

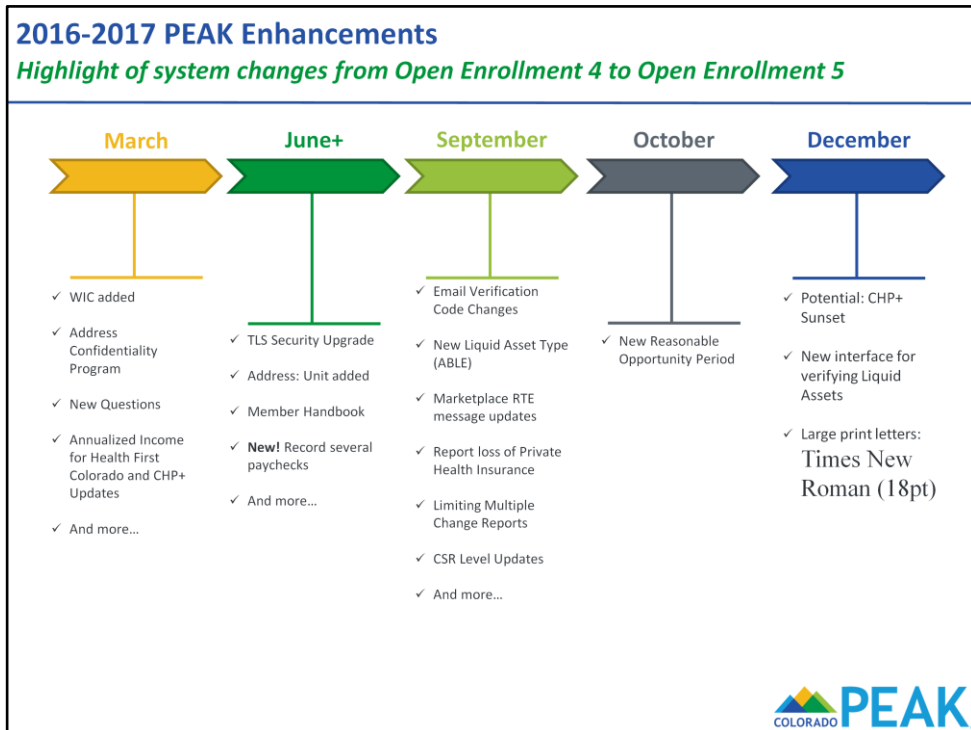
System Updates from OE4 to OE5

Building Better Health 2017

*Presentation by the PEAK Outreach Initiative
and Connect for Health Colorado*



Welcome and thank you for joining us for the System Updates from OE4 to OE5 presentation. We will highlight some of the major changes that have taken place in 2017. Many of the highlights are “good to know”, while others are more important to fully comprehend. We have provide you with a workbook to take notes and follow along. Let’s get started.



This timeline is in your workbook.

2016-2017 PEAK Enhancements

Highlight of system changes from Open Enrollment 4 to Open Enrollment 5

March



- ✓ WIC added
- ✓ Address Confidentiality Program
- ✓ New Questions
- ✓ Annualized Income for Health First Colorado and CHP+ Updates
- ✓ And more...



WIC added to Medical applications

- WIC= Women, Infants and Children (Supplemental Nutrition Program)



WIC functionality has been added to Medical Assistance applications. WIC is a Special Supplemental Nutrition Program for Women, Infants and Children.

WIC & Medical Assistance Only Applications

Household Member Questions

Blindness or Disability
*Check the box for anyone in the home who is blind or disabled.
☐ Change March
☐ Jane March
☐ No one

Help with Self-Care
*Check the box for anyone who regularly needs help with some or all of their self-care activities (such as bathing, dressing, eating, using the bathroom).
☐ Change March
☐ Jane March
☐ No one

Medical / Nursing Facility Information
*Check the box for anyone who is living in a nursing home, acute care, hospital, group home, mental health institution or long-term care facility for at least 30 days within the last 90 days.
☐ Change March
☐ Jane March
☐ No one

Future Medical / Nursing Facility Information
*Check the box for anyone who needs to move to a nursing home, acute care, hospital, group home, mental health institution or long-term care facility within the next 30 days, or who needs in-home health care to stay in their home.
☐ Change March
☐ Jane March
☐ No one

Medicare Part A, Part B, Part C, or Part D
*Check the box for anyone who is getting Medicare Part A, Part B, Part C, or Part D or who is entitled to Part A, B, C or D. By entitled, we mean that you are able to get the benefit, even if you aren't actually getting it. To find out more about Medicare Part A, Part B, Part C, and Part D, click the Help button.
☐ Change March
☐ Jane March
☐ No one

*Have you or anyone in your home who is applying for Medical Assistance applied for Supplemental Security Income (SSI) or other Social Security Benefits?
☐ Yes ☒ No

Special Services
Special services may be available to children and pregnant women. Please check any health services that any pregnant women or children in your household get or use.
☐ Medical Services
☐ Mental or Behavioral Health Services
☐ School Health Services
☐ Prescription

Women, Infants and Children (WIC)
You may be eligible for WIC. Are you currently enrolled in WIC?
☐ Yes ☒ No


Women, Infants and Children (WIC)

You may be eligible for WIC. Are you currently enrolled in WIC?
☐ Yes ☒ No

WIC provides free, healthy foods, nutrition education, breastfeeding support, and referrals to other services.

Do you want WIC to contact you?
☒ Yes ☐ No

WIC will contact you soon to schedule an appointment to enroll. If you would like to contact someone now, please visit the [WIC Clinic Map](#) to find contact information for a clinic near you.



Medical Assistance Only Applications have been updated to queue WIC questions on the Household Member Questions page if a pregnant woman or a child under five has been included in the household.


The questions will ask if you are currently enrolled in WIC. If no, do you want WIC to contact you? If they answer yes, someone from their local WIC office will reach out to them.

- Those are eligible for Medical Assistance are categorically eligible for WIC

Address Confidentiality Program



Address Confidentiality Program

 March Enhanc... [Español](#) [Help](#) [Exit](#)

Getting Started

> 1 Start

2 People

3 Assets

4 Income

5 Bills

6 Submit

Information About You

*Legal First Name Middle Name

*Legal Last Name Jr, Sr, etc

Sex ☒ Male ☐ Female Date of Birth Ex: mm/dd/yyyy

Preferred Spoken Language Preferred Written Language

Where You Live


Are you a participant in the Address Confidentiality Program (ACP)? ☒ Yes ☐ No

☐ I have no home address/I am homeless right now.

Street # * Street Name Apt #

* City * State * Zip

*Is your mailing address the same as your home address?
☐ Yes ☐ No




This question has been placed in the “Where You Live” section for participants in the program.

Program Information

Mail > Substitute Address > ACP > Actual Address

- A legal substitute address and mail forwarding system
- Survivors use to create or change public records and mail-forwarding
- ACP authorization card with substitute address
- Individual authorization number and an apartment number

 State of Colorado Address Confidentiality Program	
<p>Pursuant to Sec. 24-30-2101 C.R.S., the following person is authorized to use the following substitute address for all legal purposes:</p> <p>ACP Participant Name 1001 East 62nd Avenue, Apt #1234 Denver, Colorado 80216</p> <p>Expiration Date: mm/dd/yyyy</p> <p>Signature Strip Here Signature of Participant or Parent/Guardian</p>	
<p>"When a program participant submits a current and valid address confidentiality program authorization card to the agency, the agency shall accept the substitute address...as the participant's residential, work, or school address when creating a new public record..." Sec. 24-30-2108 C.R.S.</p> <p>This address shall be used as the participant's only address of record and must be used on all correspondence.</p> <p>Questions regarding the program or the use of this card: (303) 866-2208 toll-free (888) 341-0002 acp@state.co.us www.colorado.gov/acp</p> <p>Authorization # 600000000</p>	



- Domestic Violence Survivors can be issued a substitute address for public records and/or personal use
- Participant mail goes to the substitute address and is then the Address Confidentiality Program forwards mail to the physical address
- Participants are issued an ACP authorization card with his or her substitute address; they are assigned an individual authorization number and an apartment number.

New Questions Added



Citizenship Page Updates (MA Only Applications)

PEAK Test Application

Español Help Exit

Citizenship

*Does Test have a Social Security Number? [?](#)

☐ Yes ☒ No

Has this person applied for a Social Security Number? [?](#)

☒ Yes ☐ No

*Is this person a U.S. citizen? [?](#)

☐ Yes ☒ No

*Is Test or his/her spouse or parent, a veteran or an active-duty member of the U.S. military?

☐ Yes ☒ No

*Non-Citizenship Status: [?](#)

< click here to choose >

*Date of Entry

*Does Test have a Non-Citizen Document? [More Info](#)

☐ Yes ☒ No

Back Save Save & Exit Next

PEAK

If an applicant identifies that he or she is not a U.S. Citizen, a new question will now appear on MA Only Applications. The question reads, “Is applicant or his/her spouse or parent, a veteran or an active-duty member of the U.S. military?”

If the Medical Assistance recipient/applicant has an eligible non-citizen status that requires them to meet the 5-year bar and has a yes response to the new Active Military question, the individual is exempt from meeting the 5-year bar.

The response to the new Active Military question will not affect eligibility determination for Marketplace Programs, Food Assistance or Financial Assistance.

Note:

Applicable eligible non-citizen statuses include: Legal Permanent Resident, Parolee, Battered Alien, Conditional Entry, and Afghan or Iraqi after eight months

The screenshot shows a web application interface for the PEAK Test Application. The title is "New Responsible Relative Selection (MA Only Applications)". The interface includes a sidebar with a progress indicator showing steps: Start (checked), 2 People (highlighted), 3 Assets, 4 Income, 5 Bills, and 6 Submit. The main content area is titled "Responsible Relative Selection" and contains a section "Responsible Relative" with the instruction "Check the box next to the name of the primary person who cares for Child". Below this instruction is a checkbox labeled "Test". At the bottom of the main content area are four buttons: "Back", "Save", "Save & Exit", and "Next". The PEAK logo is visible in the top left and bottom right corners.

New Responsible Relative Selection (MA Only Applications)

Test Application

Español Help Exit

Responsible Relative Selection

Responsible Relative

Check the box next to the name of the primary person who cares for Child

☐ Test

Back Save Save & Exit Next

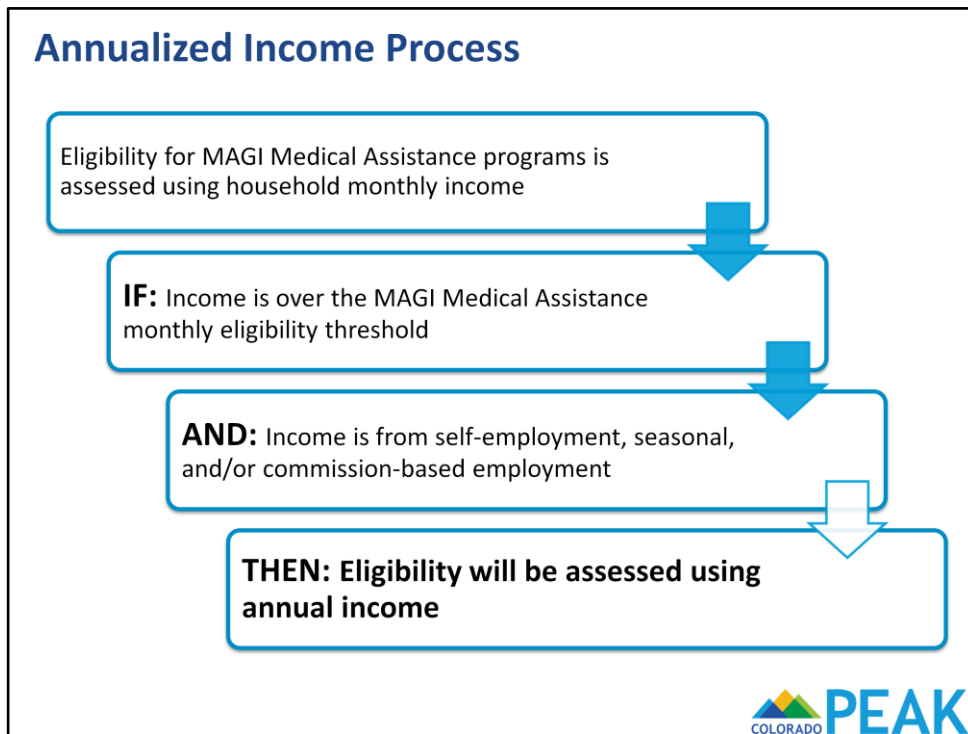
PEAK

New, Responsible Relative Selection questions have been added to better determine if someone is a parent/caretaker relative for eligibility purposes. This question will prompt if the relationship is not established as a parent or step-parent.

Annualized Income Change

- For Health First Colorado and CHP+ Eligibility





As a reminder of the Annualized Income Process change from June 2016, individuals who have income from Self-Employment, Seasonal, and/or Commission-based employment whose monthly income is over the MAGI Medical Assistance threshold at time of application may have their eligibility assessed using annualized income.

Household Annual Income and Expenses/Deductions (MA Only Applications)

PEAK COLORADO Test Application 🌐 Español ? Help ➔ Exit

✓ Start
✓ People
3 Assets
➤ 4 Income
5 Bills
6 Submit

Household Annual Income and Expenses/Deductions

We have automatically estimated your annual income, expenses, and deductions for 2017 based on the information you have provided us. If you think this amount will be different for 2017, please enter that amount in the Actual Annual Amount field for each record.

Income Calculation

Job Income

Who Has It	Company Name	Reported	Annual	Actual Annual Amount for 2017	Actual Annual Amount for 2018
Test	Restaurant	\$1200.00 Monthly	\$14400.00	<input type="text" value="\$12000.00"/>	<input type="text" value="\$14400.00"/>

*Will Test's income from Restaurant be the same or lower in the 2018 Calendar Year?
☒ Yes ☐ No

Back Save Save & Exit Next

PEAK COLORADO

New in March 2017: For users who update the actual annual income from self-employment, seasonal or commission based income to a figure that is less than the system generated annual income, a new question will now appear on this page.

If the question dynamically displays, it will be mandatory as it will be used to determine if a household qualifies to have their eligibility determined using the Annualized income methodology.

The new question, highlighted in red, will ask if the individuals income from a specific source will be the same or lower in the 2018 Calendar Year.

- If the response is yes, then the system **will use** the Annualized income methodology to determine eligibility.
- If the response is no, then the system **will not use** the Annualized income methodology to determine eligibility.

Household Annual Income and Expenses/Deductions (MA Only Applications)

For users who update the **actual annual** income from self-employment, seasonal or commission based income to an amount that is **less than** the system generated annual income, a new question will now appear.

If the question displays, it will be mandatory.

The new question will ask: "Will [name]'s income from [income source] be the same or lower in the 2018 [next] Calendar Year?"

- If the response is **yes**, then the system **will use** the Annualized income methodology to determine eligibility.
- If the response is **no**, then the system **will not use** the Annualized income methodology to determine eligibility.



2016-2017 PEAK Enhancements

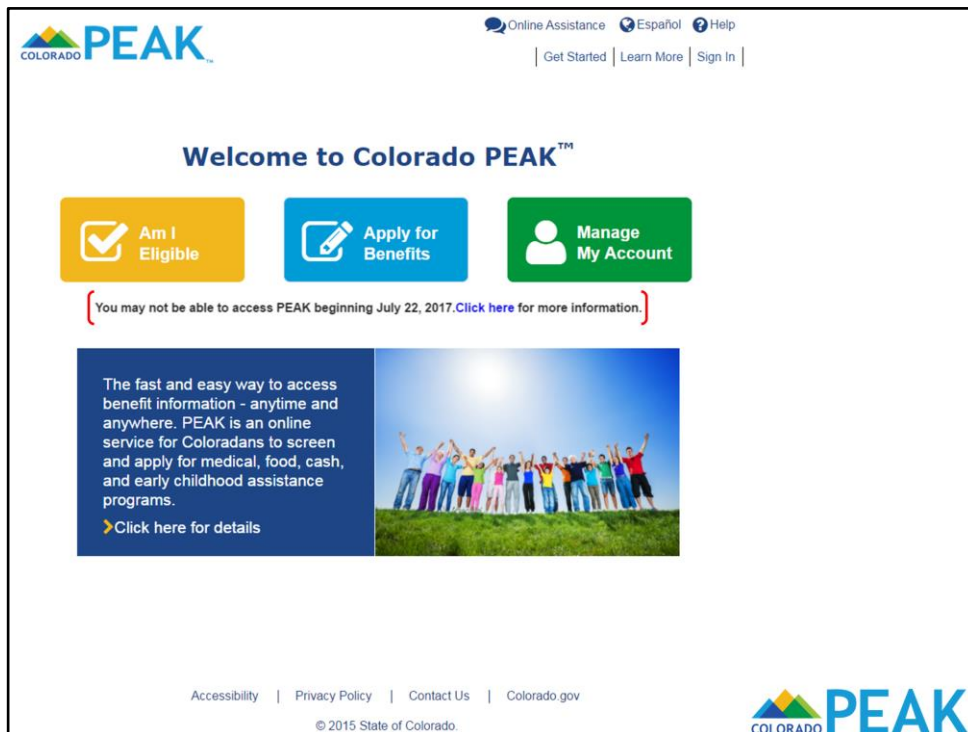
Highlight of system changes from Open Enrollment 4 to Open Enrollment 5



TLS Security Upgrade


- August 5, 2017





A security update related to web browser and operating system criteria when into place in early August. There was a warning message displaying on the PEAK Homepage for several months.

The updated system/security requirements come from Salesforce, the platform the PEAK website is built on and the change is to align the PEAK website to align with security and data integrity best practice, and to promote the safety of user data.



PEAK TLS Notification

ATTENTION PEAK USERS:

The security of your information is very important to us. That is why we are requiring that you have an updated web browser to use PEAK. [Click here](#) to find out if you need to upgrade your browser .


Beginning July 22, 2017, you will only be able to access PEAK if both your web browser and operating system meet the following requirements:

Web Browser	Operating System
Google Chrome* – version 38 or higher	+ Windows XP SP2, Windows Vista, Windows 7, Windows 8/8.1, or Mac OS X 10.6 or higher
Microsoft Internet Explorer (IE) – version 11 or higher for desktop and mobile devices	+ Windows 7 or higher
Microsoft Edge – any version	+ Windows 10
Mozilla Firefox – version 27 or higher	+ Windows XP SP2, Windows Vista, Windows 7, Windows 8/8.1, or Mac OS X 10.6 or higher
Safari – version 7 and higher for desktop	+ OS X 10.9 (Mavericks) or higher
Safari – version 5 and higher for mobile devices	+ iOS 5 and higher


[Act now](#) to make sure you will still be able to access PEAK starting on July 22, 2017. Click the button below to see if your browser needs to be upgraded.

[Test My Web Browser](#)

Have questions? Please email CBMS.Help@state.co.us, or call the PEAK Technical Support Call Center at 1-800-250-7741 (Monday-Friday from 7:30 a.m. to 5:15 p.m.).




Users would only be able to access PEAK if both their web browser and operating system meet the listed requirements. This page displayed before the upgrade to help identify if user's operating system and browser were compatible.



[HOME](#)
[TEST MY BROWSER](#)
[WHY DO I NEED TO UPDATE MY BROWSER?](#)
[HOW TO UPDATE MY BROWSER](#)
[CONTACT](#)


>>Continue to the PEAK website>>



Important Notice to PEAK Visitors: Security Update On August 5, 2017 May Impact Your Ability to Access PEAK

The privacy of your information is very important to us. That is why we make sure that PEAK is as safe and secure as possible. So that your personal information continues to be protected, we are requiring that you have an updated web browser to use PEAK on both desktop computers and mobile devices such as smartphones and tablets. In some cases, you might need to update your operating system as well.

For your convenience, please click the button below to see if you need to upgrade your web browser to continue using PEAK:



If someone attempts to visit PEAK and their system is not compatible, there are on-screen instructions to provide the next steps. The PEAK Technical Support Center has instructions to help users make the web browser and/or operating system updates, if assistance is needed.

Important Notice to PEAK Visitors: Security Update On August 5, 2017 May Impact Your Ability to Access PEAK

The privacy of your information is very important to us. That is why we make sure that PEAK is as safe and secure as possible. So that your personal information continues to be protected, we are requiring that you have an updated web browser to use PEAK on both desktop computers and mobile devices such as smartphones and tablets. In some cases, you might need to update your operating system as well.

For your convenience, please click the button below to see if you need to upgrade your web browser to continue using PEAK:

[Test My Web Browser](#)

If your web browser passes the test, no further action is required. That's it! [Click here to continue using PEAK](#).

If it your web browser does NOT pass the test, you will need to [update your web browser](#). It is also possible that you will need to upgrade your operating system. If you need technical assistance, please call 1-800-250-7741 (Monday-Friday from 7:30 a.m. to 5:15 p.m.).

I Can't Update My Browser

Have an older operating system that won't allow you to install a newer browser? Please call the PEAK Technical Support Call Center to confirm and discuss possible alternatives.

Phone: 1-800-250-7741 (Monday-Friday from 7:30 a.m. to 5:15 p.m.)
Email: CBMS.Help@state.co.us



The PEAK Technical Support Center has instructions to help users make the web browser and/or operating system updates, if assistance is needed.

Address: Unit Type



PEAK COLORADO James Robert [Español](#) [Help](#) [Exit](#)

Getting Started

Information About You

*Legal First Name: James Middle Name:

*Legal Last Name: Robert Jr. Sr. etc:

Sex: ☒ Male ☐ Female Date of Birth Ex: mm/dd/yyyy: 06/23/1981

Preferred Spoken Language: Preferred Written Language:

Where You Live

Are you a participant in the Address Confidentiality Program (ACP)? ☐ Yes ☒ No

☐ I have no home address/I am homeless right now.

Street #: 515 *Street Name: COFFMAN ST

Unit Type: Unit #: 100

*City: LONGMONT *State: Colorado *Zip: 80501-5456

*Is your mailing address the same as your home address? ☒ Yes ☐ No

PEAK COLORADO

PEAK was not previously collecting individuals' "Unit Type" as part of their home and mailing addresses. This information was not mapping accurately into CBMS. A new field for Unit Type has been added to PEAK with values that match those in CBMS.

(list on next screen)

5 Bills
6 Submit

Sex [?](#)

☒ Male ☐ Female

Preferred Spoken Language [< click here to choose >](#)

Date of Birth Ex: mm/dd/yyyy
06/23/1981 [?](#)

Preferred Written Language [< click here to choose >](#)

Where You Live

Are you a participant in the Address Confidentiality Program (ACP)? [?](#)

☐ Yes ☐ No

☐ I have no home address/I am homeless right now.

Street #

Street Name

Unit Type [< click here to choose >](#)


Unit #

State

Zip

☐ Is this your home address?

Apartment
Building
Basement
County Office
Condominium
Department
Floor
House
Loft
Lot
Office
Room
Space
Suite
Trailer
Townhome
Unit
County Office



Here are the unit types available.

Health First Colorado Member Handbook



Health First Colorado Member Handbook



The screenshot shows the PEAK Colorado website interface. At the top left is the PEAK COLORADO logo. At the top right are links for 'Online Assistance', 'Español', and 'Help'. Below these are 'Get Started', 'Learn More' (highlighted), and 'Sign In' buttons. A dropdown menu is open from 'Learn More', listing: 'About PEAK', 'Application Assistance Sites', 'Assistance Programs', 'Before you Begin', 'FAQs', 'Health First Colorado Member Handbook' (highlighted in orange), and 'Services by County'. The main content area features a 'Welcome to Colorado PEAK' heading, three large buttons: 'Am I Eligible' (orange), 'Apply for Benefits' (blue), and 'Health First Colorado Member Handbook' (green), and a large blue banner with a group of people celebrating.

PEAK
COLORADO

Online Assistance Español Help

Get Started **Learn More** Sign In

- About PEAK
- Application Assistance Sites
- Assistance Programs
- Before you Begin
- FAQs
- Health First Colorado Member Handbook**
- Services by County

Welcome to Colorado PEAK

Am I Eligible

Apply for Benefits


Health First Colorado Member Handbook

The fast and easy way to access benefit information - anytime and anywhere. PEAK is an online service for Coloradans to screen and apply for medical, food, cash, and early childhood assistance.

PEAK
COLORADO

A Member Handbook is now available for Health First Colorado in the Learn More section of the PEAK Home page.

Health First Colorado Member Handbook


Sarah Account 1B

[Español](#) [Help](#) [Exit](#)

[Overview](#)

[Benefits](#)

[Member Handbook](#)

[Report My Changes](#)

[Redetermination / Recertification](#)

[Payments](#)

[Express Lane Eligibility](#)

[Account Management](#)

[Communications](#)

[Request Health First Colorado Card/CHP+ Card](#)


Account Overview

Case: 1B

Account Information

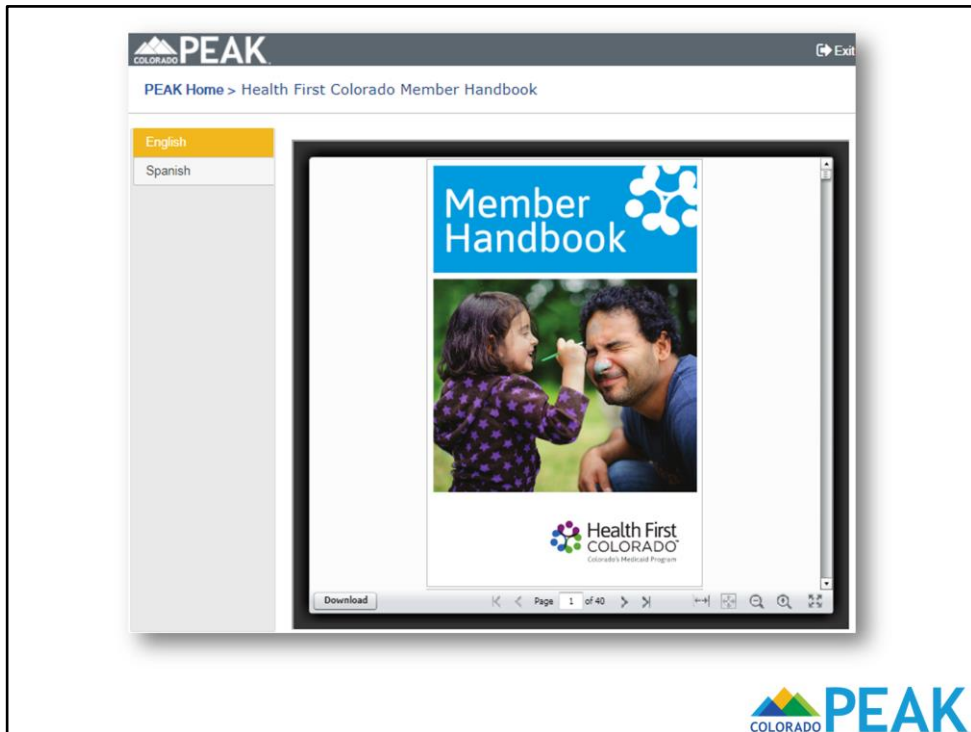
NAME	CASE NUMBER
Sarah Account	1B County Contacts
HOME ADDRESS	MAILING ADDRESS
SPOKEN LANGUAGE	CORRESPONDENCE LANGUAGE
English	English
PHONE NUMBER	Message/Work: None Text message notification: None
Home: 999-999-9999 Cell: None	
EMAIL ADDRESS	Email notification: None Informational messages: None
Username: s.application@peak.com Contact: None	
FONT SIZE PREFERENCE	NOTIFICATION PREFERENCE
14 point	US Mail

[Report Change](#)



In addition to being able to access the Health First Colorado Member Handbook from the PEAK Home Page, PEAK Account holders with active Medical Assistance benefits will now see the new Member Handbook option in the left hand navigation of Manage My Account.

Those who view the Member Handbook after signing into their PEAK Account will see information pertaining to the Medical Assistance programs which they are approved for.



NEW!

Ability to add several paychecks



To better align with CBMS and to more accurately capture income information, there have been a few changes to the Job Income and Self-Employment Income page.

- In Apply for Benefits and Report My Changes, users will now have the ability to add multiple paychecks from a single employer, including self-employment.
- This will help people report income that is a more true representation if their most recent pay was not typical, or if their income fluctuates often.

Note: This change is applicable to all programs. We are going to walk-through these changes next.

PEAK Search Account

More About Sarah's Job

If you have a job, answer the questions on this page.

If you came to this page by mistake, click the button below to clear this page and go back to the job income screen.

[Return to job income](#)

You've told us that Sarah has a job or she had a job in the last 12 months. Please answer the questions below to tell us more about this job.

Employer Information

Name of Employer _____
Local Bank _____

Line Item _____ Apt # _____

Street # _____ PO Box # or Street Name _____
PO Box _____

City _____ State _____ Zip Code _____
Longmont Colorado 80501

Employer Phone _____

When did Sarah start this job?
04/25/2015

If this job recently ended or is going to end, please tell us the end date of the job.
What is the end date of this job?

Does Sarah receive pay for being a minister as part of this job?

☐ Yes ☒ No

Is any part of this job seasonal employment? ☒

☐ Yes ☒ No

Is any part of this job commission-based, including tipped, employment? ☒

☐ Yes ☒ No

* How often does Sarah get paid? This is Sarah's pay period. ☒
☐ Monthly ☐ Weekly ☐ Biweekly ☐ Other _____

Tell us how many hours Sarah works in a week. ☒
40

Most Recent Paycheck

* When was the most recent paycheck received?
04/15/2017

* What is the total gross pay that Sarah got from this paycheck? By gross pay, we mean the amount Sarah earns before taxes or anything else is taken out of the paycheck. ☒
\$ 1880.00

Additional Payments

Click the button below to add information about another paycheck.

[Add Payment](#)

One time Payment

Tell us the total gross pay that Sarah got or will get this month as a one time payment from this employer. ☒
\$ _____

When did Sarah receive this one time payment from this employer?
_____/_____/_____

Job Income Expenses/Deductions

* Did Sarah have any job income expenses/deductions?
☐ Yes ☒ No

Does Sarah have any other jobs?
☐ Yes ☒ No

[Back](#) [Save](#) [Save & Exit](#) [Next](#)

Employer Information

*Name of Employer _____
Local Bank _____

Street # _____ PO Box # or Street Name _____ Apt # _____
PO Box _____

City _____ State _____ Zip Code _____
Longmont Colorado 80501

Employer Phone _____

When did Sarah start this job?
04/25/2015

If this job recently ended or is going to end, please tell us the end date of the job.
What is the end date of this job?

Does Sarah receive pay for being a minister as part of this job?

☐ Yes ☒ No

Is any part of this job seasonal employment? ☒

☐ Yes ☒ No

Is any part of this job commission-based, including tipped, employment? ☒

☐ Yes ☒ No

* How often does Sarah get paid? This is Sarah's pay period. ☒
☐ Monthly ☐ Weekly ☐ Biweekly ☐ Other _____

Tell us how many hours Sarah works in a week. ☒
40

COLOrado PEAK

Pay Frequency Changes

* How often does Sarah get paid? This is Sarah's pay period. ?

Monthly
[< click here to choose >](#)
Annual
Every 2 weeks
Every other month
Monthly
Quarterly
Twice a year
Twice a month
Weekly

Sarah works in a week. ?

ycheck

cent paycheck received?
04/30/2017

* What is the total gross pay that Sarah got from this paycheck? By gross pay, we mean the amount Sarah earns before taxes or anything else is taken out of the paycheck. ?

\$ 1650.00

The following pay frequency types have been removed from the drop down menu:

1. Daily
2. Irregular/Variable
3. One Time Only
4. Supplemental



It is important to note that the following pay frequency types have been removed from the drop down menu:

- One Time Only
- Supplemental
- Daily
- Irregular/Variable

Pay Frequency Changes

* How often does Sarah get paid? This is Sarah's pay period. ?

Monthly

< click here to choose >

Annual

Every 2 weeks

Every other month

Monthly

Quarterly

Twice a year

Twice a month

Weekly

Sarah works in a week. ?

paycheck

cent paycheck received?

04/30/2017

* What is the total gross pay that Sarah got from this paycheck? By gross pay, we mean the amount Sarah earns before taxes or anything else is taken out of the paycheck. ?


\$ 1650.00

Hover Text:

"If what you get paid changes from month to month, enter the amount of your most recent monthly earnings and select 'Monthly'.

If you get supplemental payments or money that is paid at a different time than your normal pay date, enter the amount as a One Time Payment below.

If you get a check or cash every day, add up all of the money that you got (in this month), enter the amount and select 'Monthly'."



Hover Text has been added to the pay frequency question, which provides information for how to enter income if they have one of the removed types.

The text reads:

"If what you get paid changes from month to month, enter the amount of your most recent monthly earnings and select 'Monthly'.

If you get supplemental payments or money that is paid at a different time than your normal pay date, enter the amount as a One Time Payment below.

If you get a check or cash every day, add up all of the money that you got (in this month), enter the amount and select 'Monthly'."

PEAK Sarah Account

More About Sarah's Job

If you have a job, answer the questions on this page.

If you came to this page by mistake, click the button below to clear this page and go back to the Job Income screen.

[Return to Job Income](#)

You've told us that Sarah has a job or has had a job in the last 3 months. Please answer the questions below to tell us more about the job.

Employer Information

Name of Employer: _____

Street #: _____ PO Box # or Street Name: _____ Apt #: _____

City: _____ State: _____ Zip Code: _____

Longest: _____ Country: _____ 80021

Employer Phone: _____

When did Sarah start this job?

If this job recently ended or is going to end, please tell us the end date of the job. What is the end date of the job?

Does Sarah receive pay for being a minister as part of this job?

☐ Yes ☒ No

Is any part of this job seasonal employment?

☐ Yes ☒ No

Is any part of this job commission-based, including tipped, employment?

☐ Yes ☒ No

* How often does Sarah get paid? This is Sarah's pay period.

☐ Monthly ☒ Weekly

Tell us how many hours Sarah works in a week.

Most Recent Paycheck

* When was the most recent paycheck received?

* What is the total gross pay that Sarah got from this paycheck? By gross pay, we mean the amount Sarah earns before taxes or anything else is taken out of the paycheck.

Additional Paychecks

Click the button below to add information about another paycheck.

[Add Paycheck](#)

One time Payment

Tell us the total gross pay that Sarah got or will get this month as a one time payment from this employer.

When did Sarah receive this one time payment from this employer?

Job Income Expenses/Deductions

* Did Sarah have any job income expenses/deductions?

☐ Yes ☒ No

Does Sarah have any other jobs?

☐ Yes ☒ No

[Back](#) [Save](#) [Save & Exit](#) [Next](#)

PEAK COLORADO

Here is where you see the section to enter One Time payments. This income only counts toward eligibility in the month it is received.

Additional Paychecks


Additional Paychecks ?

Click the button below to add information about another paycheck:

Add Paycheck

Hover Text:

- “If the amount of your gross pay changes often, you can add more paychecks here to help us figure out a better way to average your earnings.”



A new, dynamic Additional Paychecks section allows users to provide additional paycheck information, if they would like. This option is not required, but can be used to capture prior paycheck information that may be used when their gross pay varies from paycheck to paycheck.

For regular applications, this section will dynamically display if one of the following pay frequencies is selected:


- Every 2 Weeks
- Monthly
- Twice a Month
- Weekly

For applications that include retroactive Medical Assistance, this section will dynamically display for additional pay frequencies.

Additional Paychecks ?

Click the button below to add information about another paycheck:

* When was this paycheck received?


04/15/2017 

* What is the total gross pay that Sarah got from this paycheck? ?

\$ 1350.00

[Remove](#)

[Add Paycheck](#)



When a user clicks “Add Paycheck” the following fields are displayed:

- When was this paycheck received
- What is the total gross may that ~ got from his paycheck

For every click of Add Paycheck, the above questions will be repeated until the allowed number of paycheck selections, as outlined on the previous slide, has been reached.

If you click Remove, the prior entries (or blanks), will be removed from the screen.

Additional Paycheck Limits

Additional Paycheck Limits		
Frequency	Maximum Number of Paychecks (Regular Applications)	Maximum Number of Paychecks (Retro Medical Assistance)
Weekly	10	20
Every Two Weeks	6	12
Twice a Month	4	8
Monthly	2	4
Every Other Month	1	2
Quarterly	1	2
Twice a Year	1	1
Annual	1	1



The maximum number of additional paychecks that can be added is dependent on the pay frequency indicated and the type of application.

- For all applications that do not include Retroactive Medical Assistance, the maximum number of additional paychecks that can be added are indicated in the middle column.
- For applications that do include Retroactive Medical Assistance, the maximum number of additional paychecks that can be added is indicated in the column on the right.

Note: An error message will display in red at the top of the page if too many additional paychecks have been added.

PEAK James Apple

More About James's Self-Employment

If you are self-employed, answer the questions on this page. If you came to this page by mistake, click the button below to clear this page and go back to the job income screen.

[Return to Job Income](#)

You have told us that James is self-employed. Answer the questions below to tell us more about the self-employment. You will be asked to provide proof of your business earnings and expenses.

Self-Employment

* What type of self-employment does James have?

Self-Employment

What is the name of James's self-employment business?

Self-Employment Business, Inc.

Street # PO Box # or Street Name

City State Zip Code

Business Phone (xxxx) xxx-xxxx

* Is James the only owner of this business?

* Yes * No

Is this a home-based business?

* Yes * No

When did James start this self-employment business?

07/01/2012

If this self-employment has ended or will soon end, please tell us the self-employment end date.

How often does James get paid? This is James's pay period.

Monthly

How many hours a week is James self-employed? If James's hours are not regular, please try to estimate the number of hours.

40.00

Most Recent Pay Period

When was the most recent self-employment income received?

04/30/2017

* How much money did James's self-employment business make during this time? Please give us the amount that the business earns before any taxes, deductions, or expenses are taken out.

\$2400.00

Additional Pay Periods

Click the button below to add information about another pay period:

[Add Pay Period](#)

[Back](#) [Save](#) [Save & Exit](#) [Next](#)

PEAK COLORADO

The same questions display on the Self-Employment detail page. On the lower portion of the page, a new question prompts How often does [the business owner] get paid? It is trying to capture how often the business gets paid. Bear in mind, business expenses will only be captured on a monthly basis.

This will give you the same opportunity to report multiple pay periods, particularly if the business income has had fluctuations in income recently.

PEAK James Applic... Español ? Help Exit

Start
People
3 Assets
4 Income
5 Bills
6 Submit

More About James's Self-Employment

Does James have any monthly self-employment expenses?
☒ Yes ☐ No

Only include monthly expenses directly related to your business, no personal expenses are allowed. If you have questions on filling out this table, you can go to www.irs.gov/schedulec to get Schedule C of the 1040 form and its instructions.

*Enter the amount of costs in this category that are not accounted for under Cost of Goods Sold.


Self-Employment Expenses

Type	Monthly Amount
<input type="checkbox"/> Bad Debts ?	
<input checked="" type="checkbox"/> Business Equipment Cost* ?	
<input type="checkbox"/> Clothing/Uniforms ?	
<input checked="" type="checkbox"/> Equipment	\$250.00
<input type="checkbox"/> Equipment & Property Rental	
<input type="checkbox"/> Upkeep of equipment/labor ?	
<input type="checkbox"/> Upkeep and Repairs	
<input type="checkbox"/> Housing ?	
<input type="checkbox"/> Car and Truck Expenses ?	
<input checked="" type="checkbox"/> Cost of Goods Sold ?	
<input type="checkbox"/> Livestock Purchase	
<input type="checkbox"/> Merchandise Wholesale - 'cost of inventory'	

PEAK COLORADO

Again, the *Self-Employment Expenses* page has not changed---users will need to continue to provide their **monthly** self-employment expenses.

Household Annual Income Expenses/Deductions



[Online Assistance](#)
[Español](#)
[Help](#)
[Exit](#)

- ✓ Start
- ✓ People
- 3 Assets
- > 4 Income
- 5 Bills
- 6 Submit

Household Annual Income and Expenses/Deductions

We have automatically estimated your annual income, expenses, and deductions for 2017 based on the information you have provided us. If you think this amount will be different for 2017, please enter that amount in the Actual Annual Amount field for each record.

Income Calculation

Self-Employment Income


Who Has It	Company Name	Reported	Annual	Actual Annual Amount for 2017	Actual Annual Amount for 2018
James	Self Employment Business, Inc.	\$2400.00 Every 2 weeks	\$62400.00	<input type="text" value="\$62400.00"/>	<input type="text" value="\$62400.00"/>

Expenses / Deductions Calculation

Self-Employment Expenses

Who Has It	Type	Company Name	Monthly	Annual	Actual Annual Amount for 2017	Actual Annual Amount for 2018
James	Cost of Goods Sold	Self Employment Business, Inc.	\$1300.00	\$15600.00	<input type="text" value="\$15600.00"/>	<input type="text" value="\$15600.00"/>
James	Insurance Premiums	Self Employment Business, Inc.	\$500.00	\$6000.00	<input type="text" value="\$6000.00"/>	<input type="text" value="\$6000.00"/>
James	Professional Services	Self Employment Business, Inc.	\$50.00	\$600.00	<input type="text" value="\$600.00"/>	<input type="text" value="\$600.00"/>

[Back](#)
[Save](#)
[Next](#)

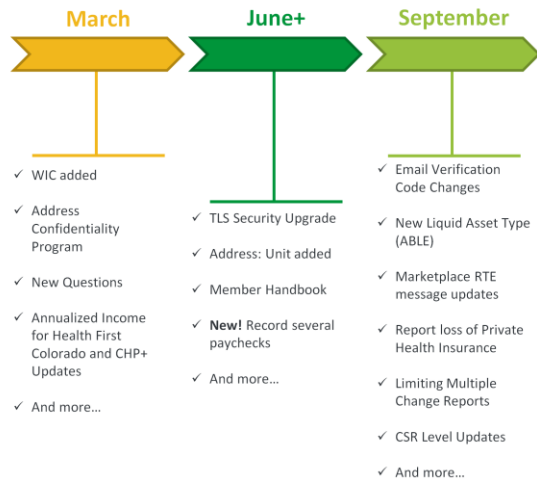


As always, it is a best practice to review Actual Annual Income and update, if necessary. You will not see the additional paychecks captured on this page, you will only see the most recent paycheck.

This really highlights the necessity for you to look at the actual annual income fields and account for any fluctuations.

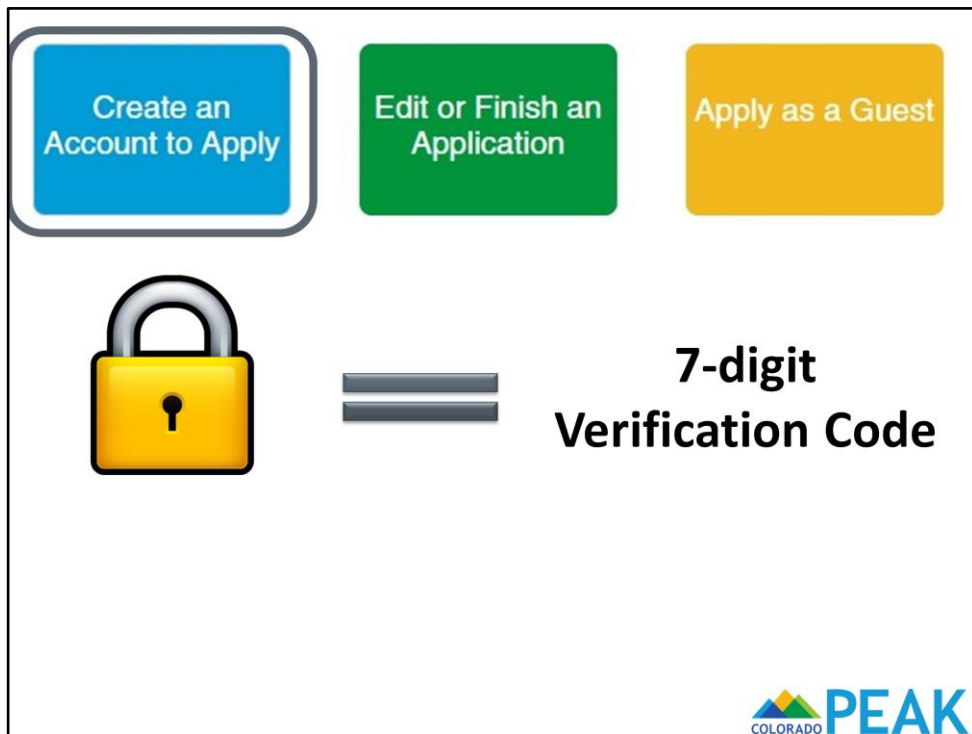
2016-2017 PEAK Enhancements

Highlight of system changes from Open Enrollment 4 to Open Enrollment 5



Account Creation: Verification Code





As an enhanced security measure, when an account is created with a valid email address, users will now receive a random **7 digit** verification code to verify their email address.

Setting Up Your Account

Items with a star (*) next to them must be filled in to create an account.

Information About You

Fill in your name below as it appears on your Social Security Card if you have one.

*Legal First Name: Middle Name:

*Legal Last Name: *Date of Birth Ex: mm/dd/yyyy:

Social Security Number:

User Name and Password

Please provide a valid email address for your user name. **Important:** You must be able to access this email account. After you click the Verify button below, we will send you a verification code to confirm your email address. We will also use this email address if you ever forget your password and need to change it.

Emails must be between 5 to 40 letters and/or numbers.

*User Name (Email Address):

You have been sent an email with a verification code. Remember to look in your spam folder where automated messages sometimes filter. Do not close out of your current session while you do this, or you will not be able to use this code. Type the code below and press confirm.

Verification Code:

Passwords must be between 8 and 24 characters. Passwords must contain at least 3 of the 4 items below:

- 1) One uppercase letter
- 2) One lowercase letter
- 3) One number
- 4) One special character - special characters include items such as #!@-() @ and _

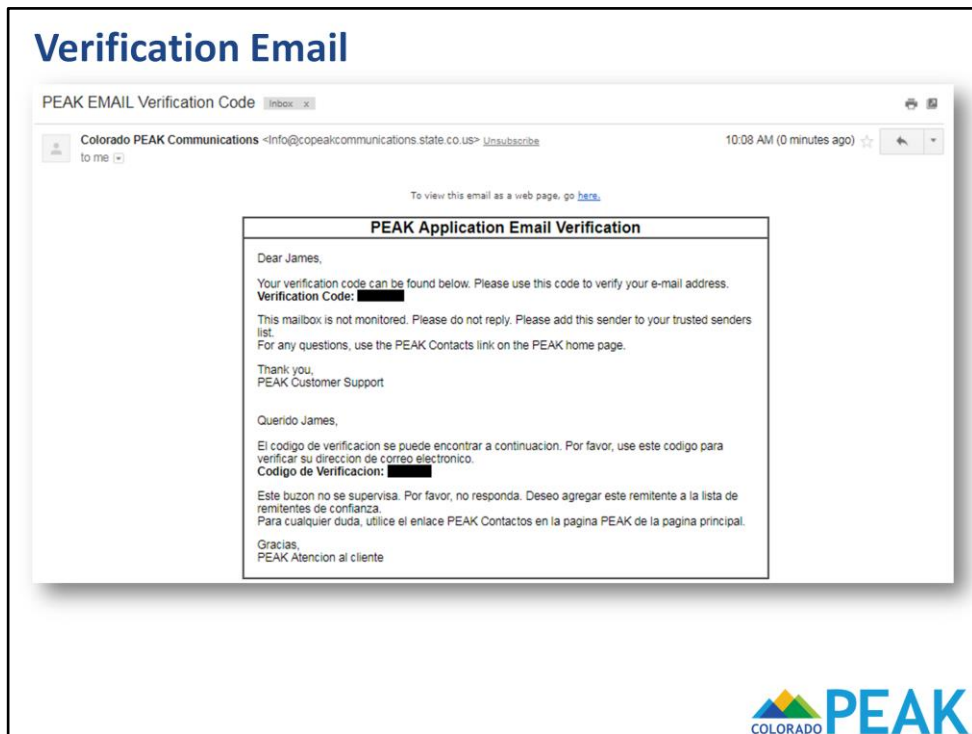
*Password:

*Retype your password:

PEAK
COLORADO

Users will have to be able to retrieve that code to create an account. So, for example, if a computer is being used without the option of opening a new tab, a smart phone would be needed to access the email account to retrieve the code. Without the verification code, an account cannot be created. In the past you may have seen verification codes that were similar, but now they will all be unique.

As a reminder, anyone can submit an application as a guest. An account can be created later and linked to the case once it has been processed.



Here is an example of the verification email. The email will be sent from Colorado PEAK Communications (info@copeakcommunications.state.co.us).

As always, be sure to check spam folders (Promotions in Gmail).

New Other Liquid Asset Type

- Achieving a Better Life Experience (ABLE) Account



PEAK August Medical

More About August's Other Liquid Asset

If you have other liquid assets, answer the questions on this page.
If you came to this page by mistake, click the button below to clear this page and go back to the Review Your Liquid Assets screen.

[Return to Review Your Liquid Assets](#)

Tell us a little bit more about August's Other Liquid Asset:

Type

- Available Cash
- Checking/Savings Accounts
- CDs/Money Market IRAs
- Bonds
- Notes
- Other Liquid Assets
- Annuity-irrevocable
- Investments
- PISA Account
- PASS Account (not corrected)
- Proceeds on sale of home
- Reverse annuity mortgage
- Safety deposit contents
- ABLE Account**
- ARTN, 401, 403(k)
- Annuity-irrevocable-Assignable
- Other Liquid Asset

City: _____ State: _____ Zip Code: _____

What are the last two digits of August's account number?

Other Owners

Check all boxes that apply for anyone who owns the Other Liquid Asset with August.

If the joint owner does not live in your home, select the someone outside of the home checkbox and enter their first and last name below. For more information, click the Help button.

☐ Someone outside of the home

First Name: _____ Last Name: _____

First Name: _____ Last Name: _____

[Back](#) [Next](#)

PEAK COLORADO

In Apply for Benefits and Report My changes, a new Other Liquid Asset type has been added, called ABLE. ABLE stands for Achieving a Better Life Experience and has been added to applications that include Medical Assistance. When ABLE Account is selected, additional fields will display to gather more information.

ABLE accounts are tax-free savings account for individuals with disabilities to be used for qualified expenses such as medical, education, housing and transportation. ABLE Accounts are not countable when determining Medical Assistance (MA) eligibility for programs that consider resources.

To summarize - ABLE accounts help disabled individuals save, while preserving their SSI and Medicaid.




For more information you can visit www.coloradoABLE.org


Marketplace Real-time Eligibility (RTE) Message Updates



TURN IT OVER TO IAN FOR MARKETPLACE RTE UPDATES

There are updates to the results page in PEAK AFB and RMC after submitting an application or change report. There is revised language when a customer does not receive RTE. Depending on the reason the customer did not receive RTE, a different message will need to be displayed.


August Medical
1B
Español
Help
Exit



Medical Assistance Results

Case Number : 1B

Authorization Number : 4


Health First Colorado (Colorado Medicaid) / CHP+ Marketplace Programs

2017


Tax Household #1	Begin Date	Advanced Premium Tax Credit (APTC)	Cost Sharing Reduction Level	Qualified Health Plan	Colorado Young Adult
August	2017-09-01	Eligible	N/A	Eligible	Not Eligible

✓ Application Review
 2. Results
 3. Account


If you have a Connect for Health Colorado account, log in to ConnectforHealthCO.com and click 'My Eligibility' to view the amount you may qualify for. You may also call 1-855-PLANS-4-YOU (1-855-752-6749).


CONNECT for HEALTH COLORADO

When someone receives RTE, but the system was unable to calculate the amount of APTC, you will simply see the word “Eligible”. There will not be a dollar amount shown, and further instruction will be provided to check your Connect for Health Colorado account to find out more.


James Robert

Español
Help
Exit



Medical Assistance Results


Thank you for submitting your application through [Colorado.gov/PEAK](https://colorado.gov/PEAK). We have received your application but your eligibility determination is taking a little longer than expected.

- If you have a PEAK account, log in to see if your most current eligibility information is available.
 - You will use a PEAK account if you qualify for Health First Colorado (Colorado Medicaid) or Child Health Plan *Plus* benefits.
 - If you need to create a PEAK account, please visit [Colorado.gov/PEAK](https://colorado.gov/PEAK)
- Or, if you have a Connect for Health Colorado account, log in to [ConnectforHealthCO.com](https://connectforhealthco.com) and click 'My Eligibility' to see if your latest eligibility information is available. You may also call 1-855-PLANS-4-YOU (1-855-752-6749).
 - You will use a Connect for Health Colorado account if you qualify for Advanced Premium Tax Credits (APTC).
 - If you need to create an account or to learn more about Connect for Health Colorado, please visit [ConnectforHealthCO.com](https://connectforhealthco.com) or call 1-855-PLANS-4-YOU (1-855-752-6749).

Application Review
2. Results
3. Account

Who to Call to Find Out More

If you still have questions or you are unable to view current eligibility information, you can check on the status of your application by calling Connect for Health Colorado. To find out more about Health First Colorado and the Child Health Plan *Plus* benefits visit [Colorado.gov/hcpf](https://colorado.gov/hcpf). To find out more about changes in Colorado's health care laws including frequently asked questions visit [Colorado.gov/health](https://colorado.gov/health).



If RTE is not determined, the results page will state that, and provide instruction for what to do next.

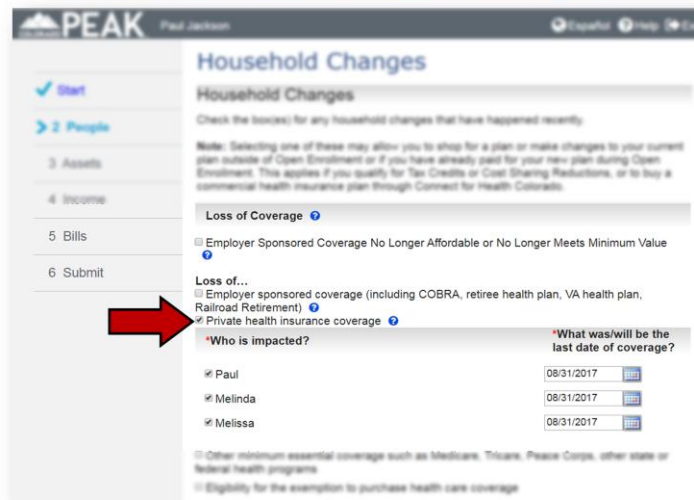
NEW!

Reporting Loss of Minimum Essential Coverage:
Private Health Insurance



The ability to report a loss of private health insurance coverage has been added to PEAK in both Apply for Benefits and Report My Changes, even when there is no record of existing coverage.

Reporting loss of Private Health Insurance as a Life Change Event in application



PEAK Paul Jackson

Household Changes

Check the boxes for any household changes that have happened recently:

Note: Selecting one of these may allow you to shop for a plan or make changes to your current plan outside of Open Enrollment or if you have already paid for your new plan during Open Enrollment. This applies if you qualify for Tax Credits or Cost Sharing Reductions, or to buy a commercial health insurance plan through Connect for Health Colorado.

Loss of Coverage

☐ Employer Sponsored Coverage No Longer Affordable or No Longer Meets Minimum Value

Loss of...

☒ Private health insurance coverage

***Who is impacted?**

<input checked="" type="checkbox"/> Paul	08/31/2017
<input checked="" type="checkbox"/> Melinda	08/31/2017
<input checked="" type="checkbox"/> Melissa	08/31/2017

***What was/will be the last date of coverage?**

☐ Other minimum essential coverage such as Medicare, Tricare, Peace Corps, other state or federal health programs

☐ Eligibility for the exemption to purchase health care coverage



Apply for Benefits:

A new checkbox labeled “Private health insurance coverage” will be added to the “Loss of Coverage” section on the Household Changes page. You must report the date that coverage was or will be lost, and dates can only be entered up to 60 days in the past or future.

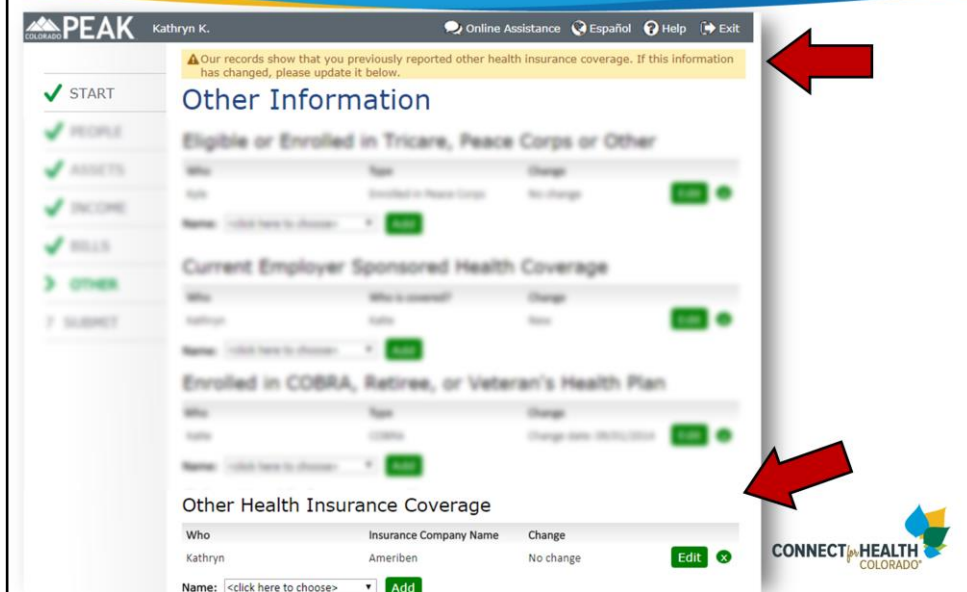
Reporting loss of Private Health Insurance as a Life Change Event in Report My Changes

The screenshot shows the 'Other Information' section of the PEAK 'Report My Changes' form. The form is titled 'Other Information' and includes a sidebar with navigation links: START, PEOPLE, ADDRESS, INCOME, SGLI, and OTHERS. The main content area contains several sections: 'Eligible or Enrolled in Tricare, Peace Corps or Other', 'Current Employer Sponsored Health Coverage', 'Enrolled in COBRA, Retiree, or Veteran's Health Plan', 'Other Health Insurance Coverage', and 'School Enrollment'. A new section, 'Loss of Private Health Insurance Coverage', is highlighted with a red box. This section asks: 'Is anyone in your home losing or expecting to lose private health insurance coverage that was not previously reported?'. Below this question are two radio buttons: 'Yes' and 'No'. The 'Yes' option is selected. Below the radio buttons are two fields: 'Who is impacted?' and 'What was/will be the last date of coverage?'. The 'Who is impacted?' field contains the name 'Allen'. The 'What was/will be the last date of coverage?' field is empty. The 'CONNECT ON HEALTH COLORADO' logo is visible in the bottom right corner.

Report My Changes (or Recertifications)

A new section titled “Loss of Private Health Insurance Coverage” will be added to the Other Information page. Here you may select who is impacted and the date the coverage was or will be lost. (again 60 days past or future)

Warning – Previously reported other health insurance coverage



PEAK Kathryn K. Online Assistance Español Help Exit

⚠ Our records show that you previously reported other health insurance coverage. If this information has changed, please update it below.

Other Information

Eligible or Enrolled in Tricare, Peace Corps or Other

Who	Type	Change	
Kathy	Enrolled in Peace Corps	No change	Edit +
Name: click here to choose	Add		

Current Employer Sponsored Health Coverage

Who	Who is covered?	Change	
Kathryn	Kathy	Yes	Edit +
Name: click here to choose	Add		

Enrolled in COBRA, Retiree, or Veteran's Health Plan

Who	Type	Change	
Kathy	COBRA	Change date: 10/1/2016	Edit +
Name: click here to choose	Add		

Other Health Insurance Coverage

Who	Insurance Company Name	Change	
Kathryn	Ameriben	No change	Edit x
Name: click here to choose	Add		

CONNECT HEALTH COLORADO

...a warning message will be displayed at the top of the page that says:

“Our records show that you previously reported other health insurance coverage. If this information has changed, please update it below.”

Limiting Multiple Change Reports



Alerts Overview

BLUE ALERTS:


- All Programs
- recent change report not processed
- may proceed
- No RTE

YELLOW ALERTS:

- All Programs
- Same change as recent change
- May proceed
- No RTE
- Link to recent change report

RED ALERTS:

- Marketplace Only
- Must wait 24 hours
- Will **stop the change report**



There are three different messages – color-coded as blue, yellow and red. This graphic illustrates when a given message will display.

Most importantly, Marketplace users trying to submit the same change in a 24-hour period will receive a red message that they will not be able to submit the change – because the first change has not yet been processed.

Users will be able to proceed past blue and yellow messages.
Here's what the warnings actually look like...

PEAK COLORADO 1B Español ? Help Exit

Please note that you reported one or more changes on 08/15/2017. Your request is currently being processed. If you report the **same** change(s) again, it will take longer to update your case. You are welcome to report other changes at this time.

Welcome to Report My Changes!

You should only report changes that have already happened, and not changes you think will happen in the future. The exception to this is reporting the loss of other health insurance, which you can report up to 60 days before the other insurance ends.

Check the boxes for all of the changes that you want to report.

New Benefits Household New Individuals, Newborns & Pregnancy Individual Income, Expenses, & Assets Review

New Benefits

☐ Add new benefits. [Click here](#) to find out more about what programs you can add.

☐ Reapply for Child Health Plan *Plus* (CHP+) Assistance.

Next

PEAK COLORADO

A blue message will display when there are **any** unprocessed change reports. This message alerts the user that their recently reported change has not yet been processed.

Reporting the same change can delay processing. This warning will not stop the change report from being submitted, but it will not receive a real-time determination.

PEAK Kathryn K. 1BXXXXX Español Help Exit

⚠ On 06/05/2017, you reported the following change(s):

- New address
- Job, income, and/or expenses from a job

Your request is currently being processed. If you report the same change(s) again, it will take longer to update your case. If you would like to view your change report, you can do so [here](#).

Welcome to Report My Changes!

You should only report changes that have already happened, and not changes you think will happen in the future. The exception to this is reporting the loss of other health insurance, which you can report up to 60 days before the other insurance ends.

Check the boxes for all of the changes that you want to report.

New Benefits Household **New Individuals, Newborns & Pregnancy** Individual Income, Expenses, & Assets Review

These are the changes you have chosen to report. To add or remove changes, click the "Back" button. When you are ready to proceed, click the "Report Changes" button.

New address

Job, income, and/or expenses from a job

Back Report Changes

PEAK COLORADO

A yellow message will display when the change being reported is the **same type** as one previously reported that has not yet been processed. This message alerts the user that their specific, recently reported change has not yet been processed. There is a link in the warning message to view the previous change report (pdf).

This warning will not stop the change report from being submitted, but it will not receive a real-time determination.

1B [redacted] Online Assistance Español Help Exit

The "Social Security Number", change being reported is currently in process. If this change was submitted incorrectly, please wait 24 hours before resubmission. If you would like to view your change report, you can do so [here](#).

Welcome to Report My Changes!

You should only report changes that have already happened, and not changes you think will happen in the future. The exception to this is reporting the loss of other health insurance, which you can report up to 60 days before the other insurance ends.

Check the boxes for all of the changes that you want to report.

New Benefits	Household	New Individuals, Newborns & Pregnancy	Individual	Income, Expenses, & Assets	Review
<h4>New Benefits</h4> <p><input type="checkbox"/> Add new benefits. Click here to find out more about what programs you can add.</p> <p><input type="checkbox"/> Reapply for Child Health Plan Plus (CHP+) Assistance.</p>					

Back

© 2014 Connect for Health Colorado Board and Stakeholders Terms of Use Privacy Site Map

COLORADO **PEAK**

A red message will display for Marketplace users when attempting to report the same change within 24 hours – when the first change is not yet processed. They will have to wait 24 hours before resubmitting. This message **will stop the change report** being started and submitted.

Cost-Sharing Reduction Level Updates



CSR Level Update

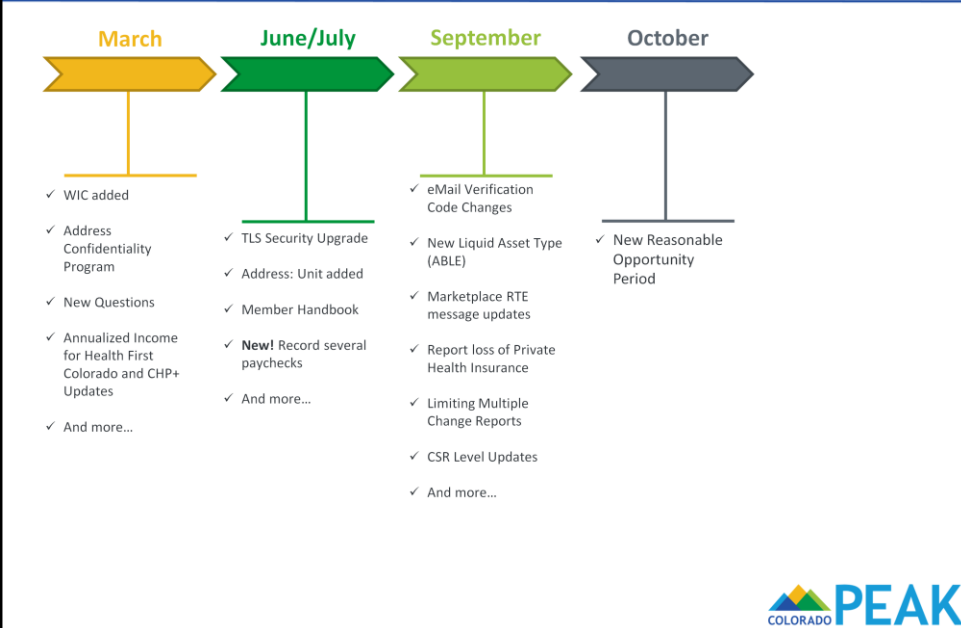
Connect for Health Colorado has updated the Cost-Sharing Reduction (CSR) levels for non-citizen individuals under the 5-year bar (noted below in red). This means that an applicant will no longer require an override to approve CSR benefits if the customer's Federal Poverty Level (FPL) is between 150-250%.

CSR Levels			
Federal Poverty Level (FPL)	Non-AI/AN	Non-AI/AN under the 5-year bar	AI/AN
Under 100%	Not eligible	Level 3 – 94% AV	Level 1 - 100% AV
100% - 150% FPL	Level 3 – 94% AV	Level 3 – 94% AV	Level 1 - 100% AV
150% - 200%	Level 2 – 87% AV	Level 2 – 87% AV	Level 1 - 100% AV
200% - 250%	Level 1 – 73% AV	Level 1 – 73% AV	Level 1 - 100% AV
250% - 300%	Not eligible	Not eligible	Level 1 - 100% AV
300% - 400%	Not eligible	Not eligible	Level 2 - Limited CSR Plan (at IHS facility only)
Over 400%	Not eligible	Not eligible	Level 2 - Limited CSR Plan (at IHS facility only)



2016-2017 PEAK Enhancements

Highlight of system changes from Open Enrollment 4 to Open Enrollment 5



New Reasonable Opportunity Period (ROP)

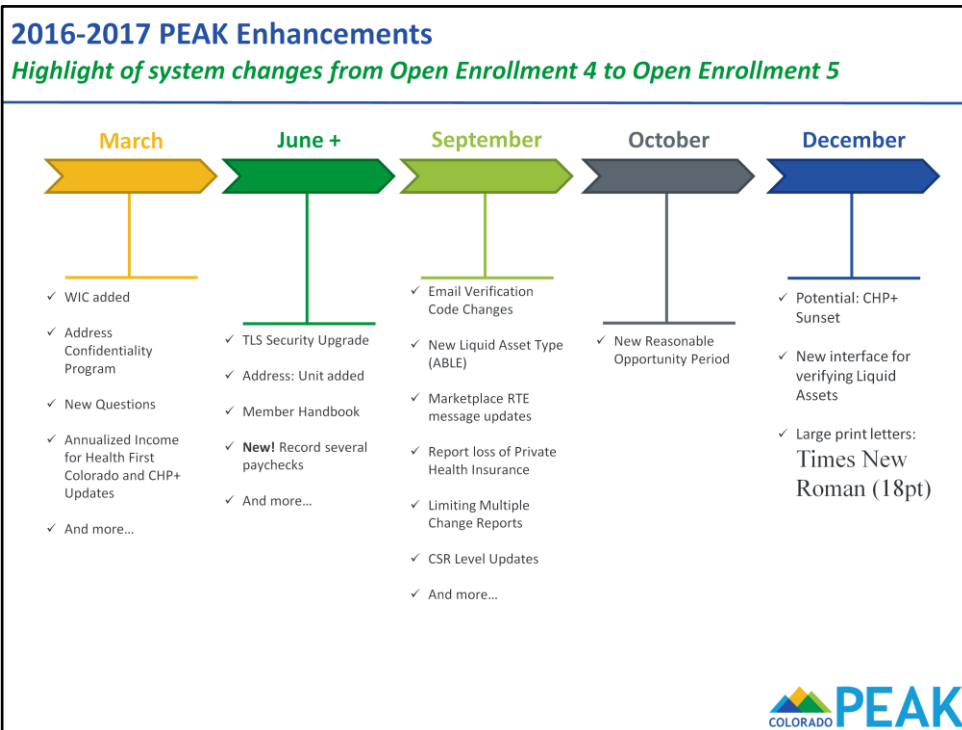
- Before this project, a previous denial for failure to provide verification may have continued from coverage year to coverage year
- With this project, customers will receive a new ROP for the upcoming coverage year, if unable to verify information through electronic interfaces
- After 90 days, if the customer has not provided verification, s/he may lose APTC/CSR and/or QHP eligibility
- The policy requirements to provide verification of citizenship, lawful presence, income, etc. have not changed with this project



A quick reminder about the verification process:

When determining eligibility for a customer, if Connect for Health Colorado is unable to verify the self-attested information provided by an applicant, or if the information received from an electronic verification source doesn't match the self-attested information provided by the applicant, Connect for Health Colorado will send a Verification Check List (VCL) to request proof of the information provided by the customer.

The customer will have 90 days from the date the VCL is sent to provide the requested verification. If the customer fails to provide the requested verification, he/she will lose APTC/CSR and/or QHP eligibility for the remainder of the coverage year.



Stay Tuned for more information on December updates

RESOURCES AND HELP



PEAK Technical Support Center

Call toll free 1.800.250.7741 for PEAK technical assistance.

WHAT IS COLORADO PEAK?

Colorado's Program Eligibility & Application Kit (PEAK) is the state's online self-service portal that allows customers to screen and apply for benefits, and manage their account online. It is located at Colorado.gov/PEAK.

PEAK TECHNICAL SUPPORT

The PEAK Technical Support Center, housed in the Governor's Office of Information Technology, provides direct customer assistance for technical issues related to the use of PEAK. Stakeholders who assist customers with PEAK applications and account management are welcome to call for technical support. Additionally, customers and assisters may continue sending PEAK technical questions to CBMS.Help@state.co.us and a representative from the PEAK Technical Support team will respond via email.

Should PEAK Technical Support experience a high volume of calls, functionality allows customers to receive a call back instead of waiting on the phone to speak with a representative.

Note: PEAK Technical Support is offered in both English and Spanish.

CALL TRANSFERS

The PEAK Technical Support Center has the ability to transfer customers to the Connect for Health Colorado Customer Service Center and the Health First Colorado (Colorado's Medicaid program) Member Contact Center to assist with benefits- and billing-related questions. Although the PEAK Technical Support will not transfer calls to counties and the Colorado Department of Human Services at this time, there are plans to implement this functionality in the future.

PEAK TECHNICAL SUPPORT RESPONSIBILITIES

The new PEAK Technical Support Center provides assistance with the following:

- » PEAK navigation
- » PEAK error messages
- » Password resets
- » Adobe Reader issues
- » Technical computer issues
- » Internet connectivity
- » Browser issues
- » Mobile site issues
- » Visually impaired screen reader issues (Non/visual Desktop access – NVDA)
- » Pop-up blocker issues
- » PEAKPro
- » PEAKHealth mobile app

Note: Agents do not have access to private information in the PEAK application. Additionally, agents are unable to remote into machines or make adjustments to equipment.

PEAK Technical Support Center Hours:

Monday-Friday
7:30 a.m. to 5:15 p.m. MST
(closed on state holidays)

ELIGIBILITY & POLICY-RELATED QUESTIONS

The PEAK Technical Support Center will not answer benefits eligibility and/or policy-related questions.

All questions and issues pertaining to eligibility for benefits, including change reports and new applications, should be directed to the customer's County of Residence.

County contact information is available at Colorado.gov/HCPF/Counties.

Questions about the PEAK Technical Support Center? Email CBMS.Liaison@state.co.us.

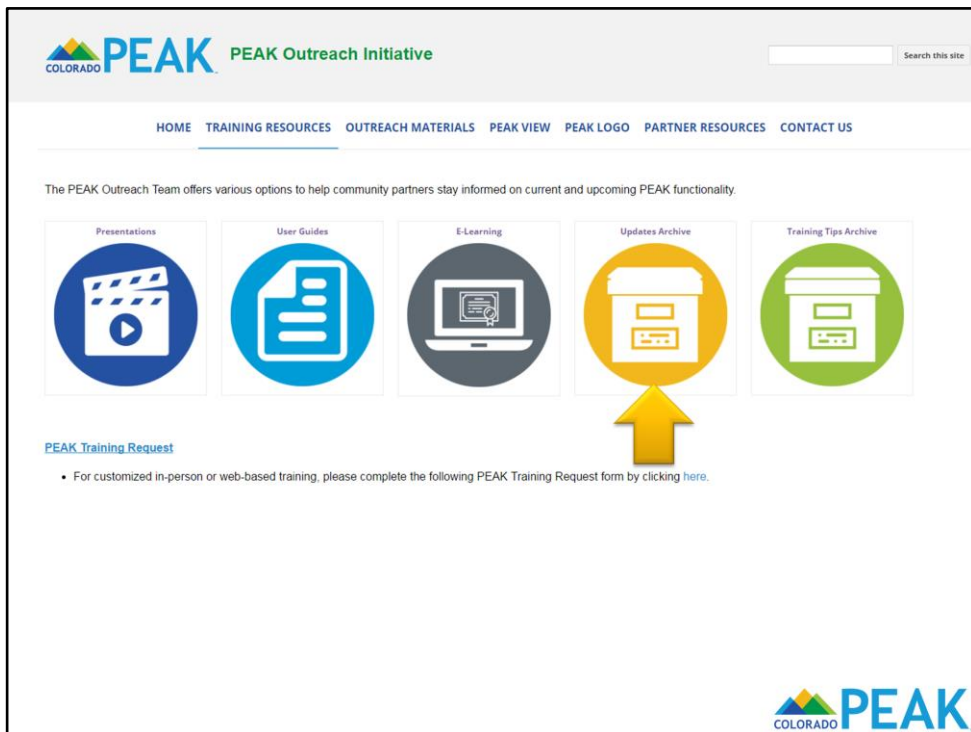
Colorado.gov/PEAK

You all have received a handout in your folder to help distinguish who to call for what.

66



Our website where you can find information and resources designed to support your use of PEAK: www.peakoutreach.com

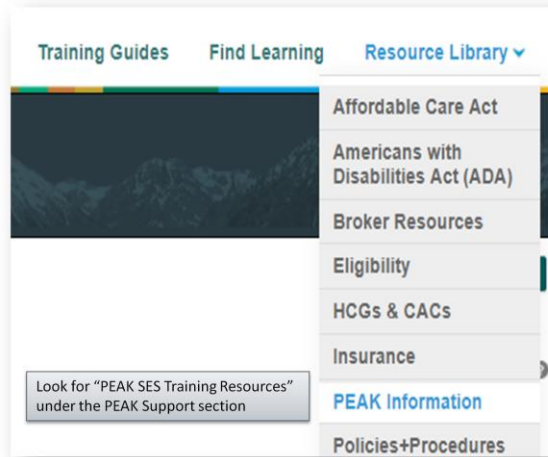


If you would like to view any of these enhancements in more detail, see the Updates Archive section.

For more information and training

PEAK Information through the LMS
Resource Library

<https://training.connectforhealthco.com/>



CONTACT US



www.peakoutreach.com



peakoutreach@bouldercounty.org



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