COLORADO PEAK
Colorado.gov/PEAK

PEAK Updates from OE5 to OE6

Presentation by Rory Thomes, PEAK Outreach Initiative

www.peakoutreach.com

PEAK System Updates

March 2018

- Medicare Updates
- Adding Age to Individual Name

June 2018

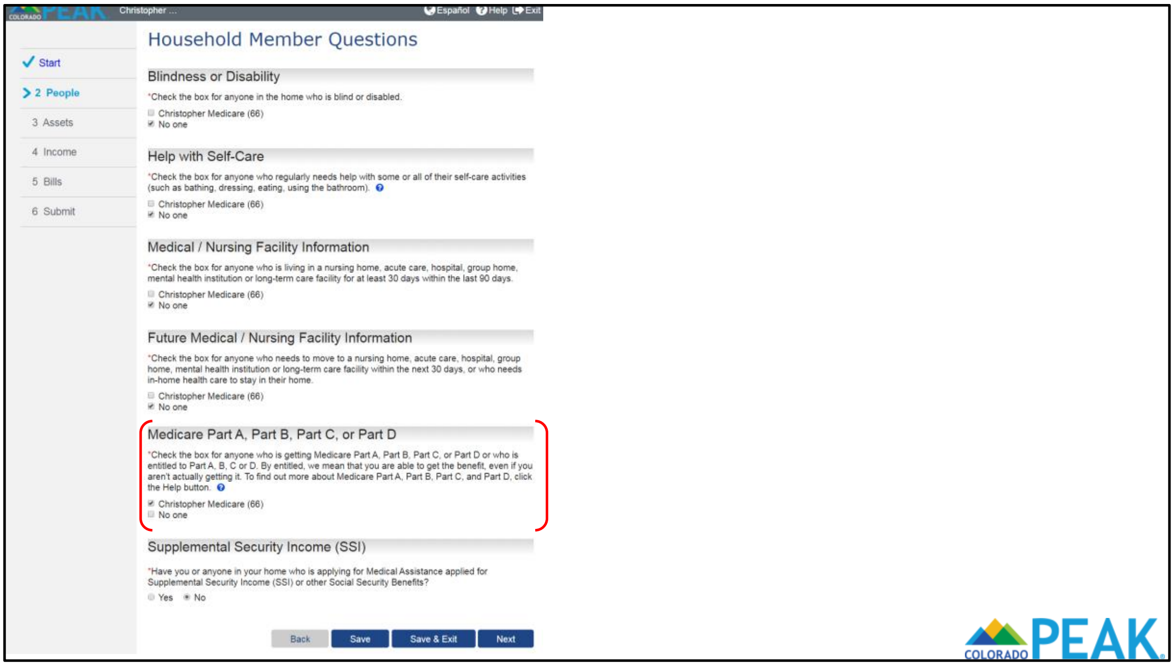
- PEAK Technical Support Integration into Online Chat
- Updates to Capturing Household Composition for MAGI Medical Assistance
- Eligibility Information Added to PEAK Mail Center

October 2018

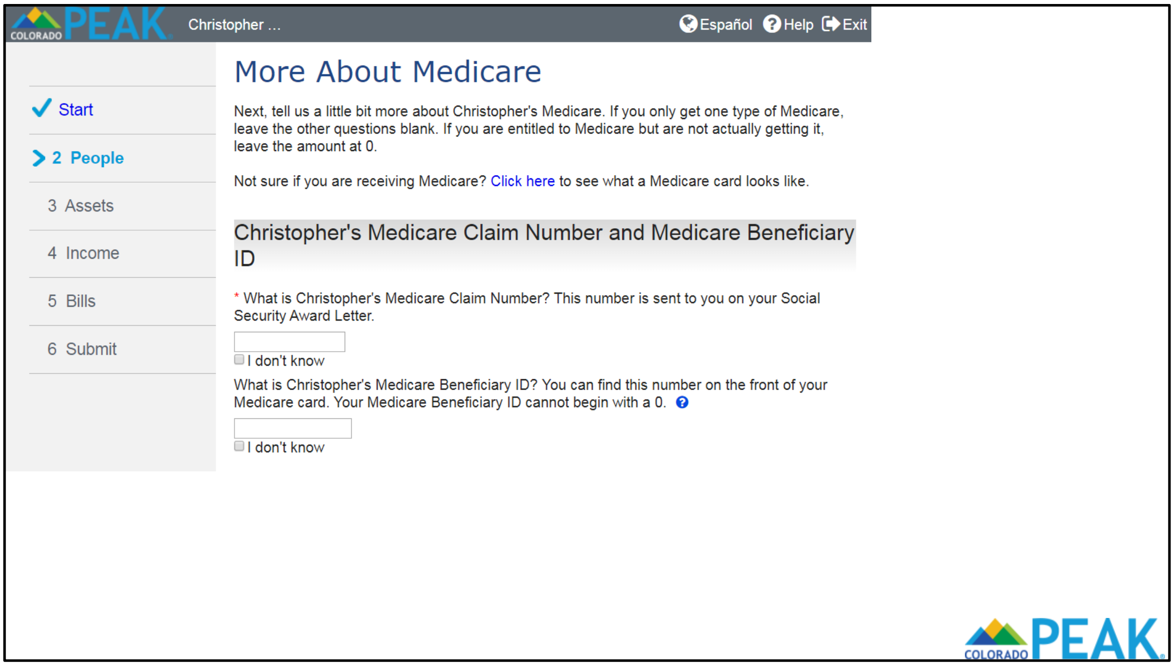
- Creating and Linking Account
- Updating Demographic Information in Manage My Account
- Removal of APTC/CSR Eligibility Information
- CHP+ Other Health Insurance Interface

MARCH 2018 PEAK UPDATES

- Medicare Updates (MA ONLY APPLICATIONS)
- Adding Age to Individual Name

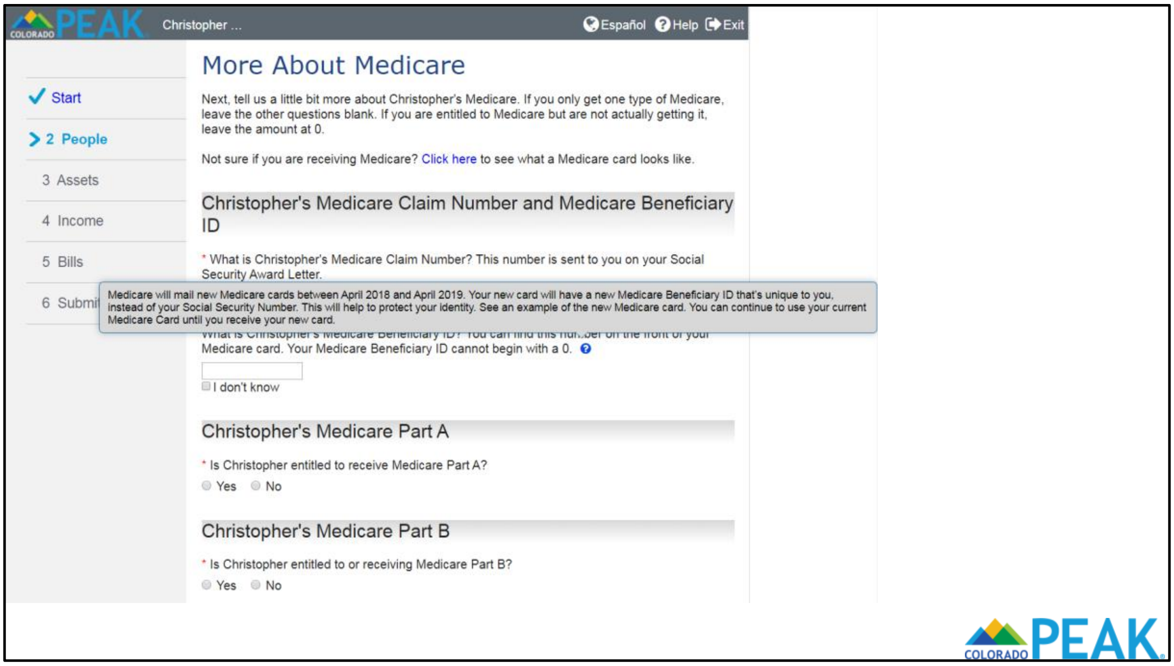


On the Household Member Questions page, when a user indicates they are enrolled in or entitled to Medicare Part A, B, C or D, the More About Medicare page queues.

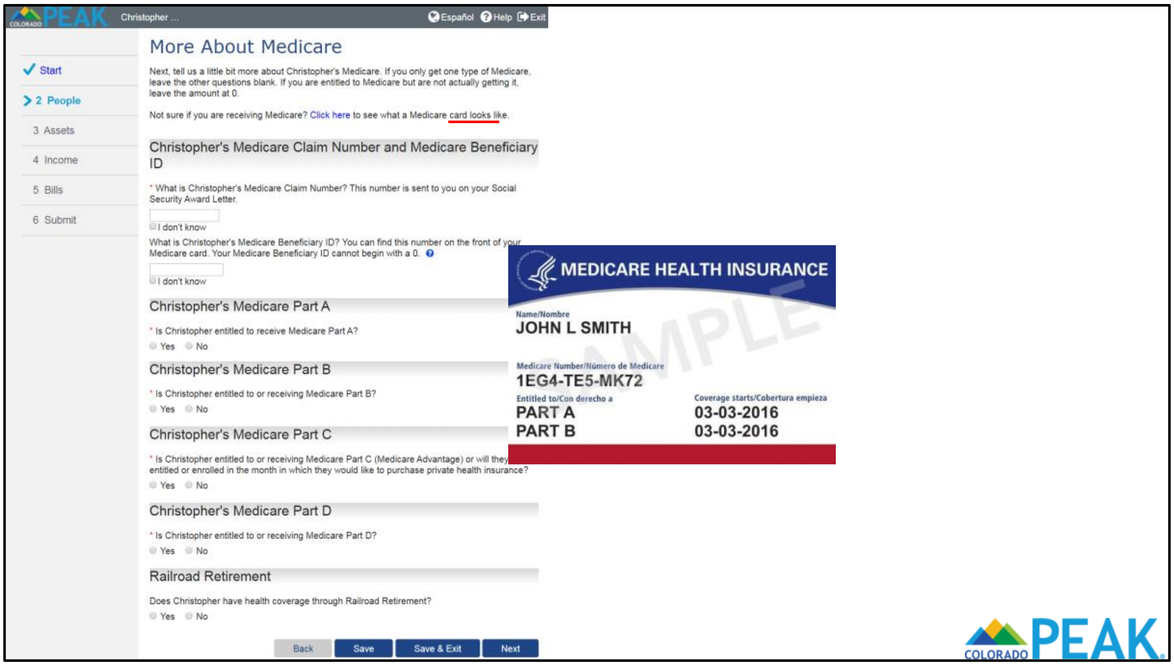


The existing Medicare Claim Number question has been reworded for clarity, and provides users with details on where that information can be found—on their Social Security Award Letter.

Below, a new question has been added to capture the new Medicare Beneficiary ID.



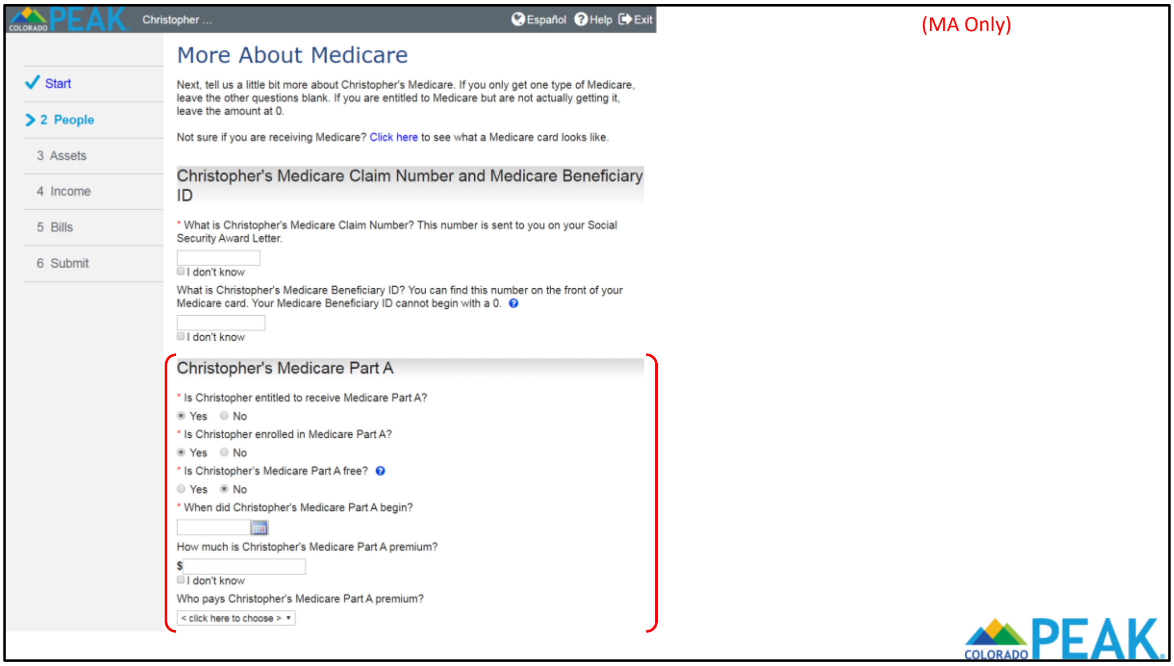
Help text has been added to support the new question and reads, “Medicare will mail new Medicare cards between April 2018 and April 2019. Your new card will have a new Medicare Beneficiary ID that’s unique to you, instead of your Social Security Number. This will help to protect your identity. See an example of the new Medicare Card. You can continue to use your current Medicare Card until you receive your new card.”



There is a hyperlink available at the top of the page that will now display the new version of the Medicare Card.

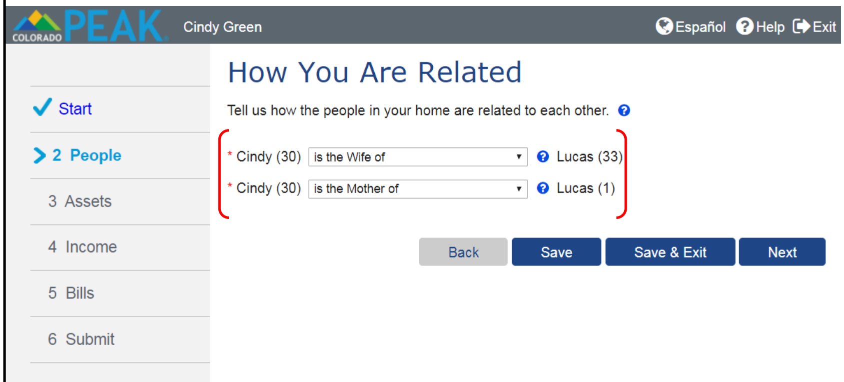
Notes:
For more information about changes to Medicare Cards, visit the Center for Medicare and Medicaid Services website: https://www.cms.gov/Medicare/New-Medicare-Card/

Transition to New Cards and Numbers (CMS, 2018): https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/TransitiontoNewMedicareNumbersandCards-909365.pdf



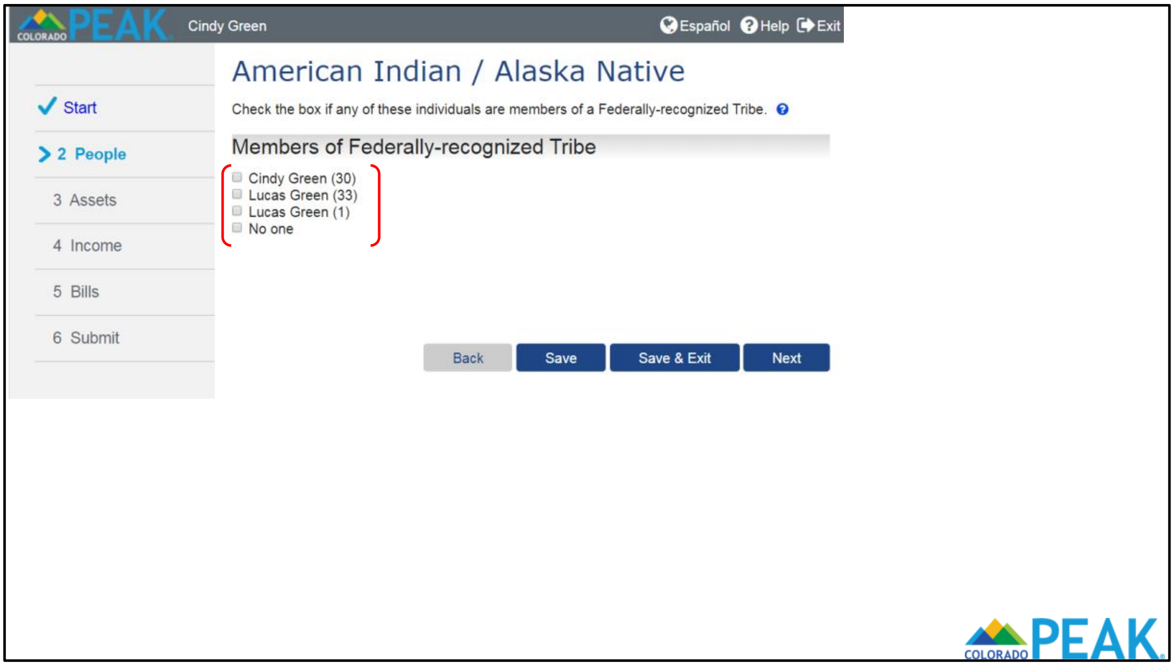
In addition to the changes to the Claim Number and Beneficiary ID numbers, the Medicare Part A field(s) are now more dynamic. When a user indicates they are entitled to receive Medicare, additional questions queue to capture the necessary information.

Adding Age to Individual Name



In the past, age notations appeared only on the How You Are Related page in both Apply for Benefits and Report My Changes. This was originally added in March 2016.

Based on feedback heard from assisters across the state, the age notations have been expanded and will now display throughout the application.

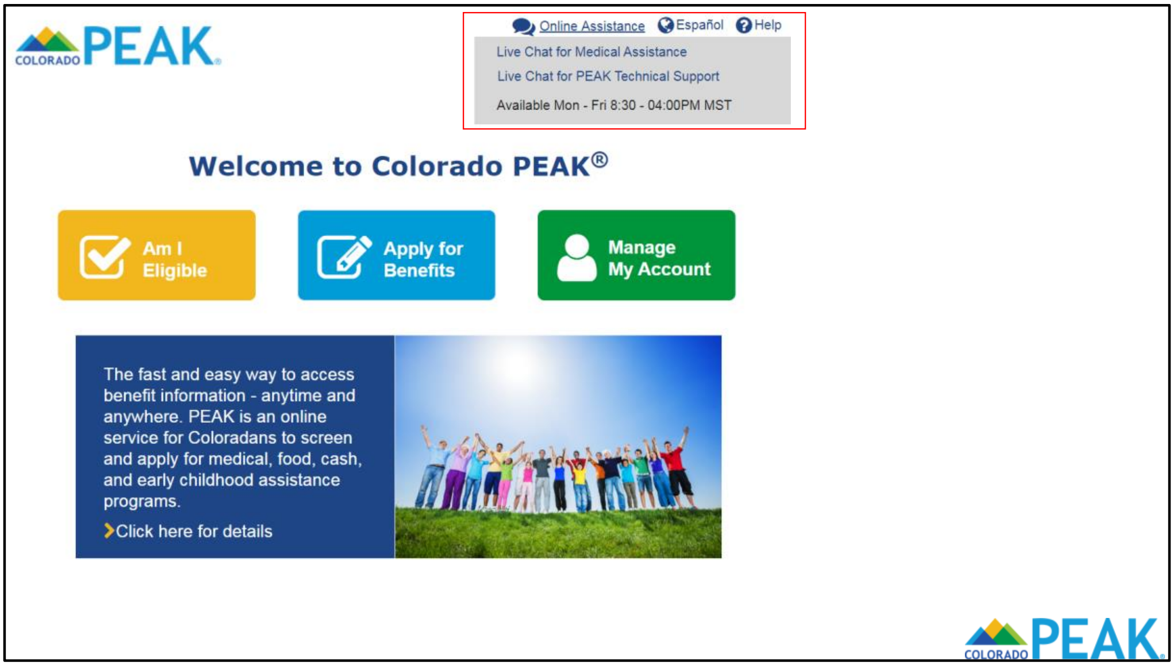


And another example on the American Indian / Alaska Native page.

JUNE 2018 PEAK UPDATES

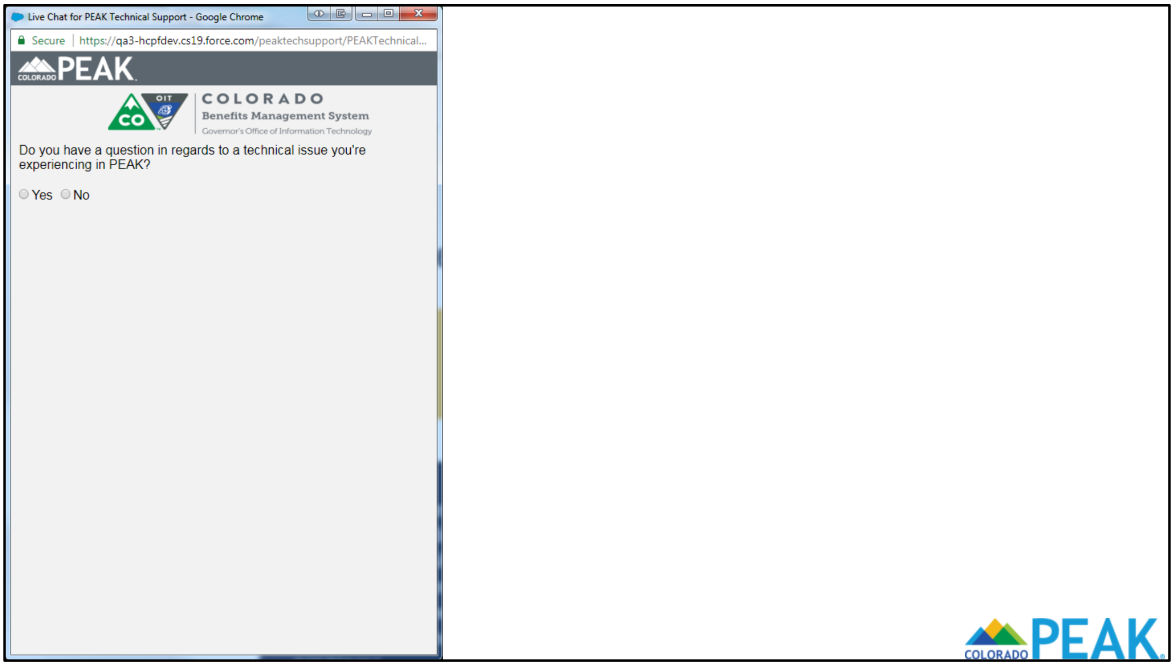
- PEAK Technical Support Added to Online Chat
- Updates to Capturing Household Composition for MAGI Medical Assistance

COLORADO PEAK®

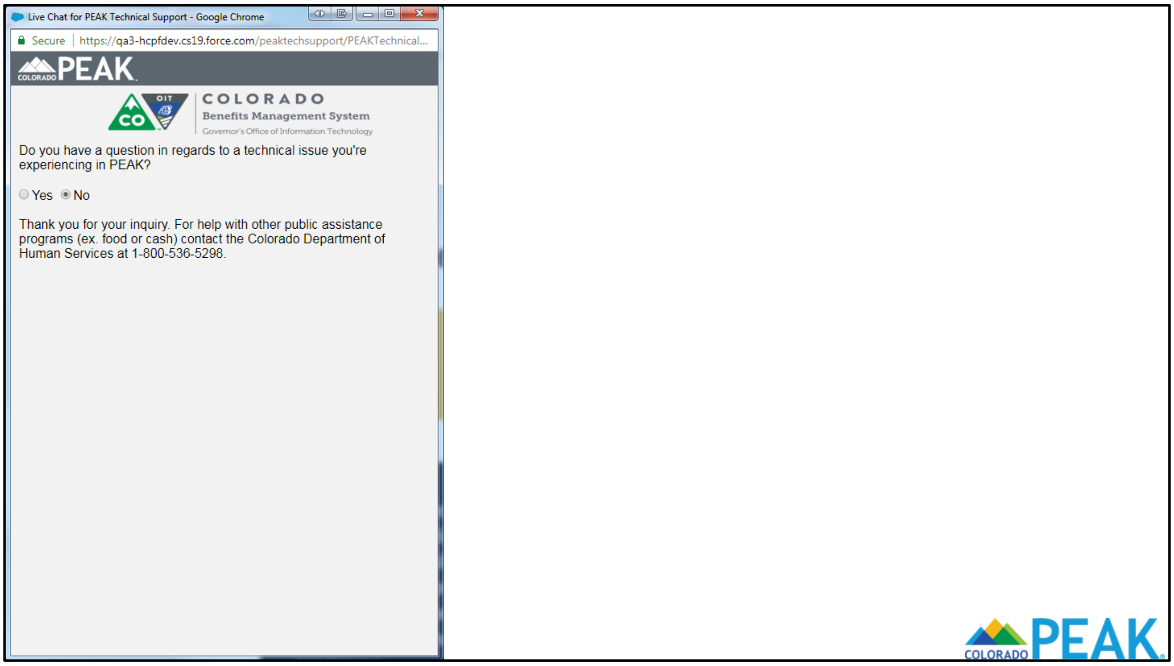


Online Assistance can be found in the header of the PEAK website when it is available (Monday through Friday, 8:30 am to 4:00 pm). When users select the Online Assistance hyperlink, they are now able to select between Live Chat for Medical Assistance and Live Chat for PEAK Technical Support.

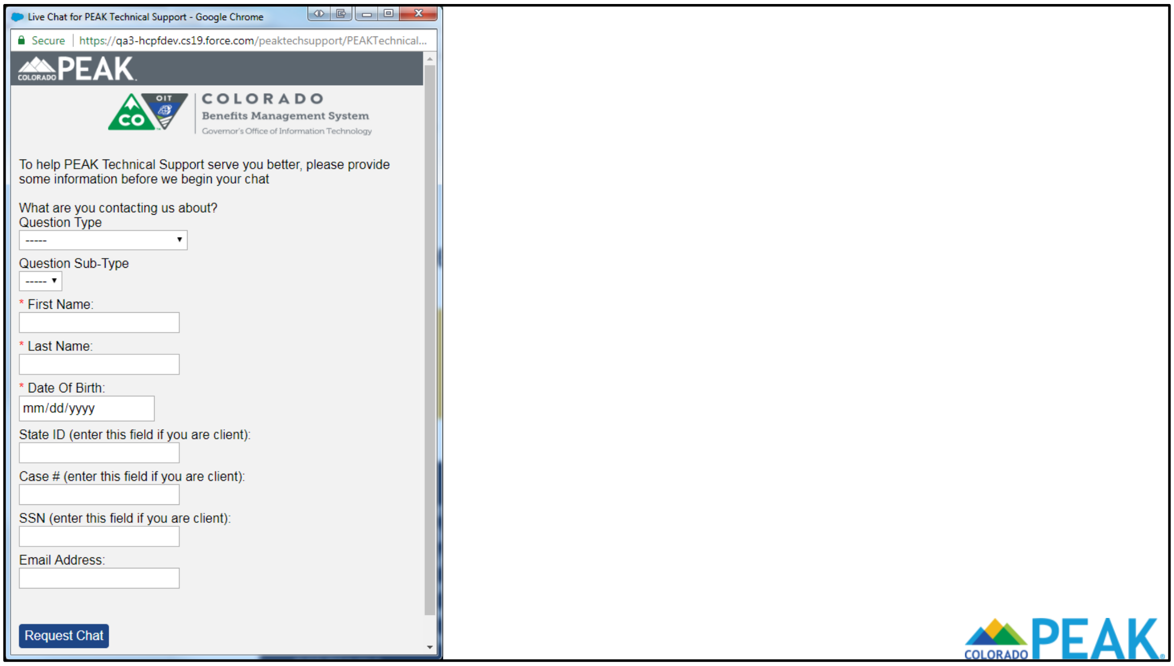
When a user selects they would like to proceed with a Live Chat for PEAK Technical Support, a new window will appear…..



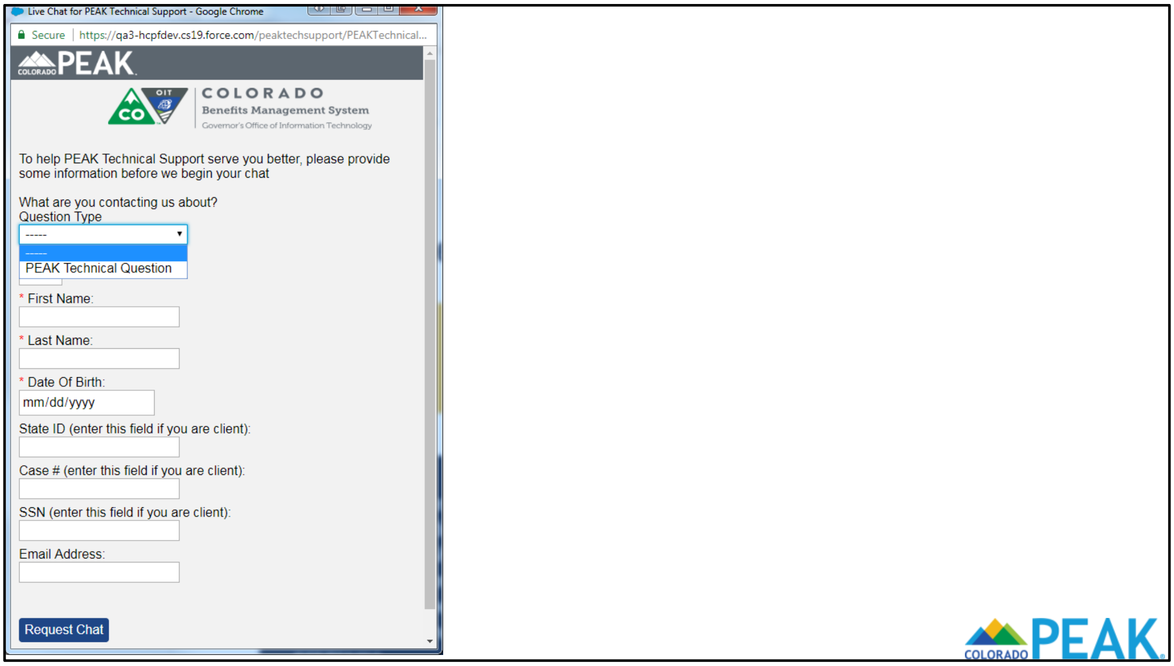
The first question that is prompted is, “Do you have a question in regards to a technical issue you’re experiencing in PEAK?”



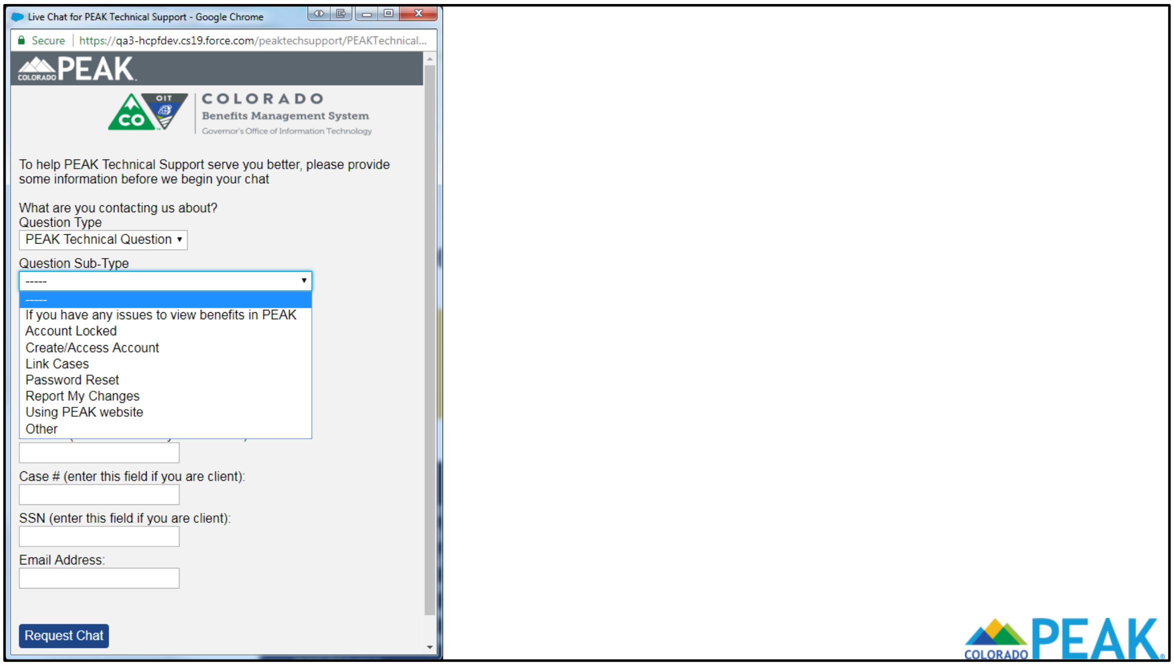
If no is indicated, information about help with other public assistance programs is displayed.



If Yes is indicated, additional questions are prompted to allow for PEAK Technical Support staff to better understand the issue a user is experiencing.

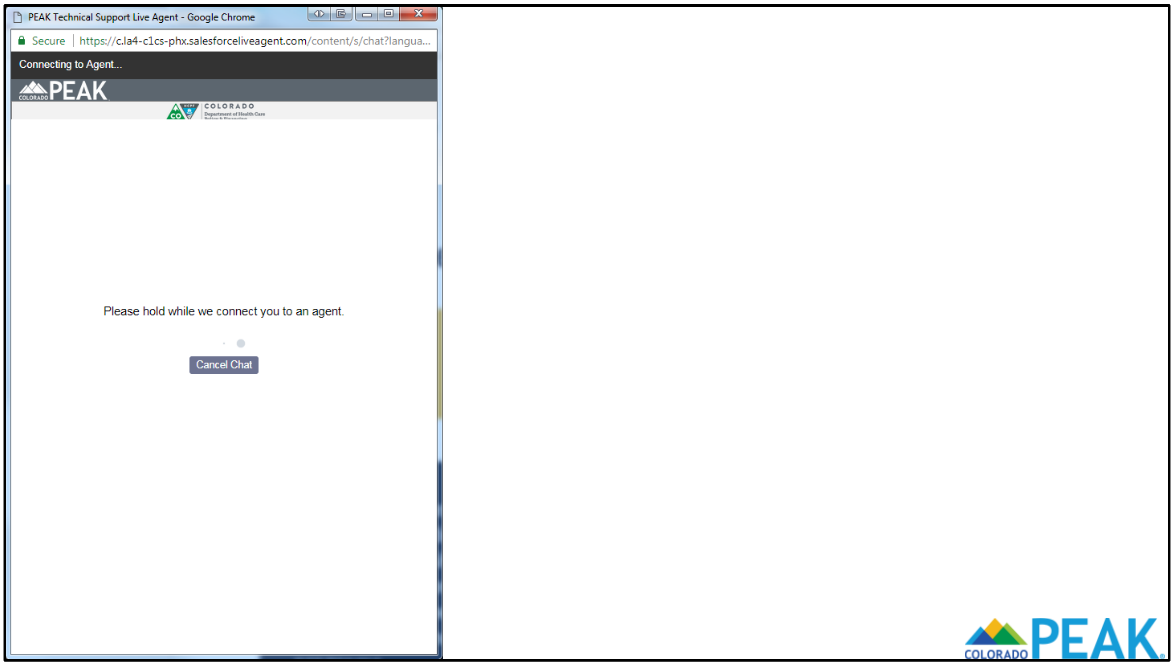


Here is the view of the question type drop-down menu.



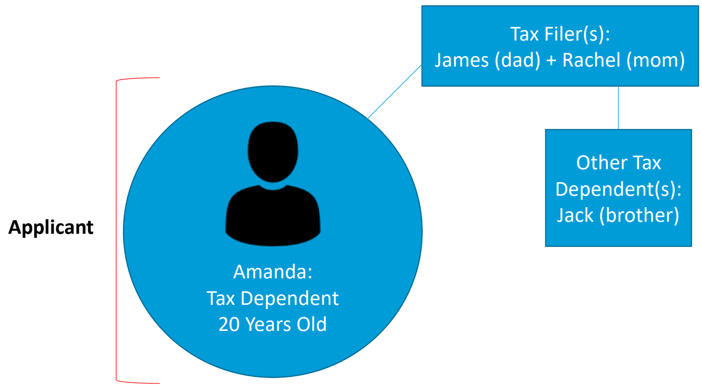
…and the options available for Question Sub-type.

Once a user completes all the applicable fields, and selects Request Chat



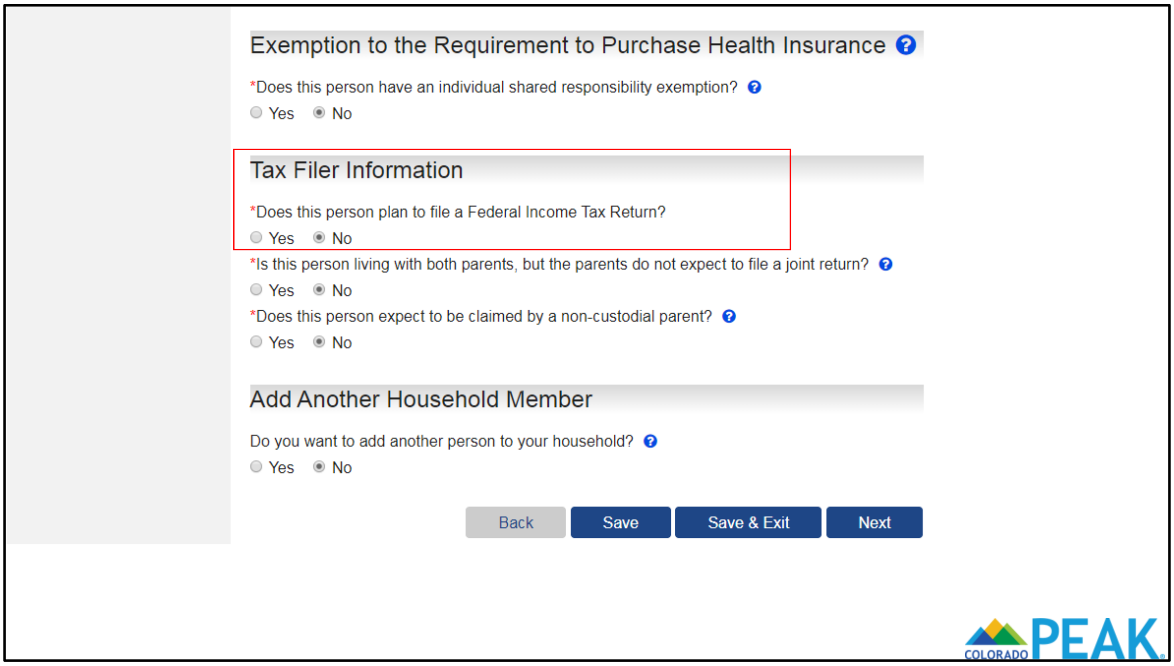
They are connected to a PEAK Technical Support representative.

Updates to Household Composition for MAGI Medical Assistance

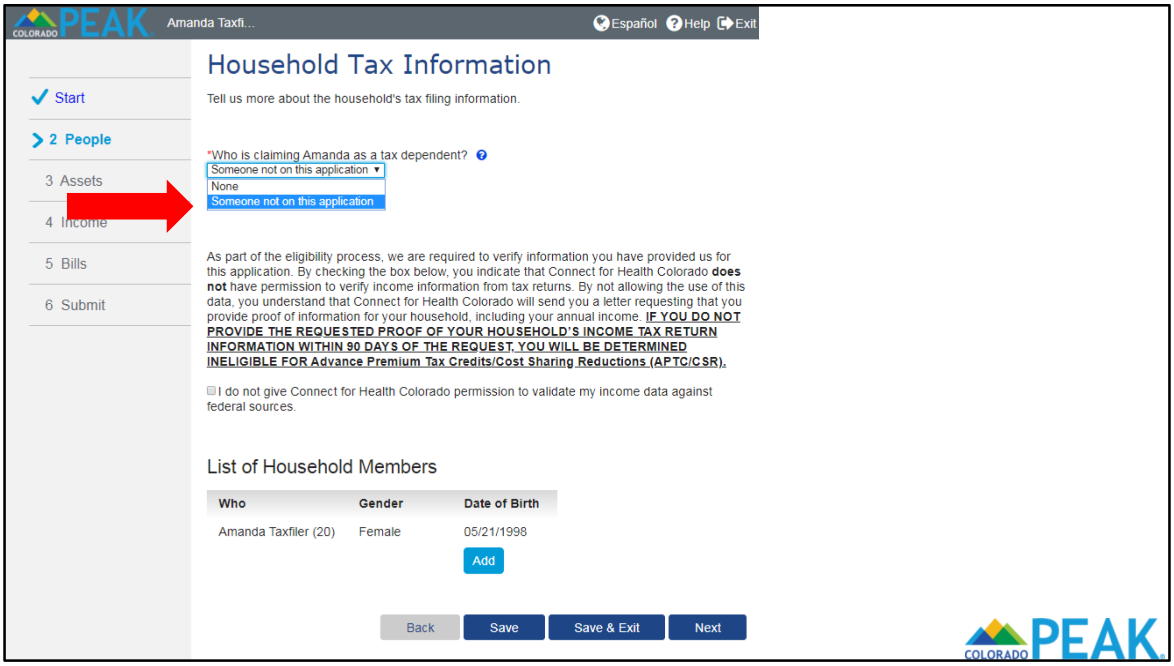


Effective June 10th, PEAK users ages 19 or older who indicate they are Tax Dependents and they are being claimed by a tax filer who is not on the application will now be prompted to complete a new Tax Filer Information page.

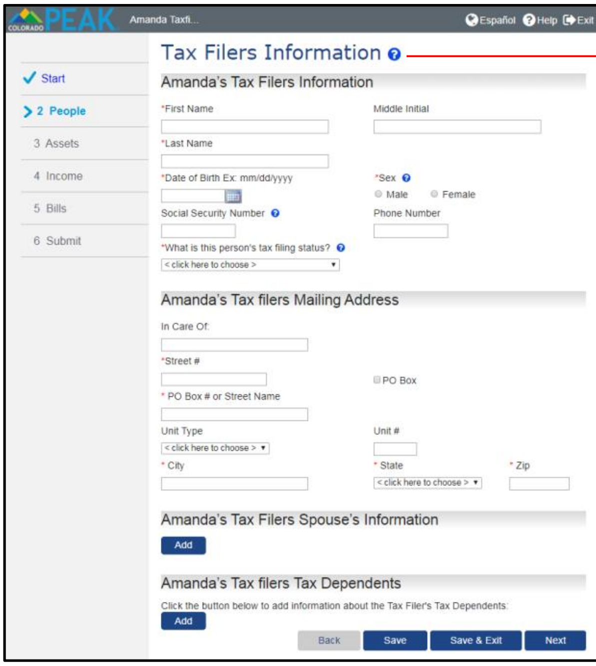
As an example, we are going to use the following scenario to demonstrate the changes. Amanda, a 20 year old college student lives in Colorado and is applying for Medical Assistance via PEAK. She is a tax dependent of her parents, James and Rachel, who live in New Mexico and she has not included them on the application. They also claim Amanda's brother, Jack. Therefore, her tax household size is 4.



To demonstrate this change in an application, when a Medical Assistance applicant age 19 or older identifies themselves as a Tax Dependent by indicating they do not plan to file a Federal Income Tax Return, highlighted here….



And they indicate that they expect to be claimed as a tax dependent by someone who is not on their application.



Help Text:
"You told us you're a dependent on someone else's tax return. We need information about the person who claims you as a dependent on their taxes. If you don't give us the information it could affect your eligibility."

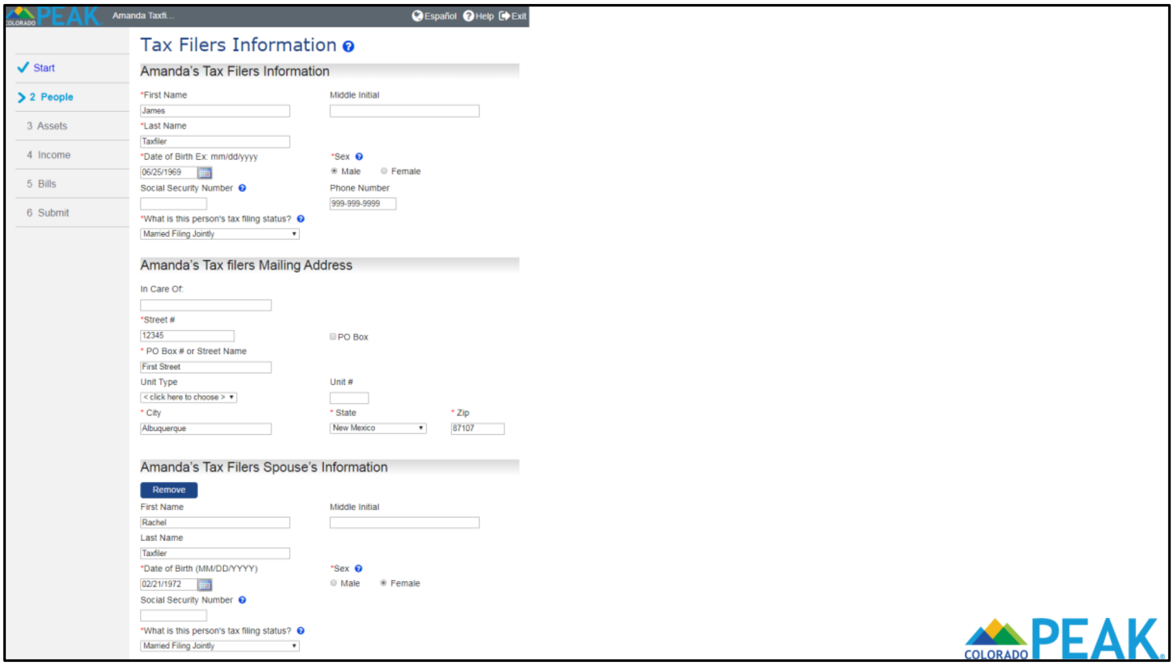
A new, Tax Filers Information page will now display to capture Tax Filer information for the person or persons who will be claiming the applicant as a tax dependent.

Begin by entering information about the Tax Filer including name, date of birth, sex, tax filing status and mailing address. To add additional tax household members, you would select add under the applicable spouse or dependent sections.

A couple of notes about this new page:

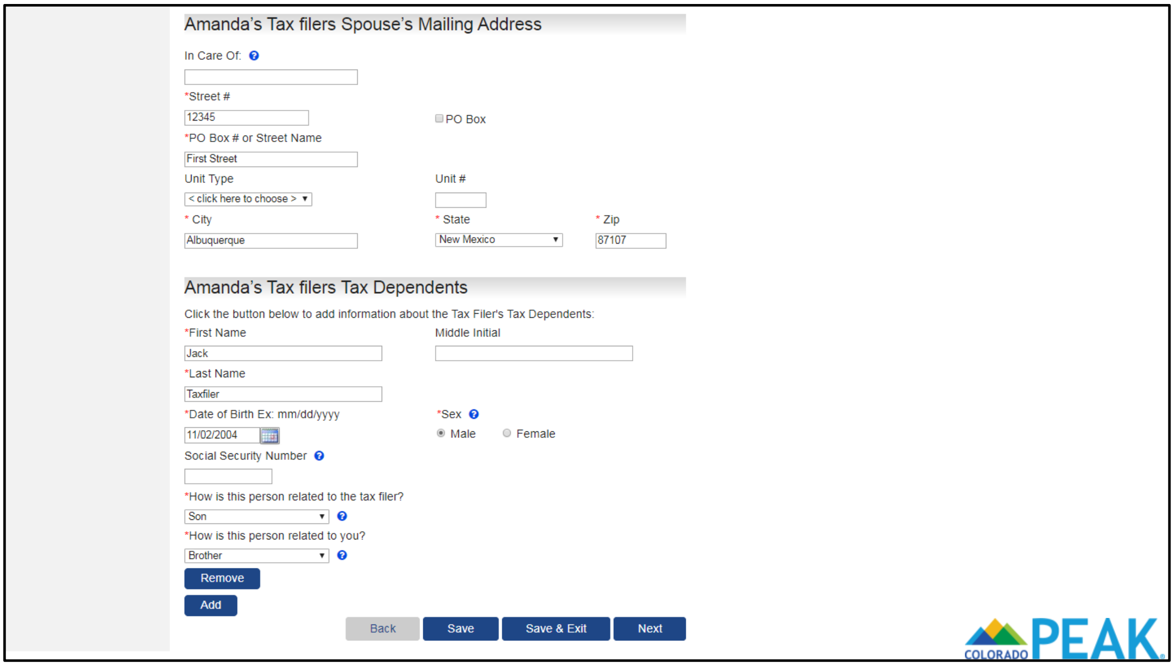
- The help text for this page reads, "You told us you're a dependent on someone else's tax return. We need information about the person who claims you as a dependent on their taxes. If you don't give us the information it could affect your eligibility."
- The new Tax Filers Information page will not queue for individuals who indicate they are victims of domestic violence or are homeless.
- For combo applications, the information captured on new Tax Filers Information page becomes optional (i.e., the questions are not required in order to proceed with submitting the application.) If the information is not captured at time of application, users will be mailed a new Tax Information packet to provide this information, as it is necessary to determine eligibility. If the packet is not returned,

the applicant may be denied Medical Assistance benefits for not completing the application process. Returning the information will be subject to the regular verification timeframe of 10+5.

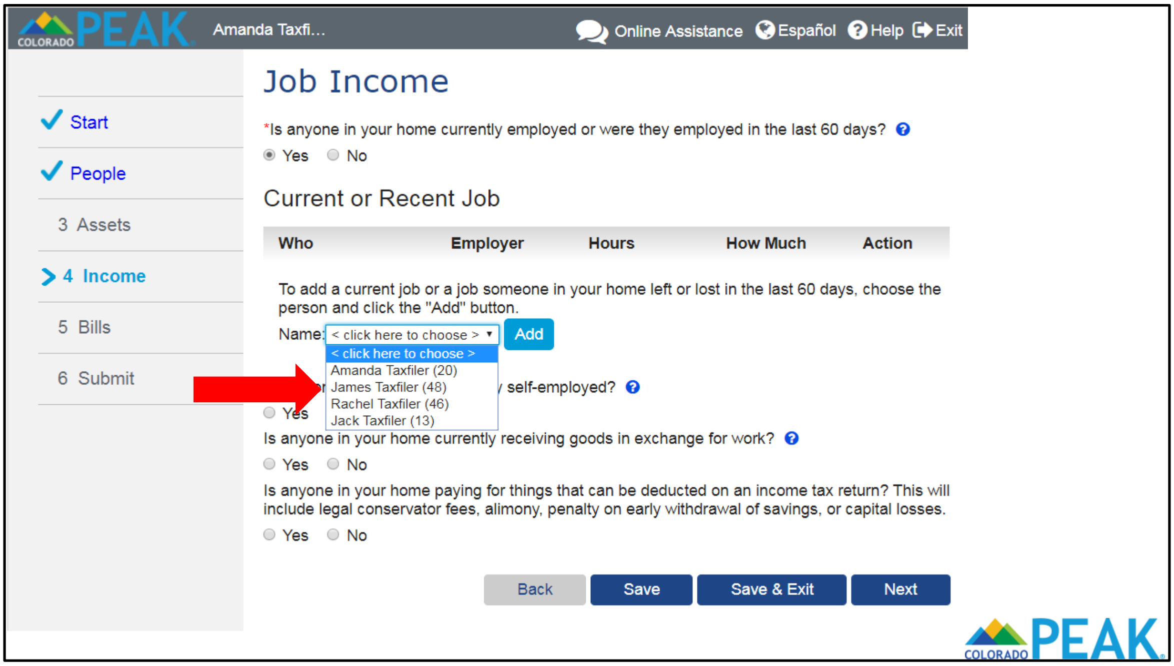


In this scenario, Amanda's parents (James and Rachel) claim both her and her brother Jack as Tax Dependents.

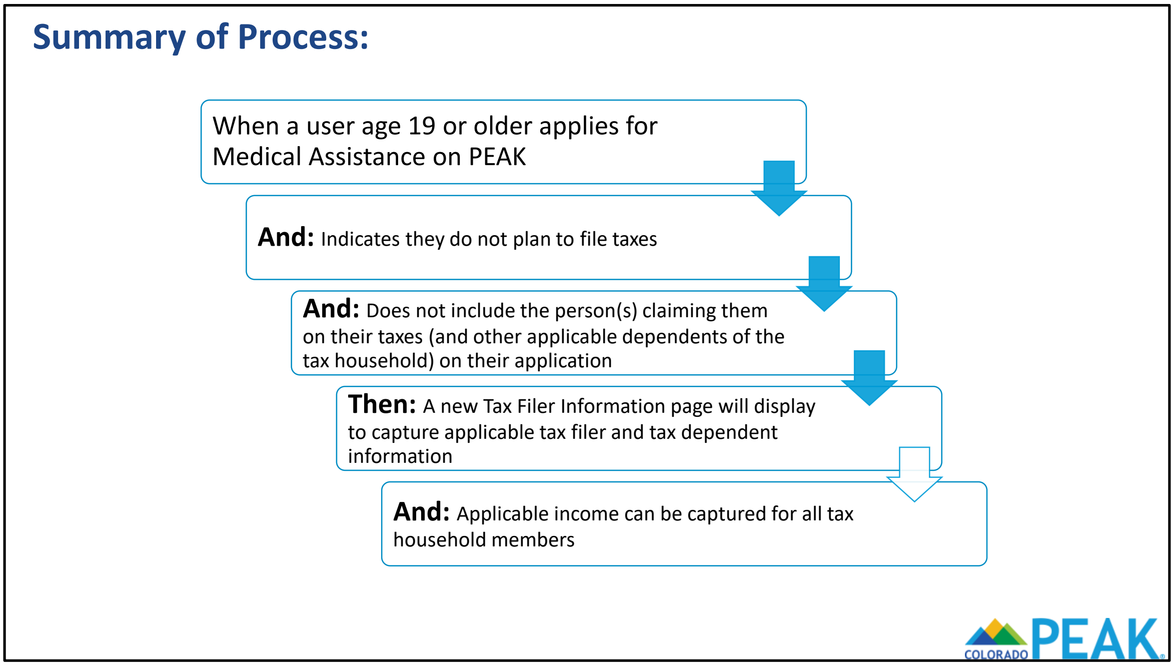
Here is what that page looks like completed. We have added both of Amanda's parents….



And her brother, who is also claimed as a dependent by her parents.



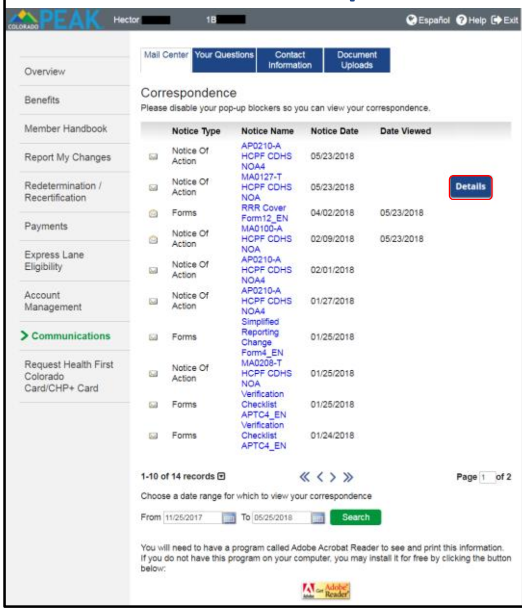
Once the Tax Filer Information page is complete, the application will continue as normal, and information will only be gathered about the applicant (Amanda in this scenario) until the Income section of the application. Here, information about the Tax Filer, the Tax Filer's Spouse and Other Dependents is collected to accurately capture the Tax Households income information.



To reiterate when users will see these changes:

When a Medical Assistance applicant, age 19 or older indicates they do not plan to file taxes and does not include the person or persons who will be claiming them as a tax dependent as well as other applicable dependents of the tax household, then a new Tax Filer Information page will display to capture applicable tax filer and tax dependent information. Additionally, the income section of the application will allow users to include income for all tax household members.

PEAK Mail Center Updates

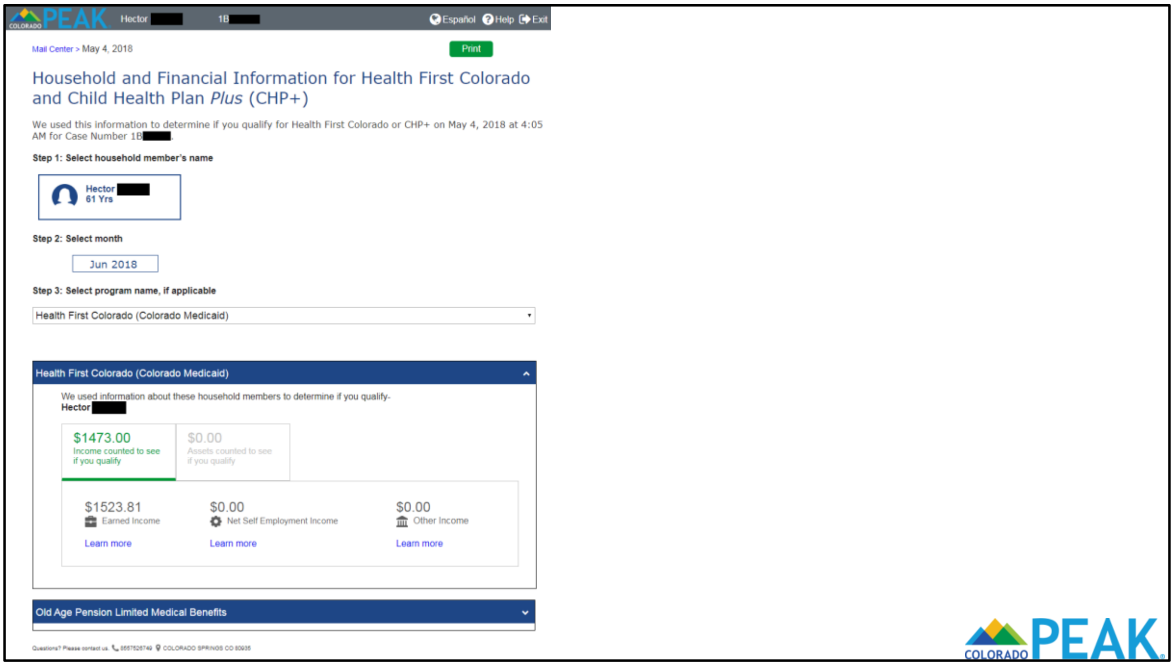


To provide greater detail about how an Medical Assistance eligibility determination has been made, a new page has been created in the PEAK Mail Center to provide details about a determination contained within a Notice of Action.

A new details button, highlighted here in red, will display the requested financial information for each individual and their household based on the Notice of Action selected.

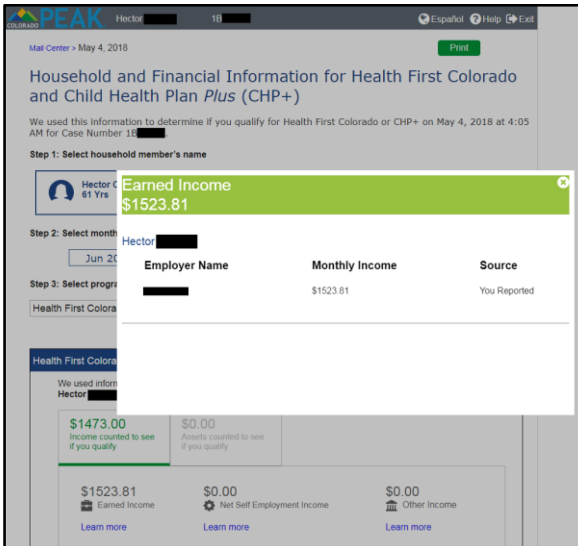
Please note, if a user goes down the expedited income pathway or there is no financial eligibility determination made for an individual because of a non-financial denial/failure, relevant financial information will not display and that language will be provided on the new page.

Note: This information will begin displaying with NOA's triggered after the implementation of this project. This information will display when there is Medical Assistance included in a NOA, regardless if the case is an MA Only or Combo case.



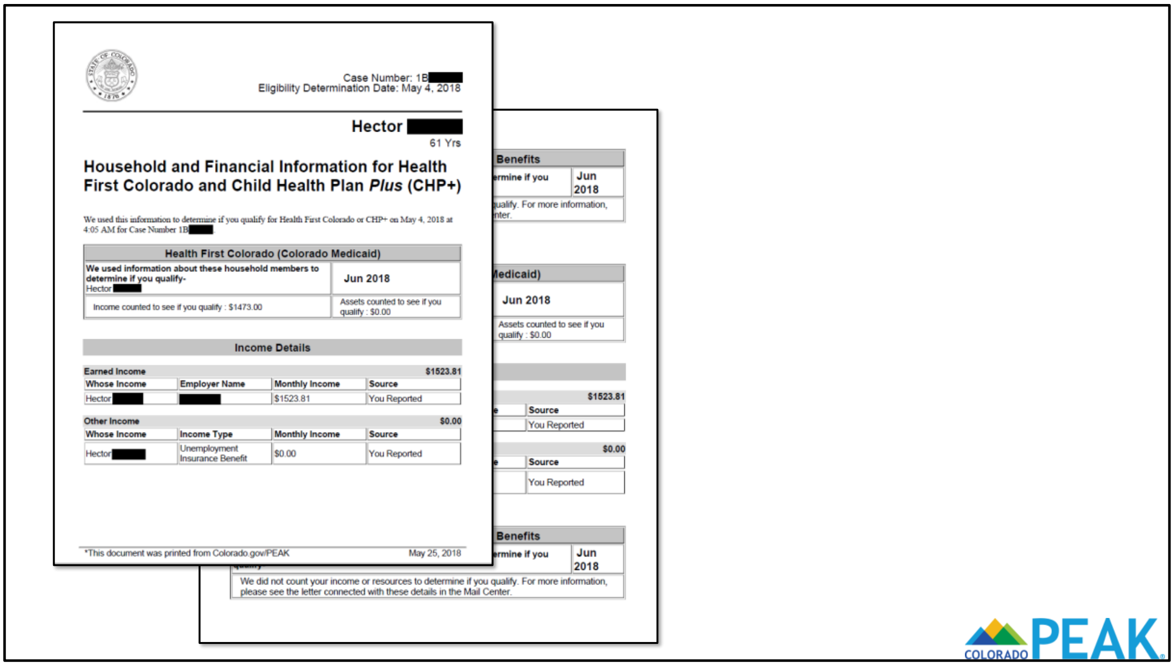
When the details button is selected, users are brought to the new Household and Financial Information for Health First Colorado and Child Health Plans *Plus* (CHP+) page.

Here, details about an individuals Medical Assistance eligibility determination (both MAGI and Non-MAGI) are contained in the associated Notice of Action.



When the Learn More hyperlink is selected, additional details about the income displays including employer name, monthly income amount and source of the information.

Note the values that will display as "Source" include You reported and Electronic Database.



Case Number: 1B[redacted]
Eligibility Determination Date: May 4, 2018

Hector [redacted]
61 Yrs

Household and Financial Information for Health First Colorado and Child Health Plan *Plus* (CHP+)

We used this information to determine if you qualify for Health First Colorado or CHP+ on May 4, 2018 at 4:05 AM for Case Number 1B[redacted].

Health First Colorado (Colorado Medicaid)	
We used information about these household members to determine if you qualify- Hector [redacted]	Jun 2018
Income counted to see if you qualify : $1473.00	Assets counted to see if you qualify : $0.00

Income Details

Earned Income $1523.81

Whose Income	Employer Name	Monthly Income	Source
Hector [redacted]	[redacted]	$1523.81	You Reported

Other Income $0.00

Whose Income	Income Type	Monthly Income	Source
Hector [redacted]	Unemployment Insurance Benefit	$0.00	You Reported

*This document was printed from Colorado.gov/PEAK May 25, 2018

We did not count your income or resources to determine if you qualify. For more information, please see the letter connected with these details in the Mail Center.

Additionally, users are able to print out the information used to determine eligibility. Here is an example of what that print out looks like.

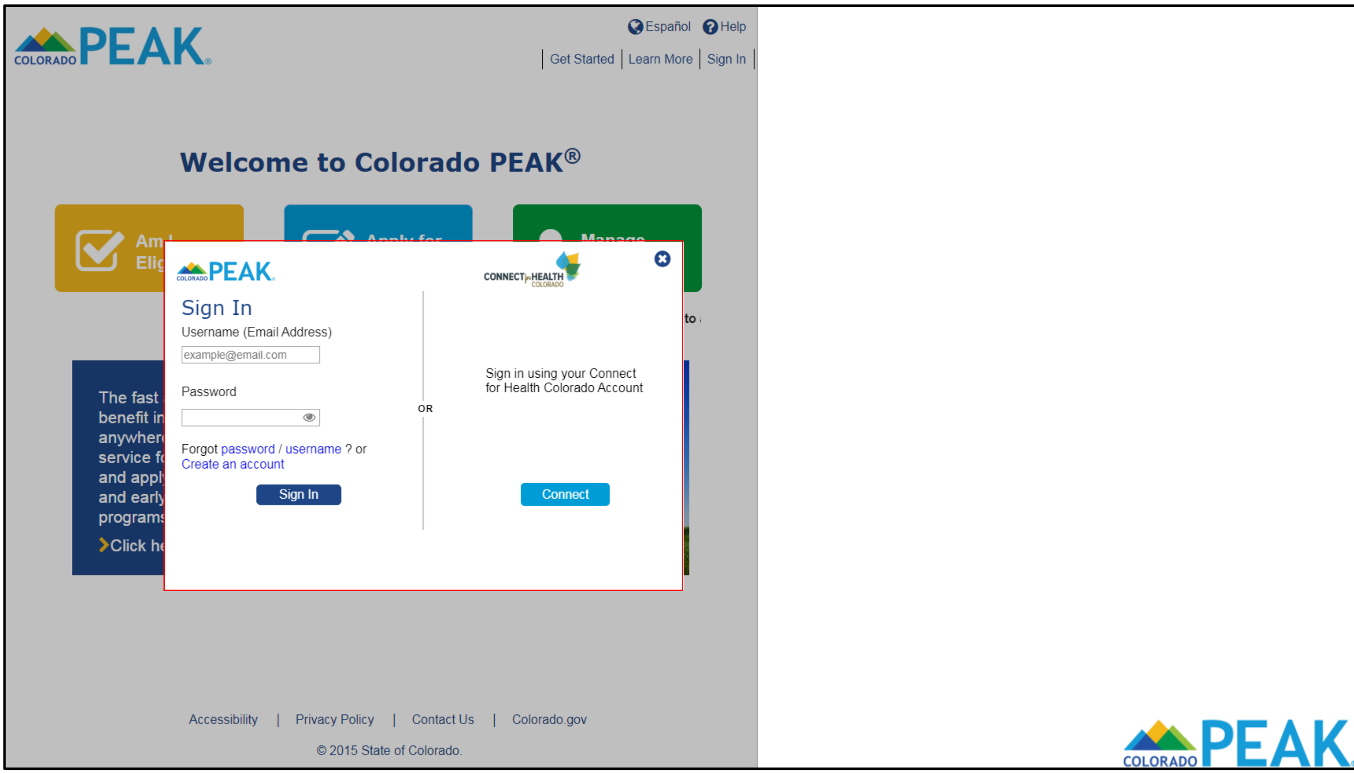
OCTOBER 2018 PEAK UPDATES

- Creating and Linking Account
- Updating Demographic Information in Manage My Account
- New Eligibility System Year 1
- CHP+ Other Health Insurance Interface

Old Sign In Page

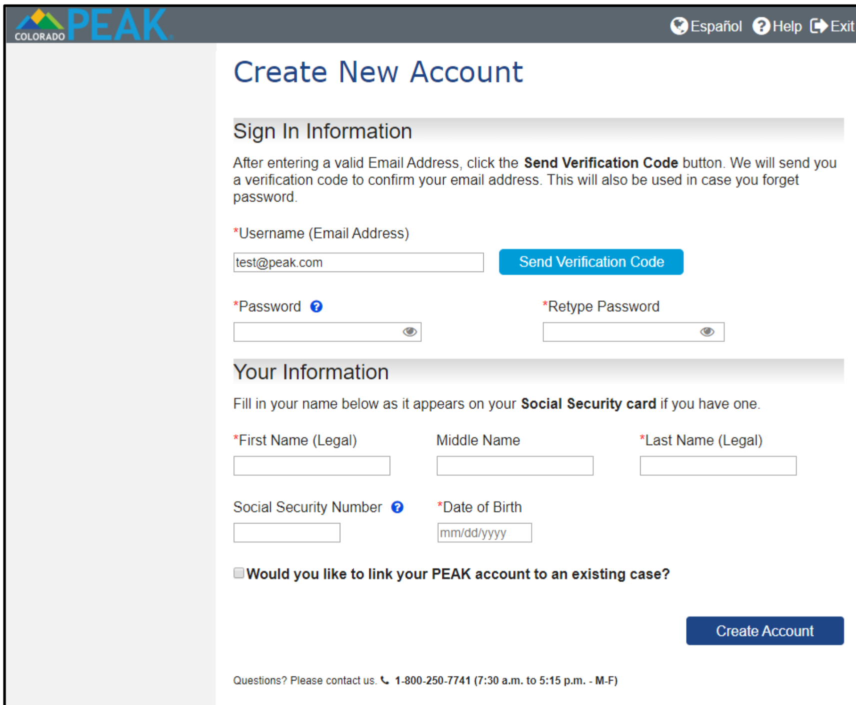
When a user indicates they would like to sign in from the PEAK homepage, a sign in pop-up window appears.

Displayed is what the old Sign In window looked liked.

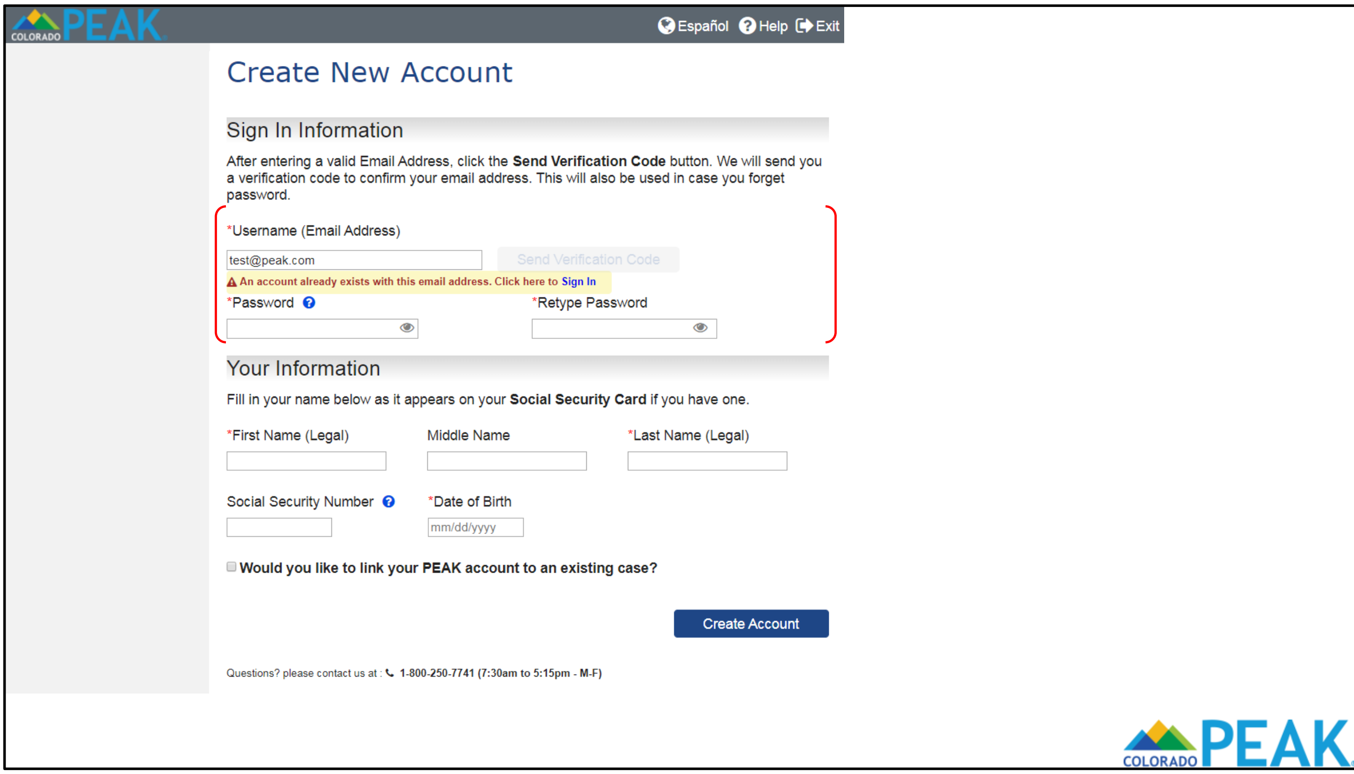


Here is what the new Sign In window will look like.

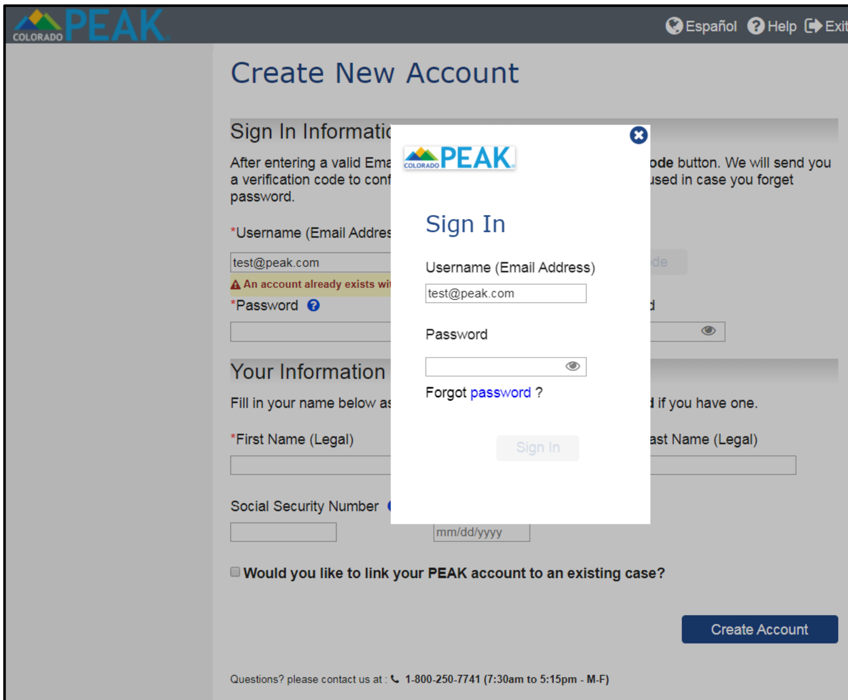
The updates include, distinctly separating PEAK login credentials from the Connect for Health Colorado login function and allowing users to display their password using the eye icon.



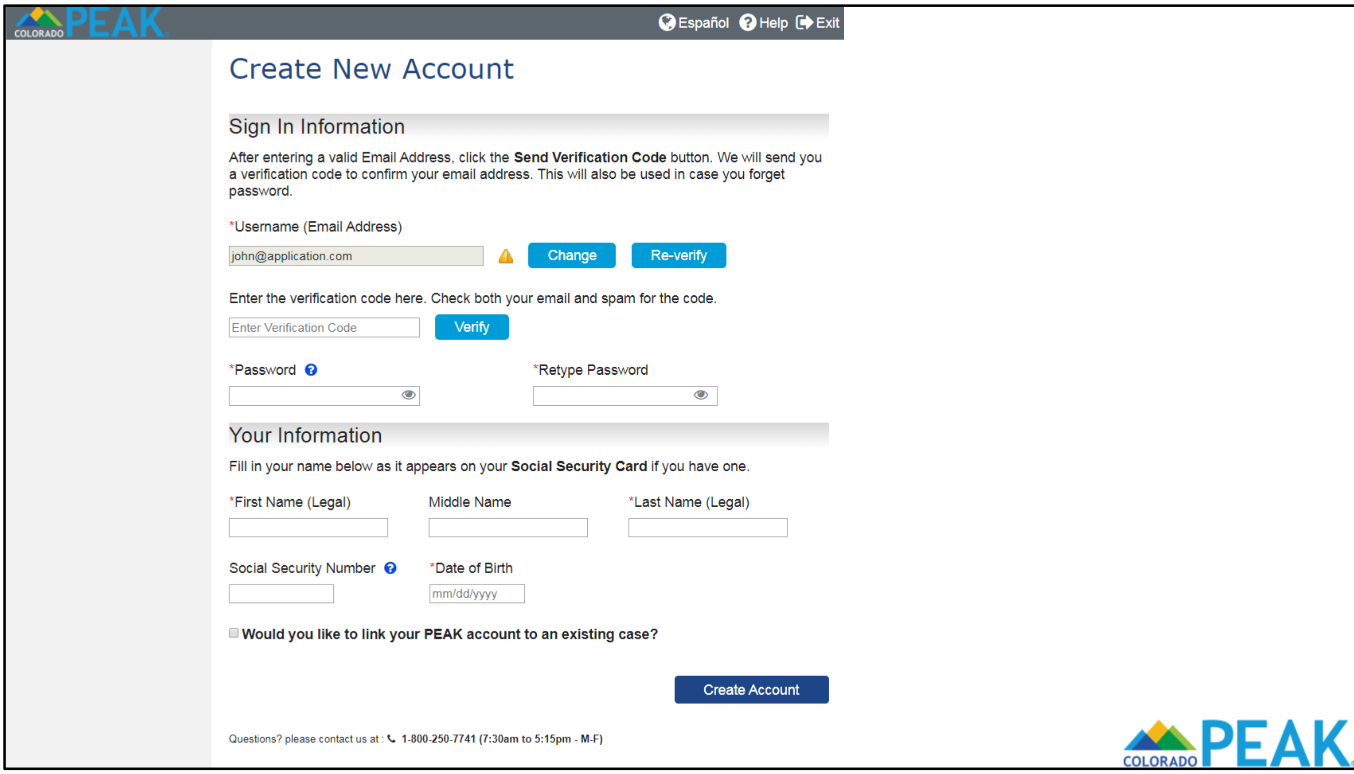
When a user indicates they would like to create a new account, they are brought to the Create New Account page, which has several updates that we are going to walk through in the next couple of slides.



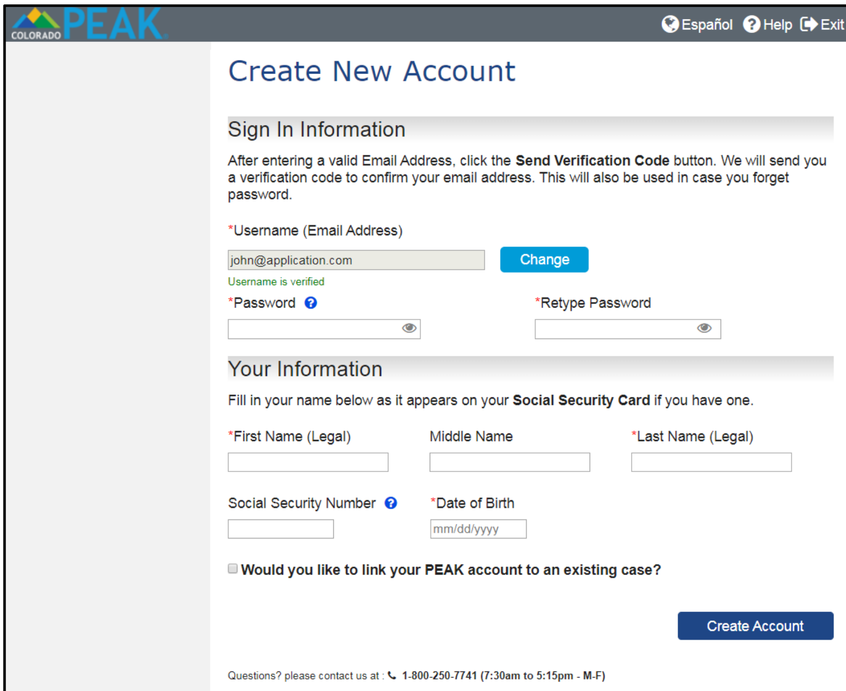
The first update is to the flow of the page. Users will now be prompted to enter the email address that will serve as their user name prior to their personal information. If the email address is already associated with a PEAK Account, information letting the user know an account already exists will display, as well as an opportunity to Sign In.



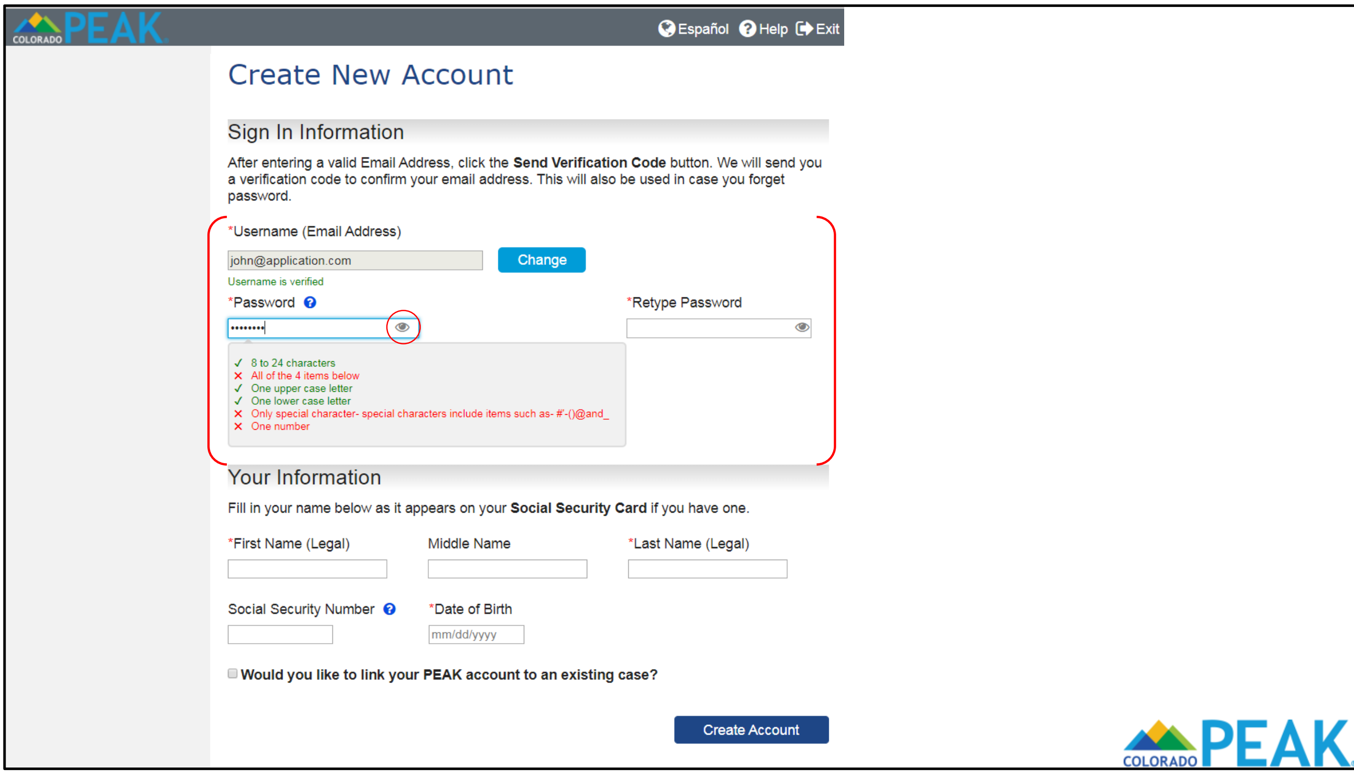
From here, if the user selects the Sign In hyperlink, they will now be able to login via a pop-up window and not have to navigate back to the PEAK homepage.



Alternatively, if the user name does not already exist, the account verification process will remain the same. Users will get an email verification code that they must enter in order to proceed with account creation.



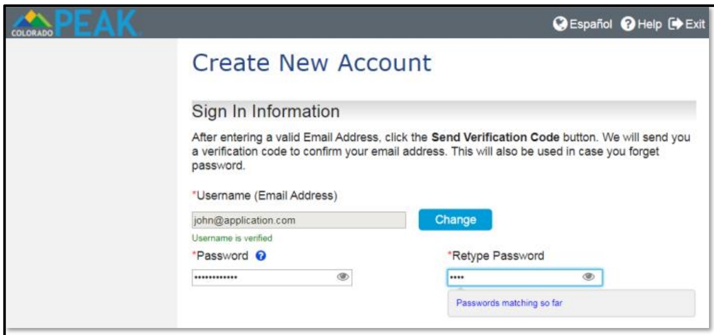
Once a user has successfully verified their email address, a “Username is verified” message displays.



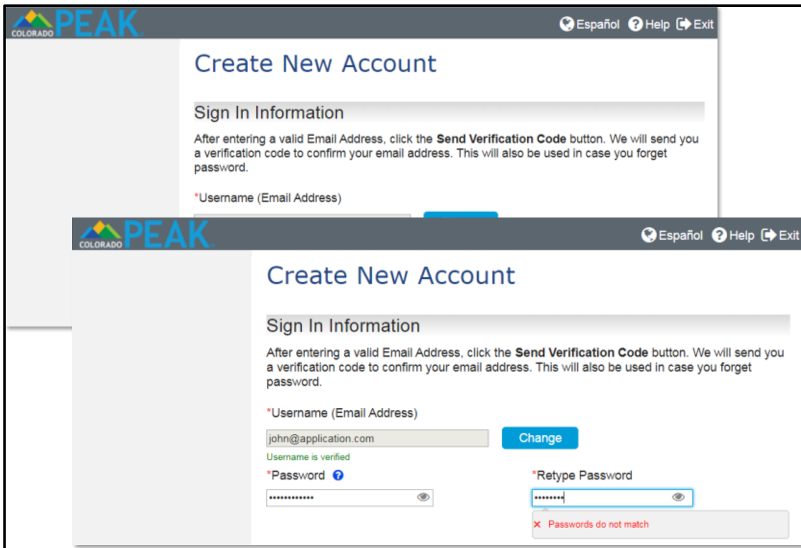
Next are a few updates to the password fields.

As a user enters their email address, information about whether or not that password meets the password requirements will display.

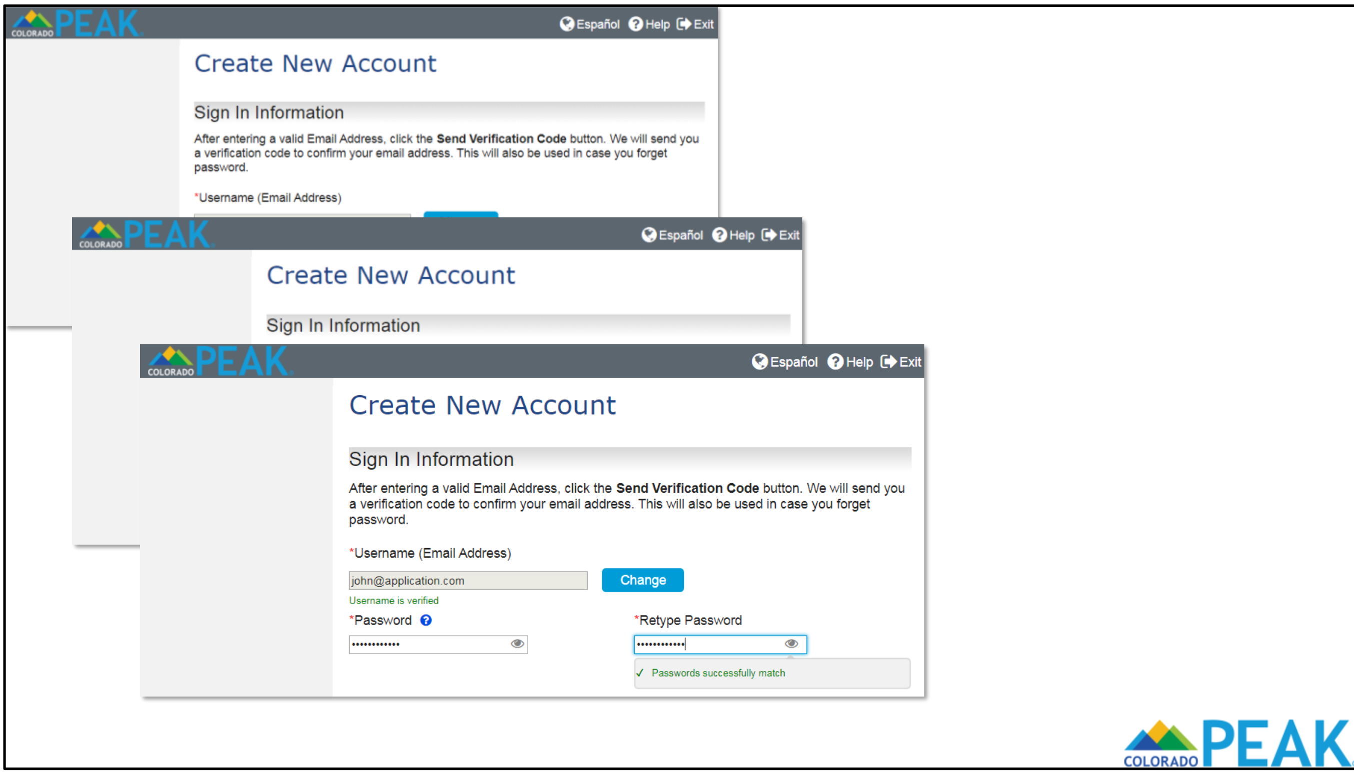
Additionally, by selecting the eye icon on the right side of the password field, users can display their password as they type it.



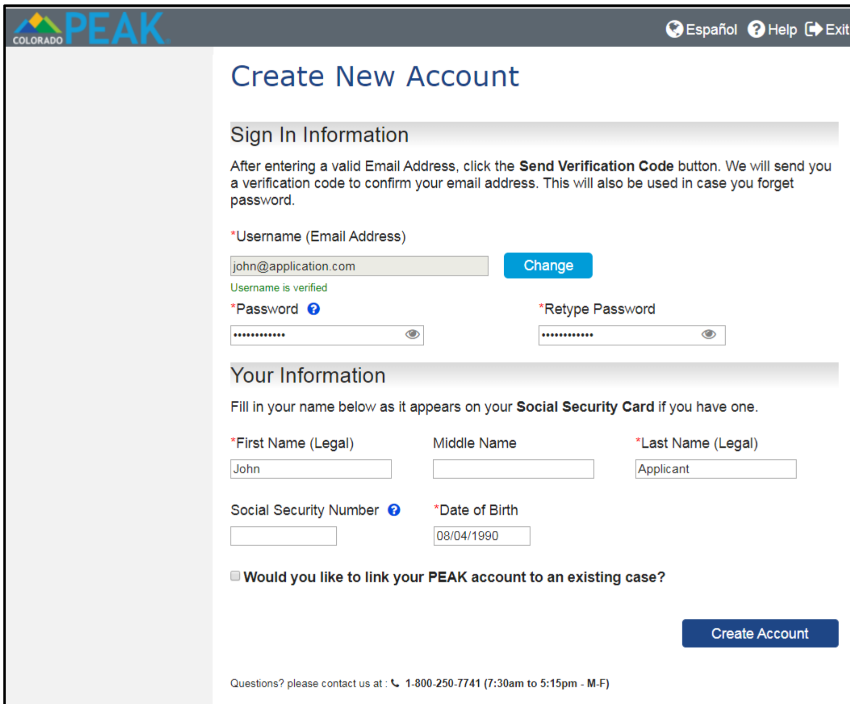
When retyping the password, new functionality has been added to let users know that their password is matching so far….



…do not match, or



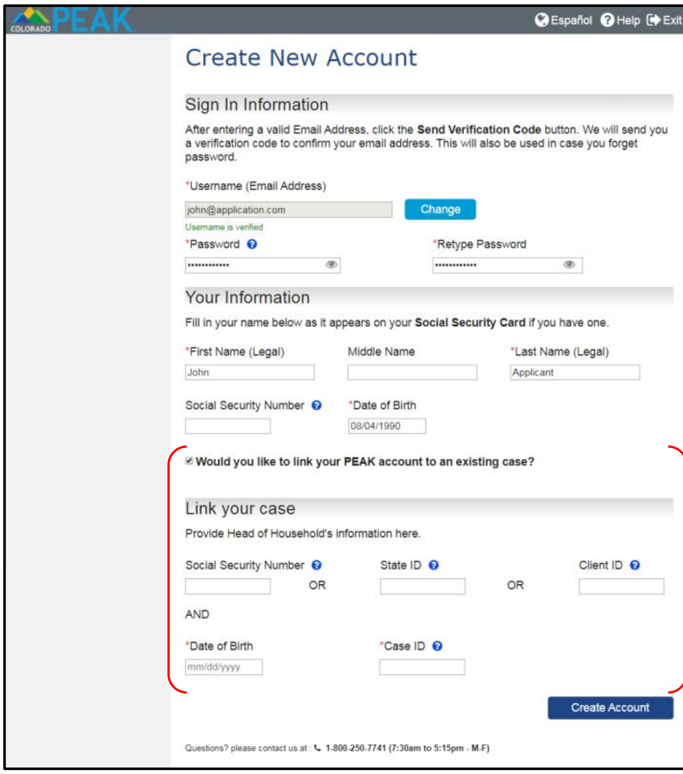
Successfully match



Next, users enter the Head of Households personal information including First Name, Last Name and Date of Birth.

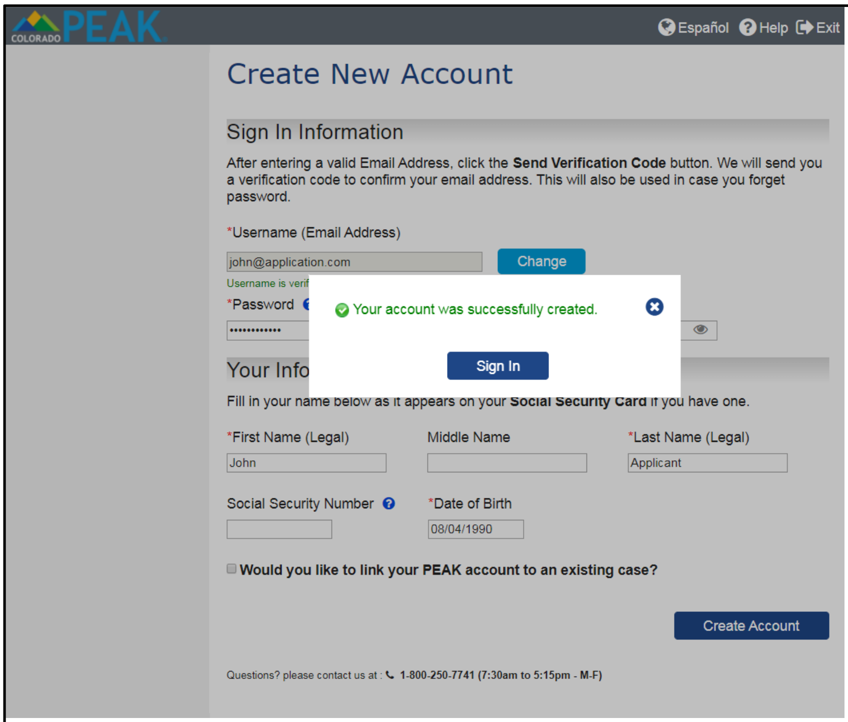
Reminder, users need to provide their legal name, such as what appears on their social security card.

Users with active Food, Medical or Cash Assistance can now link their case at time of account creation by selecting the checkmark next to “Would you like to link your PEAK Account to an existing case.”

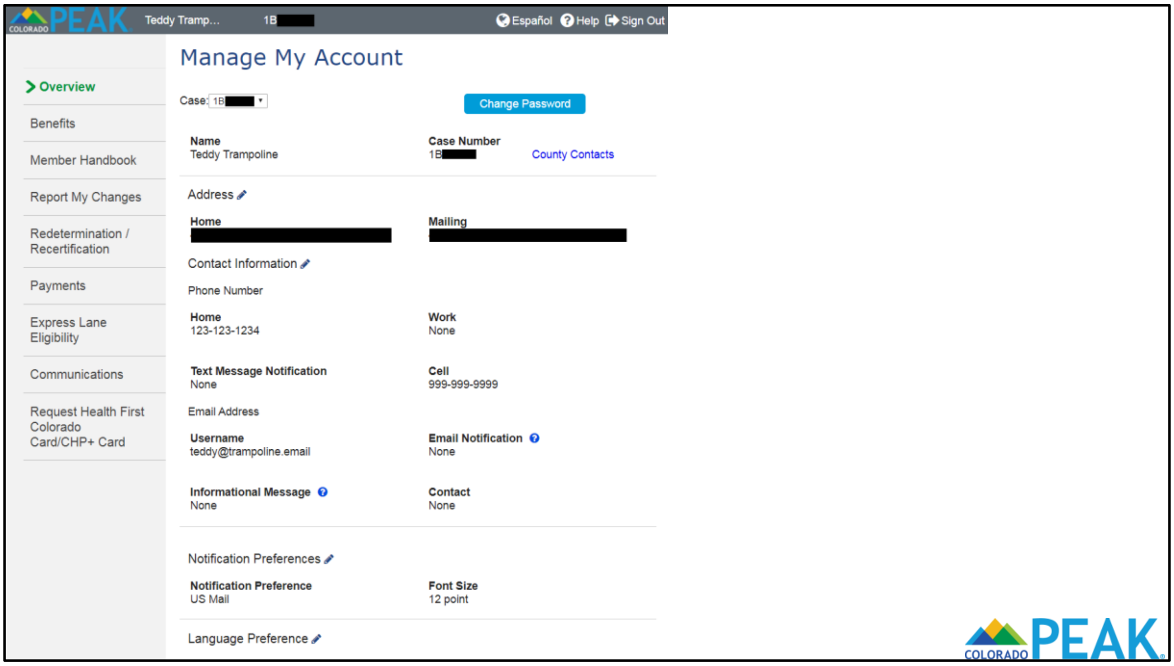


When the checkbox is selected, additional fields display to capture the necessary information to link the case.

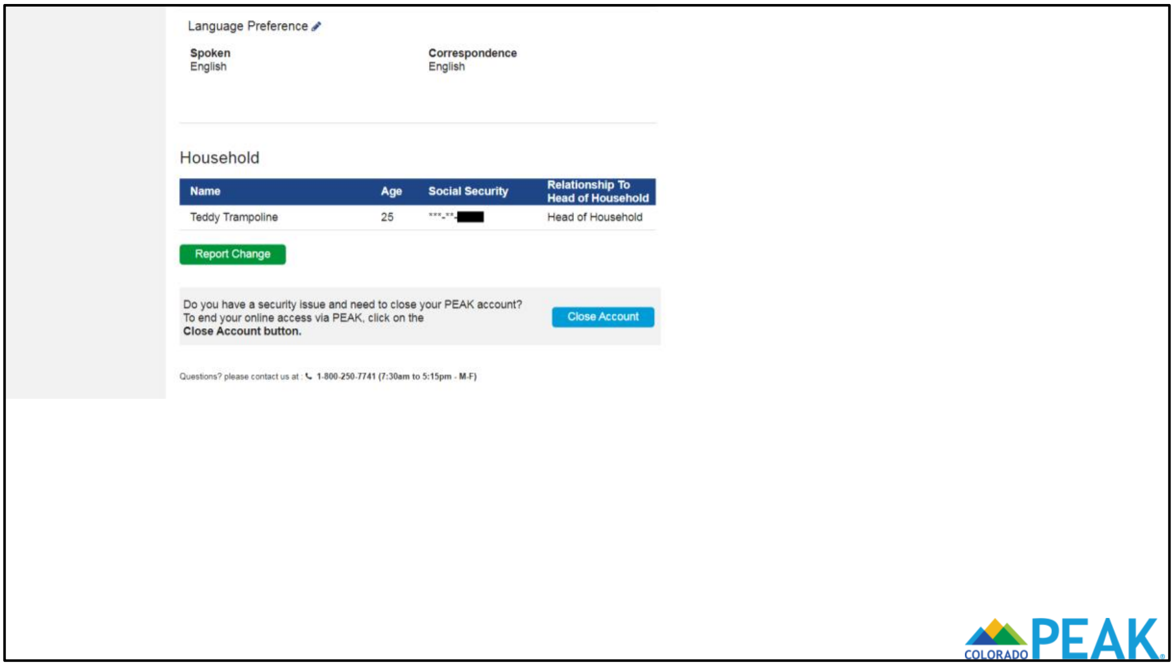
Please note, if a user who has active benefits chooses not to link their case during account creation, they will continue to be able to link their case in Manage My Account.



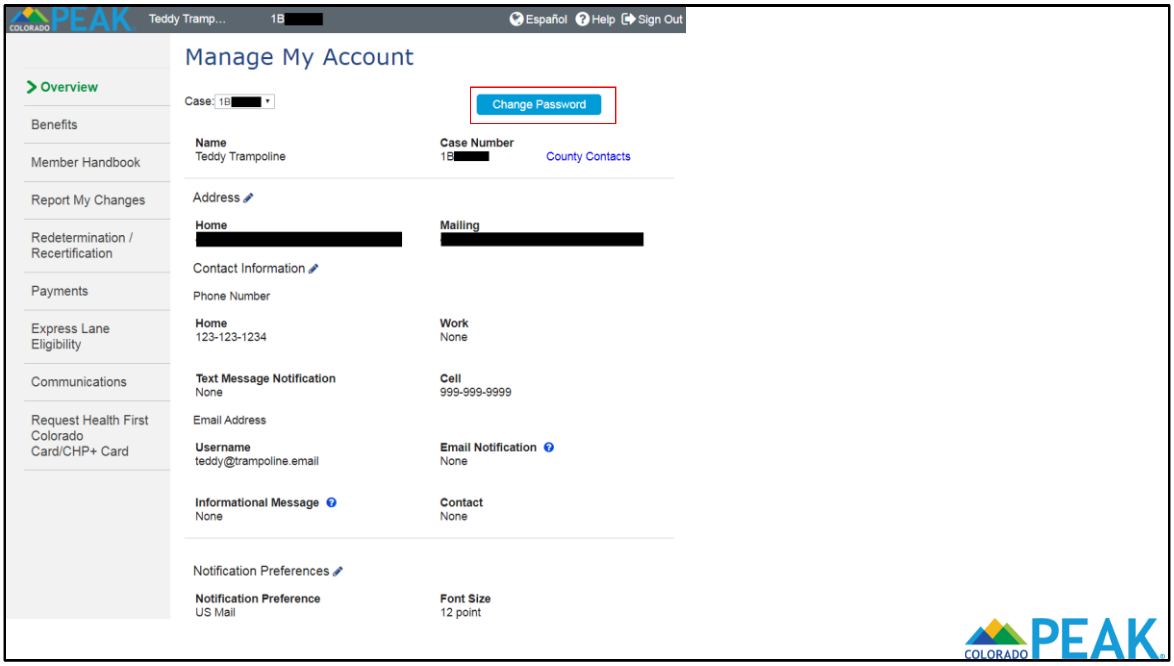
Once a user selects Create Account button, they will now see an alert message letting them know their account was successfully created. From here, select the Sign In button to go directly to manage my account. Meaning, users will no longer have to navigate to another page, and sign in to proceed.



Formerly titled Account Overview, the new Manage My Account page now contains several new functions that we will walk through.

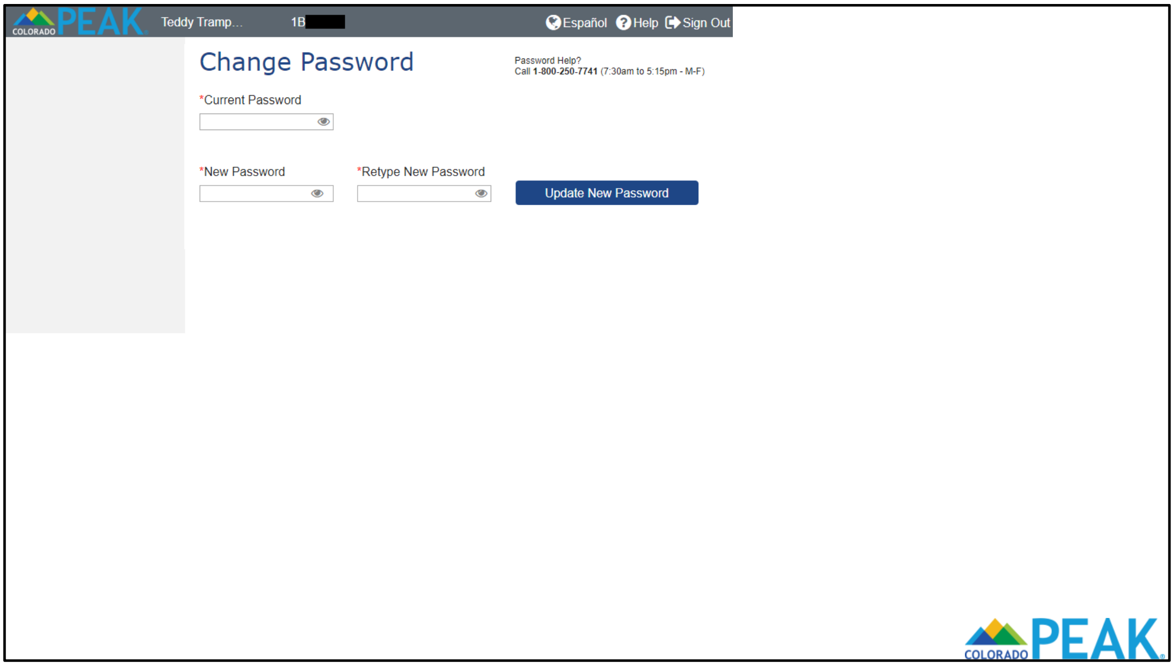


Formerly titled Account Overview, the new Manage My Account page now contains several new functions that we will walk through.



We will begin with the newly added Change Password button located at the top of the page.

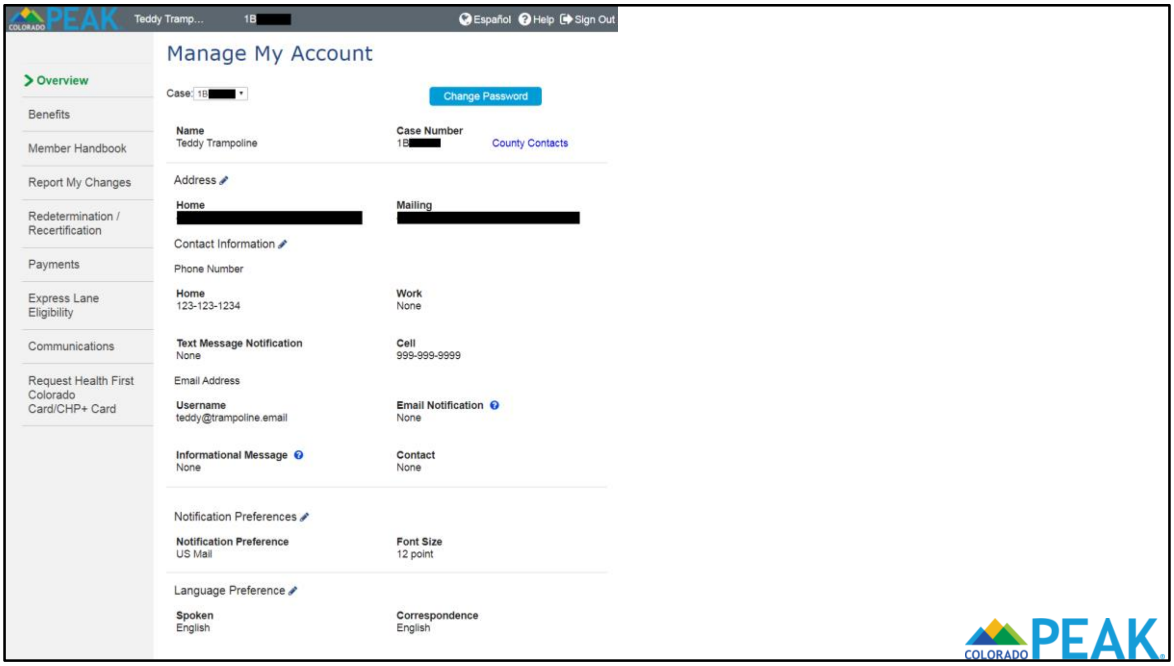
When a user selects the new button….



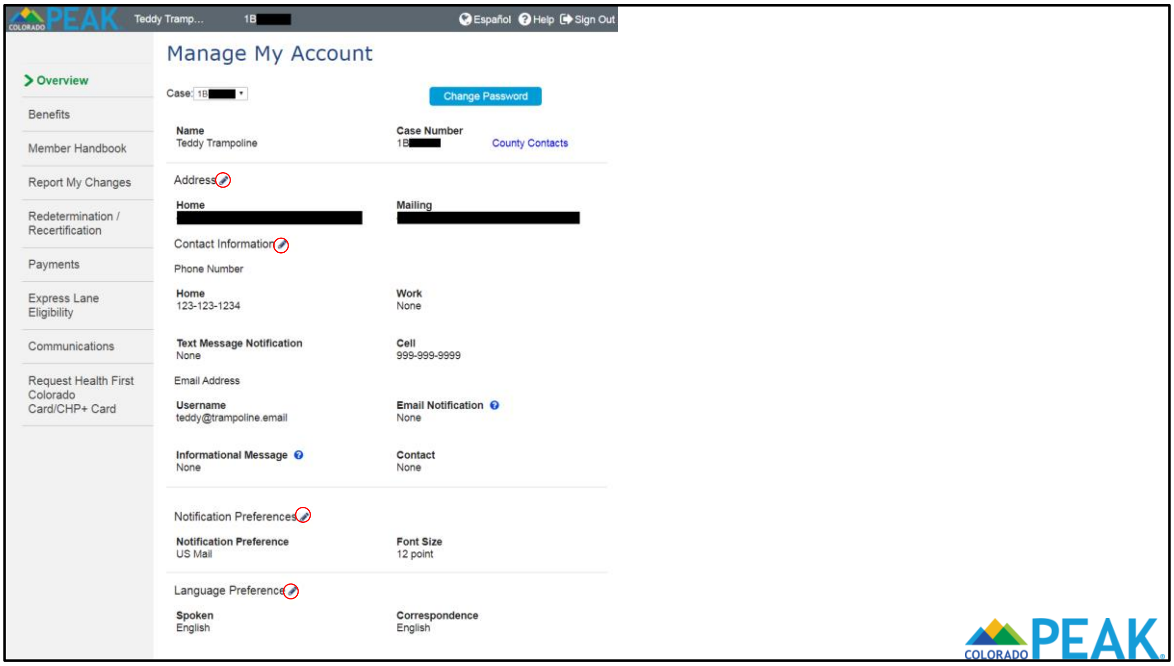
They will see the Change Password page. Here, they can change their account password by entering their current password and their new password.

The updated functionality we saw on the account creation page at the beginning of this presentation apply here as well. Users can choose to display their password by selecting the eye icon.

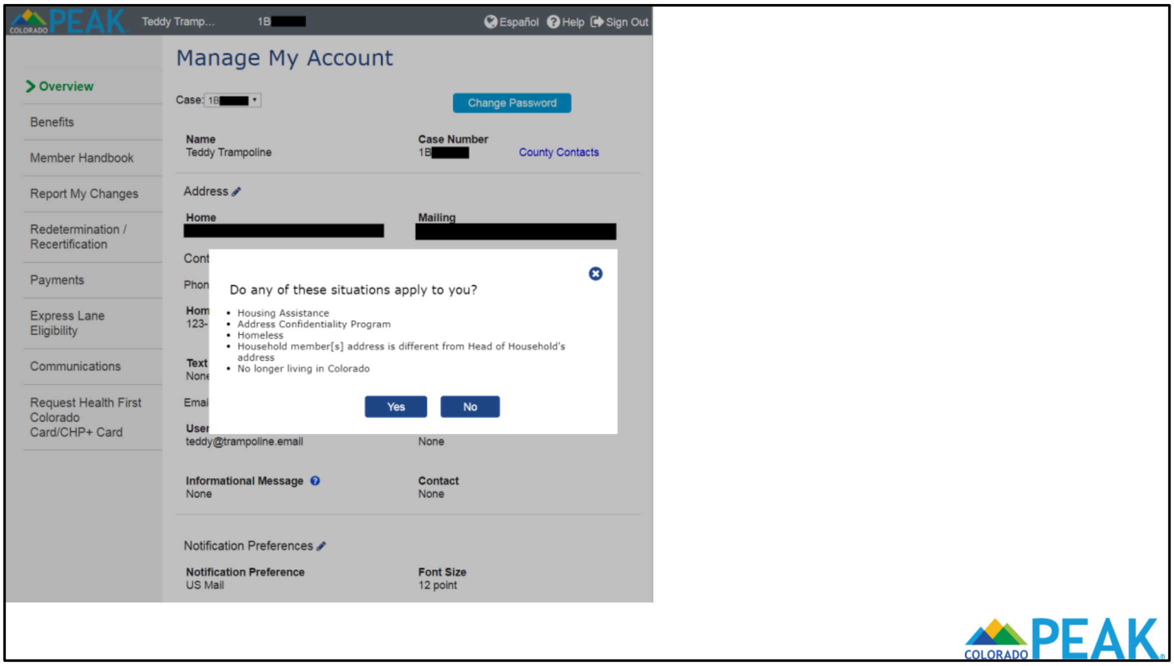
PEAK users will no longer be required to update their password every 60 days. Instead, they will be prompted to change their password after 90 days, but only required to update their password once every 13 months.



A significant update that we will be covering over the next several slides is the new ability to update Address, Contact Information, Notification and Language Preferences from the Manage My Account page.



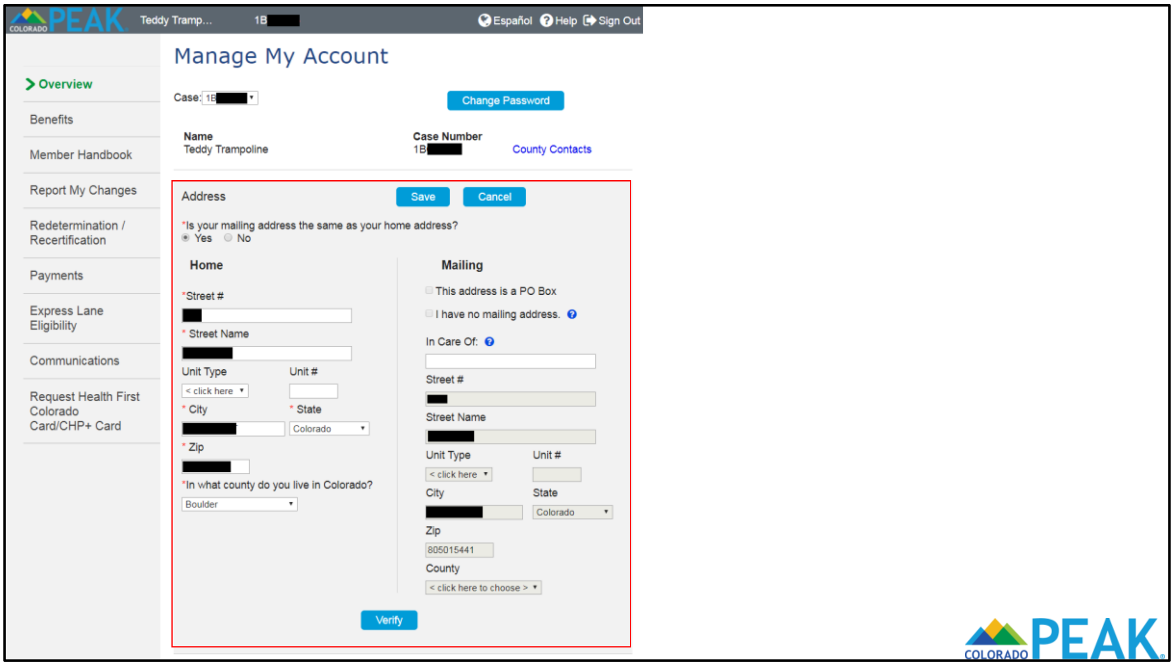
Each place you see a pencil icon, as you can see circled here, you can now edit information from this page, without having to go to Report My Changes.



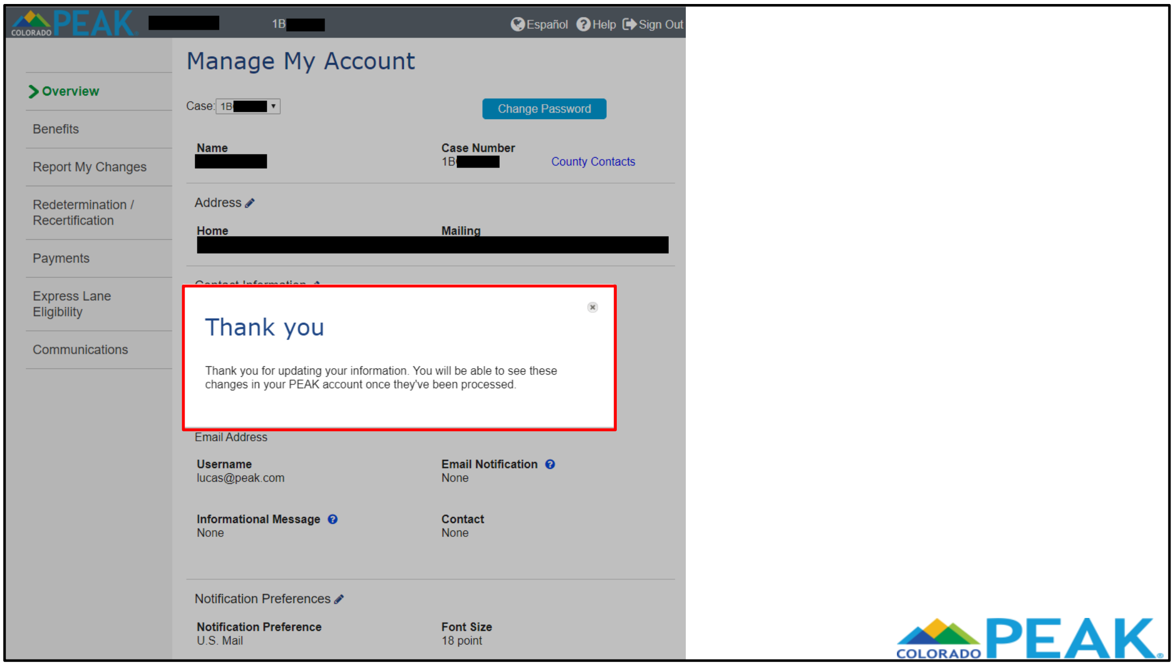
When a user indicates they want to edit their address, they will first see a pop-up that asks if any of these situations apply to them. They include changes in housing assistance, address confidentiality program, homelessness, household member address different from the Head of Household's address and no longer living in Colorado.

If a user indicates yes to any of these situations, they will be brought to Report My Changes to report their updated information.

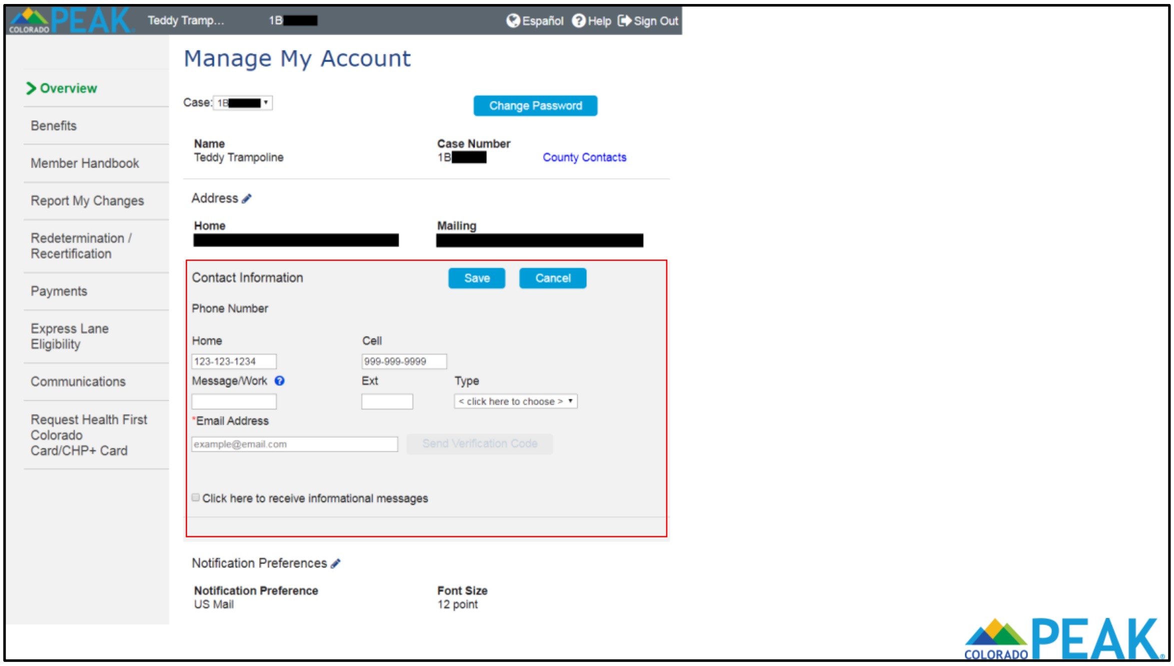
If a user indicates no…



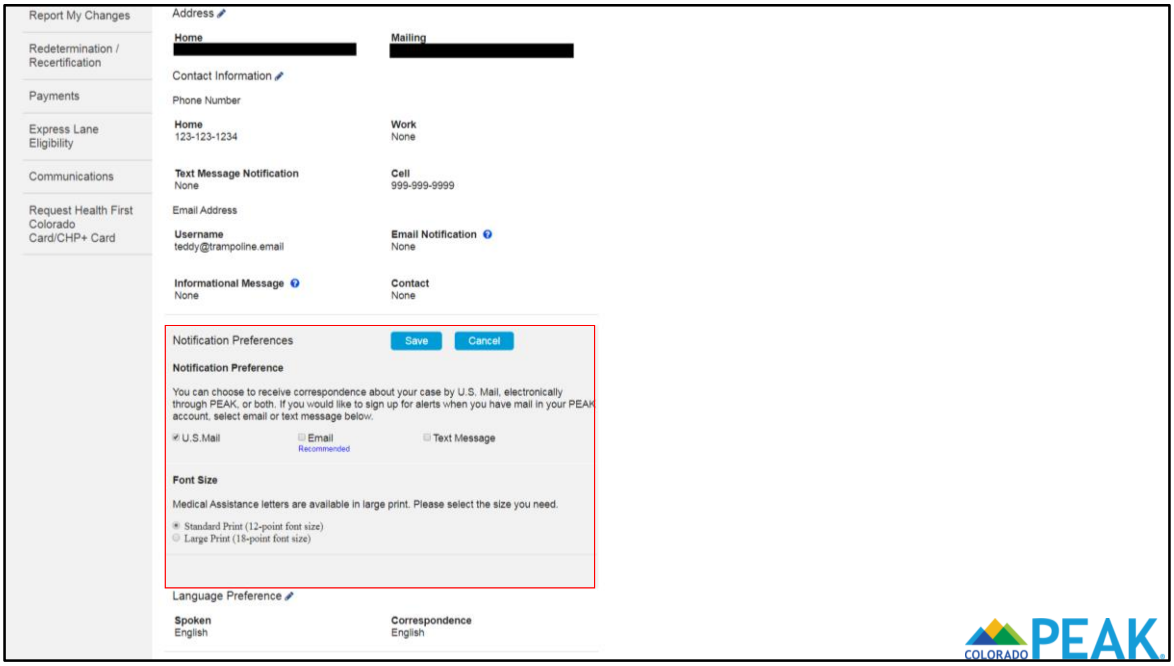
They are able to update their physical and mailing address information



When a change is saved, a message displays that states, “Thank you for updating your information. You will be able to see these changes in your PEAK account once they have been processed.”

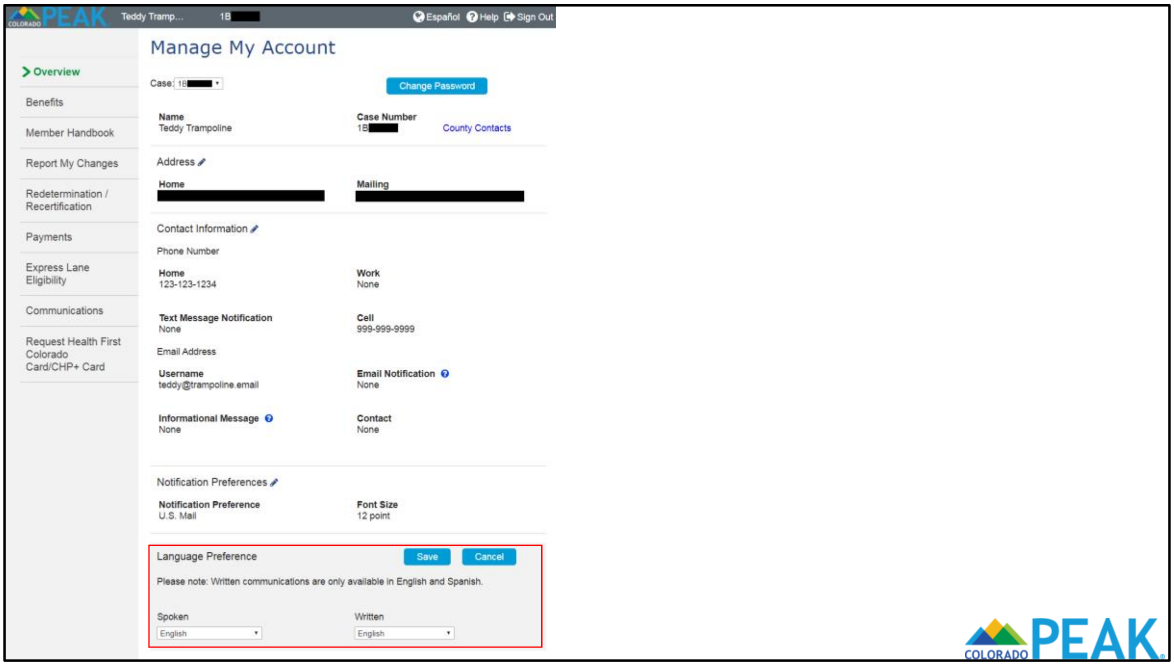


Next is contact information. Here users are able to update their contact information including phone number and email. They can also sign up to receive informational messages.



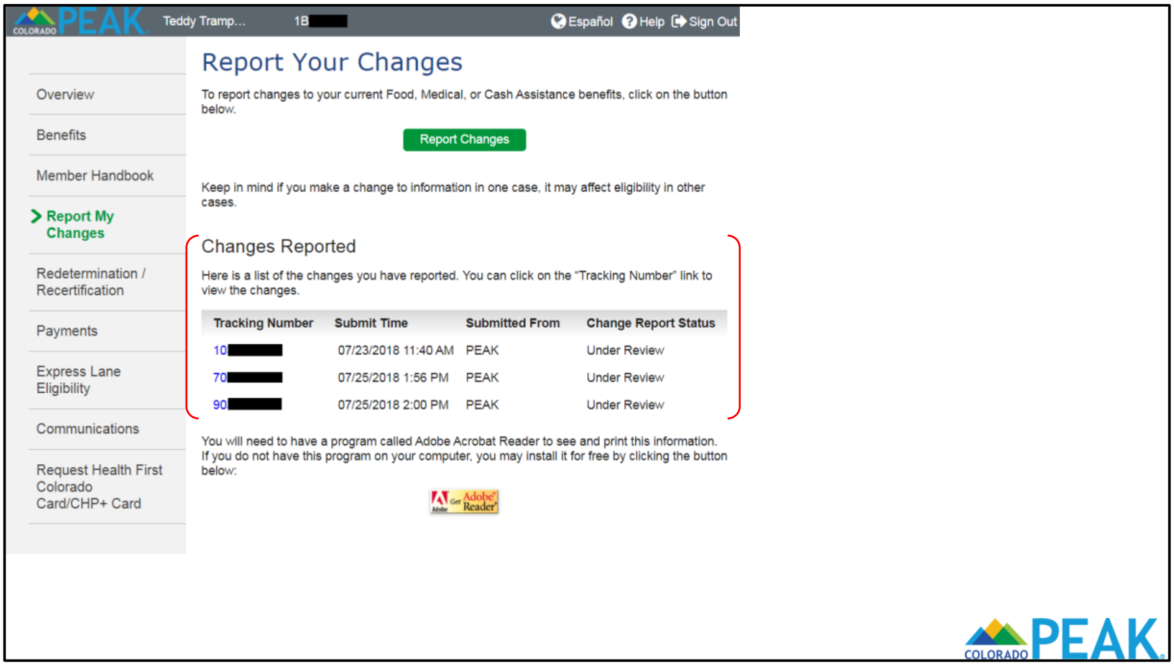
In the notification preferences section, users can select if they would like to receive communications by mail or if they would like to sign-up for e-notification via email or text message.

They can also update their font size preference for Medical Assistance correspondence.

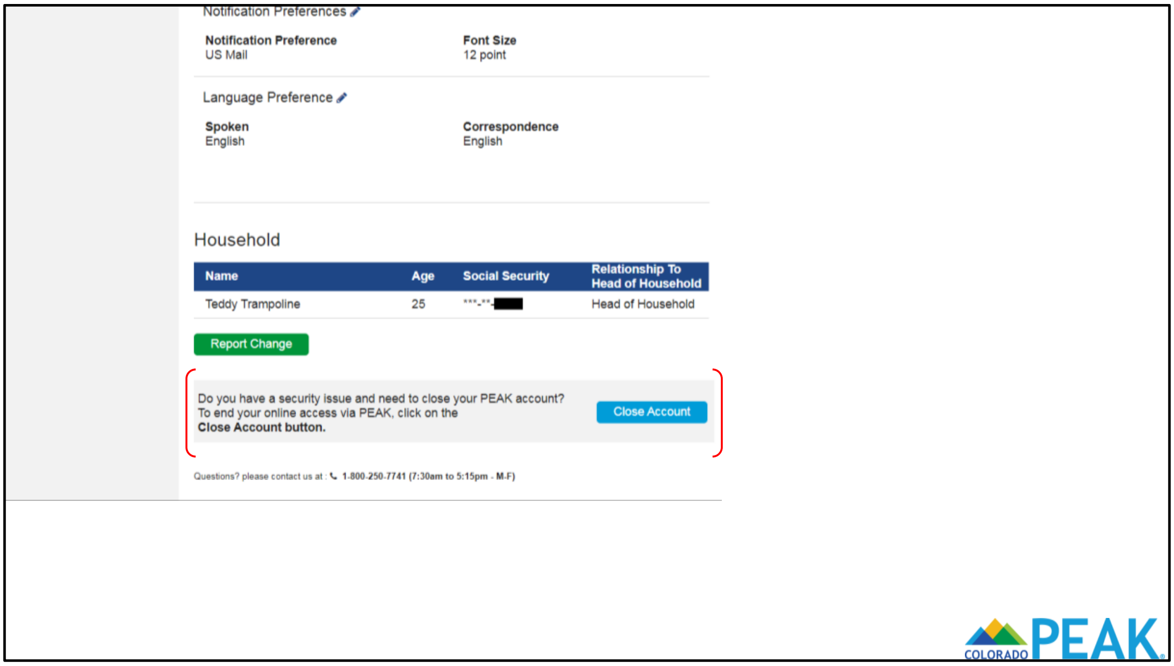


In the Language preferences section, users can update spoken and written language preference.

Please note, written communications are only available in English and Spanish

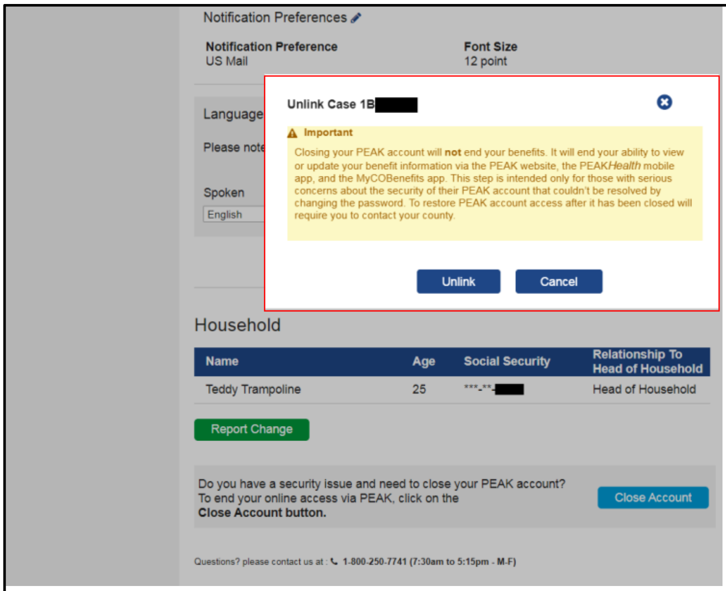


The changes made from the Manage My Account do go into CBMS as change reports. If a user ever needs to reference a change submitted, tracking numbers, dates, and the status of a submitted change can be reviewed on the Report My Changes page.



At the very bottom of the page, users are able to close their PEAK Account.

This function serves to permanently disable an individual/family from connecting to their current or any future PEAK Accounts with their case.


Notification Preferences
Notification Preference
US Mail
Font Size
12 point
Language
Please note
Spoken
English
Unlink Case 1B[redacted]
Important
Closing your PEAK account will **not** end your benefits. It will end your ability to view or update your benefit information via the PEAK website, the PEAK*Health* mobile app, and the MyCOBenefits app. This step is intended only for those with serious concerns about the security of their PEAK account that couldn't be resolved by changing the password. To restore PEAK account access after it has been closed will require you to contact your county.
Unlink
Cancel
Household
Name
Age
Social Security
Relationship To Head of Household
Teddy Trampoline
25
***-**-[redacted]
Head of Household
Report Change
Do you have a security issue and need to close your PEAK account?
To end your online access via PEAK, click on the
Close Account button.
Close Account
Questions? please contact us at : 1-800-250-7741 (7:30am to 5:15pm - M-F)

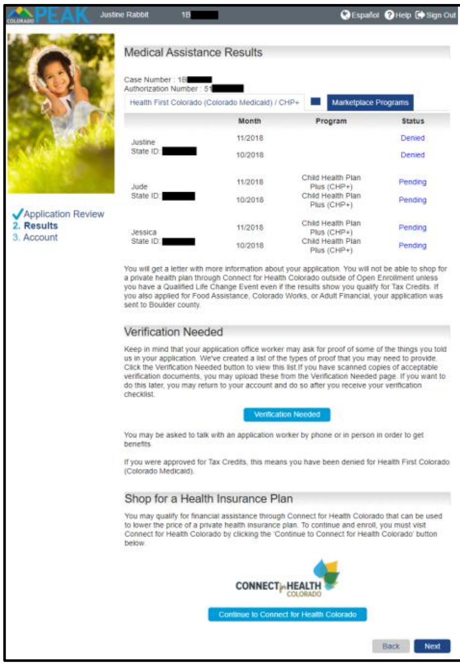
Overview

- **Connect for Health Colorado has created a "New Eligibility System"**
- **Changes to PEAK:**
  - Users will no longer be able to view their eligibility results for Marketplace Programs in PEAK
    - Marketplace eligibility results will be available in Connect for Health Colorado's new system
- **All other existing PEAK functionality will remain the same:**
  - Initiate an application from PEAK during Open Enrollment
  - Expedited Income Pathway will continue to be available
- **Connect for Health Colorado Responsible for Mixed Eligibility Household Cases**

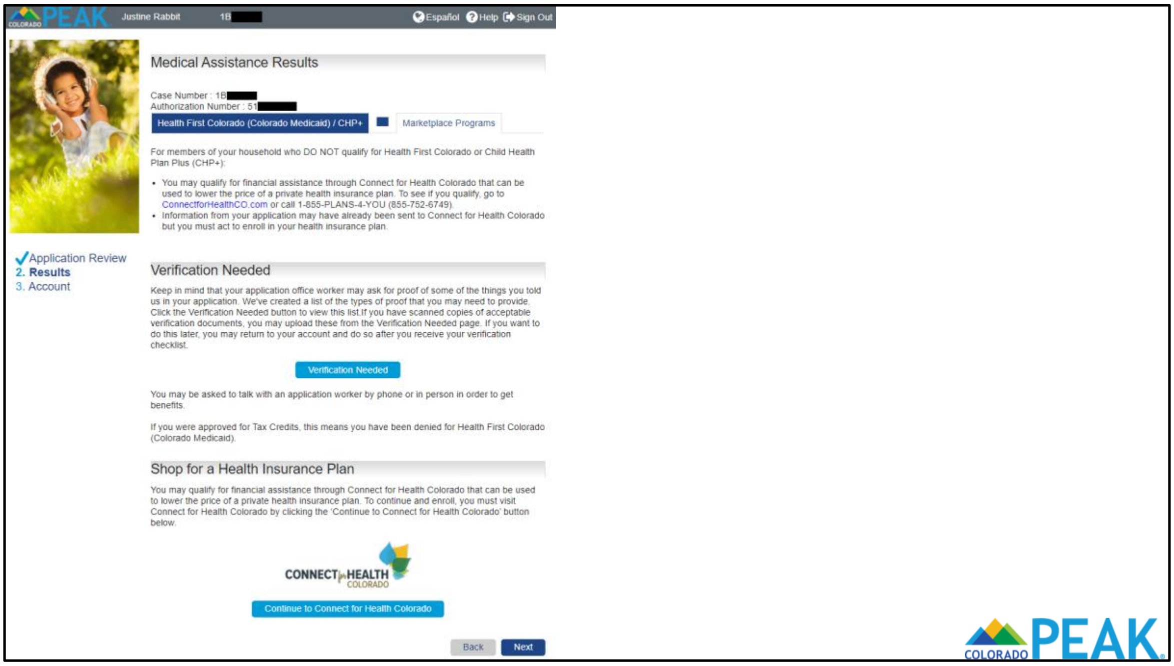
As many of you may know, Connect for Health Colorado has created a new eligibility system that will now be used to assess if an individual or household is eligible for Advanced Premium Tax Credits and/or Cost Sharing Reductions.

With this change, comes a few changes to PEAK. Specifically to eligibility results for Marketplace programs. Effective October 15, 2018 eligibility results for Marketplace programs will not be visible in PEAK. Clients will be able to view their Marketplace eligibility results in Connect for Health Colorado's new system.

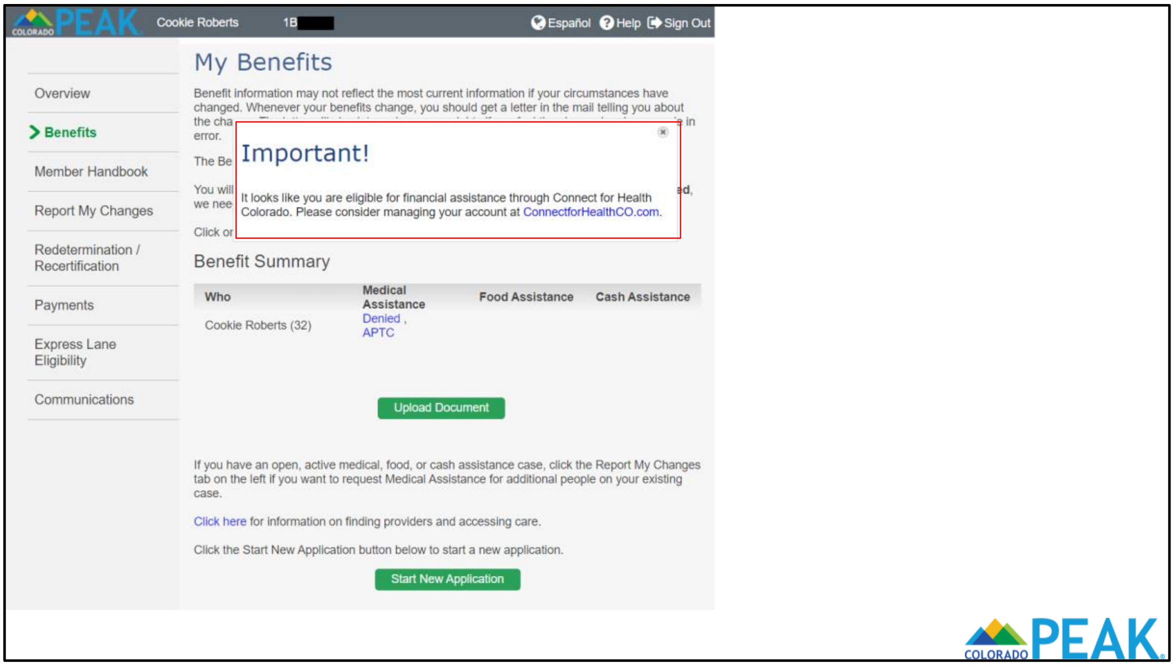
All other existing PEAK functionality will remain the same. I.e., users will still be able to initiate application for APTC and CSR through PEAK. The expedited income pathway will continue to be available, and Connect for Health Colorado will still be responsible for managing and maintaining Mixed Eligibility Households.

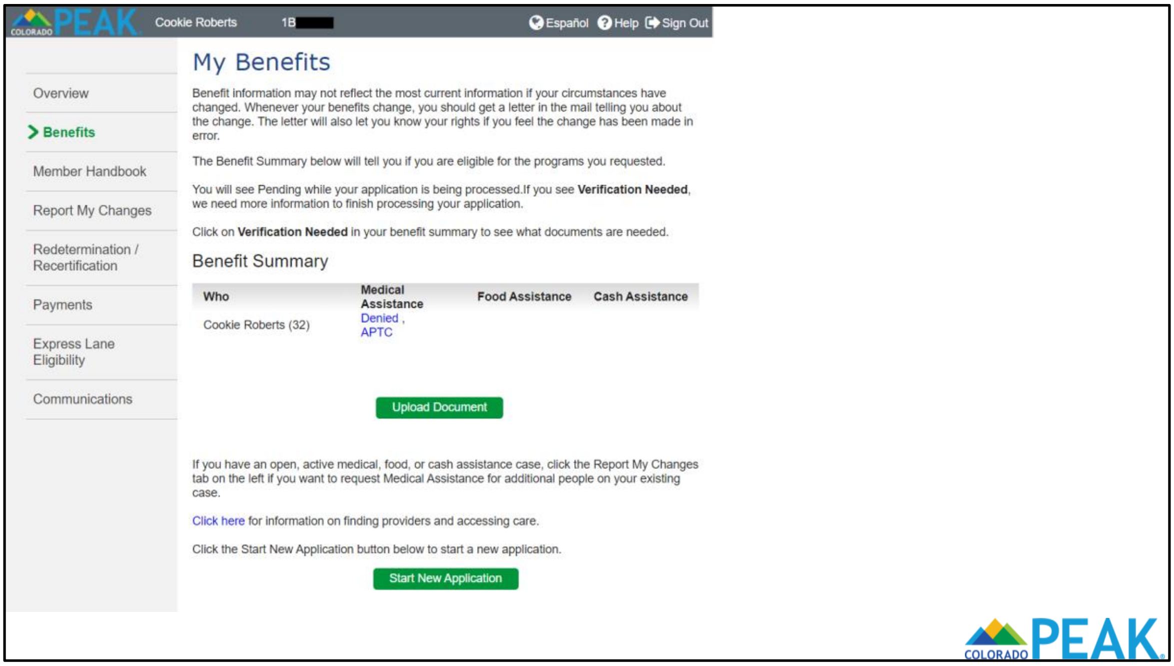


APTC Only Household Eligibility Determination, view from the Health First Colorado (Colorado Medicaid)/CHP+ Tab.



On the Marketplace programs tab


PEAK
COLORADO
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
Important!
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
COLORADO PEAK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Español
Help
Sign Out
Overview
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Member Handbook
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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. 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
COLORADO PEAK

PEAK COLORADO Cookie Roberts 1B[redacted] Español Help Sign Out

- 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

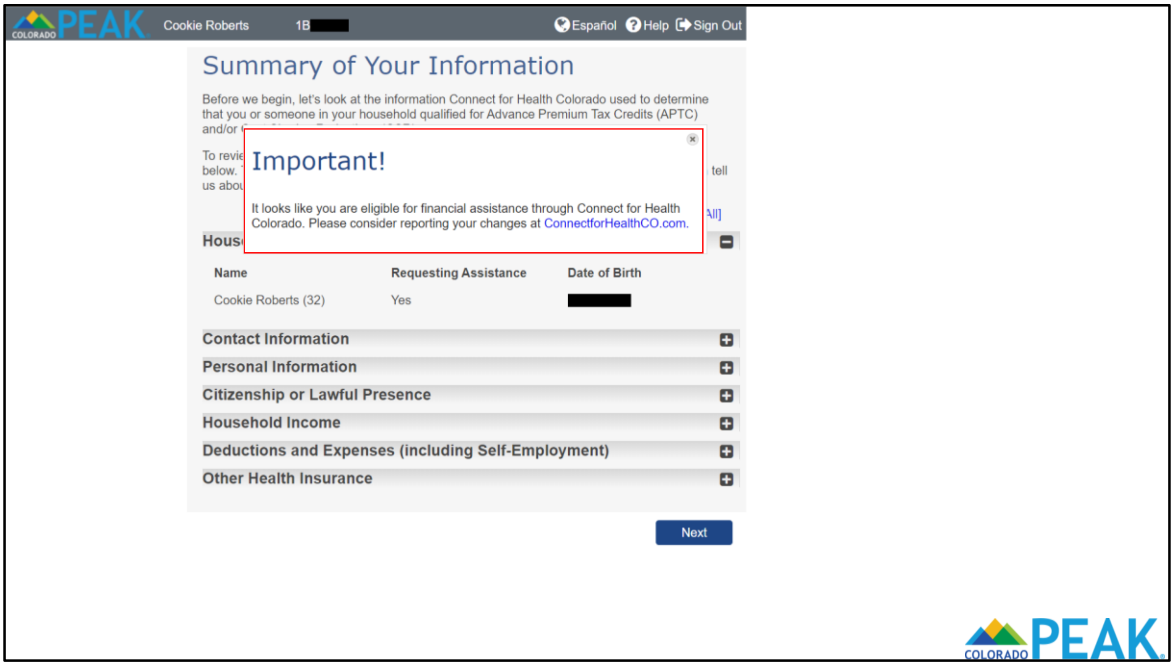
Marketplace Programs Details

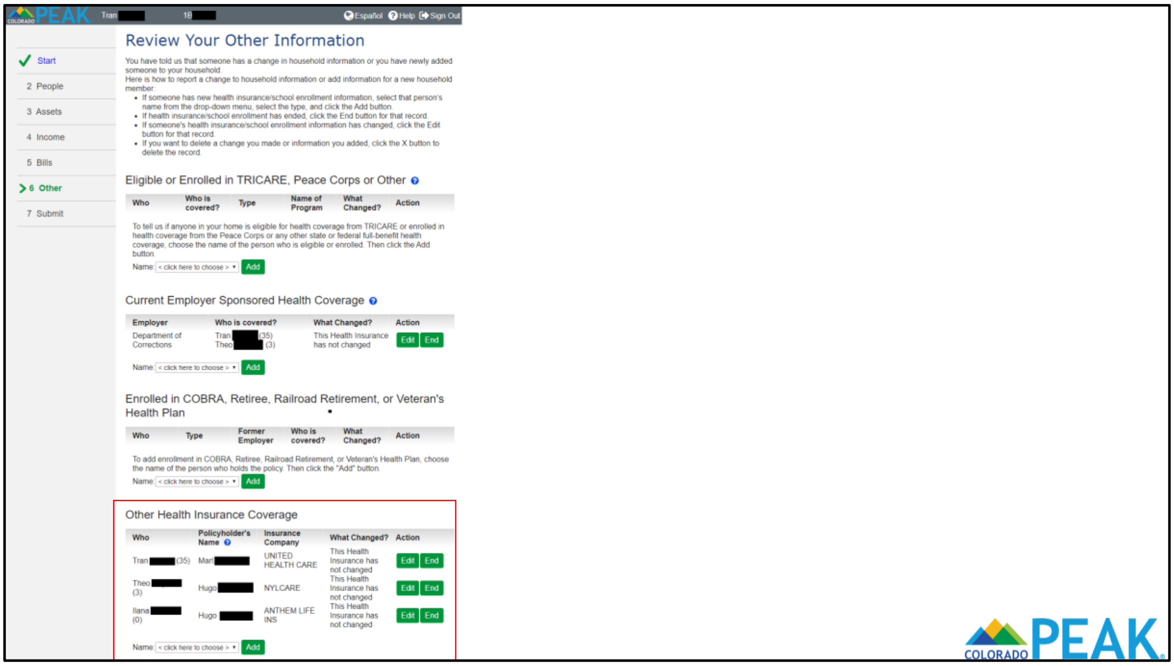
For members of your household who DO NOT qualify for Health First Colorado or Child Health Plan Plus (CHP+):

- 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

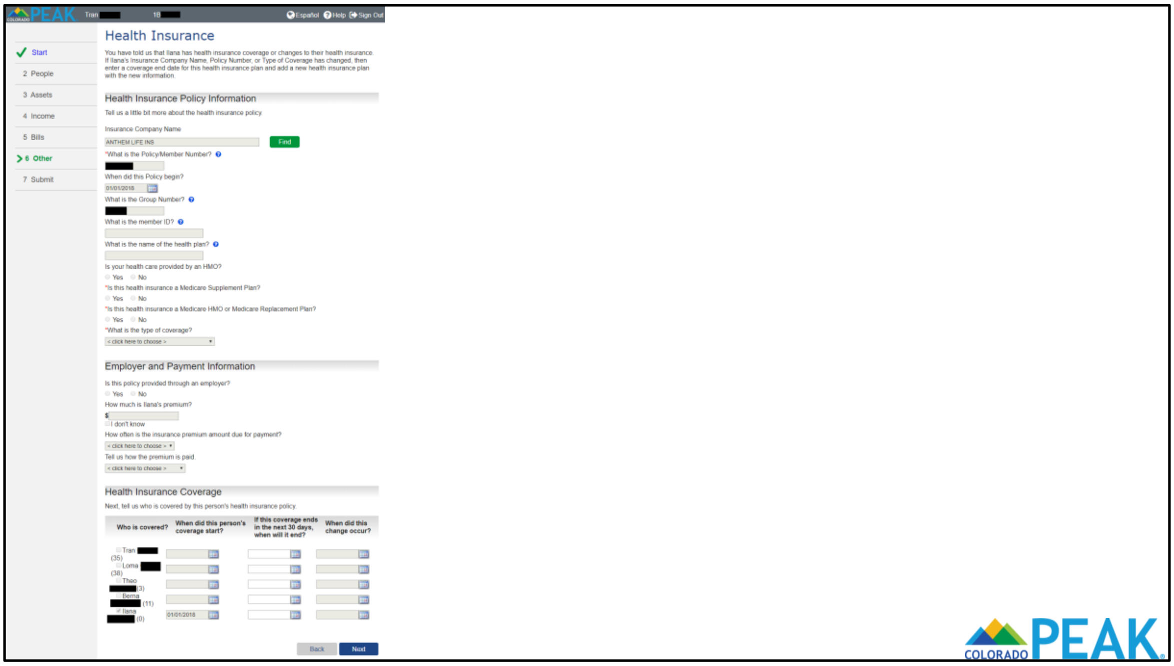

Cookie Roberts
1B[redacted]
Español
Help
Sign Out
Summary of Your Information
Before we begin, let's look at the information Connect for Health Colorado used to determine that you or someone in your household qualified for Advance Premium Tax Credits (APTC) and/or
To revie
below.
tell
us abou
Important!
It looks like you are eligible for financial assistance through Connect for Health Colorado. Please consider reporting your changes at ConnectforHealthCO.com.
All]
Hous
Name
Requesting Assistance
Date of Birth
Cookie Roberts (32)
Yes
[redacted]
Contact Information
Personal Information
Citizenship or Lawful Presence
Household Income
Deductions and Expenses (including Self-Employment)
Other Health Insurance
Next



New functionality has been added to Report My Changes/Redeterminations on the Other Information page, under Other Health Insurance Coverage, to display a CHP+ Interfaced Health insurance record, if one exists in CBMS. A new field has also been added to display the policyholder's name, from the review page.

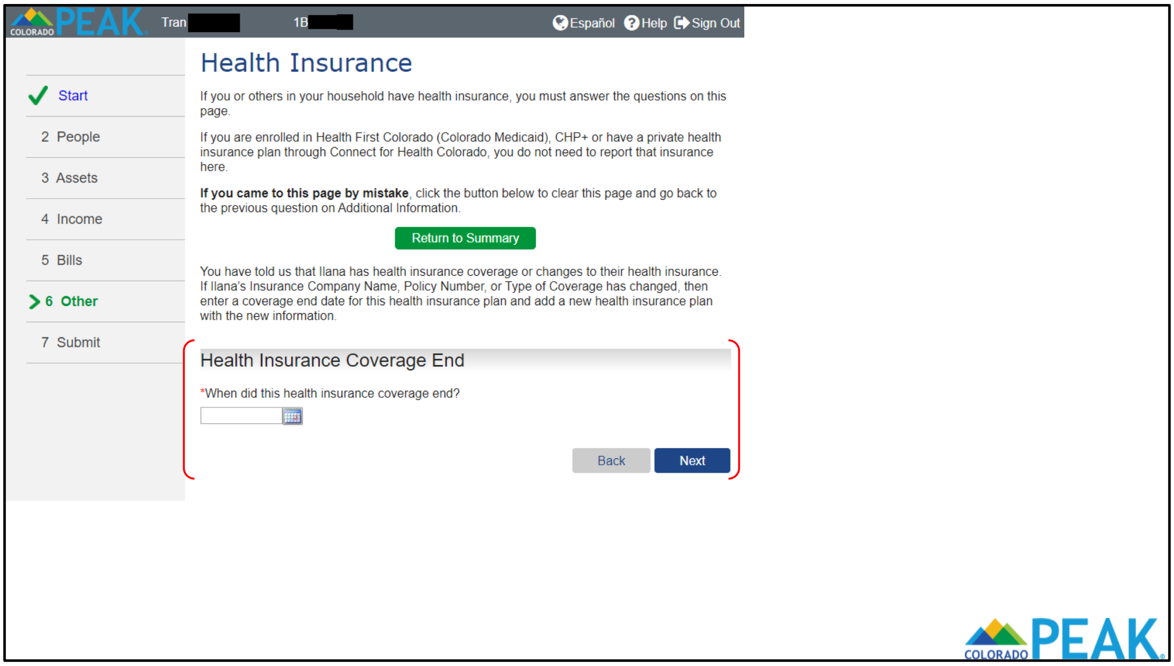
When an interface health insurance record exists for a user, the only action they will be able to take on it is to provide an end date, if the insurance is no longer active. There will be no functionality available to edit information in the record.

The help/hover text will read, "If you no longer have the health insurance coverage listed, let us know when it ended."



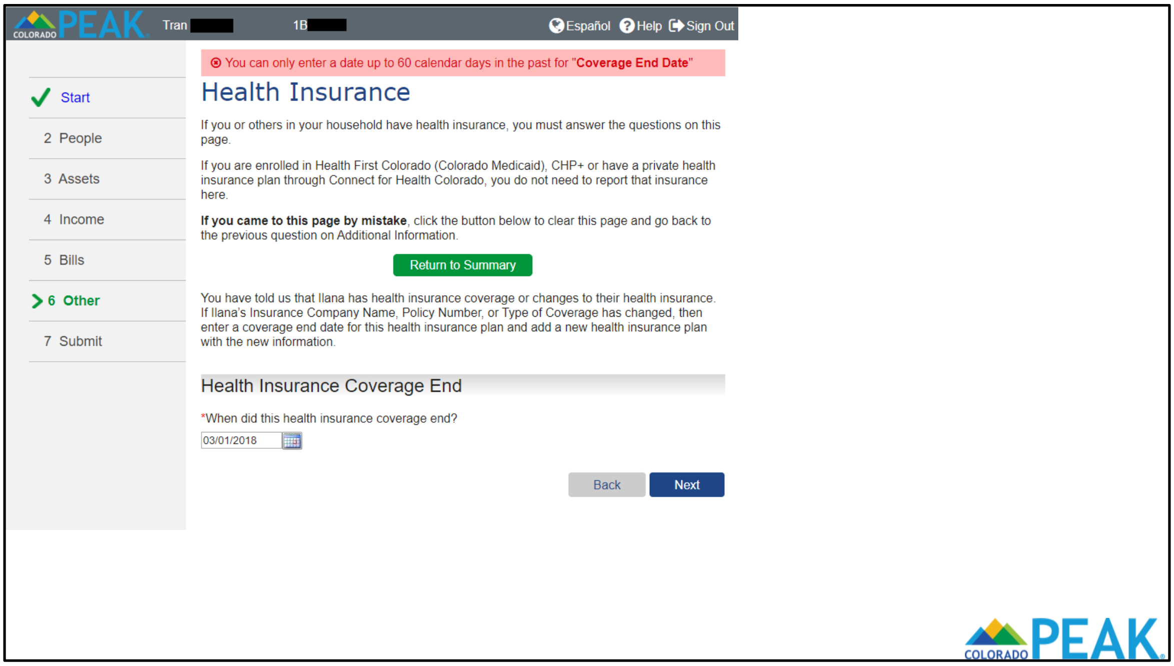
If a user selects that they would like to edit the insurance record, they are brought to the Health Insurance page.

Because this an interfaced insurance record, no edits can be made. Therefore, all the fields are greyed out/uneditable.



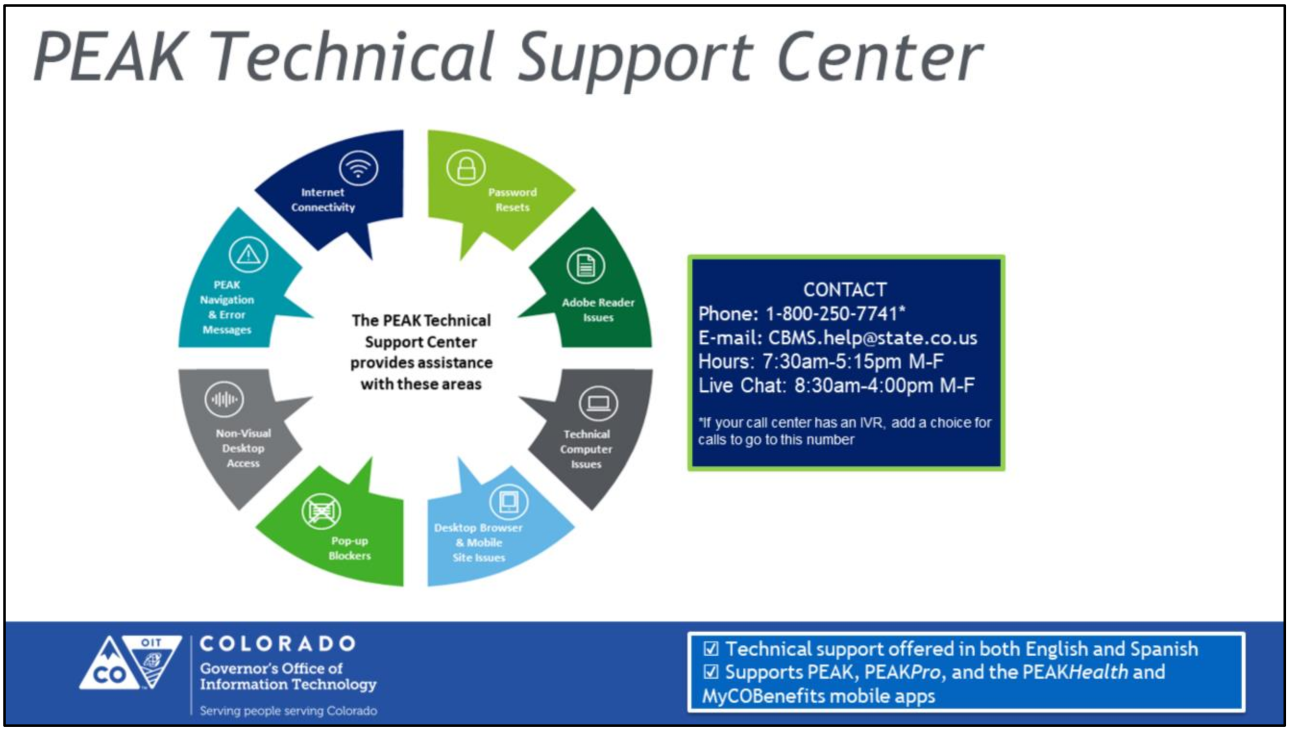
If a user selects they would like to end the interfaced insurance record, they are brought to the Health Insurance page and prompted to provide details about when the health insurance coverage ended.

Please note, the end date must be within the last 60 days.

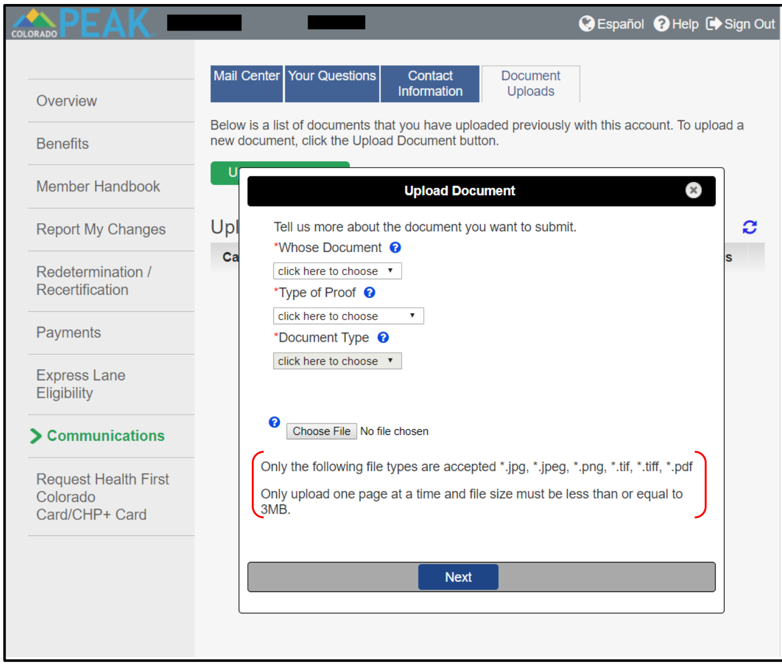


If a user attempts to enter a record that is outside the past 60 days, then you will get the red alert message displayed.

HELP DESK TICKETS



The PEAK Technical Support Center provides real-time phone support for those in need of technical assistance, such as password reset, technical computer issues, and PEAK Navigation and Error Messages.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Help
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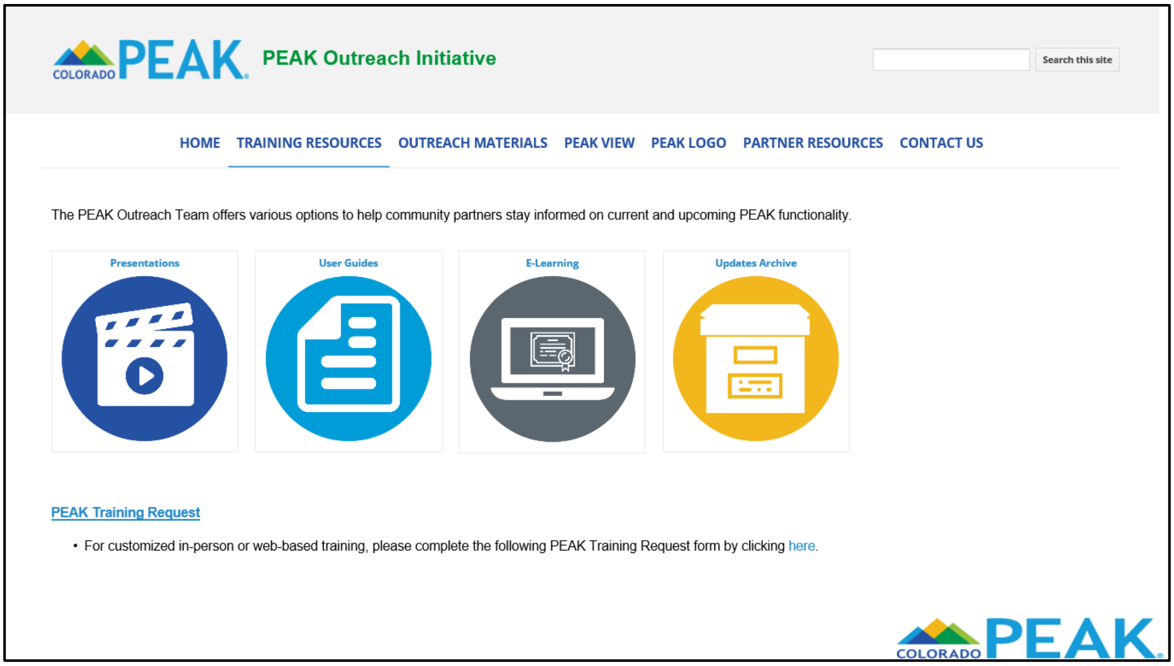
Communications
Request Health First Colorado Card/CHP+ Card
Mail Center
Your Questions
Contact Information
Document Uploads
Below is a list of documents that you have uploaded previously with this account. To upload a new document, click the Upload Document button.
Upload Document
Tell us more about the document you want to submit.
*Whose Document
click here to choose
*Type of Proof
click here to choose
*Document Type
click here to choose
Choose File
No file chosen
Only the following file types are accepted *.jpg, *.jpeg, *.png, *.tif, *.tiff, *.pdf
Only upload one page at a time and file size must be less than or equal to 3MB.
Next

www.peakoutreach.com

PSA for our website where you can find information and resources designed to support your use of PEAK:
www.peakoutreach.com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PEAK Outreach Initiative
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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
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• For customized in-person or web-based training, please complete the following PEAK Training Request form by clicking here.
COLORADO PEAK

CONTACT US

www.peakoutreach.com

peakoutreach@bouldercounty.org

COLORADO PEAK®

Thanks for attending - please contact us with questions or suggestions!