



PEAK Application Enhancements effective December 6, 2013

The Department of Health Care Policy and Financing has made additional upgrades effective December 6, 2013 to the PEAK application for Medical Assistance programs. The upgrades are part of a series of changes to streamline the application process and improve the user experience. The recent upgrades seek to improve the ability for an applicant to receive a real time determination (immediate approval or denial) when completing a **Medical Assistance only application**.

Required Fields

- Changes have been made to the required fields denoted by a red asterisks on the Medical Assistance only application. Now, applicants are required to complete all fields indicated by an asterisks in order to move forward in a Medical Assistance only application. Applicants that complete the required fields with accurate information are more likely to receive a real time determination. **At minimum, applicants completing a Medical Assistance only application should answer all questions with a red asterisks.**
- Applicants that appear to be known in the state system are asked to answer an additional five questions to help verify their identity. Now, applicants who are prompted to answer the identity verification questions will be **required to answer all five questions to move forward with their Medical Assistance only application**. The requirement to complete all identity verification questions will increase the ability for an applicant to receive a real time determination.

PEAK Report My Changes

- Applicants or members of their household who are current recipients of Food, Cash or Medical Assistance benefits must add Medical Assistance to an already existing case through *PEAK Report My Changes*. A PEAK account is required to access *Report My Changes*. Now, applicants or members of their household who currently receive benefits will be required to add Medical Assistance through *Report My Changes*. Applicants currently receiving benefits **will not have the option to complete a new application in PEAK**. This change will save current benefit recipients considerable time and will increase their ability to receive a real time determination. See back for more information.

Note: The above enhancements are applicable to Medical Assistance only applications. Applicants wishing to apply for Food and/or Cash Assistance will need to submit a complete application.

PEAK Account

Applicants who are currently receiving benefits and are logged in to their PEAK account will see the following message prompting them to use Report My Changes to add Medical Assistance. They will not be able to proceed with a new online application.

Test User View Account Logout Print ?

Apply For Benefits

Start

2 People

3 Liquid Assets

4 Other Assets

5 Job Income

6 Other Income

Before you go to the next page:

Error: We have found that you are already on an active food, cash, or medical assistance case.

Next Steps

We have found that you are already on an active food, cash, or medical assistance case.

- Click on "Report My Changes" to submit a change report and "Add Medical Assistance" to your existing case.

Report My Changes

- If you are unable to access your existing food, cash or medical assistance case, contact your worker so they can assist you with your request for Medical Assistance.

Back Save & Exit Next

No PEAK Account

Applicants who are currently receiving benefits and are NOT logged in to a PEAK account will see the following message. Applicants will have to create a PEAK account, log in and use Report My Changes to add Medical Assistance. They will not be able to proceed with a new online application.

Exit Print ?

Apply For Benefits

Start

2 People

3 Liquid Assets

4 Other Assets

5 Job Income

6 Other Income

Before you go to the next page:

Error: We have found that you are already on an active food, cash, or medical assistance case.

Next Steps

We have found that you are already on an active food, cash, or medical assistance case.

- Create an account by clicking the "Create an Account" button then use the "Report My Changes" tab in your account to "Add Medical Assistance" to your existing case.

Create an Account

- If you are unable to access your existing food, cash or medical assistance case, contact your worker so they can assist you with your request for Medical Assistance.

Back Next