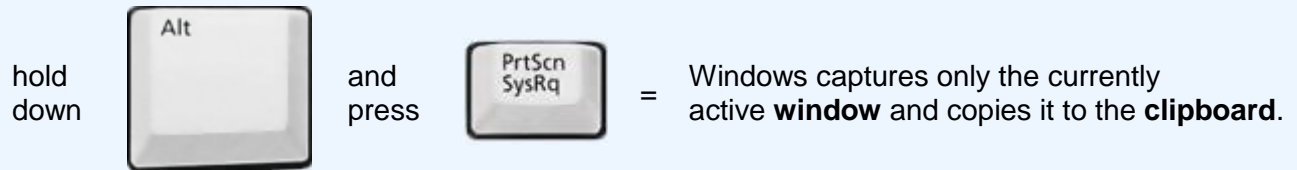
press  = Windows captures the entire **screen** and copies it to the (invisible) **clipboard**.

Where can I find that key?

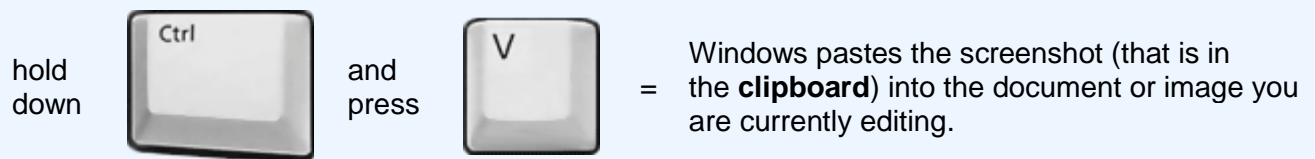


Look for this group of keys at the **upper right** of your keyboard. Note: **Print Screen** (PrtScn) might be abbreviated differently on your keyboard.

How do I take a screenshot of a single window?



I guess it's in the clipboard now. How can I paste it into a document or something? (Visit <http://www.how-to-copy-and-paste.com/> for more information)



You can paste your image in Paint or Microsoft Word. Further instructions, including a video and instructions for other systems, can be found at <http://www.take-a-screenshot.org/>