

PEAK | CBMS

June 2015 Enhancements for Community Partners

Employee Benefits Division • Food Assistance • Medical Assistance

On Sunday, June 28, 2015, numerous enhancements will be made across CBMS and PEAK to decrease application processing times, reduce errors, and improve the overall user and customer experience. The following information is a high-level overview of the CBMS and PEAK enhancements and the impact they might have on counties.

Note: The projects listed in this document are scheduled for the June 2015 Build. Testing is still in progress as of June 17, 2015. Projects are subject to change.

HELPFUL LINKS

PEAK Outreach Initiative - Training & Materials:

➔ www.peakoutreach.com

Department of Health Care Policy & Financing - Training & Materials:

➔ www.colorado.gov/hcpf/eligibility-partners

Report technical issues to:

➔ CBMS.Help@state.co.us

TRAINING

PEAK Outreach Initiative Webinars: Provide detailed information on the enhancements to PEAK functionality that will go live on June 21.

Thursday, June 18, 2015 | 2-3 p.m.

➔ Register at <https://cc.readytalk.com/cc/s/registrations/new?cid=leo2lke3bp07>

Monday, June 22, 2015 | 9-10 a.m.

➔ Register at <https://cc.readytalk.com/cc/s/registrations/new?cid=bwrtc28k91lq>

ADDITIONAL SUPPORT

Post-Build Call: Summary of System Performance and Known Issues for Community Partners.

Thursday, June 25, 2015 | 3-3:45 p.m.

➔ Conference Line: 720.279.0026 (Local) or 1.877.820.7831 (Long Distance) | Passcode: 349141#

PROJECT

EMPLOYEE BENEFITS

Colorado Works - Workforce Development Update to Student Detail and Plan

In order to be in compliance with federal law, there will be new information gathered about the highest level of education completed by TANF recipients.

Transitional Food Assistance for Colorado Works

When a family's household income increases and they become ineligible for Colorado Works continued basic cash assistance benefits (TANF), they will continue to be eligible for Food Assistance for up to five months at the prior benefit amount (before their income increased) to provide them more stability during this transitional period.

FOOD ASSISTANCE

CDHS Updates to Client Correspondence

Food Assistance notices will explain to clients that applications received after the 15th of the month will issue both the partial and the first full-month benefits at the same time. When Expedited Food Assistance is approved but documentation is still needed, clients will receive a notice explaining their responsibility to provide additional proof and how their benefits may be impacted.

Farm Bill Disqualification Updates to PEAK and CBMS

With 2014 Farm Bill legislation, Food Assistance is required to add questions to the PEAK online application and recertification. If an individual in the household declares that he or she is not in compliance with the terms of a conviction, Food Assistance will deny the individual for benefits while still counting his or her resources and income.

Judgment Claims

Claims generated for overpayment of Adult Financial, Colorado Works, and/or Food Assistance benefits will be improved to prevent incorrect income tax interception and benefit recoupment.

MEDICAL ASSISTANCE

"5-Year Bar" Non-Citizen Update for Legal Permanent Residents

Effective July 1, 2015, the five-year U.S. residency bar will be lifted for legally present immigrants. Pregnant women of any age may qualify for Child Health Plan *Plus* (CHP+) Prenatal, and children under the age of 19 may qualify for CHP+ and Medicaid if all other eligibility criteria is met.

Marital Status Modification

The logic for Medical Assistance (certain Non-MAGI categories) will be modified to not consider the income and/or resources of the applicant's spouse based on marital status and whether spouse is in the home or not.

Medical Card File Transfer

Starting July 1, 2015, Medical Cards will be printed on thick card stock and will no longer have a magnetic strip. Cards printed previously will continue to be valid.

PEAK Call Center Enhancements

The PEAK mobile site will be enhanced so that users can submit questions online and access chat functionality for Medical Assistance.

PEAK Online Payment Information

PEAK will be updated to enhance how clients pay CHP+ enrollment fees and Buy-In premium payments online. It will also provide a more detailed payment record for consumers/clients who have made payments.

PROJECT

PEAK Redesign and User Experience Updates

The overall design of the PEAK website will be updated in order to improve and enhance the customer/client experience. The printable application PDF has been redesigned. This project does not change PEAK functionality. FAQs will be available on the PEAK website.

PEAKHealth Campaign Messages

To enhance the client experience, the PEAKHealth application will be updated to allow users to rate health tips, mark providers as favorites, and report inaccurate data in the provider locator feature.

Shared Eligibility System Updates

This project will improve the Shared Eligibility System (SES) by:

- Allowing client correspondence for a Medical Assistance/Advanced Premium Tax Credits household to be sent to an authorized representative
- Allowing individuals to report Life Change Events for the loss of Minimum Essential Coverage up to 60 days in advance of the coverage ending
- Changing some Medical Assistance/Advanced Premium Tax Credits correspondence and SES changes based on Work Study income and expenses

Verification Checklist Updates

To lessen the chances for confusion to the applicant, wording will be added to the Verification Checklist (VCL) that explains in more detail what type of information is needed. The first page of the VCL will also be made dynamic to display certain information based on the case programs.

