Overview

The Health Care and Economic Security Staff Development Center (SDC) has developed training for the September 2017 CBMS Build for Eligibility Sites. This document and other training materials were developed with assistance and feedback from CDHS, OIT and HCPF Program Areas.

The build will be implemented into CBMS and PEAK on September 17, 2017. For additional information regarding the build, reference TrainColorado.com > Courses > CBMS Build Training > September 2017.

Projects listed in orange in the table of contents will be discussed in the September 2017 webinars. For all other projects listed in this document, the information in release notes was determined sufficient by Program Areas.

Some projects may have a reference to the location of training materials related to the project.

For questions related to this training document please contact the Staff Development Center at SOC_StaffDevelopment@state.co.us.

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<td>45</td>
</tr>
<tr>
<td></td>
<td>Project Description</td>
<td>45</td>
</tr>
<tr>
<td></td>
<td>Why the Change was Requested</td>
<td>45</td>
</tr>
<tr>
<td></td>
<td>User Impact</td>
<td>45</td>
</tr>
<tr>
<td></td>
<td>Training Modality</td>
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</tr>
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<td>Resolves</td>
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<td></td>
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<td>47</td>
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<td></td>
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<td>48</td>
</tr>
<tr>
<td></td>
<td>Converting Existing Information</td>
<td>48</td>
</tr>
</tbody>
</table>
HCPF Projects

Project 10848: CBMS MCC CRM CBMS Integrated Improvements

Project Description
This project will modify the existing CBMS - Call Center interface to return additional data elements and provide the ability for call center staff to request a Medicaid Information Card (MIC) through as CBMS interface.

Why the Change was Requested
The system modifications will more closely connect the CRM application with the department values of person-centeredness and continuous improvement goals of the department.

User Impact
This project impacts only the call center.

Training Modality
This Project Guide includes all the information about the change. This project will not be delivered live during the build webinar.

Project 10862: MA ABLE Account

Project Description
This project will add the new resource type of ABLE Account and exempt the value of the account for all applicable Medical Assistance categories.

Why the Change was Requested
The Achieving a Better Life Experience (ABLE) Act amends section 529 of the Internal Revenue Service code to create a tax-free savings account for individuals with disabilities to be used to cover qualified expenses such as medical, education, housing, and transportation. ABLE Accounts are not countable when determining Medical Assistance (MA) eligibility for those categories that consider resources as part of the eligibility determination.

The account will need to be verified. If it is not, a VCL will generate to request the information allowing the customer the standard VCL date to provide. If the customer does not provide the requested information, the case will be denied for failure to provide.

The PEAK application for Medical Assistance programs with a resource test will include the ABLE account resource type.
User Impact
A change will be made to the Liquid Asset page in CBMS to add this new resource type ‘ABLE Account’.

![Image of Liquid Asset page]

Training Modality
Training for this project will be delivered live during the build webinar. Much of the information regarding this project will be discussed then. The webinar will be recorded and available on TrainColorado.com within three working days of the webinar.

Project 11246 CBMS C4HCO User Permission Updates

Project Description
CBMS users will have access to update the C4 Document Type and C4 Class Code in the Non-Citizen page.

Why the Change was Requested
The C4 Doc Type and the C4 Class Code are used for Advanced Premium Tax Credits (APTC), Cost Share Reduction (CSR), Qualified Health Plan (QHP), and Colorado Young Adult (CYA) eligibility.

Members who are Lawfully Present and meet all the other eligibility criteria can receive APTC assistance through the Marketplace.

For example: An individual who has not met the five-year bar or an individual who is here with work authorizations could be approved for APTC assistance.
User Impact

When an individual is denied for Medicaid due to citizenship requirements eligibility workers need to complete “Other” in the C4 Doc Type and C4 Class Code so the individual can be approved for benefits through the Marketplace.

Training Modality

Training for this project will be delivered live during the build webinar. Much of the information regarding this project will be discussed then. The webinar will be recorded and available on TrainColorado.com within three working days of the webinar.

Project 10973 CBMS C4HCO CSR Level Update

Project Description

This project will correct the Connect for Health Colorado Cost Sharing Reductions (CSR) levels. There were two different CSR levels for non-AI/AN under the five-year bar that were not included with original project.

Why the Change was Requested

Project 10973 will add the two different CSR levels for non-AI/AN under the 5-year bar that were not included with the original project.

User Impact

Will not affect users

Training Modality

This Project Guide includes all the information about the change. This project will not be delivered live during the build webinar.
**Scenarios**

*Page Layout - Tables*

The existing rule sheet is modified to allow Non-American Indian, Alaskan Native (AI/AN), and eligible non-citizens lawfully present less than 5 years to receive Cost Sharing Reduction (CRS) levels 1 and 2

- Such individuals will have the CSR levels set when their tax household FPL is within the below listed limits:

<table>
<thead>
<tr>
<th>Level</th>
<th>FPL %</th>
<th>AV</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>151-200%</td>
<td>87%</td>
</tr>
<tr>
<td>1</td>
<td>201-250%</td>
<td>73%</td>
</tr>
</tbody>
</table>

**Project 10974 C4HCO Payload Enhancements**

**Project Description**

This project will make changes to the Connect for Health Colorado (C4HCO) payload process to decrease the number of unnecessary payloads received by C4HCO.

**Why the Change was Requested**

To decrease the number of unnecessary payloads received by C4HCO.

**User Impact**

Will not affect users

**Training Modality**

This Project Guide includes all the information about the change. This project will not be delivered live during the build webinar.
**Scenarios/Examples**

**Payload Type QUALIFIED LIFE CHANGE EVENT**

Scenario 1

1) If application source is PEAK / C4HCO / CBMS and authorized in real time / online and the SSAp payload eligibility purpose type is “QUALIFIED LIFE CHANGE EVENT” then the SSAp payload will be transmitted real time. Both authorizations will be sent real time.

<table>
<thead>
<tr>
<th>Time</th>
<th>App Source</th>
<th>End User / Process</th>
<th>Authorized</th>
<th>SSAp payload type</th>
<th>SSAp Filtration</th>
<th>Mode of transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 AM</td>
<td>PEAK / C4</td>
<td>Customer</td>
<td>Yes</td>
<td>QUALIFIED_LIFE_CHANGE_EVENT</td>
<td>No</td>
<td>Real Time</td>
</tr>
<tr>
<td>11:00 AM</td>
<td>CBMS</td>
<td>Case worker</td>
<td>Yes</td>
<td>QUALIFIED_LIFE_CHANGE_EVENT</td>
<td>No</td>
<td>Real Time</td>
</tr>
</tbody>
</table>

2) If application source is PEAK / C4HCO / CBMS and authorized in Mass Update (MU) and the SSAp payload eligibility purpose type is “QUALIFIED LIFE CHANGE_EVENT” then the SSAp payload will be transmitted online batch. In this sample, both QLCEs will be sent in the payload.

<table>
<thead>
<tr>
<th>Time</th>
<th>App Source</th>
<th>End User / Process</th>
<th>Authorized</th>
<th>SSAp payload type</th>
<th>SSAp Filtration</th>
<th>Mode of transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 AM</td>
<td>PEAK / C4</td>
<td>Customer</td>
<td>No</td>
<td>QUALIFIED_LIFE_CHANGE_EVENT</td>
<td>N/A</td>
<td>Will not transfer</td>
</tr>
<tr>
<td>11:00 AM</td>
<td>CBMS</td>
<td>Case worker</td>
<td>No</td>
<td>QUALIFIED_LIFE_CHANGE_EVENT</td>
<td>N/A</td>
<td>Will not transfer</td>
</tr>
<tr>
<td>10:00 PM</td>
<td>CBMS</td>
<td>Mass Update</td>
<td>Yes</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>11:00 PM</td>
<td>CBMS</td>
<td>SSAp Batch (IND762J)</td>
<td>Previously Authorized 10:00 PM</td>
<td>QUALIFIED_LIFE_CHANGE_EVENT</td>
<td>No</td>
<td>Online Batch</td>
</tr>
</tbody>
</table>
3) If application source is COLA and authorized in Mass Update (MU) and the SSAp payload eligibility purpose type is “QUALIFIED LIFE CHANGE EVENT”, then the SSAp payload will be transmitted in online batch.

<table>
<thead>
<tr>
<th>Time</th>
<th>App Source</th>
<th>End User / Process</th>
<th>Authorized</th>
<th>SSAp payload purpose type</th>
<th>SSAp Filtration</th>
<th>Mode of transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 PM</td>
<td>COLA</td>
<td>Mass Update (MU)</td>
<td>Yes</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>11:00 PM</td>
<td>COLA</td>
<td>SSAp Batch (IND762J)</td>
<td>Previously Authorized 10:00 PM</td>
<td>QUALIFIED_LIFE_CHANGE_EVENT</td>
<td>No</td>
<td>Online Batch</td>
</tr>
</tbody>
</table>

**Example 3**
During COLA process in Mass Update (MU), the case is being authorized and SSAP payload type is qualified life change event.

**Payload Type UPDATE_DETERMINATION**

Scenario 2
1) If application source is PEAK / C4HCO and authorized in real time and the SSAp eligibility purpose type is “UPDATE DETERMINATION” then the SSAp payload will be transmitted real time to C4HCO.

<table>
<thead>
<tr>
<th>Time</th>
<th>App Source</th>
<th>End User / Process</th>
<th>Authorized</th>
<th>SSAp payload type</th>
<th>SSAp Filtration</th>
<th>Mode of transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 PM</td>
<td>PEAK / C4</td>
<td>Customer</td>
<td>Yes</td>
<td>UPDATE_DETERMINATION</td>
<td>No</td>
<td>Real Time</td>
</tr>
</tbody>
</table>

2) If application source is CBMS and authorized in online and the SSAp payload eligibility purpose type is “UPDATE DETERMINATION” then the SSAp payload will not be transmitted to real time and it will be transmitted to online batch.

The below examples are for SSAp payload transmission to C4HCO

**Example 2**
Same case is being authorized by customer / case worker in different timeframes and the SSAP payload type is update determination.

<table>
<thead>
<tr>
<th>Time</th>
<th>App Source</th>
<th>End User / Process</th>
<th>Authorized</th>
<th>SSAp payload type</th>
<th>SSAp Filtration</th>
<th>Mode of transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 AM</td>
<td>PEAK / C4</td>
<td>Customer</td>
<td>Yes</td>
<td>UPDATE_DETERMINATION</td>
<td>No</td>
<td>Real Time</td>
</tr>
<tr>
<td>11:00 AM</td>
<td>CBMS</td>
<td>Case worker</td>
<td>Yes</td>
<td>UPDATE_DETERMINATION</td>
<td>N/A</td>
<td>Will not transfer</td>
</tr>
<tr>
<td>10:00 PM</td>
<td>CBMS</td>
<td>SSAp Batch (IND762J)</td>
<td>Previously Authorized 10:00 PM</td>
<td>UPDATE_DETERMINATION</td>
<td>Yes</td>
<td>Online Batch</td>
</tr>
</tbody>
</table>

10 AM will be sent in real time. 11 AM transaction will be sent at 11 PM.
**Payload Type MANUAL_VERIFICATION_COMPLETE**

**Scenario 3**

### Example 1

The case is being authorized by customer and case worker did not authorize in different timeframes and SSAp payload type is update determination.

<table>
<thead>
<tr>
<th>Time</th>
<th>App Source</th>
<th>End User /Process</th>
<th>Authorized</th>
<th>SSAp payload type</th>
<th>SSAp Filtration</th>
<th>Mode of transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 AM</td>
<td>PEAK/ C4</td>
<td>Customer /Client</td>
<td>Yes</td>
<td>UPDATE_DETERMINATION</td>
<td>No</td>
<td>Real Time</td>
</tr>
<tr>
<td>11:00 AM</td>
<td>CBMS</td>
<td>Case worker /User</td>
<td>No</td>
<td>N/A</td>
<td>N/A</td>
<td>Will not transfer</td>
</tr>
<tr>
<td>10:00 PM</td>
<td>CBMS</td>
<td>Mass Update (MU)</td>
<td>Yes</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>11:00 PM</td>
<td>CBMS</td>
<td>SSAp Batch (IND762J)</td>
<td>Previously Authorized 10:00 PM</td>
<td>UPDATE_DETERMINATION</td>
<td>Yes</td>
<td>Online Batch</td>
</tr>
</tbody>
</table>

**Payload Type MANUAL_VERIFICATION_COMPLETE**

1) If SSAp payload eligibility purpose type is “MANUAL_VERIFICATION_COMPLETE” then the SSAp payload will not be transmitted to C4HCO and SSAp transaction will be marked as processed.

### Example 2

The case is being authorized from different application sources and the SSAp payload type is manual verification complete.

<table>
<thead>
<tr>
<th>App Source</th>
<th>End User /Process</th>
<th>Authorized</th>
<th>SSAp payload type</th>
<th>SSAp Filtration</th>
<th>Mode of transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>PEAK C4</td>
<td>Customer Case Worker Batch Process</td>
<td>Yes</td>
<td>MANUAL_VERIFICATION_COMPLETE</td>
<td>N/A</td>
<td>Will not transfer</td>
</tr>
<tr>
<td>CBMS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IND762J</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COLA</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Transaction will not be sent and transaction will be marked as processed.
Payload Type NINETY DAY VERIFICATION EXPIRATION

Scenario 4

1) If SSAp payload eligibility purpose type is “NINETY_DAY_VERIFICATION_EXPIRATION” and authorized by Mass Update (MU) then the SSAp payload will be transmitted to online batch.

<table>
<thead>
<tr>
<th>Time</th>
<th>App Source</th>
<th>End User / Process</th>
<th>Authorized</th>
<th>SSAp payload type</th>
<th>SSAp Filtration</th>
<th>Mode of transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 PM</td>
<td>CBMS</td>
<td>Mass Update (MU)</td>
<td>Yes</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>11:00 PM</td>
<td>CBMS</td>
<td>SSAp Batch (IND762J)</td>
<td>Previously Authorized 10:00 PM</td>
<td>NINETY_DAY_VERIFICATION_EXPIRATION</td>
<td>No</td>
<td>Online Batch</td>
</tr>
</tbody>
</table>

Example 1
The case is being authorized in Mass Update (MU) and the SSAp payload type is 90-day verification expiration.

Transaction will be sent in the 11 PM Online Batch process. The individual’s program eligibility information will always be sent in the SSAp payload with the authorized information, which is associated with the authorization ID.

2) If SSAp payload eligibility purpose type is “NINETY_DAY_VERIFICATION_EXPIRATION” and authorized by customer / case worker then the SSAp payload will be transmitted to real time.

<table>
<thead>
<tr>
<th>Time</th>
<th>App Source</th>
<th>End User / Process</th>
<th>Authorized</th>
<th>SSAp payload type</th>
<th>SSAp Filtration</th>
<th>Mode of transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 AM</td>
<td>PEAK / C4HCO / CBMS</td>
<td>Customer / Case Worker</td>
<td>Yes</td>
<td>NINETY_DAY_VERIFICATION_EXPIRATION</td>
<td>No</td>
<td>Real Time</td>
</tr>
</tbody>
</table>

Example 2
The case is being authorized in customer / case worker and the SSAp payload type is 90-day verification expiration.

The transaction will be sent real time at the time of authorization.
Project 10976 C4HCO Marketplace RTE Message Updates

Project 10976 will update the non-RTE language on the Results page in PEAK AFB and RMC. Depending on the reason the customer did not receive RTE, a different message will be displayed.

**Why the Change was Requested**

To allow for clearer language to individuals when there is a discrepancy with RTE.

**User Impact**

Will occasionally affect users. Affects CBMS Web (UI/Web), PEAK and CBMS Database.

**Training Modality**

This Project Guide includes all the information about the change. This project will not be delivered live during the build webinar.

**Scenarios**

1) In PEAK when an AFB application is submitted and times out of Real Time Eligibility (RTE), the below language will display on the Results (ABNSO) page. In addition, in PEAK RMC/RRR when a change report/RRR is submitted and times out of Real Time Eligibility (RTE), the below language will display on the Results (ARTKY) page.

**Example**

Existing language and new language in both English and Spanish.
<table>
<thead>
<tr>
<th>Existing Language</th>
<th>New Language</th>
<th>Spanish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thank you for submitting your application through Colorado.gov/PEAK. We have received your application but your eligibility determination is taking a little longer than expected.</td>
<td>Thank you for submitting your change through Colorado.gov/PEAK. We have received your application but your eligibility determination is taking a little longer than expected.</td>
<td>Gracias por enviar su solicitud a través de Colorado.gov/PEAK. Hemos recibido su solicitud, pero la determinación de su elegibilidad está tomando más tiempo de lo esperado.</td>
</tr>
<tr>
<td>• Please check your PEAK Account to see if your most current eligibility information is available.</td>
<td>• If you have a PEAK account, log in to see if your most current eligibility information is available.</td>
<td>• Si tiene una cuenta de PEAK, inicie sesión para ver si su información de elegibilidad más reciente está disponible.</td>
</tr>
<tr>
<td>• If you created an account through Connect for Health Colorado, you can use the same user name and password when you create your PEAK account. If you need to create a PEAK account, please visit Colorado.gov/PEAK.</td>
<td>• You will use a PEAK account if you qualify for Health First Colorado (Colorado Medicaid) or Child Health Plan Plus benefits.</td>
<td>• Utilizará una cuenta de PEAK si califica para beneficios de Health First Colorado (Colorado Medicaid) o Child Health Plan Plus</td>
</tr>
<tr>
<td></td>
<td>• If you need to create a PEAK account, please visit Colorado.gov/PEAK.</td>
<td>• Si necesita crear una cuenta de PEAK, por favor visite Colorado.gov/PEAK.</td>
</tr>
<tr>
<td></td>
<td>• Or, if you have a Connect for Health Colorado account, log in to 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)</td>
<td>• O, Si tiene una cuenta de Connect for Health Colorado, Inicie sesion en ConnectforHealthCO.com y haga clic en ‘Mi Elegibilidad’ para ver si su información de elegibilidad mas reciente esta disponible. También puede llamar al 1-855-PLANS-4YOU (1-855-752-6749).</td>
</tr>
<tr>
<td></td>
<td>• You will use a Connect for Health Colorado account if you qualify for Advanced Premium Tax Credits (APTC).</td>
<td>• Utilizará una cuenta de Connect for Health Colorado si califica para un credito fiscal anticipado para la cuota del seguro.</td>
</tr>
<tr>
<td></td>
<td>• If you need to create an account or to learn more about Connect for Health Colorado, please visit ConnectforHealthCO.com or call 1-855-PLANS-4-YOU (1-855-752-6749)</td>
<td>• Si necesita crear una cuenta y conocer mas de Connect for Health Colorado, por favor visite, ConnectforHealthCO.com o llame_1-855-PLANS-4-YOU (1-855-752-6749).</td>
</tr>
</tbody>
</table>

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 - . To find out more about Health First Colorado the Child Health Plan Plus benefits visit Colorado.gov/HCPF. To find out more about changes in Colorado’s health care laws including frequently asked questions visit Colorado.gov/health.
Project 11106 C4HCO Marketplace - Reporting Loss of MEC

This project will provide a customer the ability to report the loss of MEC via RMC, even when there is no existing record of other MEC.

Why the Change was Requested

To allow members the ability to report a loss of private health insurance coverage which will be added to Apply For Benefits (AFB) and Report My Changes (RMC/RRR).

User Impact

Will occasionally affect eligibility worker tasks

Training Modality

This Project Guide includes all the information about the change. This project will not be delivered live during the build webinar.

Resolves

Currently, customers are unable to trigger a QLCE for the loss of MEC when there is no existing health insurance record on file. This report will give the customer the ability to report the loss of other MEC via RMC.

Scenarios

A new checkbox labeled “Private health insurance coverage” will be added to the “Loss of Coverage” section on the Household Changes (ABENR) page in AFB and “Other Information” (ARHSS) page in RMC. If a client has an open health insurance record, a warning message will appear to update the open record. Examples below show both the current and modified screen views for various circumstances.
Example: 1

Existing screen view:

- Start
- 2 People
- 3 Assets
- 4 Income
- 6 Bills
- 6 Submit

You can submit an incomplete Fost Assistance application at any time using the submit button located on the lower left side of the screen, as long as you have provided your name, address, and signature. Benefits will be paid from the filing date if you are otherwise eligible. We encourage you to complete as much information as possible.

Household Changes

Household Changes

Check the box(es) 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 Needs Minimum Value
- Other minimum essential coverage such as Medicare, Tricare, Peace Corps, other state or federal health programs
- Eligibility for the exemptions to purchase health care coverage

Gain of Coverage

- Medicare Coverage
- Tricare Coverage
- Retiree Coverage
- Employer Coverage

Example 2

Modified screen view:

- Start
- 2 People
- 3 Assets
- 4 Income
- 5 Bills
- 6 Submit

Private health insurance coverage

Who is impacted?

- Allen
- Employer sponsored coverage (including COBRA, retiree health plan, VA health plan, Railroad Retirement)
- 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

Gain of Coverage

- Medicare Coverage
- Tricare Coverage
- Retiree Coverage
- Employer Coverage
Example 3

Existing screen view:

PEAK

You can submit an incomplete Food Assistance application at any time using the submit button located on the lower left side of the screen, as long as you have provided your name, address and signature. Benefits will be paid from the filing date if you are otherwise eligible. We encourage you to complete as much information as possible.

Additional Information

Is anyone in your home eligible for health coverage from TRICARE or enrolled in health coverage from the Peace Corps or any other state or federal full-benefit health coverage?

- Yes
- No

Does anyone in your home have access to health coverage through a current employer (even if it's from another person's job, like a spouse)?

- Yes
- No

Is anyone in your home currently enrolled in health coverage from COBRA, Retiree, Railroad Retirement, or Veteran's Health Plan?

- Yes
- No

Is anyone in your home covered by Health Insurance that you have not already reported above?

- Yes
- No

Has anyone in your home received a Supplemental Security Income (SSI) approval letter or is anyone getting CA 1014A (A) Benefits?

- Yes
- No

Work, School, or Training Schedule

Who

Who is a caregiver for the children of the house who is working, in school, or in a training program, please list their schedule by selecting their name. Then click the add button.

Name: [click here to choose] > [Add]

School Enrollment

<table>
<thead>
<tr>
<th>Who</th>
<th>Enrollment Status</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minagouh</td>
<td>[click here to choose]</td>
<td>[Add]</td>
</tr>
</tbody>
</table>

Uninsured Household Members

Was anyone in your home uninsured within the last six months?

- Minagouh Wewklejgo
- Bitty Wewklejgo
- No one
Example 4

Modified screen view:

Other Information
Eligible or Enrolled in Tricare, Peace Corps or Other
Is anyone in your household eligible for health coverage from TRICARE or enrolled in health coverage from the Peace Corps or any other state or federal full benefit health coverage?

Who | Type
--- | ---
Kyle | Enrolled in Peace Corps

Name: [click here to choose]  Add

Current Employer Sponsored Health Coverage
Does anyone in your household have access to health coverage through a current employer (even if it’s from another person’s job, like a spouse)?

Who | Who is covered?
--- | ---
Kathryn | Kate

Name: [click here to choose]  Add

Enrolled in COBRA, Retiree, or Veteran’s Health Plan
Is anyone in your household currently enrolled in health coverage from COBRA, Retiree, or Veteran’s Health Plan?

Who | Type
--- | ---
Kate | COBRA

Name: [click here to choose]  Add

Other Health Insurance Coverage
Does anyone in your household have private health insurance that you have not already reported above? Report your current health insurance here. If you are losing or expect to lose your health insurance soon, please update the Household Changes section.

Who | Type | Name of Program
--- | --- | ---
Kathryn | AmeriBen

Name: [click here to choose]  Add

School Enrollment

Who | Attending?
--- | ---
Kate | Yes

Name: [click here to choose]  Add
Example 5

**Existing screen view:**

### Review Your Other Information

You have told us that someone has a change in household information or you have newly added someone to your household. Here is how to report a change to household information or add information for a new household member:

- If someone has new health insurance/school enrollment information, select that person’s name from the drop-down menu, select the type, and click the Add button.
- If health insurance/school enrollment has ended, click the End button for that record.
- If someone's health insurance/school enrollment information has changed, click the Edit button for that record.
- If you want to delete a change you made or information you added, click the X button to delete the record.

#### Eligible or Enrolled in TRICARE, Peace Corps or Other

<table>
<thead>
<tr>
<th>Who</th>
<th>Who is covered?</th>
<th>Type</th>
<th>Name of Program</th>
<th>What Changed?</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Add</td>
</tr>
</tbody>
</table>

#### Current Employer Sponsored Health Coverage

<table>
<thead>
<tr>
<th>Employer</th>
<th>Who is covered?</th>
<th>What Changed?</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Add</td>
</tr>
</tbody>
</table>

#### Enrolled in COBRA, Retiree, Railroad Retirement, or Veteran's Health Plan

<table>
<thead>
<tr>
<th>Who</th>
<th>Type</th>
<th>Former Employer</th>
<th>Who is covered?</th>
<th>What Changed?</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Add</td>
</tr>
</tbody>
</table>

#### Other Health Insurance Coverage

<table>
<thead>
<tr>
<th>Who</th>
<th>Insurance Company</th>
<th>What Changed?</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Add</td>
</tr>
</tbody>
</table>

#### School Enrollment

<table>
<thead>
<tr>
<th>Who</th>
<th>Attending School?</th>
<th>School Type</th>
<th>What Changed?</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Add</td>
</tr>
</tbody>
</table>

#### Uninsured Household Members

*Was anyone in your home uninsured within the last six months?*

- [ ] Anyone
- [ ] None
- [ ] No one
### Example 6

**Modified screen view:**

![Screenshot of PEAK application](attachment:image.png)

#### Other Information

**Eligible or Enrolled in Tricare, Peace Corps or Other**

<table>
<thead>
<tr>
<th>Who</th>
<th>Type</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kyle</td>
<td>enrolled in peace corps</td>
<td>No change</td>
</tr>
</tbody>
</table>

Name: [click here to choose] ✓ Add

**Current Employer Sponsored Health Coverage**

<table>
<thead>
<tr>
<th>Who</th>
<th>Who is covered?</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathryn</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Name: [click here to choose] ✓ Add

**Enrolled in COBRA, Retiree, or Veteran’s Health Plan**

<table>
<thead>
<tr>
<th>Who</th>
<th>Type</th>
<th>Change date: 09/01/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Katie</td>
<td>COBRA</td>
<td></td>
</tr>
</tbody>
</table>

Name: [click here to choose] ✓ Add

**Other Health Insurance Coverage**

<table>
<thead>
<tr>
<th>Who</th>
<th>Insurance Company Name</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathryn</td>
<td>American</td>
<td>No change</td>
</tr>
</tbody>
</table>

Name: [click here to choose] ✓ Add

**School Enrollment**

<table>
<thead>
<tr>
<th>Who</th>
<th>Attending?</th>
<th>Change date: 09/03/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Katie</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

Name: [click here to choose] ✓ Add

**Loss of Private Health Insurance Coverage**

Is anyone in your home losing or expecting to lose private health insurance coverage that was not previously reported?

- [ ] Yes
- [x] No

Who is impacted?

What was/will be the last date of coverage?
Example 7

Existing screen view:

Life Change Events Summary

- Determined Life Change Events
  - Based on your reported changes, the system has determined no Life Change Events.

- Additional Life Change Events
  - If you would like to report other Life Change Events in addition to those identified above, select each corresponding checkbox and click "Next"

  Individual Events
  - Birth
  - Adoption, or Placement for Adoption
  - Moved to Colorado
  - Child Support Order / Other Court Order
  - Change in permanent residence
  - Death of spouse
  - Death of dependent child
  - Gain of other dependent
  - Divorce/Annulment/Legal Separation
  - Marriage, Legally-Binding Civil Union or Domestic Partnership
  - Change in Tax Household
  - Change in incarceration status (released from incarceration)
  - Change in incarceration status (placement into incarceration)
  - Loss of Tribal Status
  - Gain of Tribal Status
  - Gain in Citizenship or Lawful Presence (when you were not already eligible during this coverage year’s open enrollment period)

  Health Coverage Events
  - Loss of...
    - Employer sponsored coverage (including COBRA, retiree health plan, YAM/health plan, Railroad Retirement)
    - 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
    - Employer Sponsored Coverage No Longer Affordable or No Longer Meets Minimum Value
  - Gain of...
    - Employer sponsored coverage (including COBRA, retiree health plan, YAM/health plan, Railroad Retirement)
    - Medicare Coverage
    - Tricare Coverage
    - Retiree Coverage
    - Peace Corps
    - Other
    - Eligibility for the exemption to purchase health care coverage

  Income Events
  - Income Change
  - COBRA
  - Veterans Health Plan
  - Railroad Retirement
### Example 8

**Modified screen view:**

#### Life Change Events Summary

**Determined Life Change Events**

Based on your reported changes, the system has determined the following Life Change Events:

<table>
<thead>
<tr>
<th>Household Member</th>
<th>Life Change Event Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathryn</td>
<td>Loss of employer sponsored coverage (including COBRA, retiree health plan, VA health plan, Railroad Retirement)</td>
<td>Edit</td>
</tr>
<tr>
<td></td>
<td>Income Change</td>
<td>Edit</td>
</tr>
<tr>
<td>Katie</td>
<td>Loss of Tribal Status</td>
<td>Edit</td>
</tr>
</tbody>
</table>

#### Additional Life Change Events

If you would like to report other Life Change Events in addition to those identified above, select each corresponding checkbox and click "Next".

**Individual Events**

- Birth
- Adoption, or Placement for Adoption
- Moved to Colorado
- Child Support Order / Other Court Order
- Change in permanent residence
- Death of spouse
- Death of dependent child
- Gain of other dependent
- Divorce/Annulment/Legal Separation
- Marriage, Legally-Binding Civil Union or Domestic Partnership
- Change in Tax Household
- Change in incarceration status (released from incarceration)
- Change in incarceration status (placement into incarceration)
- Loss of Tribal Status
- Gain of Tribal Status
- Gain in Citizenship or Lawful Presence (when you were not already eligible during this coverage year's open enrollment period)

**Health Coverage Events**

Loss of...

- Private health insurance coverage
- Loss of employer sponsored coverage (including COBRA, retiree health plan, VA health plan, Railroad Retirement)
- Medicare or Child Health Plan Plus (CHIP+)
- 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
- Employer Sponsored Coverage No Longer Affordable or No Longer Meets Minimum Value

Gain of...

- Gain of employer sponsored coverage (including COBRA, retiree health plan, VA health plan, Railroad Retirement)
- Medicare Coverage
- Tricare Coverage
- Retiree Coverage
- Peace Corps
- Other
IPT/CCUG/Universal Projects

Project 10913 Interview Requirement Enhancement

Project Description
This project will update the RRR packet to dynamically notify customers when an interview is required and what type of interview is required with their RRR. It will also add a new Case Comment type so that users can more quickly identify when the most recent interview occurred.

Why the Change was Requested
To increase customer and worker awareness of when an interview is required, according to the appropriate HLPG, and what type of interview is required with their RRR.

User Impact
Will occasionally affect eligibility worker tasks when determining if an interview is required at RRR, depending on the corresponding HLPG rules.

Training Modality
Training for this project will be delivered live during the build webinar. Much of the information regarding this project will be discussed then. The webinar will be recorded and available on TrainColorado.com within three working days of the webinar.

Project 11007 Ancillary Member Changes

Project Description
This project will look to “hide” an individual who is no longer in the home and provide the ability to fully disassociate an individual from a case if they were incorrectly added. In addition, this project will allow for users to more easily identify companion cases. Lastly, the project will eliminate the APTC payload issue that currently requires counties to work a report to fix.

Why the Change was Requested
To decrease incorrect noticing and client merges.
To increase customer confidentiality and correct noticing.
To provide users with details concerning companion information.

User Impact
Will occasionally affect eligibility worker tasks as this build should reduce the number of client merges and client inquires when customers receive notices with individuals who are not a part of their households. Additionally, users will have an increased awareness of companion cases.

Training Modality
Training for this project will be delivered live during the build webinar. Much of the information regarding this project will be discussed then. The webinar will be recorded and available on TrainColorado.com within three working days of the webinar.
Project 10912 CBMS Enhancements to CBMS Verification Checklist

Project Description
This project will make enhancements to the Verification (VCL) feature in CBMS by making it mandatory that User Notes be entered on a VCL generated on the Display Eligibility Summary page. Additionally, for CDHS programs dynamic language will be added to RRR packets notifying households of verifications that are required at the time of RRR.

Why the Change was Requested
This project came to fruition at the suggestion of many counties. Customers are informed of verification requests through written correspondence. In an effort to eliminate possible confusion and to provide clearer guidance on necessary verifications, enhancements are being made to the Verification Checklist (VCL) feature in CBMS.

User Impact
This project impacts the notices households may receive. Additionally, it is beneficial that eligibility workers know about the functions in this project as it will require them to provide clear and direct instructions when generating VCLs.

Training Modality
Training for this project will be delivered live during the build webinar. Much of the information regarding this project will be discussed then. The webinar will be recorded and available on TrainColorado.com within three working days of the webinar.

Resolves

Update 1: Display Eligibility Summary Page
When an eligibility worker generates a VCL on the Display Eligibility Summary page, the User Notes section of the page will be mandatory and must be addressed by the worker.
Update 2: View RRR Detail Listing

The Checklist button on the View RRR Detail Listing page will now be disabled as a result of this project. With the incorporation of dynamic text on CDHS RRR packets, the button will no longer be needed for CDHS programs.

Update 3: SOLQ/SCHIP

Enhancements to the SOLQ/SCHIP interface are being made. When a successful result is received from SCHIP, the Effective Begin Date field on the Individual Demographics page will not be updated.

Update 4: Dynamic Text on RRR Packets

A new process will be implemented in CBMS to review and determine if verifications are required at the time of RRR for a CDHS Program. This project will not change the current MA RRR functionality. In cases where MA and CDHS programs co-exist, two or three separate RRR notices may be sent. This project will not affect how Connect for Health Colorado programs generate and send verification checklists.

CBMS will review cases that contain a CDHS program (Adult Financial, Colorado Works, and Food Assistance) that has an RRR due in the next 60 days. The system will review if any household member has open income or resource records entered in the system. If CBMS detects that income and/or resources are needed for that CDHS program, an indicator will include dynamic text on the RRR packet sent to the household. This dynamic text is not a VCL but a reminder to the household of verification that may be required of them.
When determining if income needs to be requested from a household, CBMS will review data entered on Income Summary under the following income types:

- Earned (including Self-Employment)
- Unearned
- Inkind
- Room and Board
- Rental
- Child-Spousal

When determining if resources need to be requested from a household, CBMS will review data entered on Resource Summary under the following resource types:

- Liquid Asset
- Vehicle
- Real Property
- Annuity or Promissory Note
- Life Insurance
- Burial Asset
- Other Personal Property

Scenarios

### Scenario 1: Earned Income

John is receiving FA benefits and has an RRR due 10/31/2017.

On 09/01/2017, CBMS reviews if John has any open income or resource records that are necessary for FA.

CBMS finds an open earned income record for John from Eligibility Grocers.

The following text will be added to John’s RRR packet:

“Our records show that we may need more information about the amount of earned income from employment you or someone else in your household receives and how often you receive it. Use the “Recertification Packet” to figure out if there is other updated information you may need to report.”
Scenario 2: Self-Employment Income

Anita is receiving CW benefits and has an RRR due 11/30/2017.

On 10/01/2017, CBMS reviews if Anita has any open income or resource records that are necessary for CW.

CBMS finds that Anita has an open self-employment income record.

The following text will be added to Anita’s RRR packet:

“Our records show that we may need more information about the amount of income from self-employment you or someone else in your household receives and how often you receive it. Use the “Recertification Packet” to figure out if there is other updated information you may need to report.”

Scenario 3: Unearned Income

Ricky is receiving AND-SO benefits and has an RRR due 11/30/2017.

On 10/01/2017, CBMS reviews if Ricky has any open income or resource records that are necessary for AF.

CBMS finds that Ricky has an open UIB income record. Ricky has no resources entered.

The following text will be added to Anita’s RRR packet:

“Our records show that we may need more information about the amount of unearned income, such as private pensions or child support, you or someone else in your household receives and how often you receive it. Use the “Recertification Packet” to figure out if there is other updated information you may need to report.”

Scenario 4: Resources

Ethel is receiving OAP benefits and has an RRR due 12/31/2017.

On 11/01/2017, CBMS reviews if Ethel has any open income or resource records that are necessary for AF.

CBMS finds that Ethel has the following resources entered: a checking account at Financer’s Banking Institution and an ACME Life Insurance policy. Ethel has no income entered.

The following text will be added to Ethel’s RRR packet:

“Our records show that we may need more information about the value of resource(s), such as bank accounts, that you or someone else in your household own. Use the “Recertification Packet” to figure out if there is other updated information you may need to report.”
**Scenario 5: Resources and Income**

Lucy is receiving OAP benefits and has an RRR due 12/31/2017.

On 11/01/2017, CBMS reviews if Lucy has any open income or resource records that are necessary for AF.

CBMS finds that Ethel has the following entered:

- A savings account at Financer’s Banking Institution
- A retirement account with Golden Years Retirement
- A burial policy with Grimm Mortuary
- An open income record from Fred’s Diner
- An open income record for Private Pension payments

The following text will be added to Lucy’s RRR packet:

“Our records show that we may need more information about the amount of income and/or resources you or someone else in your household receives and how often you receive it. Use the “Recertification Packet” to figure out if there is other updated information you may need to report.”

**Project 10877 CBMS PEAK Multiple RMC Enhancements**

**Project Description**
This project will display a warning message in PEAK for users who have already submitted a change report in the PEAK Inbox that has not been processed. The user will also receive a message if they attempt to submit a change report that includes the same type of change as the prior change that was reported. If the case is a Connect for Health Colorado case, the user will not be allowed to submit a change report of the same type in a 24-hour period. This project will reduce the overall number of duplicate change reports received by the Counties.

**Why the Change was Requested**
To reduce the number of duplicate PEAK changes submitted by customers, which causes Counties additional work. This project will reduce the overall number of duplicate change reports received by eligibility sites.

**User Impact**
Will occasionally affect eligibility worker tasks, if they have access to the PEAK Inbox.

**Training Modality**
This Project Guide includes all the information about the change. This project will not be delivered live during the build webinar.
Scenario/Example

This change will impact how work received through the PEAK Inbox is organized within the individual Counties as the new RTE status will be added to display “Non-RTE Pending Change Report Exists” in the PEAK Inbox.
CDHS Projects

Project 10925 CBMS FA No RRR Due Date for 2nd/3rd Month Denials

**Project Description**
This project will be making enhancements to CBMS to not display an RRR Due Month when a Food Assistance application or RRR is approved for an initial month and denied for the following month during the same EDBC run.

**Why the Change was Requested**
This enhancement was made in CBMS in order to no longer display an RRR due month in cases in which the household is only certified for benefits for a month or two. These households are not being approved for benefits and are not assigned a certification period.

**User Impact**
The bulk of this project will be impacting information displayed in CBMS for FA cases that result in a denial. However, customers may encounter situations in which their notices only outline which months they are eligible for benefits.

**Training Modality**
Training for this project will be delivered live during the build webinar. Much of the information regarding this project will be discussed then. The webinar will be recorded and available on TrainColorado.com within three working days of the webinar.

**Resolves**
When a FA application or RRR results in the case being approved for one or two months but then is denied during the same EDBC run, CBMS will not show an RRR Due Month on any page in CBMS. In this instance, the household will not be given an FS3L since the last month of eligibility resulted in a denial or failure of benefits. The household will still receive NOAs, identifying which months they were approved or denied for.
### Intake Example: Scenario 1

**Scenario 1**

- The customer reports that they started working on 09/05/2017.
- The household completes their interview on 09/29/2017.
- The eligibility worker is processing the case the same day.
- CBMS uses actual income received for September.
- CBMS uses converted income for October.
- EDBC is run for the months of September through November.
- When reviewing Wrap Up, the household is eligible for September benefits but then is denied for being over income as of October.
- The case is online authorized.

**Results:**
- The household is approved for September.
- The household is denied for October and November.
- No RRR Due Month will be displayed on any screen in CBMS.
- No FS3L will be sent to the household.

### RRR Example: Scenario 2

**Scenario 2**

- A FA household has an RRR due 09/30/2017.
- The RRR packet is received and processed on 09/22/2017.
- The current EDBC run is for September, October, and November.
- The household reports on the RRR packet that they started receiving child support monies and earned income as of 09/01/2017.
- The unearned income is posted via ACSES.
- CBMS detects that the household is under the income standard for September and October.
- The household is found to be over the income guideline starting November.
- EDBC is run for the months of September through November.
- When reviewing Wrap Up, the household is eligible for September benefits but then is denied for being over income as of November.
- The case is online authorized.

**Results:**
- The household is approved for September and October
- The household is denied starting November.
- No RRR Due Month will be displayed on any screen in CBMS.
- No FS3L will be sent to the household.
If the last month of the current EDBC run is a Pass result, an FS3L will be generated. The certification will be set to the number of months that the household is eligible for. However, for cases that were denied and a FS3L was not generated, a FS3L will only be generated if the case is rescinded and the case results in approval.

**Intake Example (Continued):**

<table>
<thead>
<tr>
<th>Scenario 1 (Continued)</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ The FA application dated 09/25/2017 was previously denied on 09/29/2017.</td>
</tr>
<tr>
<td>▪ No FS3L was sent. No RRR Due month is displayed in CBMS.</td>
</tr>
<tr>
<td>▪ On 10/15/2017 the household submits verification that they no longer have income.</td>
</tr>
<tr>
<td>▪ Verification was submitted before the 30th day of application.</td>
</tr>
<tr>
<td>▪ The eligibility worker rescinds the case, enters the verification and runs EDBC.</td>
</tr>
<tr>
<td>▪ EDBC is run for the months of September through November.</td>
</tr>
<tr>
<td>▪ When reviewing Wrap Up, the household remained eligible for September.</td>
</tr>
<tr>
<td>▪ The household is now eligible for FA as of October.</td>
</tr>
<tr>
<td>▪ The case is online authorized.</td>
</tr>
<tr>
<td>▪ Results:</td>
</tr>
<tr>
<td>o The household is approved for September, October, and November.</td>
</tr>
<tr>
<td>o A RRR Due Month will be displayed in CBMS based on the length of the household’s certification.</td>
</tr>
<tr>
<td>o A FS3L will be sent to the household.</td>
</tr>
</tbody>
</table>

**RRR Example (Continued):**

<table>
<thead>
<tr>
<th>Scenario 2 (Continued)</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ A FA RRR that was due 09/30/2017 was processed on 09/22/2017.</td>
</tr>
<tr>
<td>▪ The household was denied as of November 2017.</td>
</tr>
<tr>
<td>▪ No FS3L was sent. No RRR due Month.</td>
</tr>
<tr>
<td>▪ On 10/11/2017 the household submits a CRF with verification that they’re no longer receiving child support.</td>
</tr>
<tr>
<td>▪ Verification was submitted within 30 days of the case being denied.</td>
</tr>
<tr>
<td>▪ The eligibility worker rescinds the case, enters the verification and runs EDBC.</td>
</tr>
<tr>
<td>▪ EDBC is run for the months of September through November.</td>
</tr>
<tr>
<td>▪ When reviewing Wrap Up, the household remained eligible for September and October.</td>
</tr>
<tr>
<td>▪ The household is still over income for FA as of November 2017.</td>
</tr>
<tr>
<td>▪ The case is online authorized.</td>
</tr>
<tr>
<td>▪ Results:</td>
</tr>
<tr>
<td>o The household is denied as of November.</td>
</tr>
<tr>
<td>o No RRR Due Month will be displayed on any screen in CBMS.</td>
</tr>
<tr>
<td>o No FS3L will be sent to the household.</td>
</tr>
</tbody>
</table>
Project 10933 FA Investigation Reporting for FS36A and FNS366B Report

Project Description
Enhancements are being made to CBMS to allow for the creation of a COGNOS quarterly report titled FNS366B. The FNS366B report was created regarding IPV information entered in CBMS that will assist in the completion for the FS36A and FNS366B forms. Additionally, updates to the language used on the Notice of Actions for Intentional Program Violation (IPV) Disqualifications will be revised to ensure customers have a better understanding of the penalty being imposed.

Why the Change was Requested
In order to satisfy federal reporting requirements with Food and Nutrition Services (FNS), counties are required to submit a quarterly FS36A form. To meet this requirement, CBMS will now record the key elements for the FS36A form by creating a quarterly report that will transmit information in CBMS to both the FS36A and FNS366B forms. This project will also be updating the verbiage on Intentional Program Violations (IPV) Disqualification Notice of Actions (NOAs).

User Impact
While the FS36A form is currently completed manually by staff members who address IPVs, the creation of the FS36A pages in CBMS will require staff to manually complete the data entry in CBMS in order to complete the form.

Training Modality
This Project Guide includes all the information about the change. This project will not be delivered live during the build webinar.

Resolves
Changes incorporated with this project will be updating Notice of Actions associated with the disqualifications of IPV individuals. Structural reorganization will be made to client correspondence to make it easier to read that disqualification periods cannot be interrupted and must be served in full. It will be clearly presented to customers that FA benefits for other household members may continue if eligibility requirements are met. New verbiage will be added to NOAs, explaining that an IPV was founded as a result of the applicable reason for the disqualification. The correct listing of rule citations will be added to all NOAs used in disqualifications for an FA IPV.
The following statements will be added to the NOA when an IPV is imposed:

- “The Food Assistance disqualification is a national disqualification meaning the client cannot get Food Assistance in any other state for the disqualification period.”
- “If you owe food assistance benefits that were over issued, some of your food assistance benefits may be applied towards the amount you owe.”
- “You cannot appeal this disqualification from the Food Assistance Program except through a court having appropriate jurisdiction. You are responsible for repaying any Food Assistance benefits issued to your household for which your household was not eligible. You may still have the right to ask for a hearing regarding the amount of any overpayment of Food Assistance benefits.”

Under the Disqualifications tab on the Sanctions, Disqualifications and POIs page, modification has been made to existing fields. Additionally, new fields and buttons will be added to this tab in CBMS.

Fields impacted with this project are:

- **Occurrence #**: If entering a 3rd occurrence of a disqualification, the End Date field will populate with a year that is 99 years from the Begin Date of the disqualification.

- **Investigation Start Date**: This field will be mandatory for new FA disqualifications being entered. On existing records, this field will remain optional.

- **Investigation End Date**: This field will be mandatory for new FA disqualifications being entered. This date may not be earlier than the start date of the investigation. On existing records, this field will remain optional.

- **IPV Claims**: This button will open the IPV Claims page so a user can select one or more claims associated with FA disqualifications. This button will be disabled for Colorado Works IPVs.
In addition to the enhancements to the Sanctions, Disqualifications, and POIs page, several new pages will be added to CBMS to assist in the gathering of key elements of the FS36A and FNS366B forms.

**FS36A Report Summary**

The FS36A Report Summary page captures and displays the details of Colorado IPVs that have been founded or unfounded in CBMS. Information displayed on this window is displayed in quarterly order. The decision date of the IPV will determine under which quarter the information is displayed. Workers with IPV Update access will be able to update information on this page for the current or past quarters for their County only. State staff can access all Counties.

**FS36A Report Summary**

The FS36A Report Summary page captures and displays the details of Colorado IPVs that have been founded or unfounded in CBMS. Information displayed on this window is displayed in quarterly order. The decision date of the IPV will determine under which quarter the information is displayed. Workers with IPV Update access will be able to update information on this page for the current or past quarters for their County only. State staff can access all Counties.

**FS36A Report Detail**

The FS36A Report Detail page will display the demographic and founded IPV information that has been entered on the Sanctions, Disqualifications and POIs page under the Disqualifications tab. Information displayed on this page is organized into two data groups: Founded IPV Summary and Unfounded IPV Summary. This page may be edited by users until it is submitted to the State office. A new worker profile will be created to allow workers to submit the details on this page to the State.
Founded IPV Summary (Data group):

- The following fields will be auto-populated based on the data entered on the Sanctions Disquals, and POIs page from the Disqualification tab.
  - Investigation Start Date
  - Investigation End Date
  - IPV Document Type
  - CBMS Case Number
  - Individual Name
  - SSN
  - Final Decision Date

- The following fields will need to be completed by the user.
  - IPV Claims: This button will launch the IPV Claims child page to address the specific details of an IPV claim entered on an individual. Be aware that more than one IPV claim can be associated with an individual. Also, the page will have a field for an estimated claim.
- **Was the IPV Trafficking-related?**: While needed for the FS36A report, this question has to be answered by a user.

**Unfounded IPV Summary (Data group):**
- The following fields will need to be entered by the user for every unfounded IPV:
  - Individual Name
  - CBMS Case Number
  - SSN
  - Investigation Start Date
  - Investigation End Date
  - Was the IPV Trafficking-related?
  - Decision Type: Administrative Hearing or Prosecution

- **Report Totals (button)**: This page opens the FS36A Report Totals child page to display the calculated total of all IPV claims per county.

- **Submit**: This button will only be enabled for users with the security profile to submit the FS36A report. This button will only be enabled when the status of the IPV is “Not Submitted” or “Returned”. When this button is enabled, the FS36A can be submitted to the State office. Once the FS36A form is submitted, workers will not be able to associate a new claim or remove an existing associated claim from an IPV. Also, the user will not be able to add or remove an IPV from the reporting quarter.

- **Return**: This button can only be accessed by State staff and is used to return a FS36A form to a county for corrections. The status will be updated to “Returned”.

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**CBMS PEAK Build Project Guide**
**Version: 1.0**
**Release Date: September 2017**
**IPV Claims**

IPV Claims, accessed through the Disqualifications tab under Sanctions, Disquals and POIs, provides the details on founded IPV claims. This page has functionality to allow a worker to link an existing claim to the IPV individual listed on the page or enter an Estimated Claim Amount.

- **Individual** (data group): Information displayed here is extracted from the Founded IPV section on FS36A Report detail.
- **Claims Summary** (data group): Any/All Open, Active, Suspended, and Closed Claims that are associated with the individual listed in IPV Individual Name will be displayed here. Check the select box next to each claim that is related to IPV.
- **Claim Detail** (data group): This data group allows for an existing claim to be associated with an IPV individual. Multiple claims may be associated with an individual listed under Claims Summary.
- **Estimated Claims Detail** (data group): This data group will become required if no claim is selected for an individual. An eligibility worker must enter zero or if a claim has not been established, enter the estimated amount for the claim.
**FS36A Report Totals**

The FS36A Report Totals is calculated by information entered on the other pages associated with the FS36A or based on manual data entry. This page displays the sub-totals regarding IPVs, claims, investigations, etc. entered during the current reporting quarter. Information is compiled to this page during a batch cycle, however users may select the Refresh Totals button to recalculate the totals on demand.

![FS36A Report Totals](image-url)
Project 11004 CBMS Monthly SNAP Outreach Partner Results Report

**Project Description**
This project will create PEAKPro user profiles for SNAP Outreach venders, and create reports for venders to have the opportunity to help Colorado decrease application turn by following up with clients denied for not complying with SNAP standards while their initial application is still able to be processed (60 day window). This project will allow CDHS to track across partners which forms of SNAP Outreach are most effective.

**User Impact**
The scope of this project is designed for individuals who utilize the PEAKPro feature and work in the role of SNAP Outreach. Little to no impact will be felt by eligibility workers.

**Training Modality**
This Project Guide includes all the information about the change. This project will not be delivered live during the build webinar.

Project 11094 CBMS Cert Period for EX FA

**Project Description**
This project will enhance current CBMS functionality to assign a certification period to Food Assistance households that are approved for at least one month of Expedited Food Assistance with Food Assistance pending for postponed verification.

**Why the Change was Requested**
Due to recent clarification from Food and Nutrition Services, households that are found eligible for Expedited Food Assistance must be assigned a certification period. This project came to fruition in order to meet this federal requirement.

**User Impact**
The bulk of this project will make the enhancements to logic used by CBMS. Eligibility workers should be aware that they will see instances where approvals for Expedited Food Assistance will result in a certification period being assigned.

**Training Modality**
Training for this project will be delivered live during the build webinar. Much of the information regarding this project will be discussed then. The webinar will be recorded and available on TrainColorado.com within three working days of the webinar.
Resolves

When a household is evaluated and is deemed eligible for Expedited Food Assistance, CBMS will assign either a 6 month or 24 month certification to the regular FA benefits for these households. In order for this function to work, Expedited Food Assistance cases must be online authorized. These households will receive a modified FS3L notifying them of their Simplified Reporting requirements during their certification, an approval notice for their Expedited Food Assistance benefits, and a Verification Checklist (VCL) for their regular FA benefits.

Current system function has not changed when Regular Food Assistance benefits are pending due to missing verification. If the household provides the requested verification, households will be evaluated for ongoing benefits under regular Food Assistance.

Scenario 1

<table>
<thead>
<tr>
<th>Scenario 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ A household applies for FA on 09-16-2017.</td>
</tr>
<tr>
<td>▪ The case is processed on 09-17-2017.</td>
</tr>
<tr>
<td>▪ The household is found eligible for Expedited Food Assistance for September and October.</td>
</tr>
<tr>
<td>▪ Regular Food Assistance is pending due to missing verifications.</td>
</tr>
<tr>
<td>▪ The worker reviews Wrap Up and online authorizes the EX-FA.</td>
</tr>
<tr>
<td>▪ The Results:</td>
</tr>
<tr>
<td>o A VCL will be generated for the Regular FA benefits.</td>
</tr>
<tr>
<td>o The regular FA will be assigned a certification period of September through February 2018.</td>
</tr>
<tr>
<td>o A FS3L will be sent to the household notifying them of their requirements.</td>
</tr>
<tr>
<td>o An approval NOA will be sent for their EX-FA benefits.</td>
</tr>
</tbody>
</table>

The approval NOA for EX-FA will include the following text:

“Your application has been approved, but we need more proof to see if you can keep getting benefits after [EX-FA END DATE]. You will get a separate notice letting you know the proof we need and when it will be due. If we don’t get the proof we asked for, your benefits will stop as of the date listed above. If we do get the proof we need, you may see a change in the amount of benefits you will get based on what the proof tells us.”

Households that are approved for Expedited Food Assistance will not receive a second approval notice for regular Food Assistance after the certification period is assigned. Households will receive a second notice regarding their Regular FA benefits only if the allotment amount has resulted in an increase, decrease or termination of benefits.
Scenario 1 (Continued) - No change in allotment

- FA app date: 09-16-2017.
- EX-FA was authorized and an approval NOA for EX-FA was sent.
- FS3L was sent to the household.
- The regular FA was assigned a six-month certification period.
- Regular FA remains pending.
- The customer provides missing verifications on 09-26-2017, before the VCL due date.

The Results:

- The worker data enters the verification received on 09-26-2017 and runs EDBC.
- The household is found eligible for Regular FA.
- The household’s FA allotment amount does not change.
- The worker online authorizes the case.
- Since the household already received a FS3L and approval notice, a second approval for regular FA will not be generated due to the allotment amount not changing.

Scenario 2

Scenario 2 - Decrease in allotment

- FA app date: 05-20-2017. (The household is interviewed and processed the same day.)
- VCL due date: 05-31-2017.
- The household is eligible for EX-FA.
- Regular FA is pending for verifications.
- EX-FA is authorized on the same day.
### The Results on 05-20-2017:
- The household is sent an approval notice for Expedited Food Assistance
- The household is sent a modified FS3L outlining their reporting requirements.
- The regular FA is assigned a 6 or 24-month certification period.
- A VCL is sent for the regular FA benefits.
- The customer provides the missing verifications on 05-29-2017, before the VCL due date.
- The worker processes the verifications received on the same day.

### The Results on 05-29-2017:
- The worker data enters the verification received on 05-29-2017 and runs EDBC.
- The household is found eligible for Regular FA.
- The household’s FA allotment decreases.
- The worker online authorizes the case.
- Since the household already received an FS3L and approval notice, a second FS3L will not be sent. The household will be sent a Notice of Action showing their benefits decreased.

### Scenario 2 - Increase in allotment

- FA app date: 05-22-2017. (Interviewed and processed the same day.)
- VCL due date: 06-02-2017.
- Regular FA is pending verifications.
- EX-FA is authorized the same day.

### The Results on 05-22-2017:
- An approval NOA is sent for EX-FA.
- A FS3L is sent to the household, outlining their reporting requirements.
- Regular FA is assigned a 6 or 24-month certification period.
- Regular FA is pending.
- A VCL is sent for verifications.
- The customer provides the missing verifications on 05-29-2017, before the VCL due date.
- The worker processes the verifications received on the same day.
The Results on 05-29-2017:

- The worker data enters the verification received and runs EDBC.
- The household is found eligible for Regular FA.
- The household’s FA allotment increases.
- The worker online authorizes the case.
- Since the household already received an FS3L and approval notice, a second FS3L will not be sent. The household will be sent a Notice of Action showing their benefits increased.

In instances where an Expedited Food Assistance case is approved and later during the same day Regular FA is approved and authorized, CBMS will send the customer a regular FS3L and Approval NOA. This is applicable only in instances where both EX-FA and Regular FA are authorized during the same day.

In instances where Expedited Food Assistance is approved and authorized, but later during the same day Regular FA is denied or terminated, CBMS will apply the logic from Project 10925.

**Project 11202 CBMS PEAK Ethnicity Race Updates**

**Project Description**
Enhancements will be made to the Ethnicity page in CBMS and PEAK in order to allow the recording of ethnicity and race information of a customer to become easier and mirror information listed on the Single Purpose Application (SPA).

**Why the Change was Requested**
Food and Nutrition Services requires that a customer’s race and ethnicity information be collected due to Civil Rights data collection. These enhancements will be made in CBMS to comply with this federal requirement.

**User Impact**
The ethnicity page will be reorganized to better capture ethnicity and race information while mirroring information listed in the SPA.

**Training Modality**
Training for this project will be delivered live during the build webinar. Much of the information regarding this project will be discussed then. The webinar will be recorded and available on TrainColorado.com within three working days of the webinar.
**Resolves**

The Ethnicity page in CBMS will be renamed to Ethnicity/Race Details and will have the Race section removed. The Ethnicity section on both Ethnicity/Race Details and Applicant Information (located in the Al Queue) will now be renamed Ethnicity/Race.

The Household Membership page in PEAK will be restructured to align with changes made in CBMS. The Race section of Household Membership will be removed. The Ethnicity section will be renamed Ethnicity/Race. When customers populate information in this page either through the Apply for Benefits, Report My Changes, or RRR features, it will be mapped to CBMS.

In PEAK and CBMS (during the Al and II Queues) Ethnicity/Race information will be broken into three subsections. These three sections will capture various elements.

**PEAK Changes**

![Ethnicity / Race](image)

You do not have to answer these questions if you don’t want to. Your answers will not be used to make a decision about your benefits. Note: For Medical Assistance, if you are an American Indian/Alaska Native, you may qualify for extra benefits and cost savings. This information is being collected to ensure that program benefits are distributed without regard to race, color, or national origin.

1. Check the box or boxes to tell us this person's race/national origin/ethnicity.

   **Ethnicity:**
   
   - [ ] Hispanic/Latino
   - [ ] Non - Hispanic/Latino

2. **Race:**

   - [ ] American Indian/Alaskan Native
   - [ ] Native Hawaiian/Other Pacific Islander
   - [ ] Black/African American
   - [ ] White/Caucasian
   - [ ] Asian

3. [ ] Other/Unknown
**Subsection 1:** This section is used to identify the customer’s ethnicity. This section indicates if the customer is either Hispanic/Latino or Non-Hispanic/Latino. Only one option may be selected in this section.
- **Subsection 2:** This section is used to indicate the customer’s race. Multiple options can be selected in this section. Options that were previously entered prior to the September 2017 build will be moved to this section now.

- **Subsection 3:** This section is used by Medical Assistance programs. For cases with only Food Assistance, this field will not be enabled. On existing cases where Other/Unknown was previously selected, eligibility workers will be able to deselect this value if previously entered.

**Missing Ethnicity/Race Information**

For existing Food Assistance cases where Ethnicity information is missing, the following message will be displayed and the eligibility worker will have to enter the appropriate option:

- “There is Food Assistance on this case and there is no ethnicity selected. Please select a value from the Ethnicity section for the head of household.”

For existing Food Assistance cases where Race information is missing, the following message will be displayed and the eligibility worker will enter the appropriate information:

- “There is Food Assistance on this case and there is no race selected. Please select at least one value from the Race section for the head of household.”

**Converting Existing Information**

On existing cases, information in CBMS will be mapped to the appropriate sections based on CBMS logic.

<table>
<thead>
<tr>
<th>Subsection 1: Ethnicity</th>
<th>The following will be converted to “Hispanic/Latino” in CBMS:</th>
<th>The following will be converted to “Non-Hispanic/Latino” in CBMS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic/Latino</td>
<td>Latino/Latino</td>
<td>American Indian/Alaska Native</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Asian</td>
</tr>
<tr>
<td>Black/African American</td>
<td></td>
<td>Native Hawaiian/Other Pacific Islander</td>
</tr>
<tr>
<td>Other/Unknown</td>
<td></td>
<td>White/Caucasian</td>
</tr>
</tbody>
</table>
### Subsection 2: Race

The following will be converted to “American Indian/Alaska Native” in CBMS:

<table>
<thead>
<tr>
<th>American Indian/Alaska Native</th>
<th>American Indian or Alaska Native</th>
</tr>
</thead>
</table>

The following will be converted to “Native Hawaiian/Other Pacific Islander” in CBMS:

<table>
<thead>
<tr>
<th>Native Hawaiian</th>
<th>Other Pacific Islander</th>
<th>Samoan</th>
<th>Native Hawaiian/Other Pac Isl</th>
</tr>
</thead>
</table>

The following will be converted to “Black/African American” in CBMS:

<table>
<thead>
<tr>
<th>Black or African American</th>
<th>Black/African American</th>
</tr>
</thead>
</table>

The following will be converted to “White/Caucasian” in CBMS:

<table>
<thead>
<tr>
<th>White</th>
<th></th>
</tr>
</thead>
</table>

The following will be converted to “Asian” in CBMS:

<table>
<thead>
<tr>
<th>Chinese</th>
<th>Japanese</th>
<th>Vietnamese</th>
<th>Asian Indian</th>
<th>Filipino</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Korean</th>
<th>Guamanian or Chamorro</th>
<th>Other Asian</th>
<th>Asian</th>
</tr>
</thead>
</table>

Information transmitted to the Health Insurance Marketplace will not be impacted by this project. The American Indian/Alaska Native section of the Ethnicity/Race page will not be affected by this project.