What You Need to Know

April Build Frequently Asked Questions

Health Care and Economic Security

Staff Development Center

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CBMS/PEAK April Build FAQs

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For questions regarding the April CBMS/PEAK build and information in this document please contact the Staff Development Center at soc_staffDevelopment@state.co.us.
CBMS/PEAK April Build FAQs

Project 6447 Medical Assistance Former Foster Care

1. **Is there going to be a mass update for initial cases enrolled in FFC? If so will there be a report telling us which cases were created?**
   Yes - Counties will be able to view the monthly report called *MA Former Foster Care* that lists new cases from the prior month. This is available in the Eligibility folder in Cognos.

2. **What if they are on an existing MA Case?**
   If they are active on an MA case FFC will exception out and will be worked manually by the HCPF staff. Refer to Question 3 also.

3. **What happens to youth that are 21-26, currently receiving Medicaid services in another category?**
   Youth receiving Long Term Care or on Supplemental Security Income (SSI) Benefits will remain in those programs as long as they maintain eligibility for those categories. If a youth has not been initially identified as Former Foster Care and is placed in a different adult group other than Long Term Care or SSI, once they are verified as Former Foster Care they will be transitioned to the Former Foster Care Category. Youth that receive adoption subsidy and are adopted will not be eligible for Former Foster Care youth Medicaid Extension.

4. **If a client has a special indicator of FFC will they be able to use PEAK since PEAK will usually prevent someone with special indicators to use the system?**
   The case will be created for FFC through an interface in CBMS, no verifications will be required. The client will be able to use PEAK for any other programs.

5. **The FFC FAQ document does not list the DRA info, Special Indicator, Verification Source, AI codes? Can this be updated?**
   All necessary verifications were verified when the youth initially received Medicaid when they originally went into foster care. This is why the verification source is listed as TRAILS. The verifications do not have to be done again.

Project 6463 MA Override Updates

1. **What is the turnaround time on MA Override requests?**
   This depends on the ticket priority level. Please follow the standard Service Desk Ticket (SDT) process. If it is determined that the SDT cannot be resolved due to a system issue that will be corrected in a future project, an override record will be created.

2. **When will the client receive a letter if an MA Override request is performed?**
   There is no specific NOA for overrides. If the client has an ongoing case, the client will not get a letter unless they roll to Long Term Care. The LTC letter will state that they are approved for the appropriate LTC program. If it is an intake case they just get the normal approval NOA. If the client is approved for CHP+ and will owe an enrollment fee they will get that notice. The same will occur if the client rolls into a Buy In program, the premium notice will be sent on the 22nd of the month.
CBMS/PEAK April Build FAQs

Project 4685 Electronic Notification (E-Notification)

1. Since this is a medical only change will a person applying for FA and CW only in PEAK be able to see this page and make the request if they don't have MA?
   Project 4685 includes all programs and is not specific just to MA.

2. If the worker pulls a correspondence from the print queue will the client still be able to view that correspondence?
   PEAK users will not be able to see cc that has been suppressed or deleted.

3. When workers do online print is it suppressed?
   No

Project 4881 CBMS PEAK – Check My Benefits

1. Will the Verifications Requested page tell the client specifically what they are to provide?
   Yes-The notes on the verifications requested page will come directly from the notes input by the CBMS worker.

2. Can a client use a screenshot of the Denial page to take to Connect for Health Colorado or CICP?
   Clients need the case ID (1B number) for Connect for Health. Please check with CICP for their requirements.

3. Do the Denial and Discontinuance reasons in PEAK match the reasons workers see in CBMS Eligibility Summary?
   Yes

Project 6953 CBMS Peak – RTE Improvements

1. Has this project been tested?
   Yes. It was tested and certified prior to implementation.

2. Right now we see in previously verified cases that a new application is submitted through PEAK and the DRA verification is all changed to Client Statement. Is this going to fix that?
   This was an identified issue that was fixed in an emergency build in March 2014.
Project 6923 CBMS Updated PEAK Inbox

1. **Was this project tested?**
   Yes, it was tested and certified prior to implementation.

Project 5800 PEAK – Level of Care Assessment

1. **Will users be able to see that a referral that has been given to an SEP agency?**
   PEAK Users are advised that they will be contacted by a SEP within 7 days and if they are not contacted they are provided with contact information for the SEP.

2. **If a client submits a Level of Care (LOC) via PEAK will a Long Term Care worker processing the application be aware of this? Could they potentially send out a duplicate request in the form of paper packet?**
   The county LTC worker will not receive a notification; however, the self-assessment information will be included in the PEAK PDF in the PEAK Inbox.