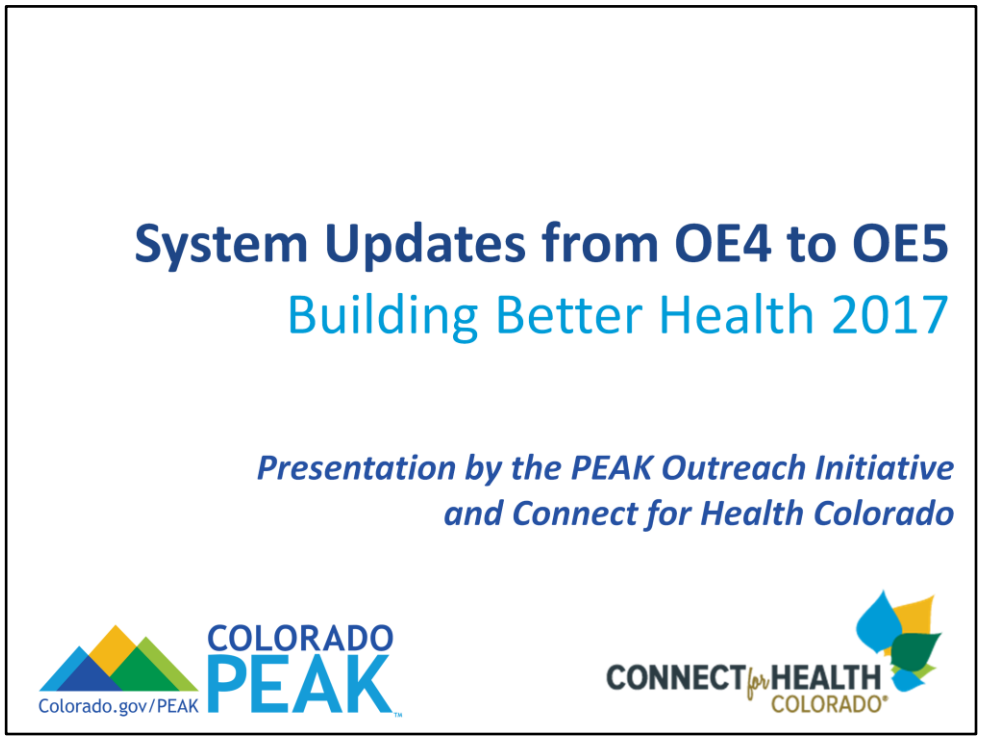
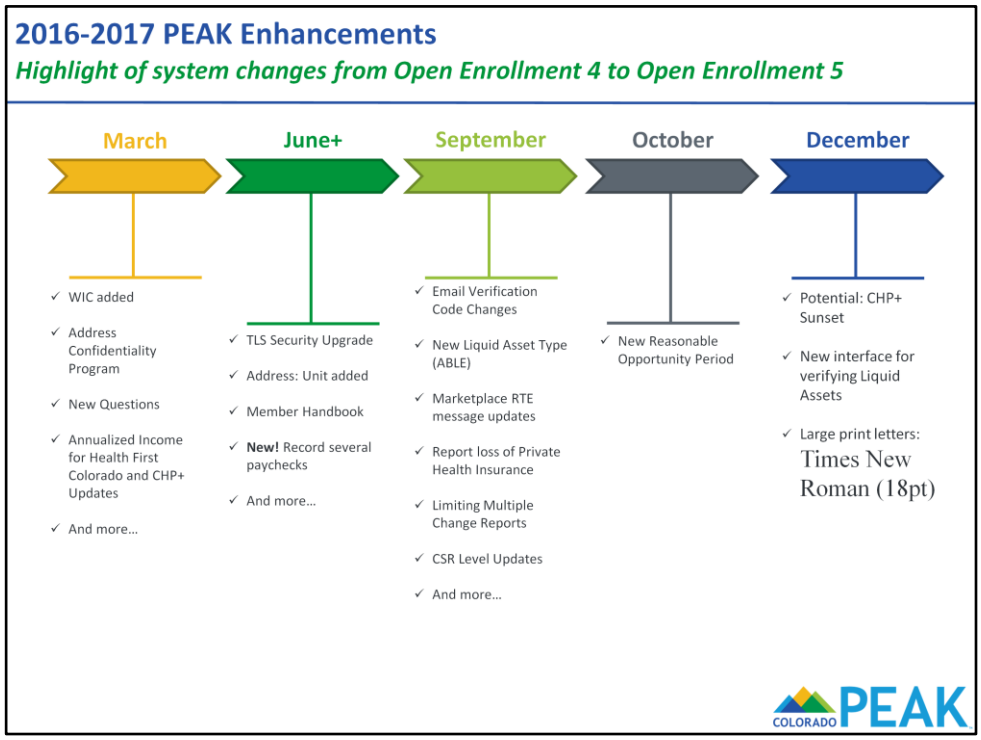


Welcome and thank you for joining us for the System Updates from OE4 to OE5 presentation. We will highlight some of the major changes that have taken place in 2017. Many of the highlights are "good to know", while others are more important to fully comprehend. We have provide you with a workbook to take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

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

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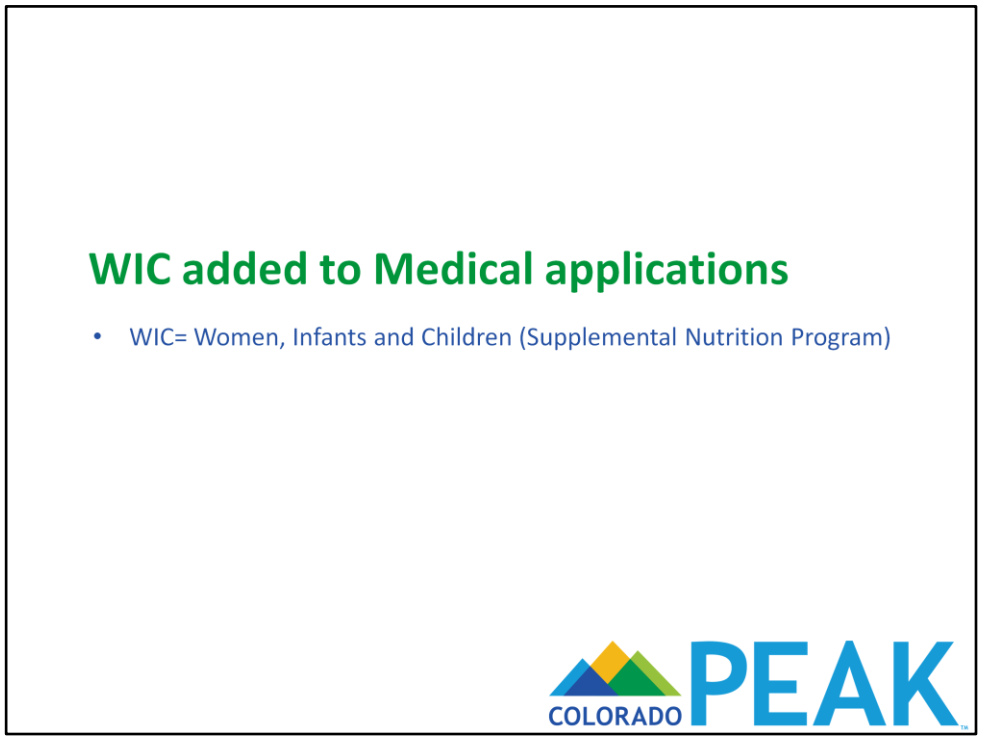
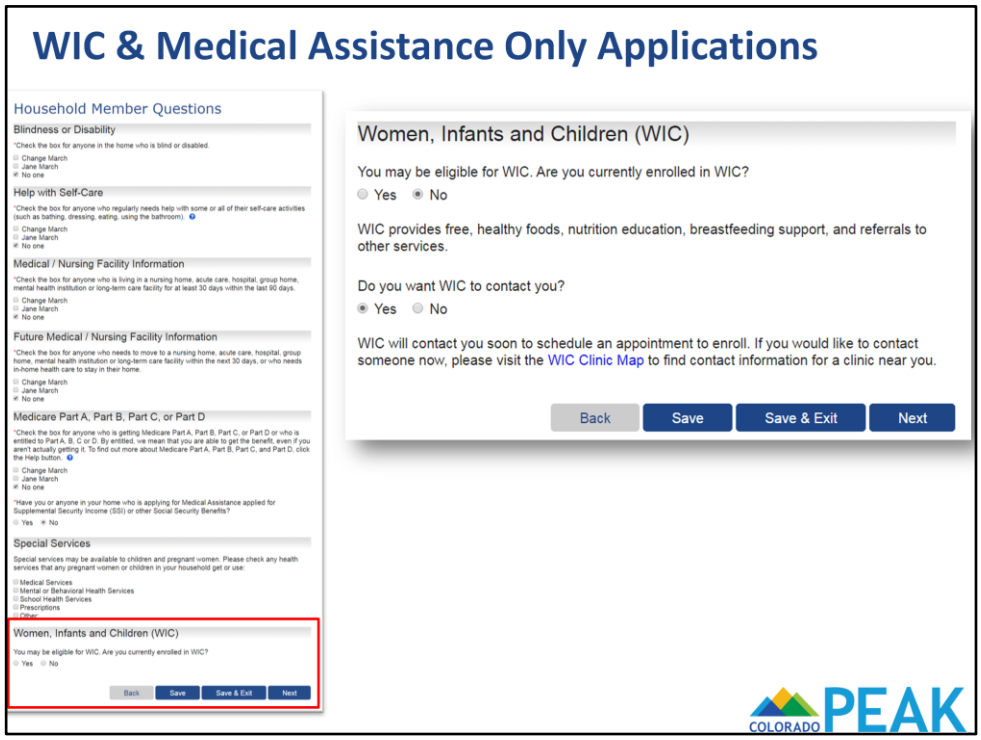


WIC functionality has been added to Medical Assistance applications. WIC is a Special Supplemental Nutrition Program for Women, Infants and Children.

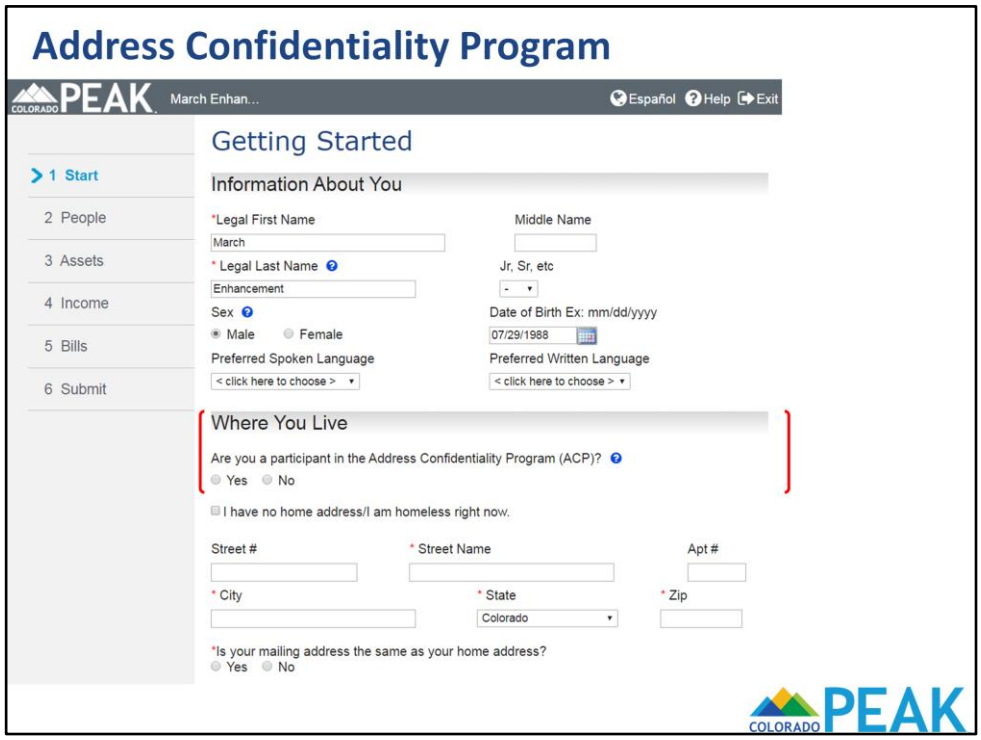


Medical Assistance Only Applications have been updated to queue WIC questions on the Household Member Questions page if a pregnant woman or a child under five has been included in the household.

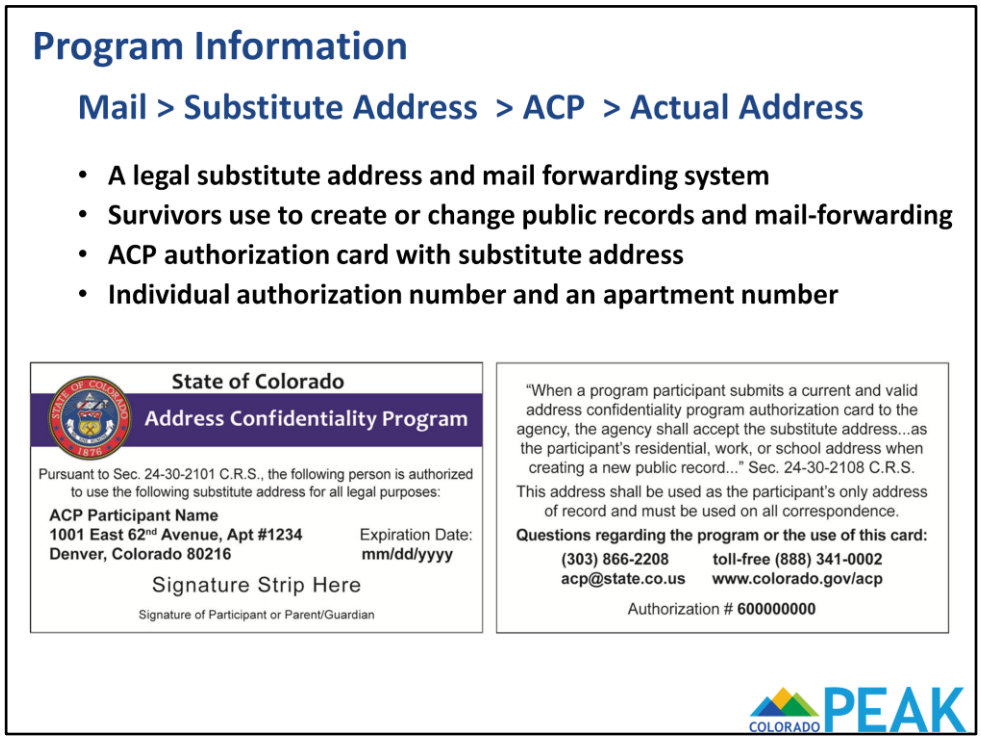
The questions will ask if you are currently enrolled in WIC. If no, do you want WIC to contact you? If they answer yes, someone from their local WIC office will reach out to them.

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

Address Confidentiality Program



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

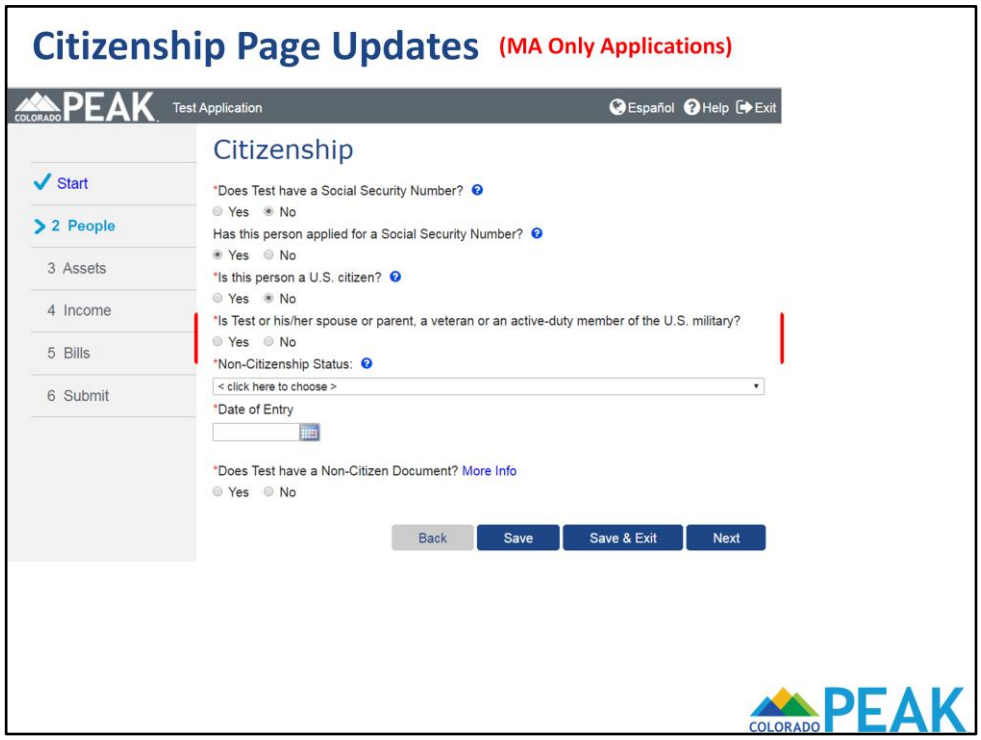


- Domestic Violence Survivors can be issued a substitute address for public records and/or personal use

- 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

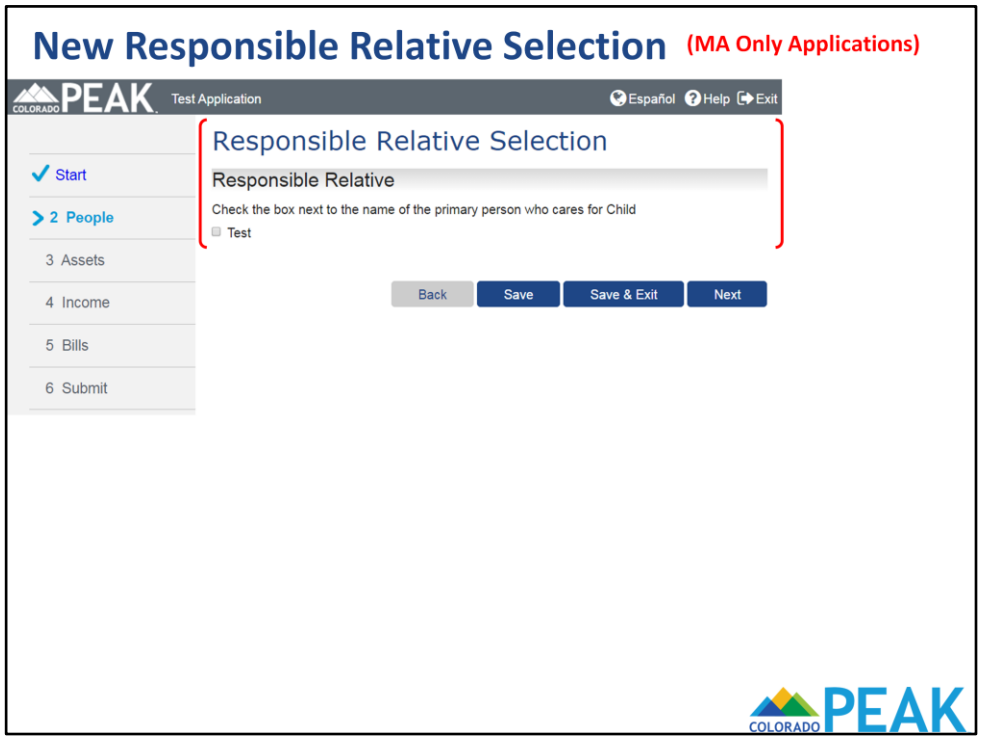


If an applicant identifies that he or she is not a U.S. Citizen, a new question will now appear on MA Only Applications. The question reads, “Is applicant or his/her spouse or parent, a veteran or an active-duty member of the U.S. military?

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.

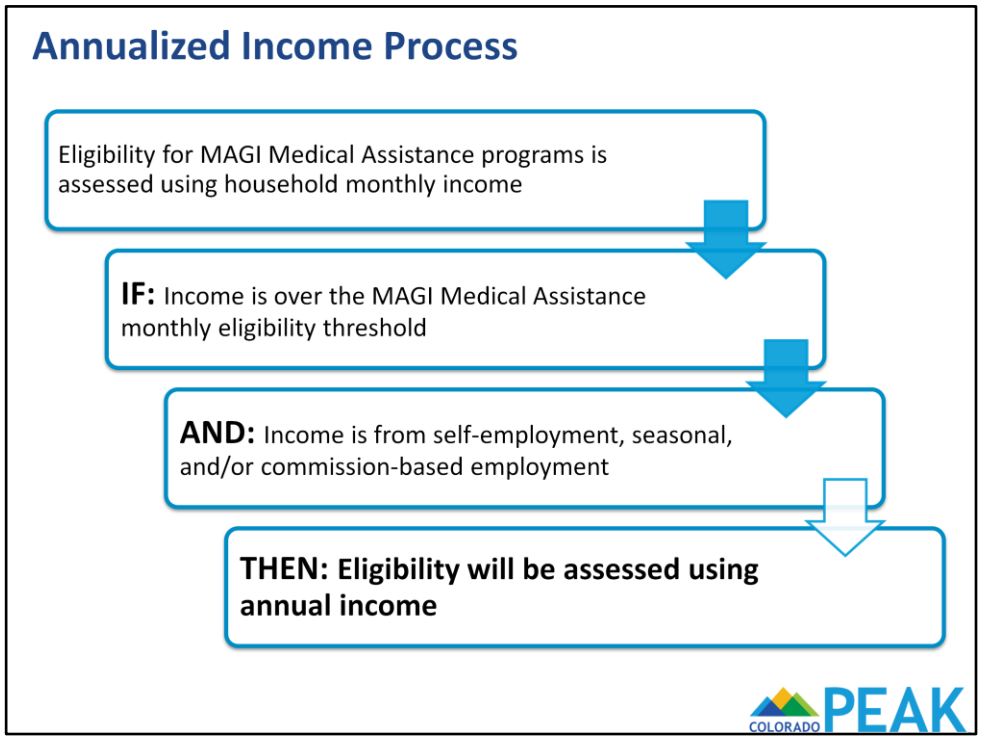
Note:
Applicable eligible non-citizen statuses include: Legal Permanent Resident, Parolee, Battered Alien, Conditional Entry, and Afghan or Iraqi after eight months



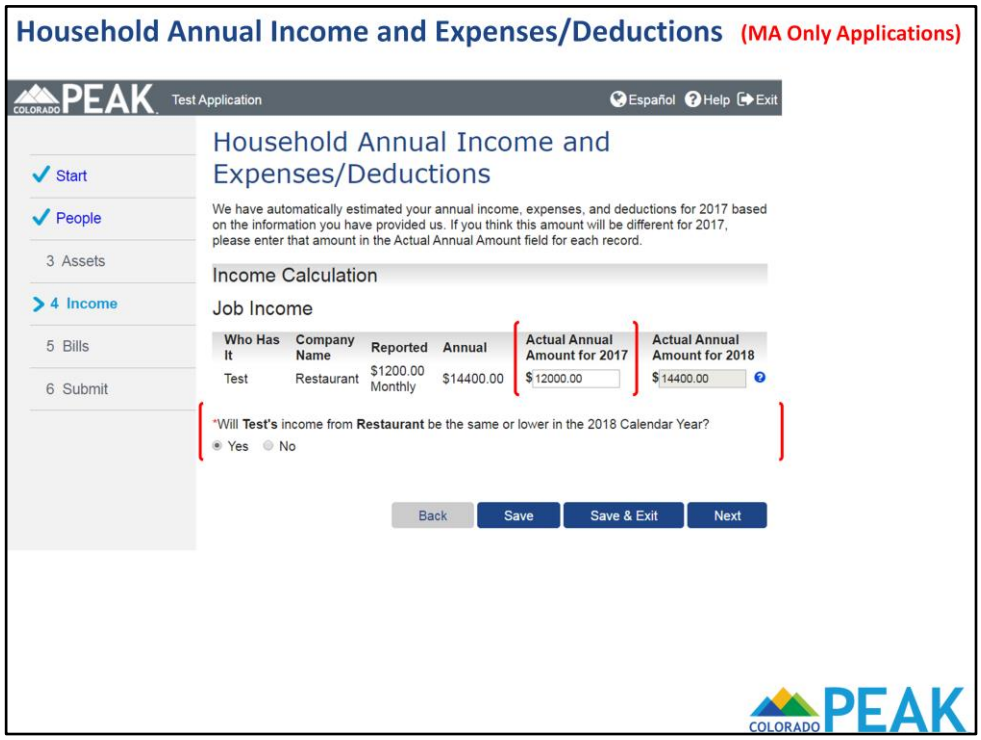
New, Responsible Relative Selection questions have been added to better determine if someone is a parent/caretaker relative for eligibility purposes.
This question will prompt if the relationship is not established as a parent or step-parent.

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.



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.

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2016-2017 PEAK Enhancements

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

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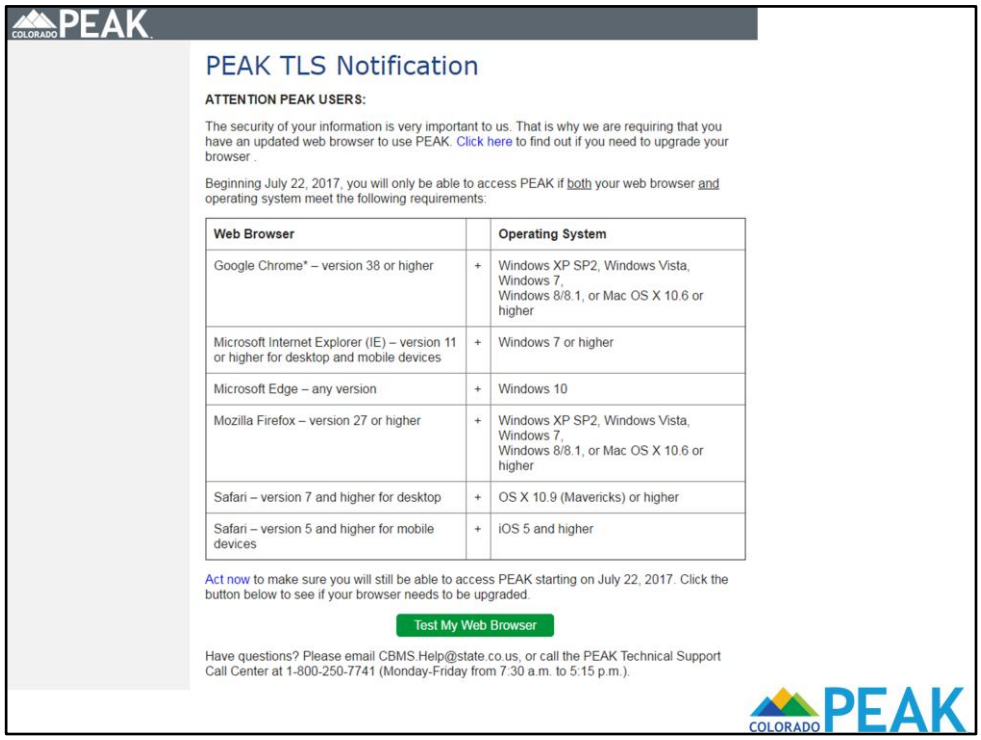
TLS Security Upgrade

- 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

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.).

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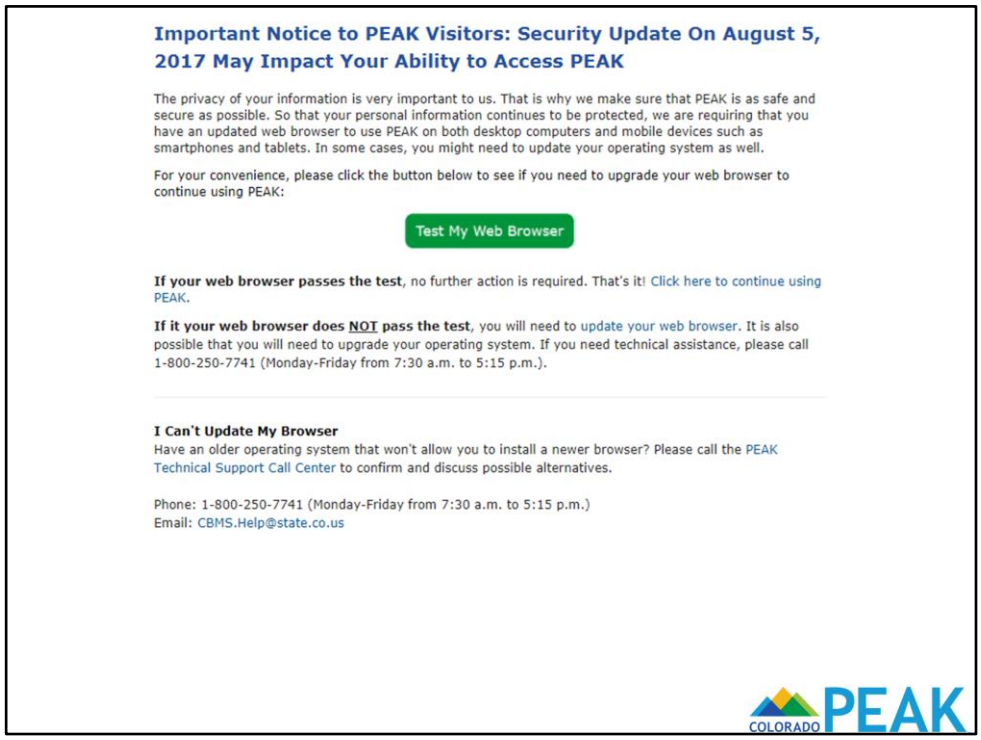
Users would only be able to access PEAK if both their web browser and operating system meet the listed requirements. This page displayed before the upgrade to help identify if user's operating system and browser were compatible.

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

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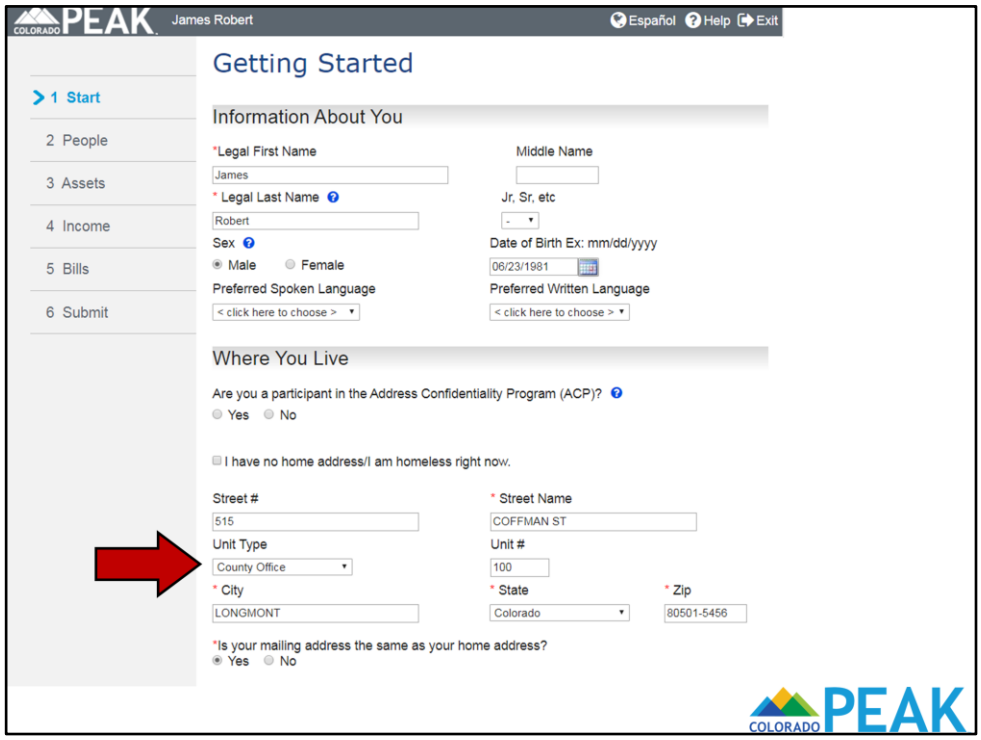
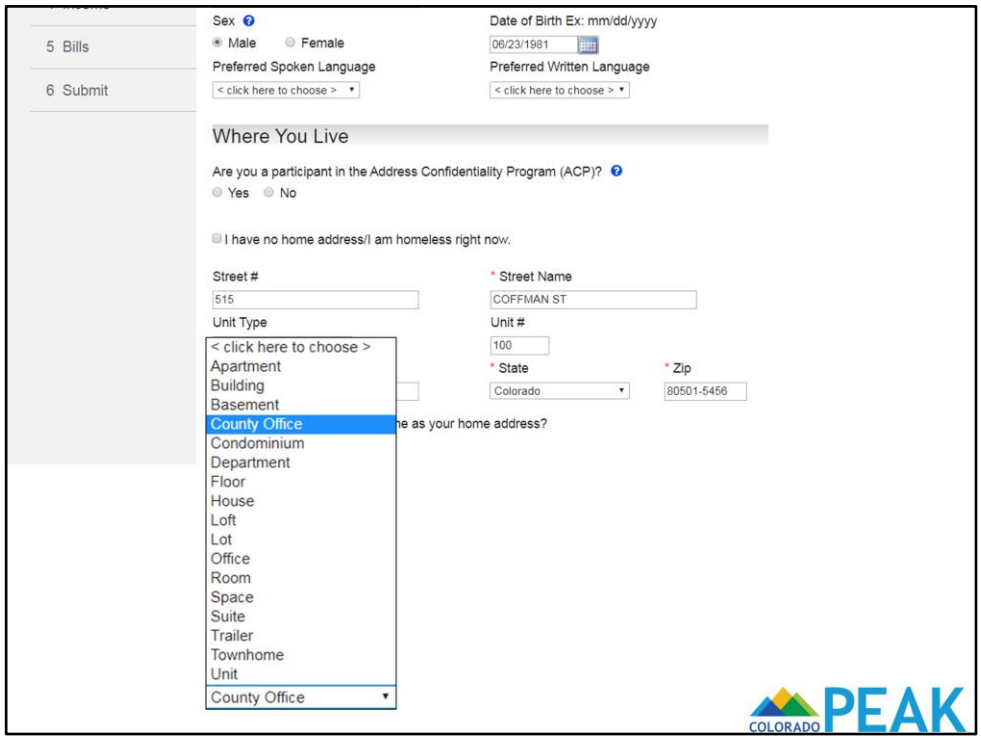
The PEAK Technical Support Center has instructions to help users make the web browser and/or operating system updates, if assistance is needed.

Address: Unit Type



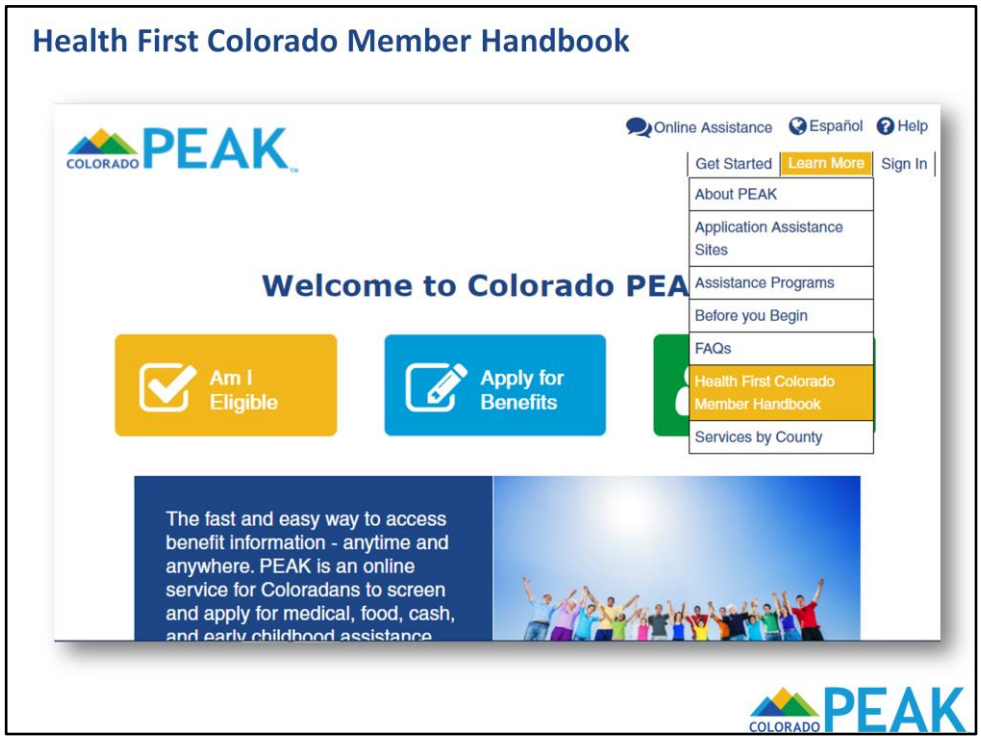
PEAK was not previously collecting individuals' "Unit Type" as part of their home and mailing addresses. This information was not mapping accurately into CBMS. A new field for Unit Type has been added to PEAK with values that match those in CBMS.

(list on next screen)

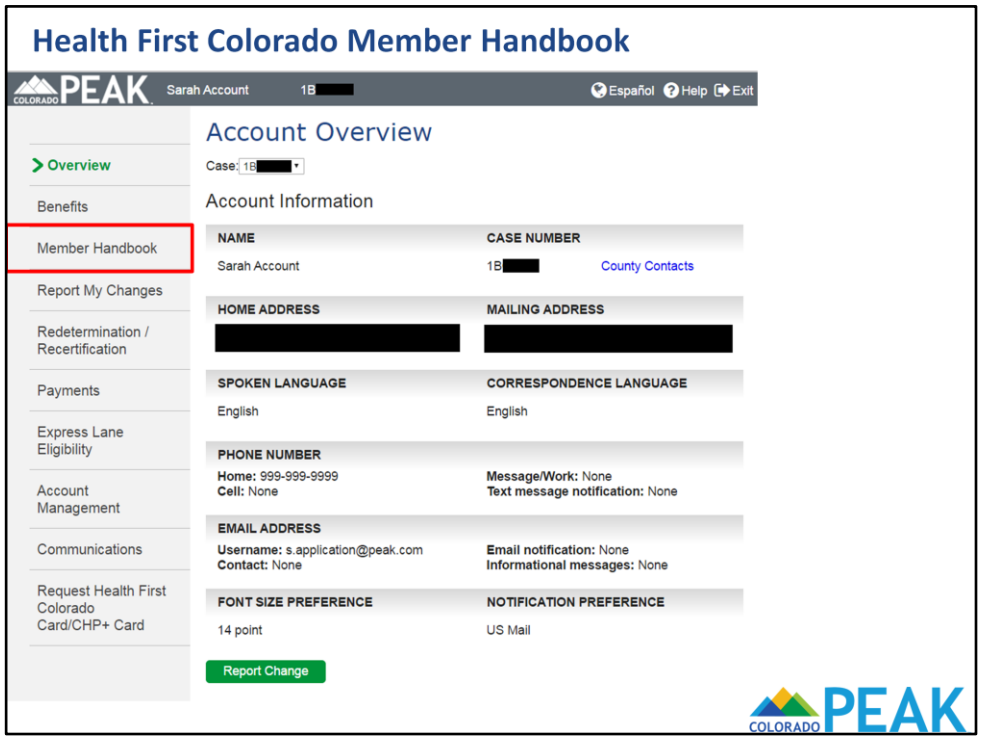


Here are the unit types available.

Health First Colorado Member Handbook

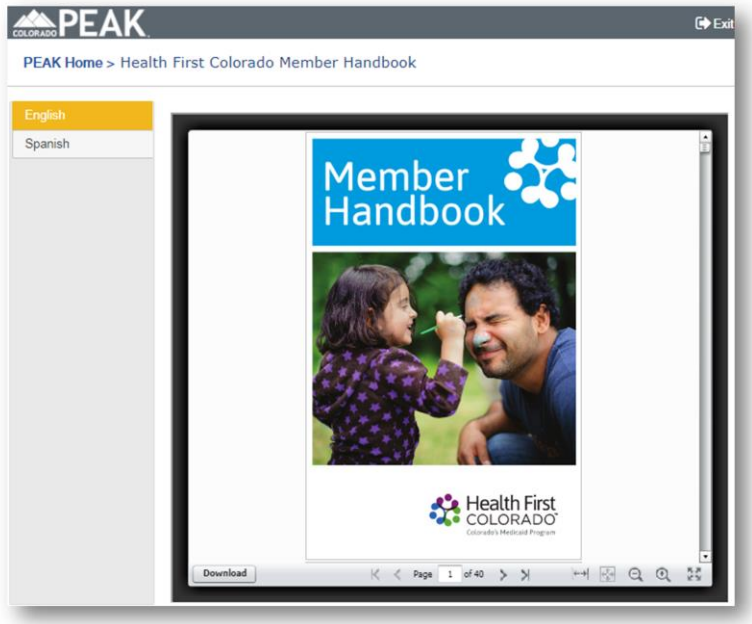


A Member Handbook is now available for Health First Colorado in the Learn More section of the PEAK Home page.



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.



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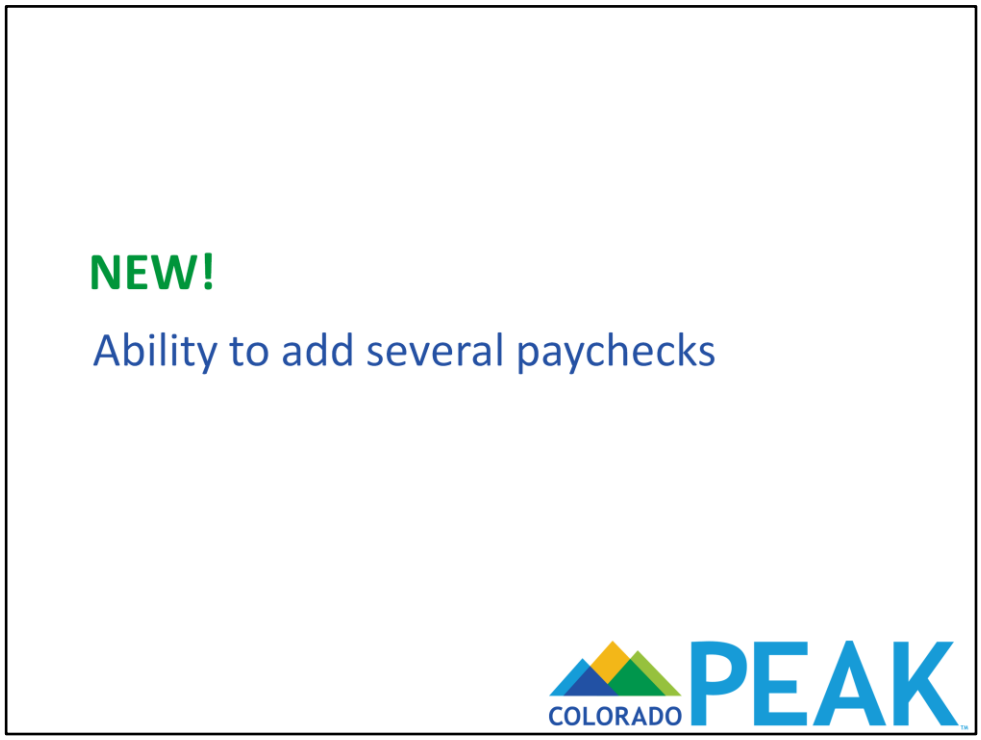
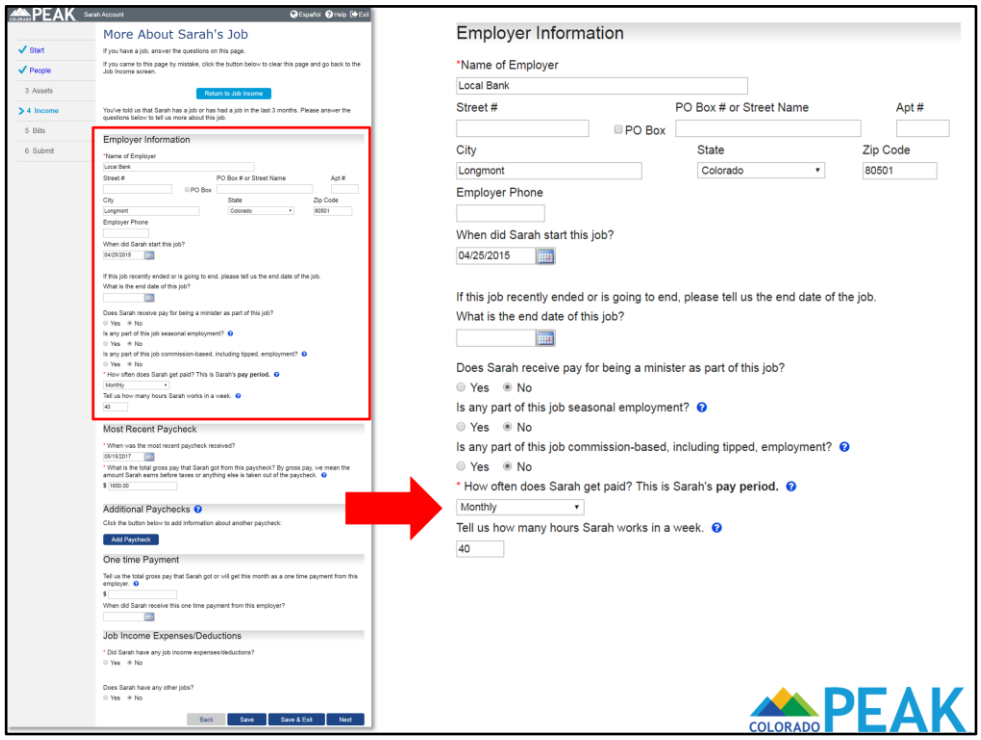


To better align with CBMS and to more accurately capture income information, there have been a few changes to the Job Income and Self-Employment Income page.

- 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.

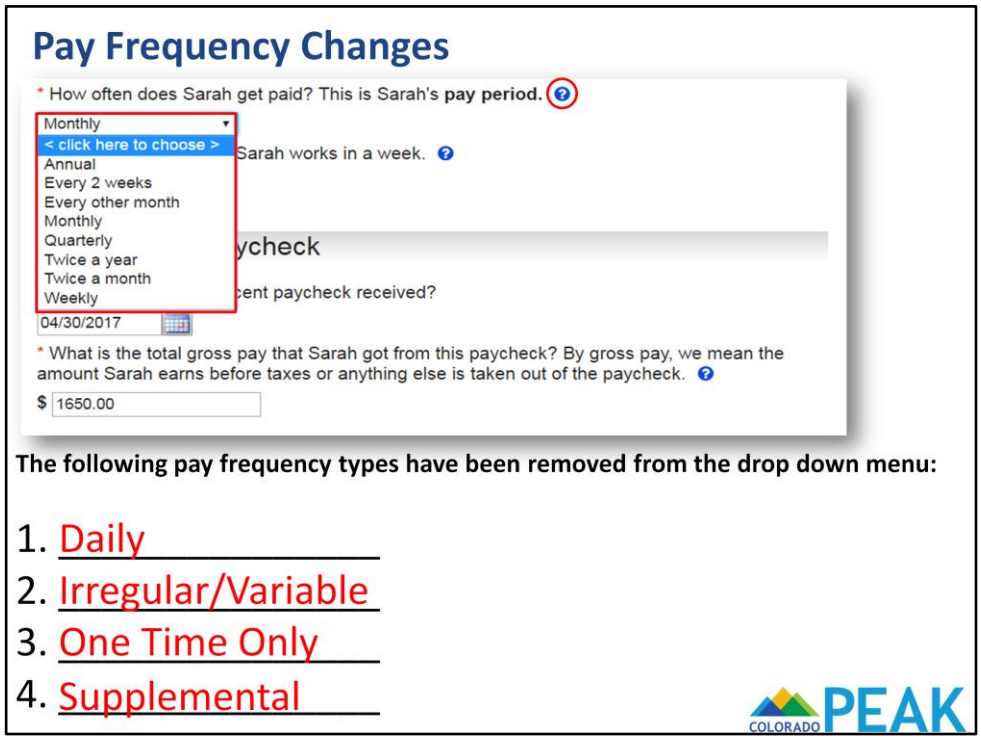
Note: This change is applicable to all programs. We are going to walk-through these changes next.



Before we go into these details, please know there there is a more in depth presentation on this and other changes in the Archives on peakoutreach.com

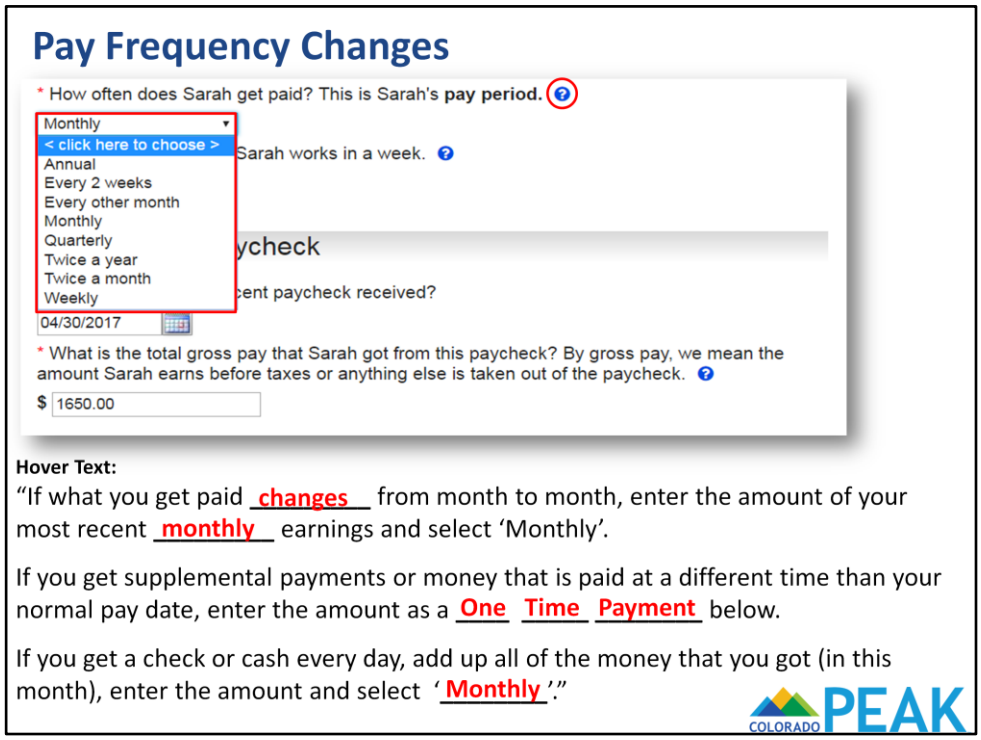
For those of you very familiar with PEAK, this page has been changed fairly significantly in terms of layout and where questions are now asked. We recommend filling this page out a little slower than usual to make sure all questions are completed accurately.

On the top half of the job details page, you will find a question that asks “how often does [this person] get paid?”



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

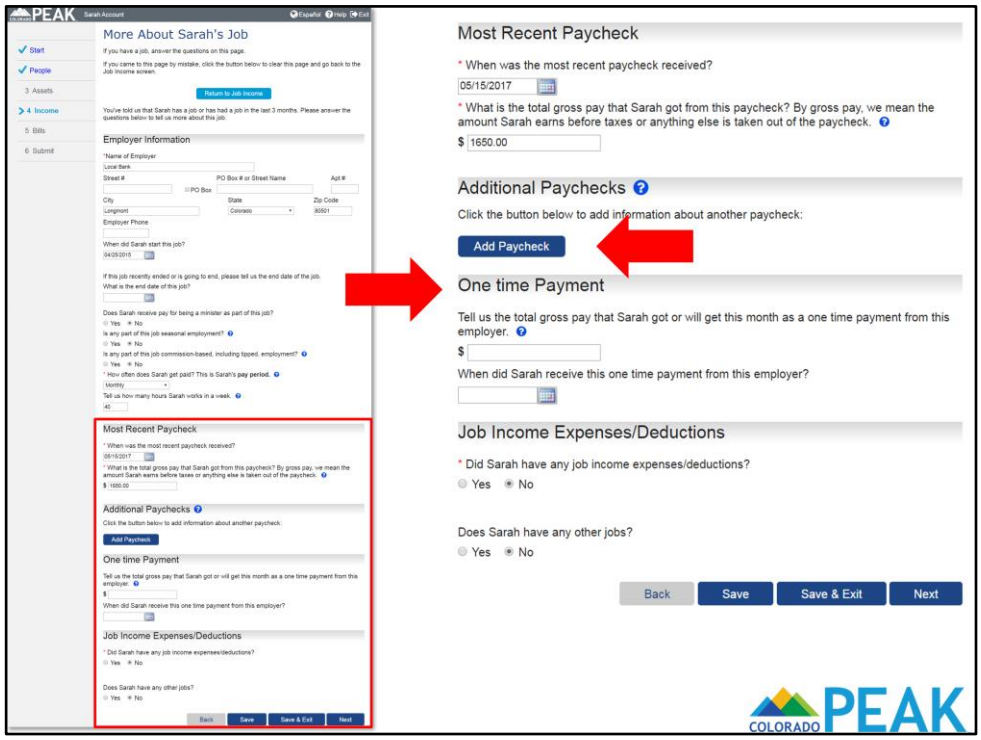
- One Time Only
- Supplemental
- Daily
- Irregular/Variable



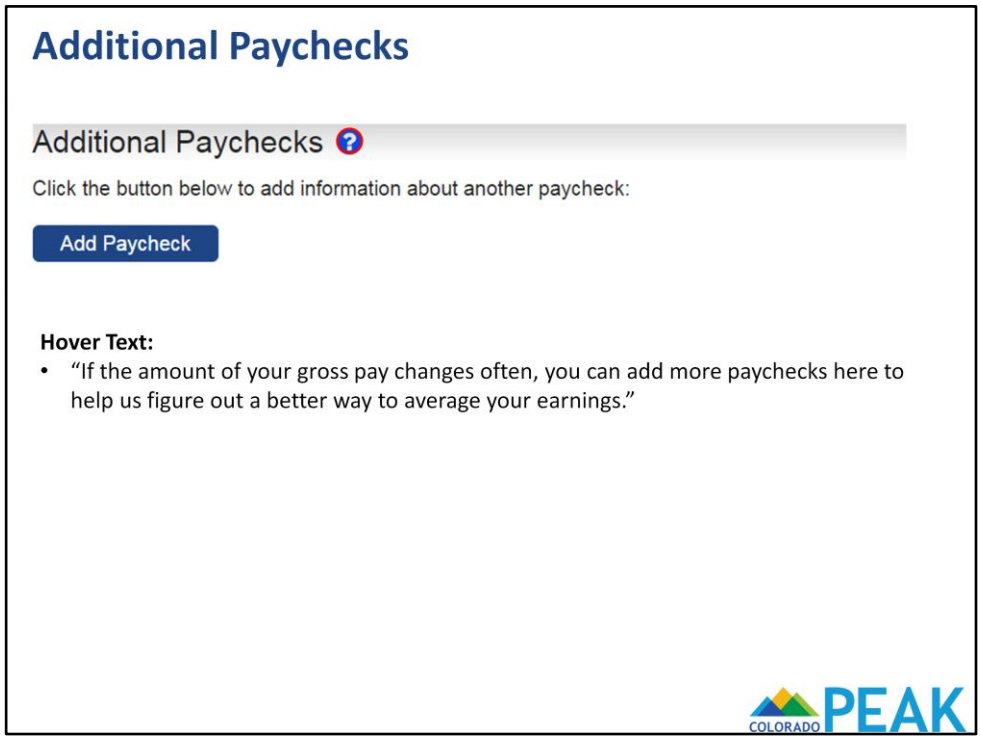
Hover Text has been added to the pay frequency question, which provides information for how to enter income if they have one of the removed types.

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**'."



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

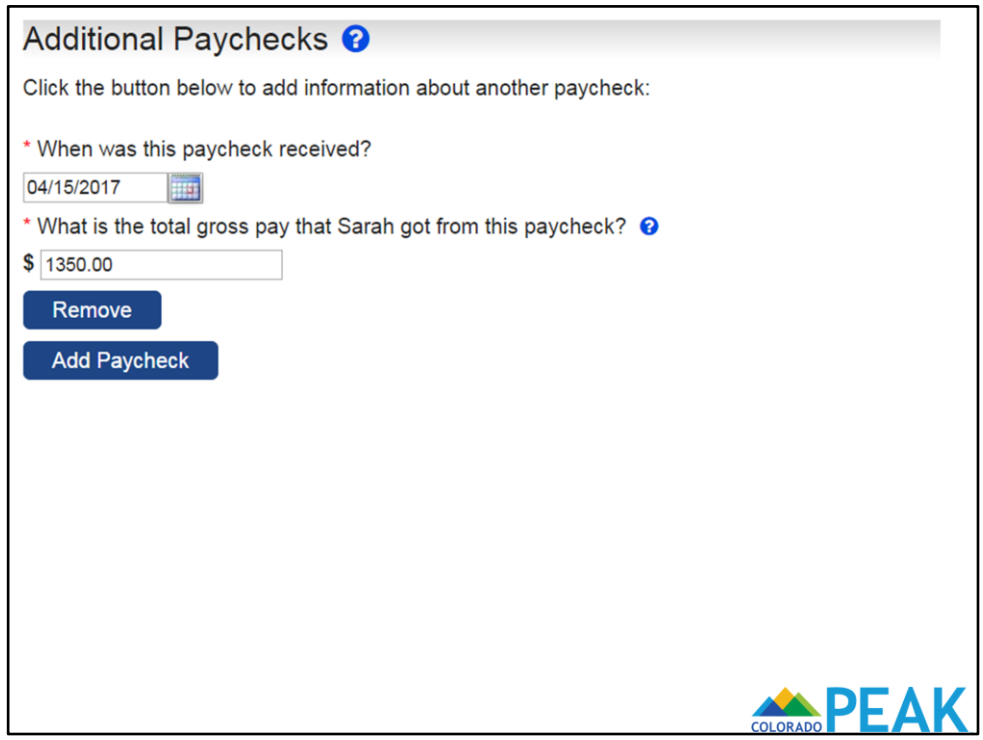


A new, dynamic Additional Paychecks section allows users to provide additional paycheck information, if they would like. This option is not required, but can be used to capture prior paycheck information that may be used when their gross pay varies from paycheck to paycheck.

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.



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

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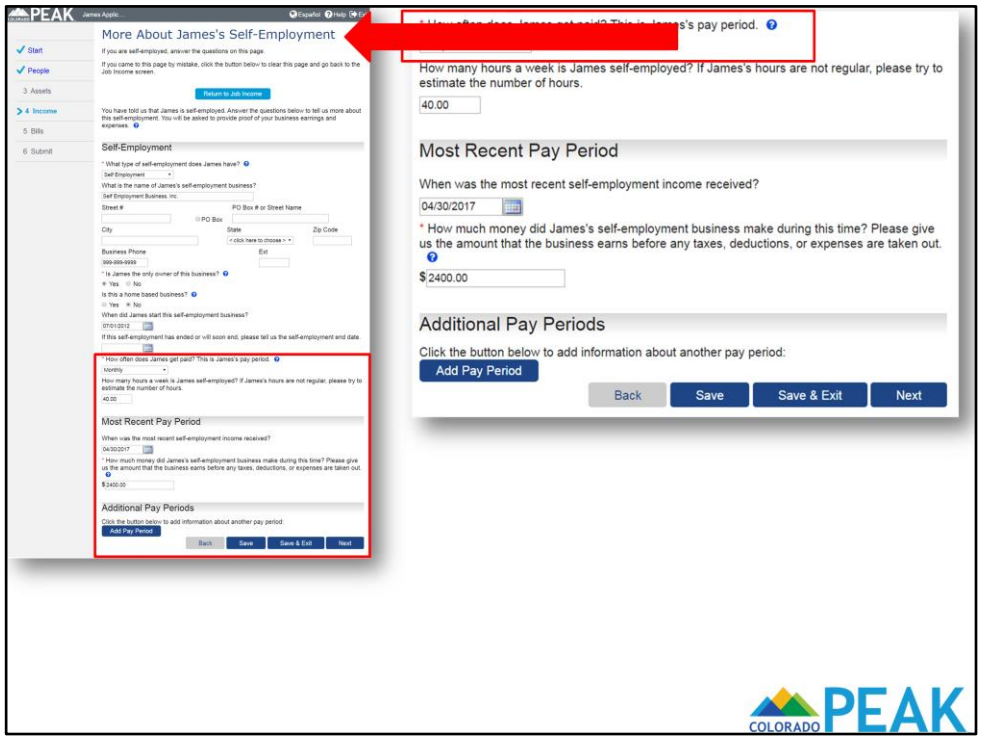
The maximum number of additional paychecks that can be added is dependent on the pay frequency indicated and the type of application.

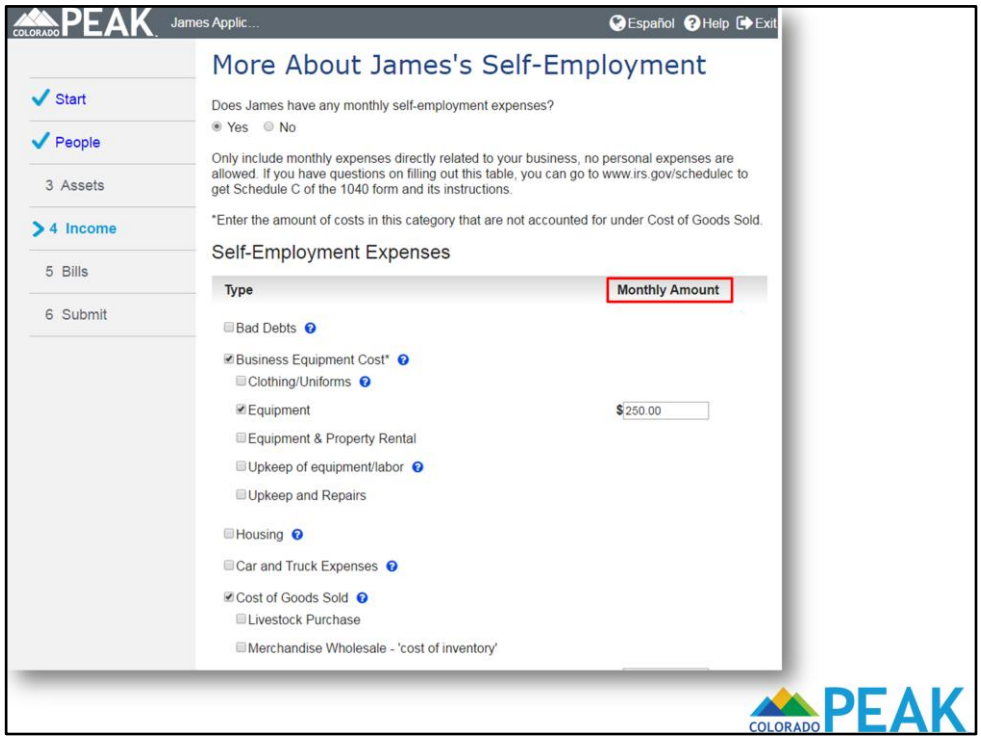
- For all applications that do not include Retroactive Medical Assistance, the maximum number of additional paychecks that can be added are indicated in the middle column.
- For applications that do include Retroactive Medical Assistance, the maximum number of additional paychecks that can be added is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

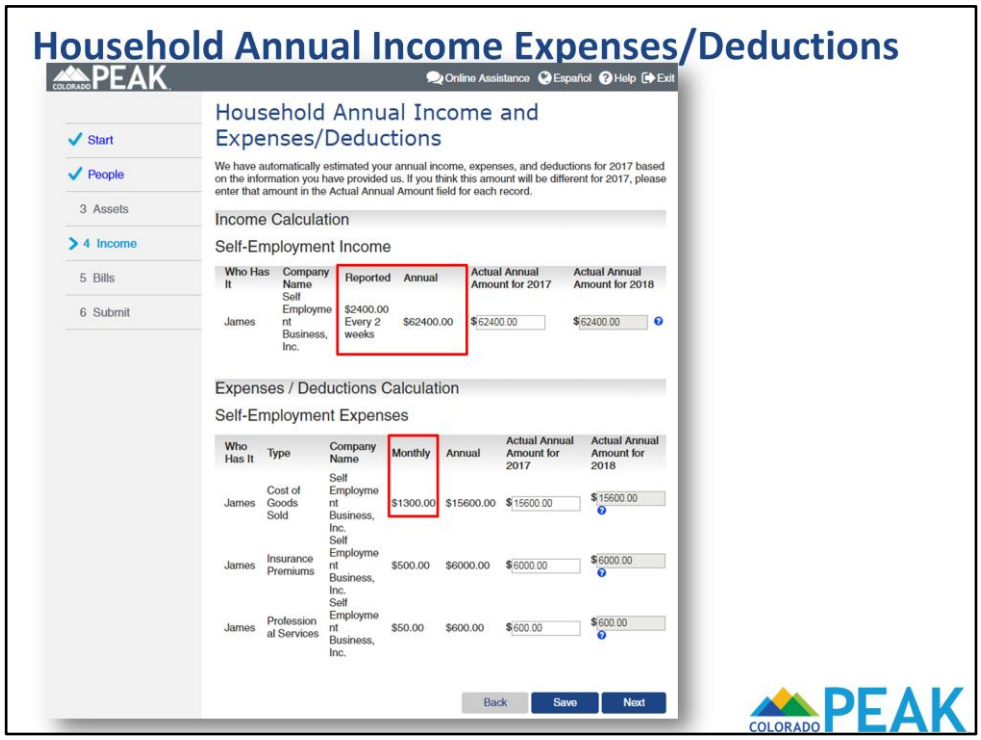


The same questions display on the Self-Employment detail page. On the lower portion of the page, a new question prompts How often does [the business owner] get paid? It is trying to capture how often the business gets paid. Bear in mind, business expenses will only be captured on a monthly basis.

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



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

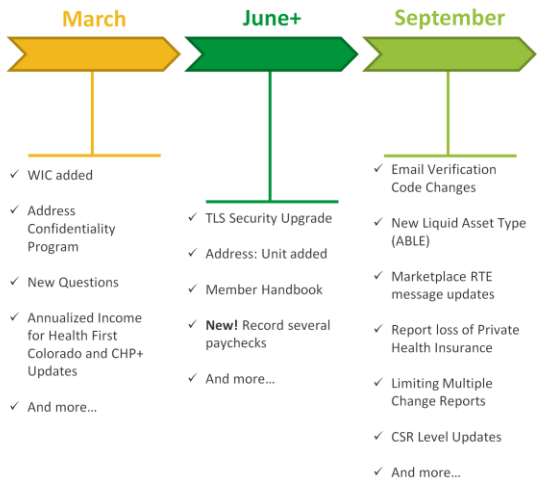


As always, it is a best practice to review Actual Annual Income and update, if necessary. You will not see the additional paychecks captured on this page, you will only see the most recent paycheck.

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



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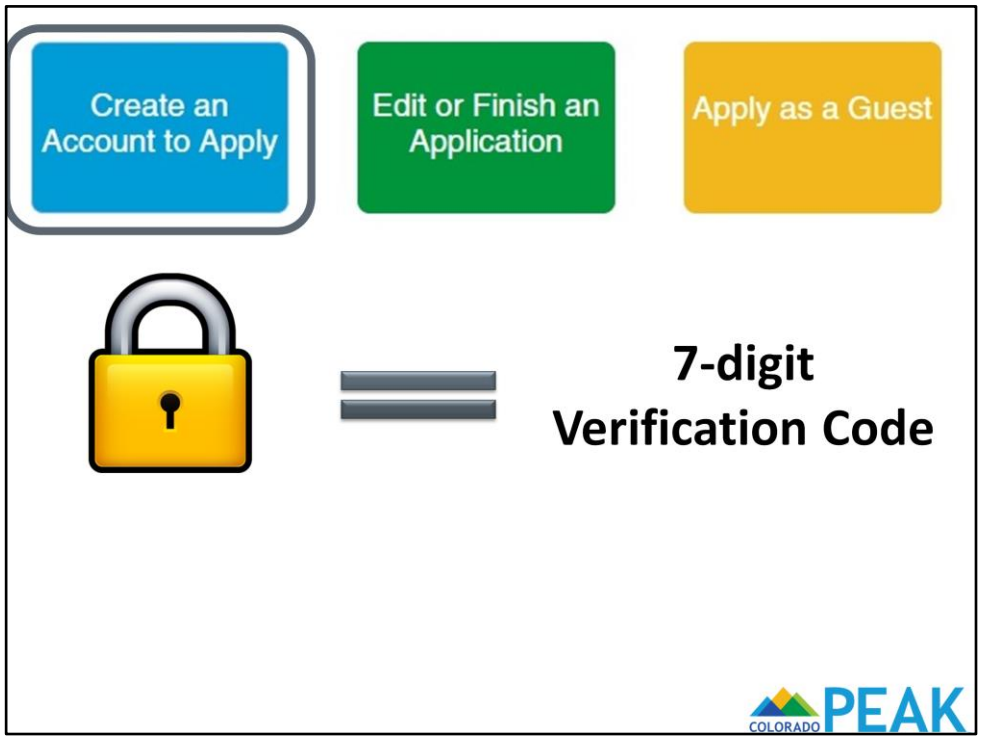
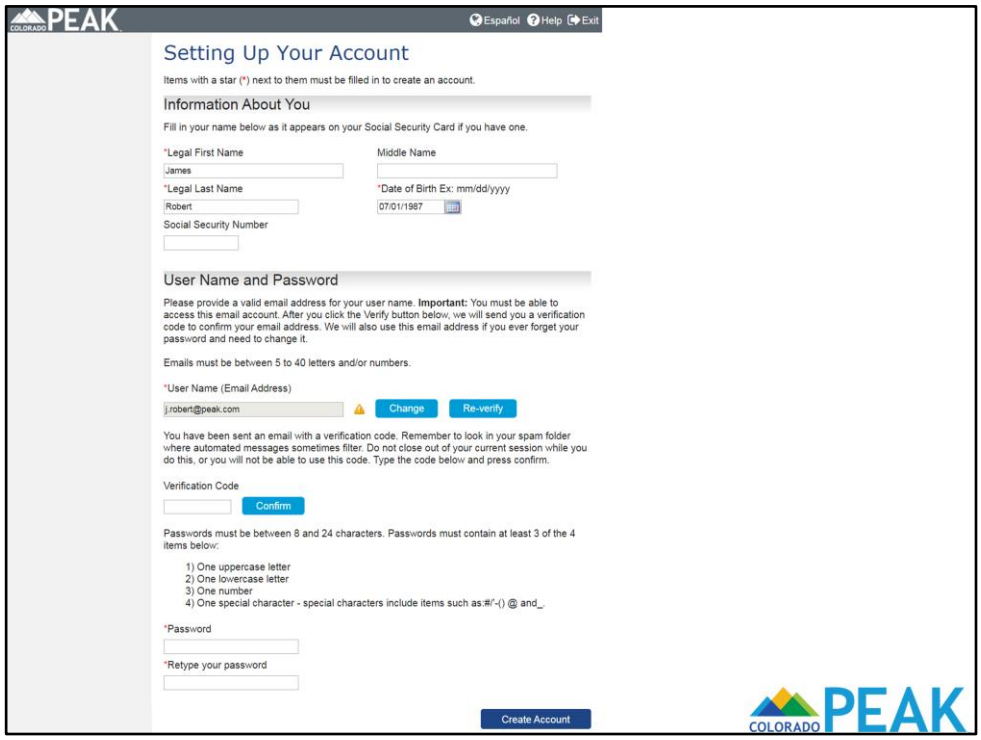
Account Creation: Verification Code

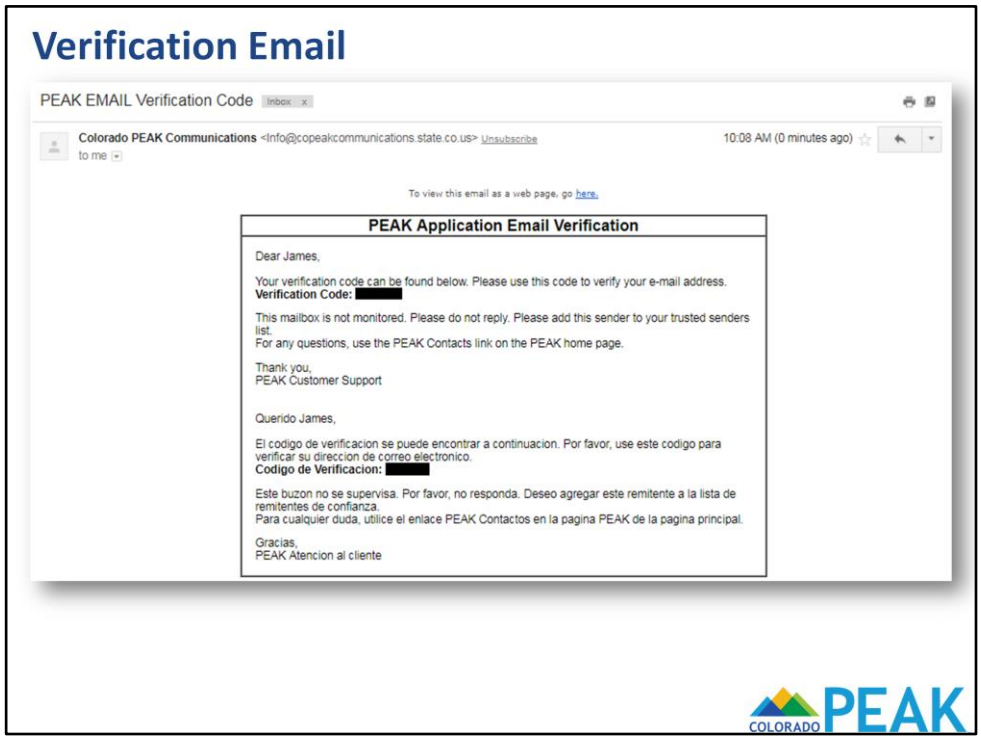


As an enhanced security measure, when an account is created with a valid email address, users will now receive a random **7 digit** verification code to verify their email address.



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.

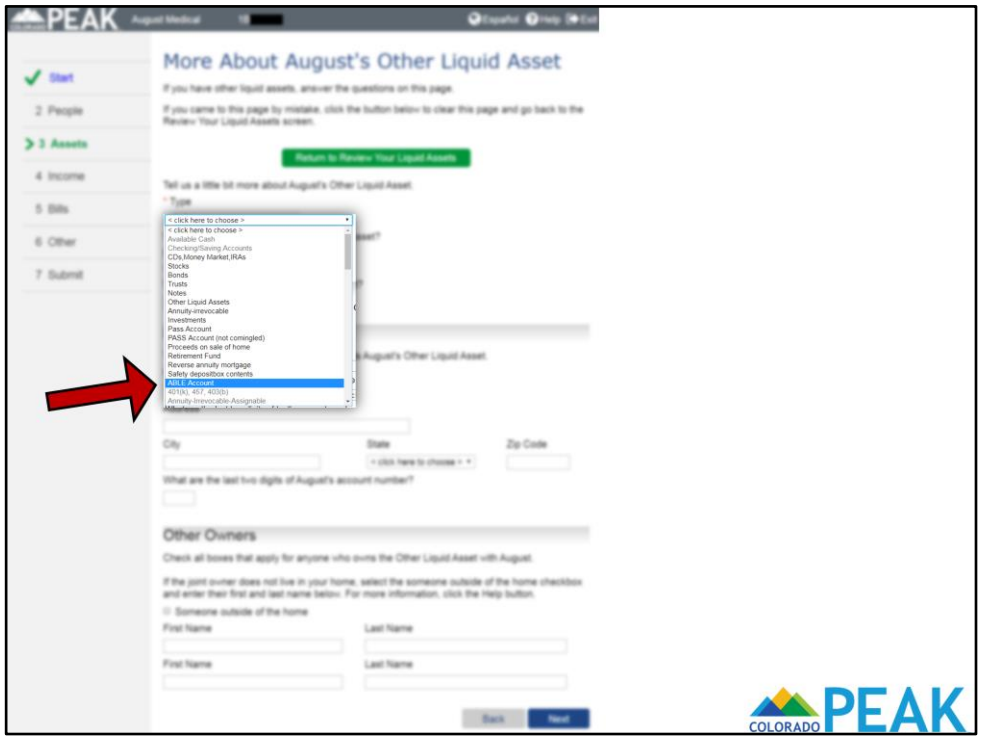


Here is an example of the verification email. The email will be sent from Colorado PEAK Communications (info@copeakcommunications.state.co.us).

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

New Other Liquid Asset Type

- Achieving a Better Life Experience (ABLE) Account

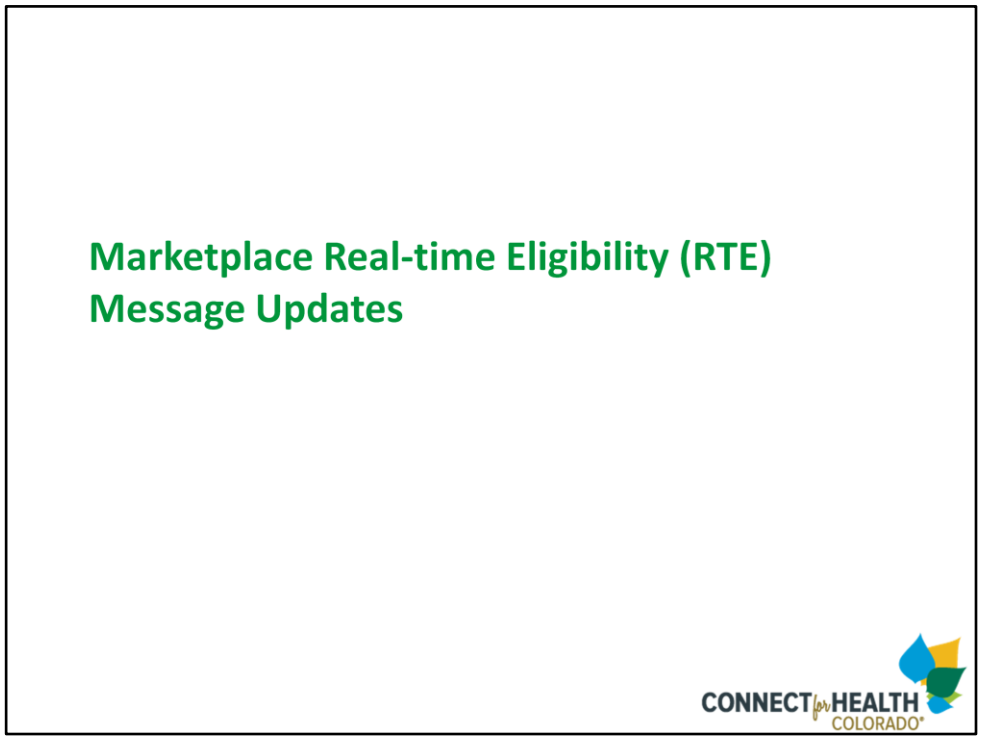


In Apply for Benefits and Report My changes, a new Other Liquid Asset type has been added, called ABLE. ABLE stands for Achieving a Better Life Experience and has been added to applications that include Medical Assistance. When ABLE Account is selected, additional fields will display to gather more information.

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.

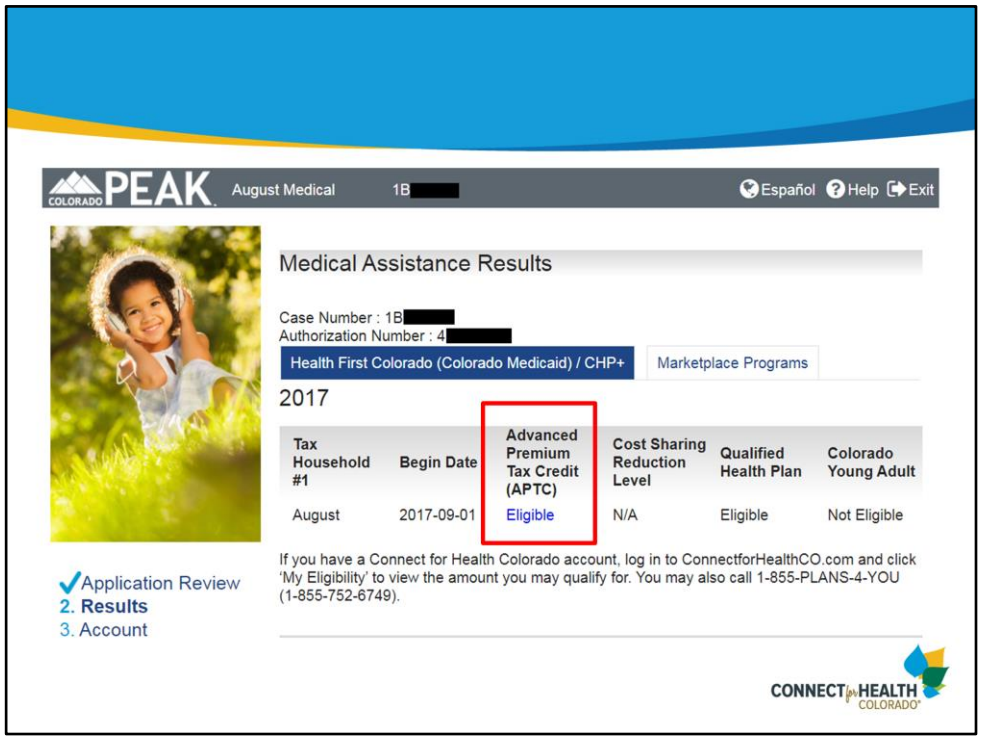
To summarize - ABLE accounts help disabled individuals save, while preserving their SSI and Medicaid.

For more information you can visit www.coloradoABLE.org

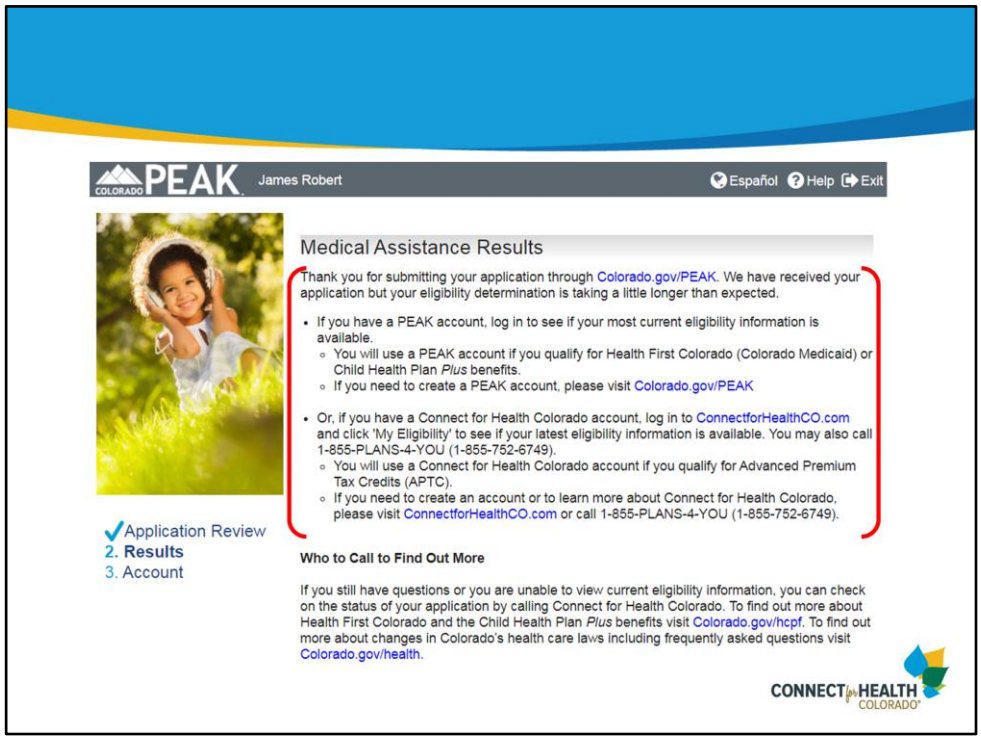


TURN IT OVER TO IAN FOR MARKETPLACE RTE UPDATES

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.

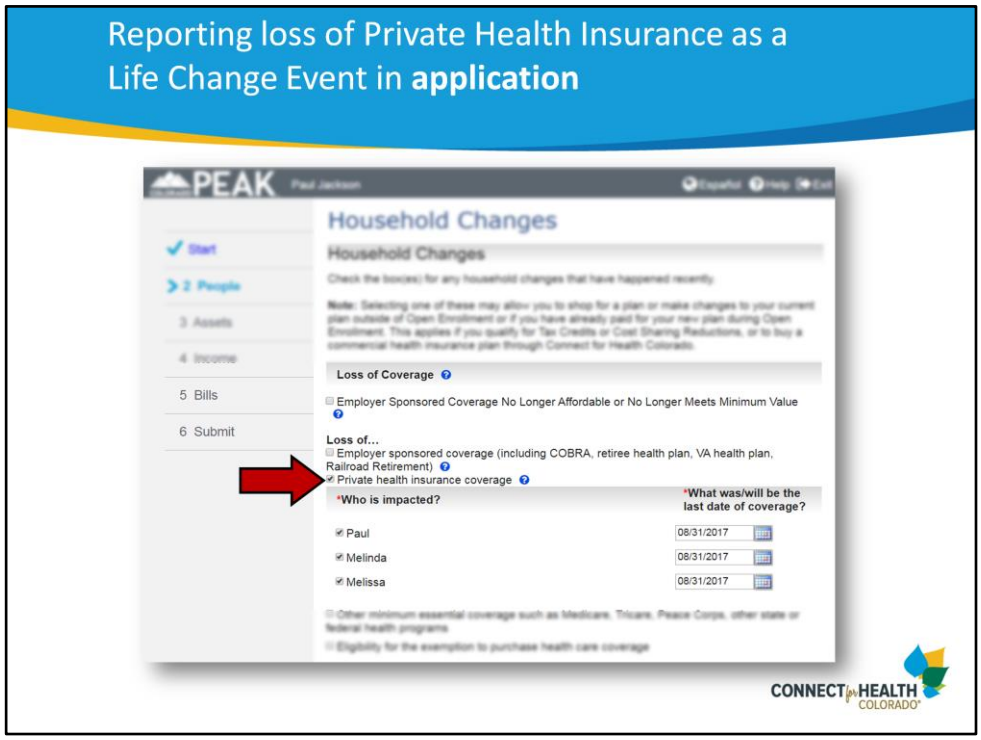


When someone receives RTE, but the system was unable to calculate the amount of APTC, you will simply see the word “Eligible”. There will not be a dollar amount shown, and further instruction will be provided to check your Connect for Health Colorado account to find out more.

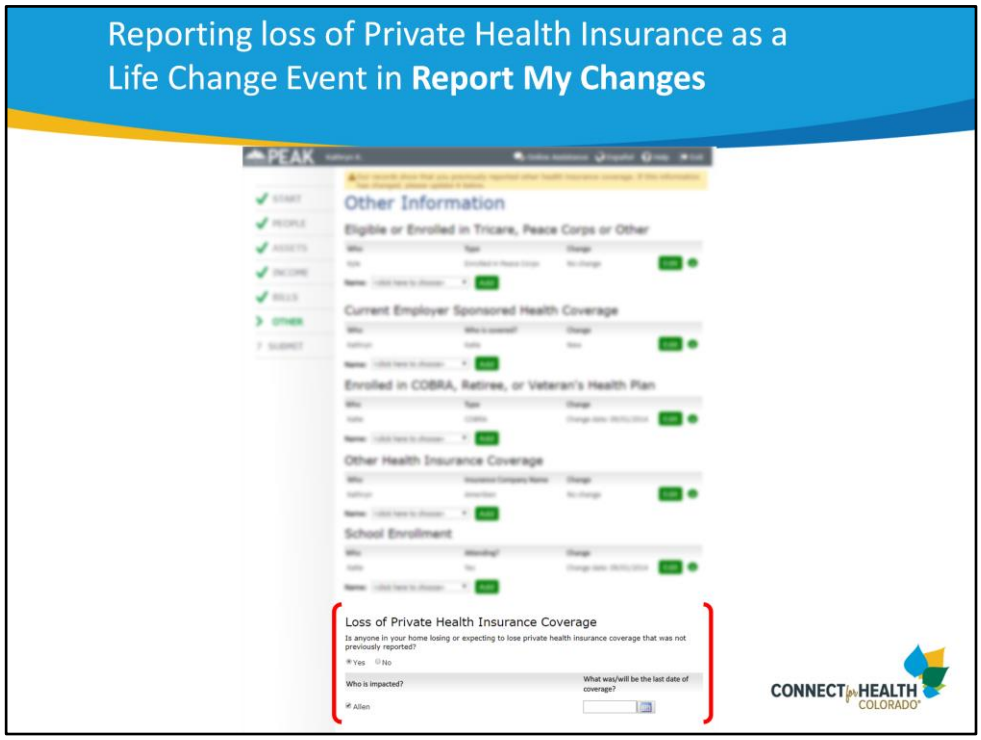


If RTE is not determined, the results page will state that, and provide instruction for what to do next.

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.

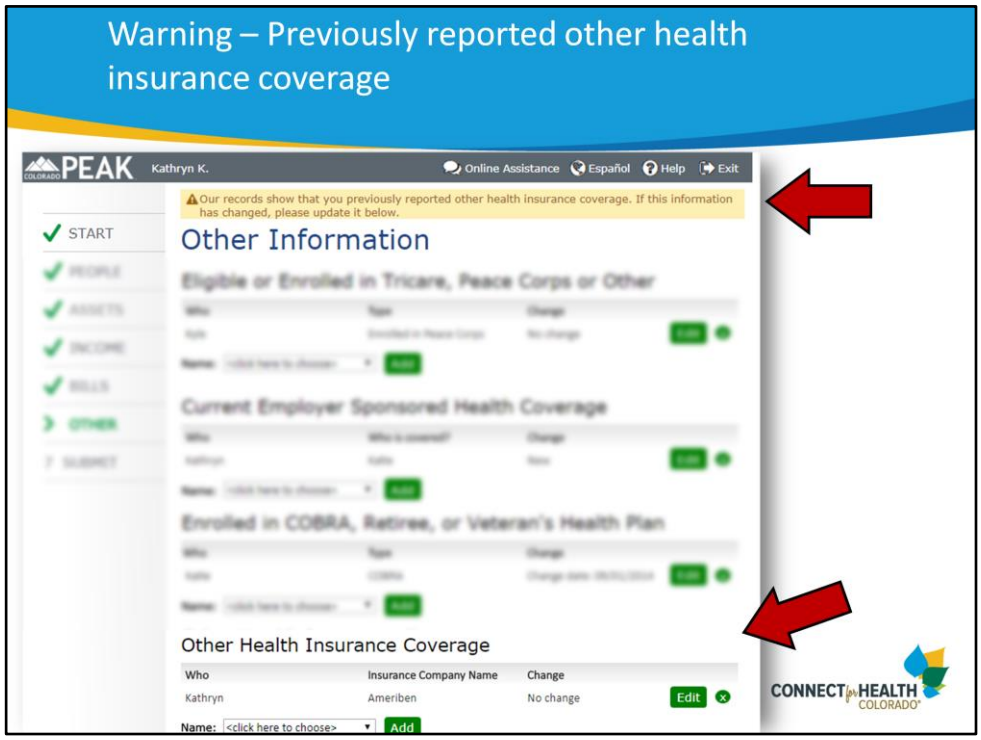


Apply for Benefits:
A new checkbox labeled “Private health insurance coverage” will be added to the “Loss of Coverage” section on the Household Changes page. You must report the date that coverage was or will be lost, and dates can only be entered up to 60 days in the past or future.



Report My Changes (or Recertifications)

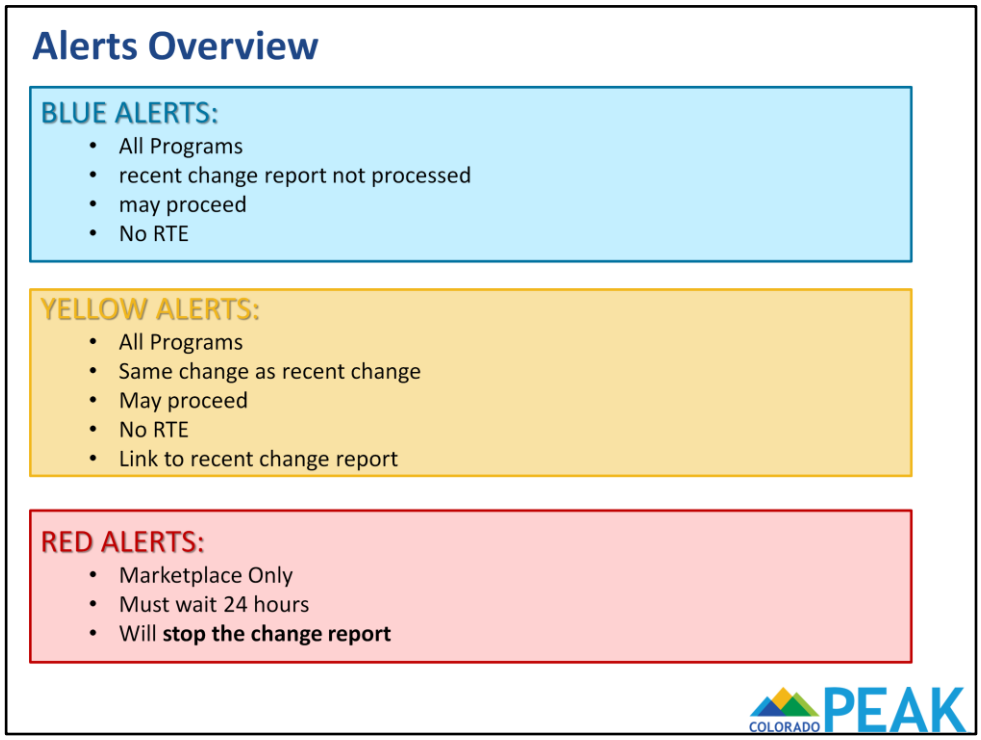
A new section titled “Loss of Private Health Insurance Coverage” will be added to the Other Information page. Here you may select who is impacted and the date the coverage was or will be lost. (again 60 days past or future)



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

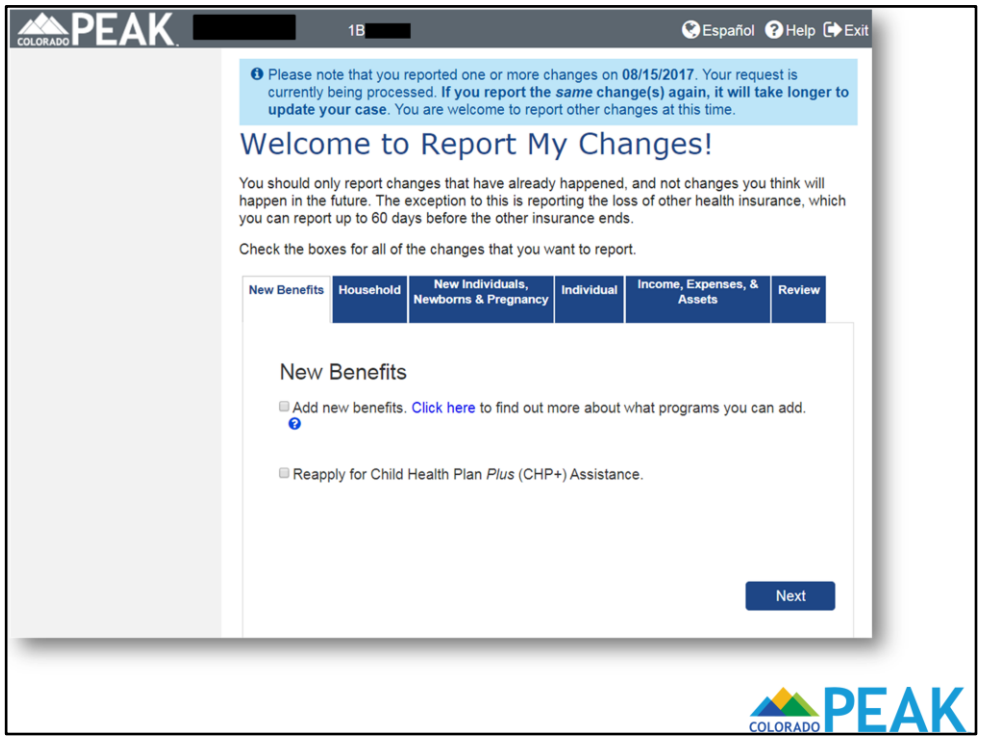
"Our records show that you previously reported other health insurance coverage. If this information has changed, please update it below."

Limiting Multiple Change Reports



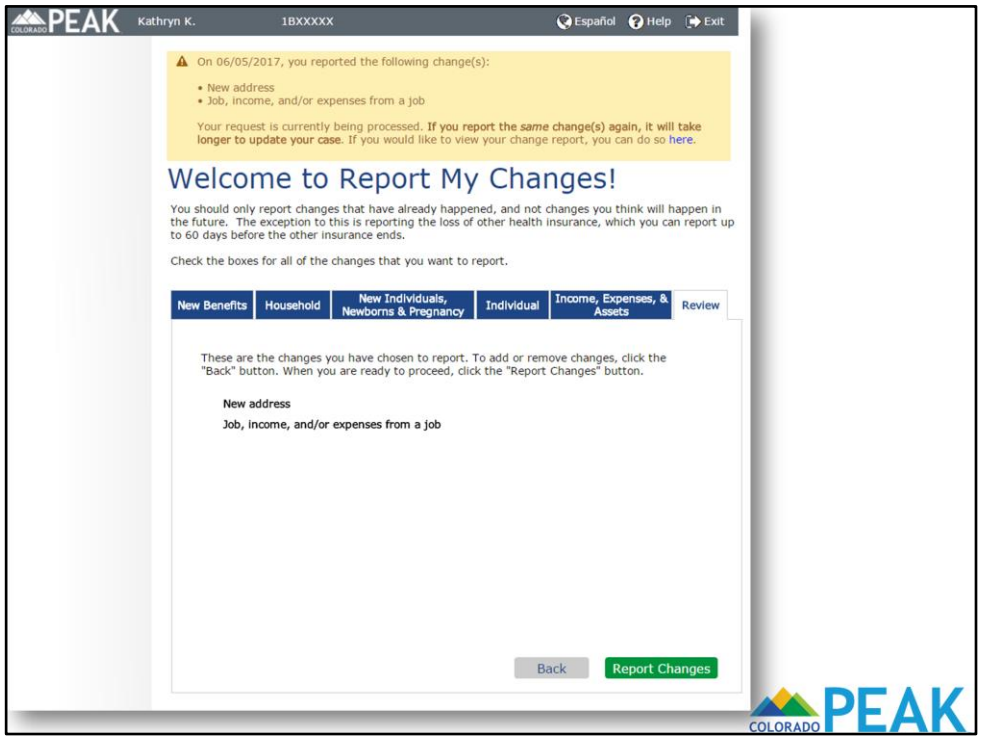
There are three different messages – color-coded as blue, yellow and red. This graphic illustrates when a given message will display.
Most importantly, Marketplace users trying to submit the same change in a 24-hour period will receive a red message that they will not be able to submit the change – because 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…



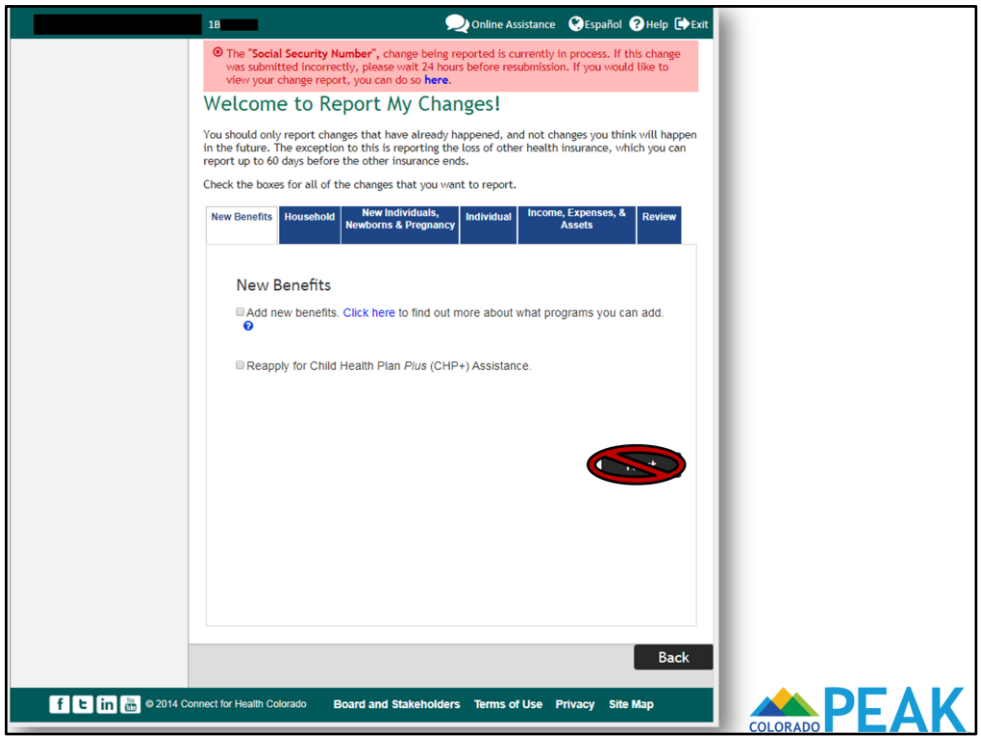
A blue message will display when there are ***any*** unprocessed change reports. This message alerts the user that their recently reported change has not yet been processed.

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.



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.



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

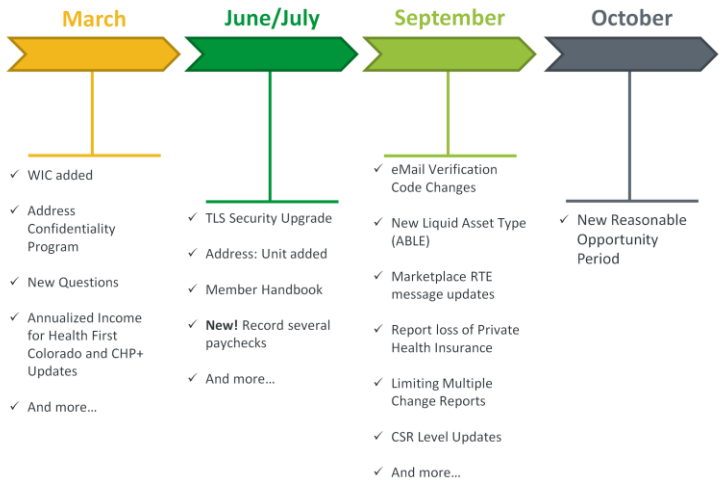
Connect for Health Colorado has updated the Cost-Sharing Reduction (CSR) levels for non-citizen individuals under the 5-year bar (noted below in red). This means that an applicant will no longer require an override to approve CSR benefits if the customer's Federal Poverty Level (FPL) is between 150-250%.

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)

CONNECT for HEALTH COLORADO

2016-2017 PEAK Enhancements

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



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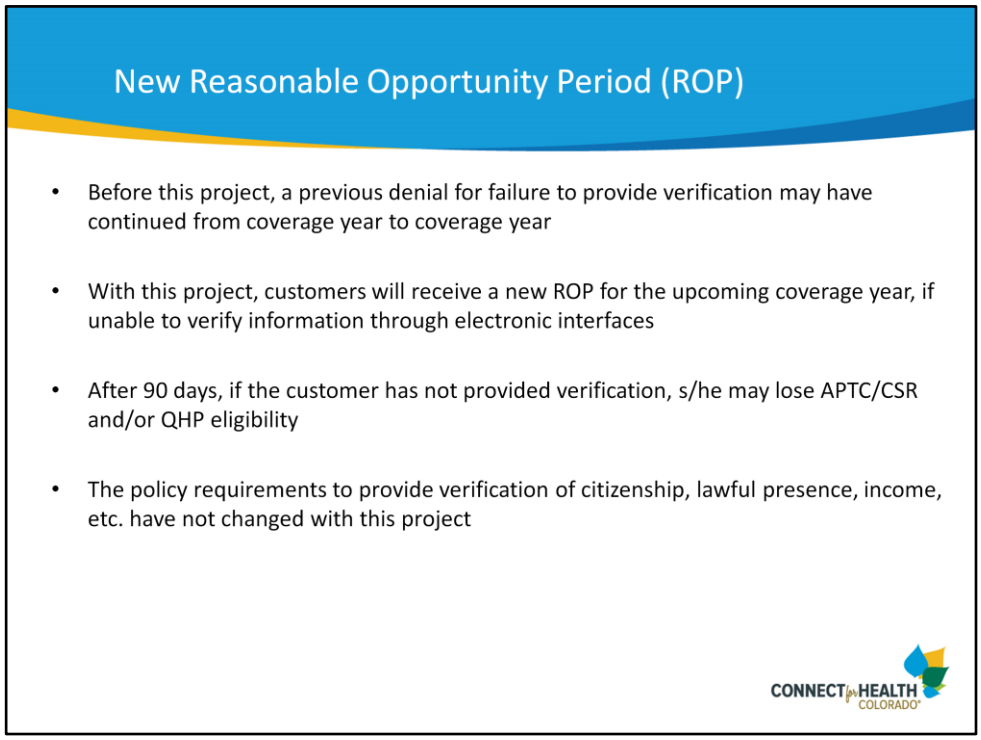
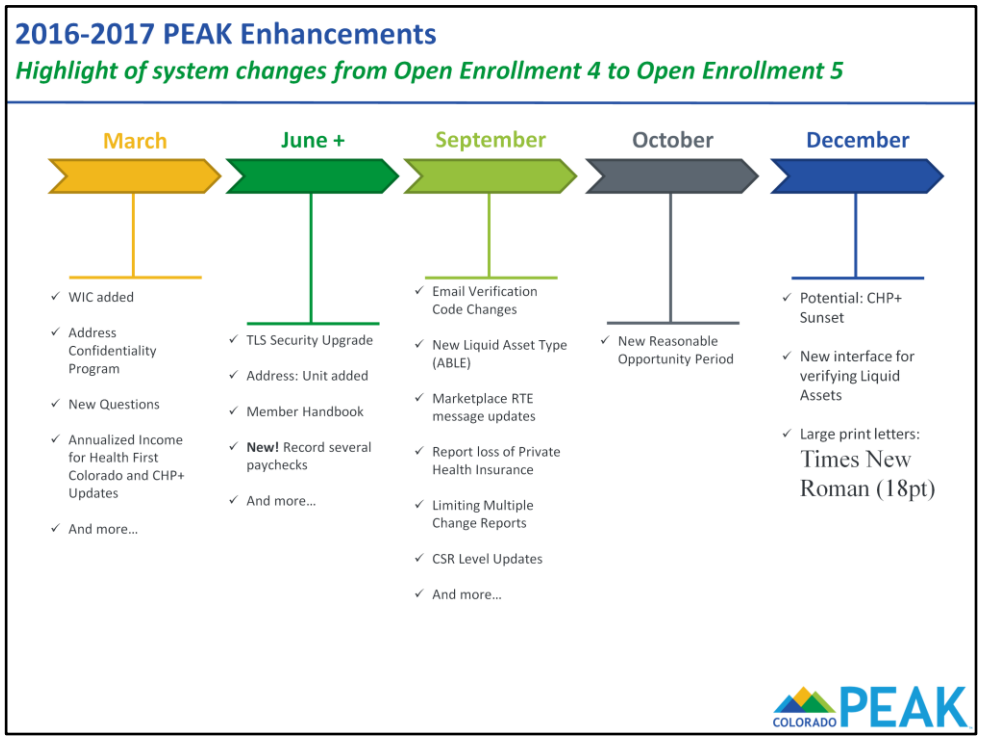


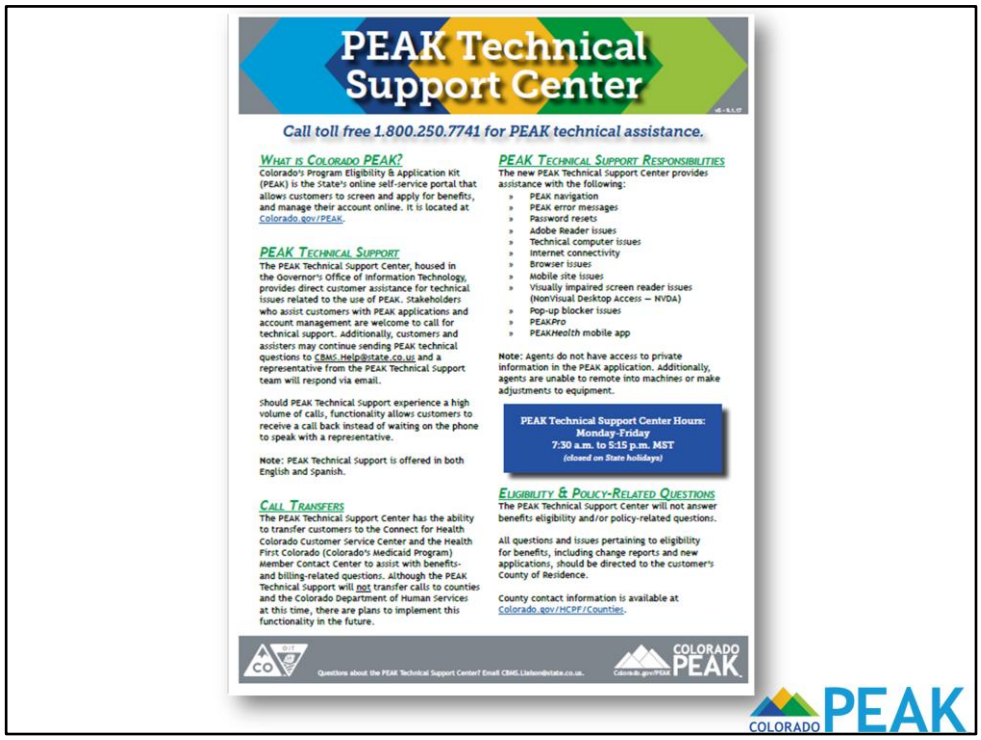
A quick reminder about the verification process:
When determining eligibility for a customer, if Connect for Health Colorado is unable to verify the self-attested information provided by an applicant, or if the information received from an electronic verification source doesn't match the self-attested 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 (NonVisual 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.

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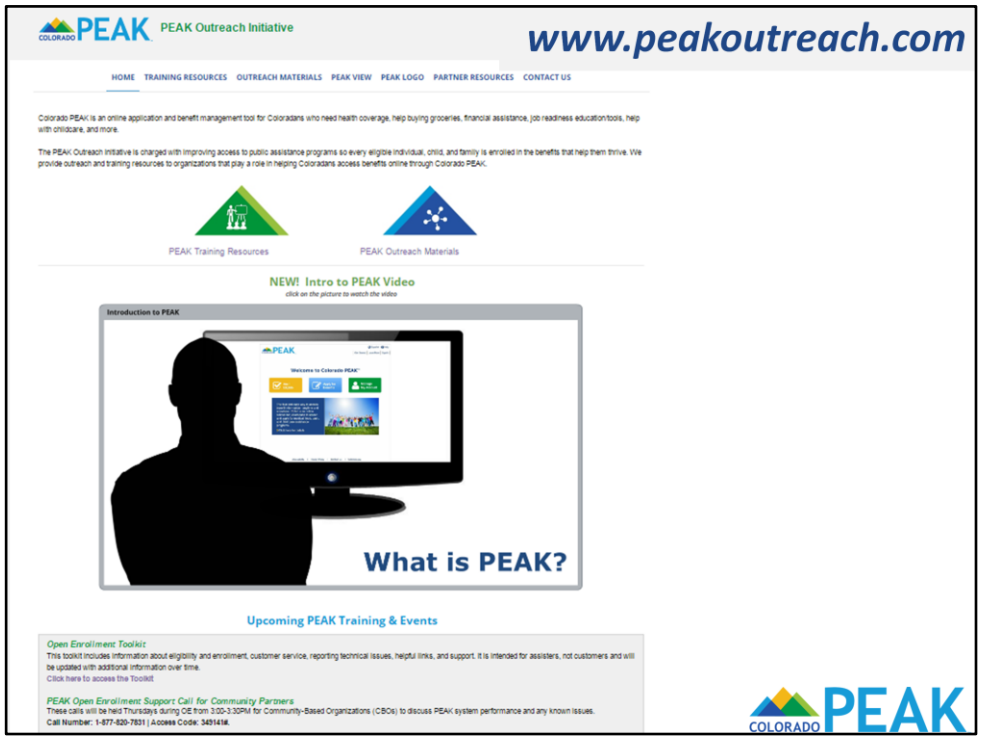
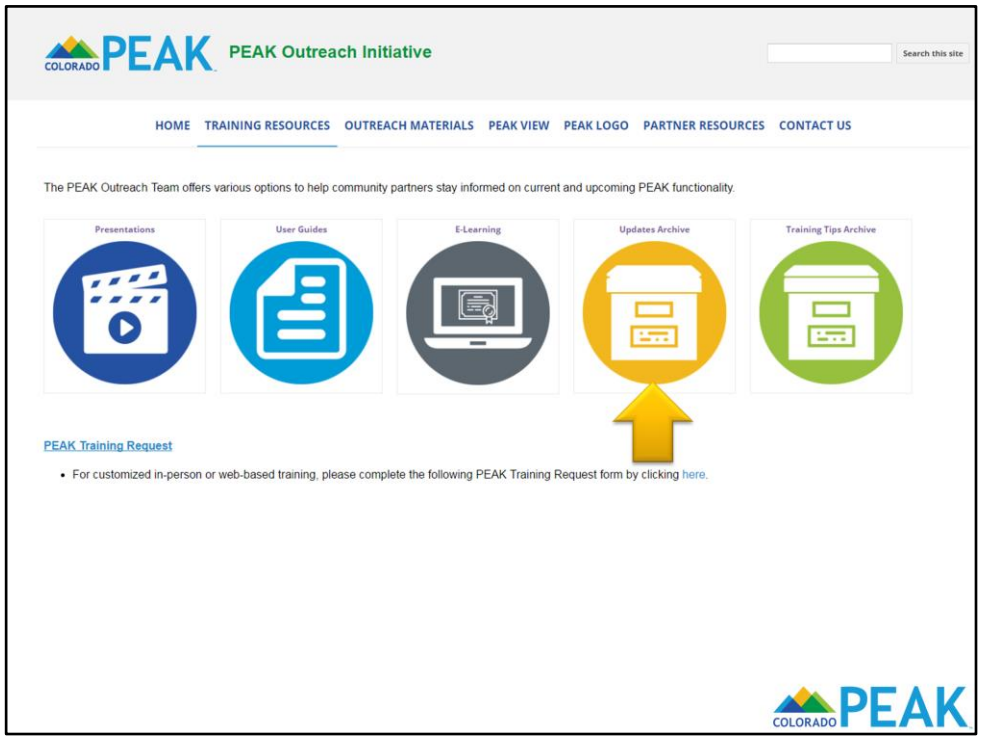
You all have received a handout in your folder to help distinguish who to call for what.



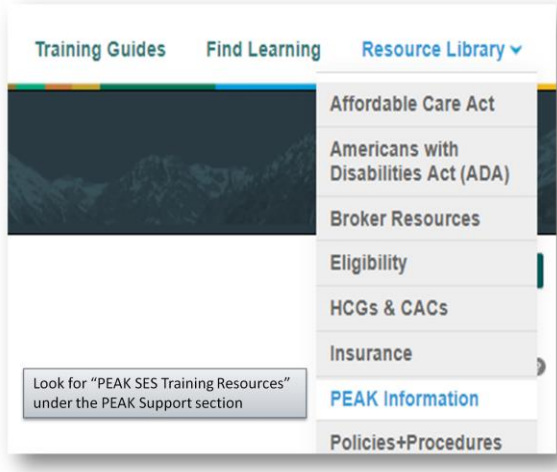
Our website where you can find information and resources designed to support your use of PEAK: www.peakoutreach.com



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/



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CONTACT US

www.peakoutreach.com

peakoutreach@bouldercounty.org

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