



**BUILDING  
BETTER  
HEALTH**

**#coverCO**

# 2018

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RESOURCES  
INSPIRATION  
SUPPORT

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Nuts and Bolts of 2018 Technology Updates

# Presenters

- Joetta Fischer
  - Governors Office of Information Technology
- Jessica Smith
  - Connect for Health Colorado
- Rory Thomes
  - PEAK Outreach Initiative



# Other Technology Sessions

## New Eligibility System Overview

- Monday at 11:15 am – 12:15 pm (Conference Room II)
- Tuesday at 11:30 am – 12:30 pm (Conference Room II)

## Ask the Experts: Q+A Session with PEAK Outreach and Connect for Health Colorado

- Monday at 2:30 pm – 4:00 pm (Conference Room VI)

## PEAK Changes from OE5 to OE6

- Tuesday at 11:30 am – 12:30 pm (Aurora III)



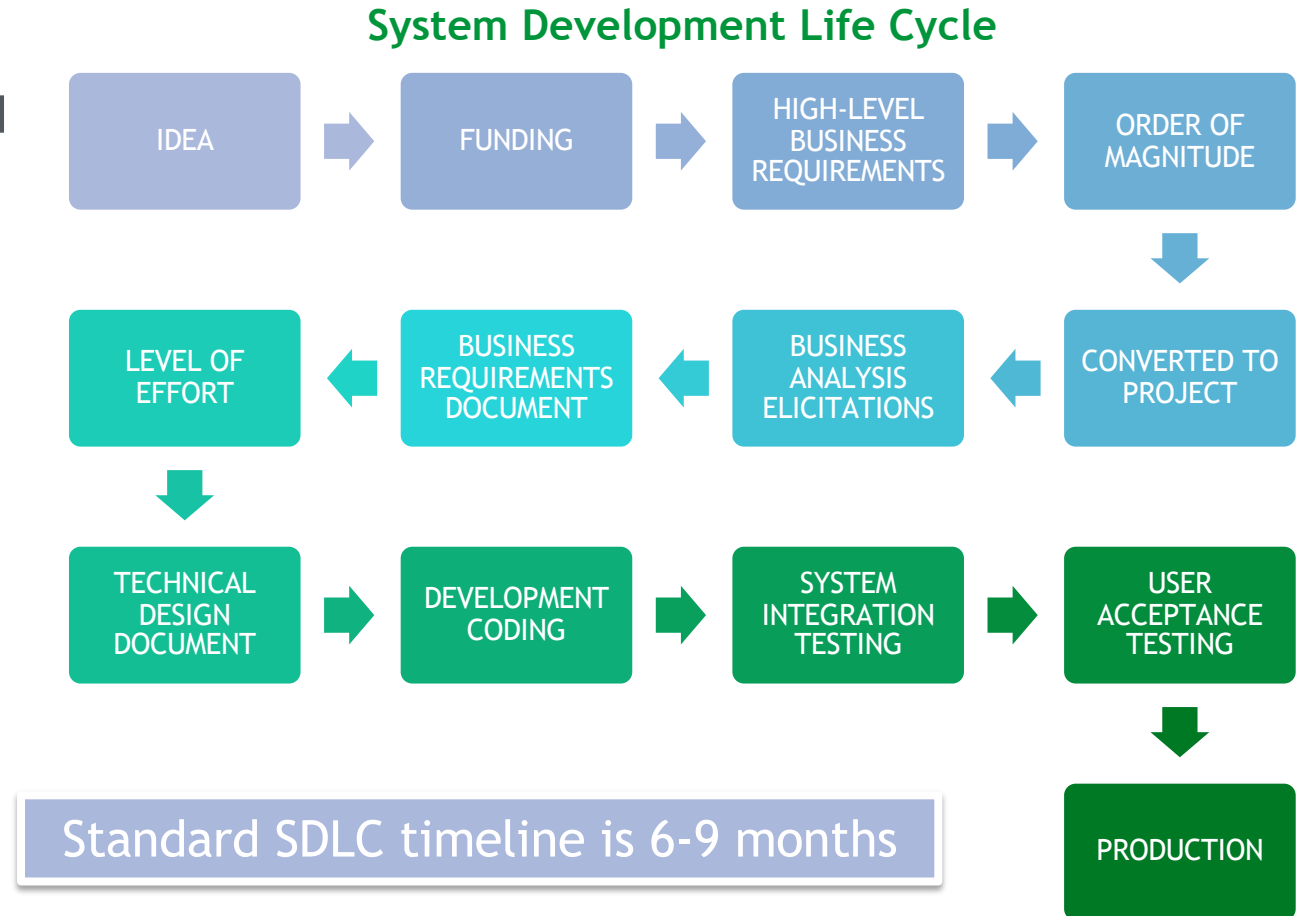
# *CBMS Updates*

- CBMS+PEAK Operations Management
- Statistics
- What Transformation Is
- What Transformation is Not
- Transformation Timeline



# CBMS & PEAK Operations Management

- System oversight of CBMS and PEAK applications, which support health and human services benefit programs
- OIT services provided include:
  - Maintenance & operations
  - Service delivery
  - Governance
  - System development
  - Testing
  - Security
- OIT employs the system development life cycle (SDLC) to implement small and large projects



# *FY2018 Statistics*

517,896  
applications  
submitted  
in PEAK

269 PEAK  
pages  
managed

76% real  
time  
eligibility  
rate

4,804 case  
workers  
use CBMS

Over 13.7  
million  
lines of  
code in  
CBMS

Over 7.59  
million  
pieces of  
mail  
generated

# *CBMS Transformation*

## Transformation Is:

- Migrating core services to AWS
- Reusing existing core services
- Migrating the user interface to Salesforce
- Improving security capabilities

## Transformation Is NOT:

- Changing core system functionality
- Altering eligibility rules
- Modifying interface functionality
- Changing policy / regulation

# *CBMS Transformation*

- **September 10<sup>th</sup>** - CBMS Transformation Phase 0 - Amazon Web Service (AWS) Infrastructure Migration
- **September 24<sup>th</sup>** - CBMS Transformation Phase 1 - CBMS in Salesforce for Home Page, Application Initiation (AI), and Clearance
- **October 14<sup>th</sup>** - CBMS Major Build Release
- **February 2019** - CBMS Build Release (Agile)
- **April 2019** - CBMS Transformation Phase 2 - CBMS in Salesforce for all additional screens

# Existing CBMS Screen

Detail

Application

\* Date:

10/17/2017

\* Type:

Initial/New

Input Date:

10/17/2017

\* Source:

Continuous Eligibility Fc

Location:

STATE OF COLORADO/PEARL STRE

PEAK Tracking #:

Applicant Details

\* Last Name:

SFTest

\* First Name:

SFTest

Middle Name:

Suffix:

\* Gender:

Male

DOB:

MM/DD/YYYY

SSN:

Language

\* Primary:

Amharic

\* Written:

Amharic

Interpreter or Translator Needed:

☐ Yes ☐ No

Contact Information

Home:

Cell:

Message/Work:

Type:

E-mail Address:

# AI-New Application

New AR\_SAWS1\_FORM\_c | Sale... x

https://cees--uat01.lightning.force.com/lightning/o/AR\_SAWS1\_FORM\_c/new?inContextOfRef=1eyJ0eXBlljoic3RhbmRlcmRlX29iamVjdFBlhZ2UuLjdhbHRYaWJldGVzZjpw7Im9iamVjdEFwaU5hbWUuOUBU9TQVdTMV9GT1JNX19jwYWN0aW9...

Sandbox: UAT01

**COLORADO**  
Benefits Management System

All Search Applicant Information and more...

CBMS Home Applicant Information Application Search Inquire on Individual Announcements Calendar Tasks

Application ID - (, )

Save Sign Cancel Print

### Applicant Information

Programs Requested

Program Group

+ Medical Assistance

### Application

\* Application Date Input Date

Select Type ... 10/01/2018

\* Source Location PEAK Tracking #

Select Source ... PE 3RD PRTY ENRLMNT BRKR/Denver Health PE

### Applicant Details

\* Last Name \* First Name Middle Name Suffix

Select Gender ... Select Suffix ...

\* Gender DOB SSN


Select Gender ... - -

### Language

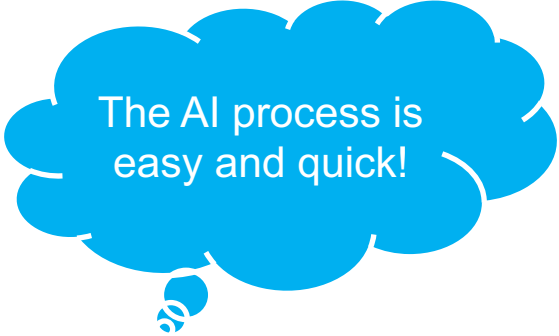
\* Primary \* Written Interpreter or Translator Needed

Select Primary ... Select Written ... Yes No


# *CBMS Phase 1 Feedback*



I love how  
everything feels  
like it's in one  
place!



The AI process is  
easy and quick!

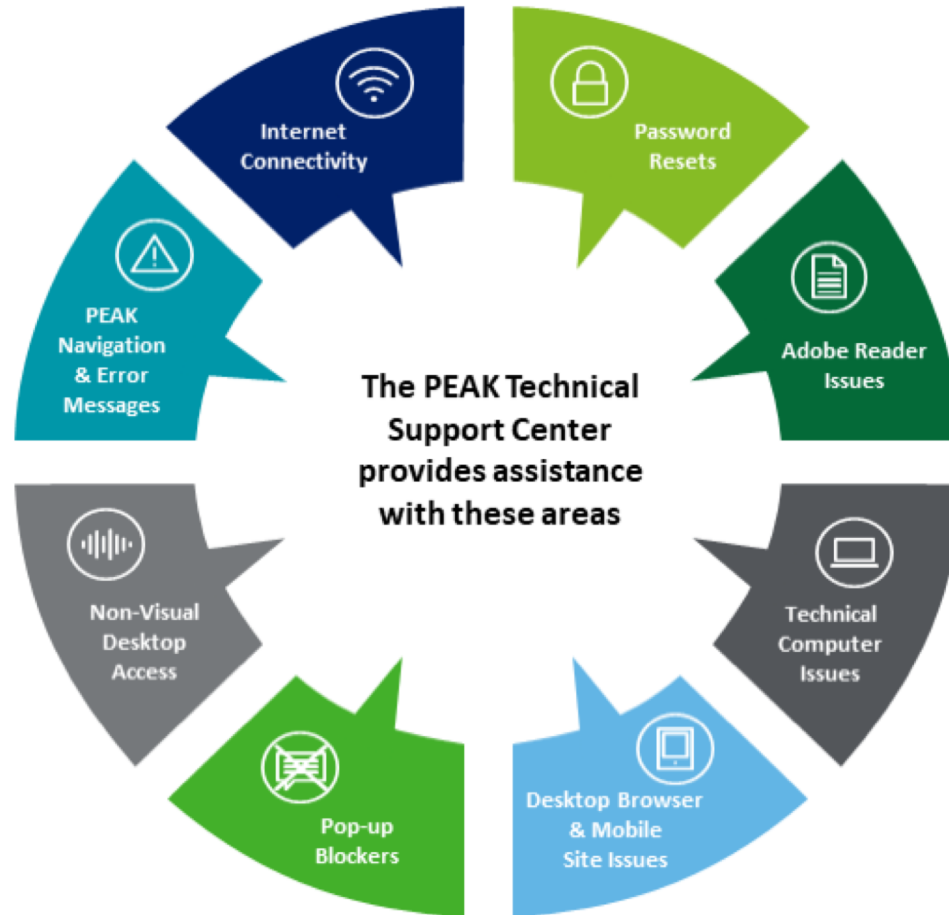


We're getting  
used to the  
CBMS new look  
and feel!



I can't wait for  
Phase 2!

# PEAK Technical Support Center



## CONTACT

Phone: 1-800-250-7741\*

E-mail: [CBMS.help@state.co.us](mailto:CBMS.help@state.co.us)

Hours: 7:30am-5:15pm M-F

Live Chat: 8:30am-4:00pm M-F

\*If your call center has an IVR, add a choice for calls to go to this number

Technical support offered in both English and Spanish  
Supports PEAK, PEAKPro, and the PEAKHealth and MyCOBenefits mobile apps



# *Questions*

CBMS Transformation information is available on the CBMS website

<https://sites.google.com/state.co.us/cbms-all-there-is-to-know/home>

CBMS.Liaison@state.co.us



# CONNECT FOR HEALTH COLORADO'S NEW ELIGIBILITY SYSTEM

Presented by Jessica Smith

# Why a New Eligibility System

- Streamline the customer experience
- Continue to meet federal compliance obligations
- Control system enhancements
- Improve speed and flexibility to troubleshooting

## What's Not Changing for the Customer

- Customers will continue to start with one application to get a determination for Medical Assistance and Marketplace programs
- Eligibility rules and guidelines
- CBMS case assignment for mixed eligibility households
- Connect for Health Colorado shopping platform
- Account creation

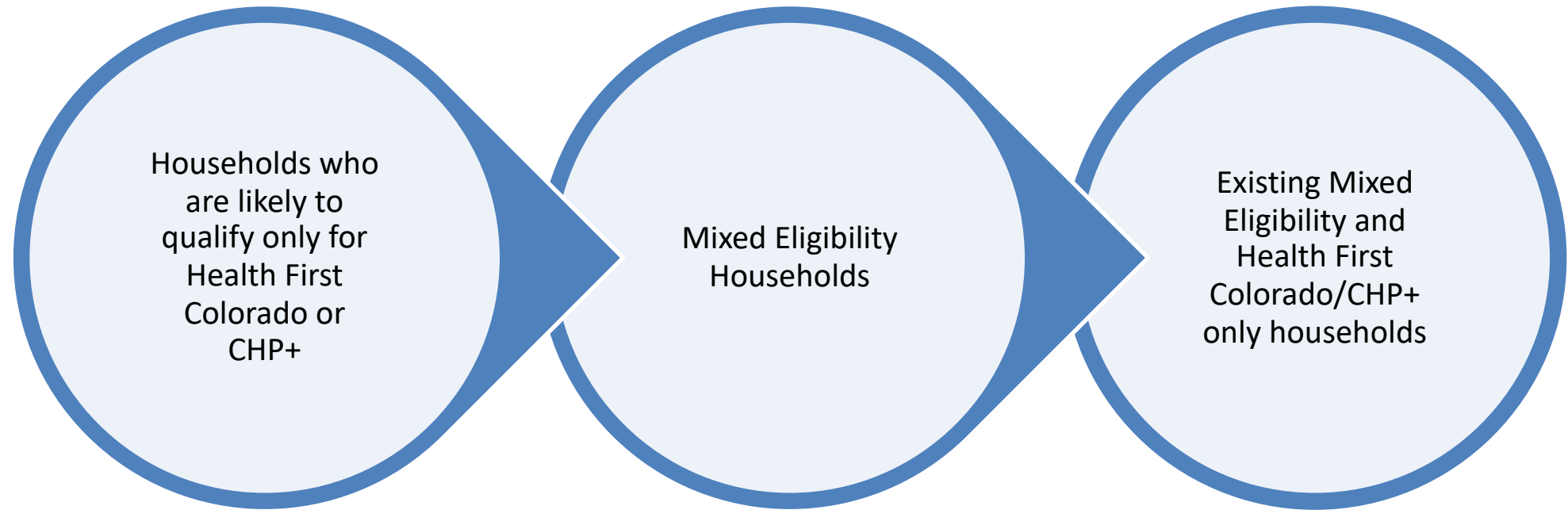
## What Is Changing for the Customer

- Simplified and streamlined application for Marketplace programs based on guidance from user experience experts
- Removal of duplicate questions
- Increase the number of real-time eligibility determinations
- Improve data validation to decrease manual verification requests
- All Marketplace notices will now be sent from Connect for Health Colorado

## Where to Start an Application

- No matter where a customer starts an application, they will still complete one application for all programs.
- Connect for Health Colorado will continue to share information with CBMS and information entered in PEAK will continue to be sent to Connect for Health Colorado.
- However, for a better customer experience and RTE, in some cases it may be better to start the application PEAK and in some cases it may be better to start in Connect for Health Colorado

# Who Should Start at PEAK?



# Who Should State at Connect for Health Colorado?





# Let Us Guide You

## Let us guide you

Make sure you are taking advantage of all the benefits you qualify for  
just by answering a few questions

**Help me understand what I qualify for**

No Thanks! Right now I just need to [create my account](#)

# Let Us Guide You

## Let us guide you

Tell us about your household [Help me understand this](#)

Which of the following situation apply to you or anyone in your household applying for health insurance?  
(select all that apply)

- ☐ Is anyone in your household applying for coverage 65 or older? [?](#)
- ☐ Is anyone in your household enrolled in Health First Colorado (Colorado's Medicaid Program), Child Health Plan *Plus* (CHP+), or Medicare? [?](#)
- ☐ Is anyone in your household applying for coverage under 26 and formerly in foster care?
- ☐ Does anyone in your household applying for coverage live in a medical facility or nursing home? [?](#)
- ☐ Does anyone in your household applying for coverage have a physical disability or mental health condition that limits their ability to work, attend school, or take care of their daily activities (like dressing and bathing)? [?](#)

☒ None of these applies to my household.

Cancel

Continue

# Let Us Guide You

## Let us guide you

How many people are in your household? [Help me understand this](#)

Is anyone in your household age 19 or under?

- ☐ Yes  
☒ No

Is anyone in your household pregnant?

- ☐ Yes  
☒ No

Cancel

Continue

# Let Us Guide You

## Let us guide you

What is your expected household income for next year? [Help me calculate this.](#)  
(Include wages, salary, self-employment income, interest and dividends received, alimony received, Social Security payments received, other income before taxes are taken out.)

\$ 4449

Monthly ▼

Cancel

Continue

# Assessment Results

Next steps

Link to Peak

## Your best option

You (or a member of your household) may be eligible for Health First Colorado (Colorado's Medicaid Program) or Child Health Plan *Plus*. To complete an application, continue on to PEAK (Colorado Program Eligibility and Application Kit).



[Apply for Health First Colorado](#)

## Additional options

To apply for a health insurance plan, continue to Connect for Health Colorado.

[Apply for a Health Plan](#)

## Contact Us and Keep Updated

- [nesinput@c4hco.com](mailto:nesinput@c4hco.com)
- <http://connectforhealthco.com/about-us/stakeholders-and-board/advancing-technology/>



# PEAK SYSTEM UPDATES

Presentation by PEAK Outreach Initiative

[www.peakoutreach.com](http://www.peakoutreach.com)

# PEAK System Updates

March  
2018

- Adding Age to Individual Name
- Medicare Updates

June  
2018

- PEAK Technical Support Integration into Online Chat
- Updates to Capturing Household Composition for MAGI Medical Assistance

October  
2018

- Creating and Linking Account
- Updating Demographic Information in Manage My Account
- PEAK Changes for Open Enrollment 6
- CHP+ Other Health Insurance Interface



# Results Page Updates



## Medical Assistance Results

Case Number : 1B [redacted]  
Authorization Number : 51 [redacted]

Health First Colorado (Colorado Medicaid) / CHP+		Marketplace Programs	
	Month	Program	Status
Justine State ID: [redacted]	11/2018		Denied
	10/2018		Denied
Jude State ID: [redacted]	11/2018	Child Health Plan Plus (CHP+)	Pending
	10/2018	Child Health Plan Plus (CHP+)	Pending
Jessica State ID: [redacted]	11/2018	Child Health Plan Plus (CHP+)	Pending
	10/2018	Child Health Plan Plus (CHP+)	Pending

You will get a letter with more information about your application. You will not be able to shop for a private health plan through Connect for Health Colorado outside of Open Enrollment unless you have a Qualified Life Change Event even if the results show you qualify for Tax Credits. If you also applied for Food Assistance, Colorado Works, or Adult Financial, your application was sent to Boulder county.

## Verification Needed

Keep in mind that your application office worker may ask for proof of some of the things you told us in your application. We've created a list of the types of proof that you may need to provide. Click the Verification Needed button to view this list. If you have scanned copies of acceptable verification documents, you may upload these from the Verification Needed page. If you want to do this later, you may return to your account and do so after you receive your verification checklist.

Verification Needed

You may be asked to talk with an application worker by phone or in person in order to get benefits.

If you were approved for Tax Credits, this means you have been denied for Health First Colorado (Colorado Medicaid).



## Medical Assistance Results

Case Number : 1B [REDACTED]

Authorization Number : 51 [REDACTED]

Health First Colorado (Colorado Medicaid) / CHP+

Marketplace Programs

For members of your household who DO NOT qualify for Health First Colorado or Child Health Plan Plus (CHP+):

- You may qualify for financial assistance through Connect for Health Colorado that can be used to lower the price of a private health insurance plan. To see if you qualify, go to [ConnectforHealthCO.com](https://connectforhealthco.com) or call 1-855-PLANS-4-YOU (855-752-6749).
- Information from your application may have already been sent to Connect for Health Colorado but you must act to enroll in your health insurance plan.

## Verification Needed

Keep in mind that your application office worker may ask for proof of some of the things you told us in your application. We've created a list of the types of proof that you may need to provide. Click the Verification Needed button to view this list. If you have scanned copies of acceptable verification documents, you may upload these from the Verification Needed page. If you want to do this later, you may return to your account and do so after you receive your verification checklist.

Verification Needed

You may be asked to talk with an application worker by phone or in person in order to get benefits.

If you were approved for Tax Credits, this means you have been denied for Health First Colorado (Colorado Medicaid).


## Shop for a Health Insurance Plan

You may qualify for financial assistance through Connect for Health Colorado that can be used to lower the price of a private health insurance plan. To continue and enroll, you must visit Connect for Health Colorado by clicking the 'Continue to Connect for Health Colorado' button below.






Continue to Connect for Health Colorado

# Manage My Account Updates

COLORADO PEAK

Cookie Roberts

1B [REDACTED]

 Español  Help  Sign Out

Overview

> Benefits

Member Handbook

Report My Changes

Redetermination / Recertification

Payments

Express Lane Eligibility

Communications

## My Benefits

Benefit information may not reflect the most current information if your circumstances have changed. Whenever your benefits change, you should get a letter in the mail telling you about the change. If you do not receive a letter, please contact your broker or call 1-800-444-4444 for more information.

Important!

The Be

You will we need

Click or

It looks like you are eligible for financial assistance through Connect for Health Colorado. Please consider managing your account at [ConnectforHealthCO.com](#).

## Benefit Summary

Who	Medical Assistance	Food Assistance	Cash Assistance
Cookie Roberts (32)	Denied , APTC		

Upload Document

If you have an open, active medical, food, or cash assistance case, click the Report My Changes tab on the left if you want to request Medical Assistance for additional people on your existing case.

[Click here](#) for information on finding providers and accessing care.

Click the Start New Application button below to start a new application.

Start New Application

# My Benefits

Benefit information may not reflect the most current information if your circumstances have changed. Whenever your benefits change, you should get a letter in the mail telling you about the change. The letter will also let you know your rights if you feel the change has been made in error.

The Benefit Summary below will tell you if you are eligible for the programs you requested.

You will see Pending while your application is being processed.If you see **Verification Needed**, we need more information to finish processing your application.

Click on **Verification Needed** in your benefit summary to see what documents are needed.

## Benefit Summary

Who	Medical Assistance	Food Assistance	Cash Assistance
Cookie Roberts (32)	Denied , APTC		

Upload Document

If you have an open, active medical, food, or cash assistance case, click the Report My Changes tab on the left if you want to request Medical Assistance for additional people on your existing case.

[Click here](#) for information on finding providers and accessing care.

Click the Start New Application button below to start a new application.

Start New Application

- Overview
- > Benefits
- Member Handbook
- Report My Changes
- Redetermination /  
Recertification
- Payments
- Express Lane  
Eligibility
- Communications

# Medical Assistance Details ?

## Health First Colorado (Colorado Medicaid) / CHP+ Details

Name	Premium Required?	Program	Current Month	Next Month
Cookie	No		Not Receiving	Not Receiving

## Marketplace Programs Details

For members of your household who DO NOT qualify for Health First Colorado or Child Health Plan Plus (CHP+):

- You may qualify for financial assistance through Connect for Health Colorado that can be used to lower the price of a private health insurance plan. To see if you qualify, go to [ConnectforHealthCO.com](#) or call 1-855-PLANS-4-YOU (855-752-6749).
- Information from your application may have already been sent to Connect for Health Colorado but you must act to enroll in your health insurance plan.

**Redetermination Date:** August 2019

Back to My Benefits

Benefit History

# PEAK Training Resources

[HOME](#) [TRAINING RESOURCES](#) [OUTREACH MATERIALS](#) [PEAK VIEW](#) [PEAK LOGO](#) [PARTNER RESOURCES](#) [CONTACT US](#)

The PEAK Outreach Team offers various options to help community partners stay informed on current and upcoming PEAK functionality.

Presentations

User Guides

E-Learning

Updates Archive

[PEAK Training Request](#)

- For customized in-person or web-based training, please complete the following PEAK Training Request form by clicking [here](#).



# CONTACT US

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[www.peakoutreach.com](http://www.peakoutreach.com)



[peakoutreach@bouldercounty.org](mailto:peakoutreach@bouldercounty.org)