Adding Claim Information to PEAK

**Project I3609**

Customers will now have the ability to view claims that are active, open, or closed on the PEAK website or the MyCOBenefits mobile application. They will be able to see details such as their claim number, status, time period, program, original amount, balance amount, and originating county.

**MyCOBenefits**

When a customer taps on "Claims" on the left-hand app navigation menu, a summary screen will open. Claims will display in the following order:
1. Active
2. Open
3. Closed

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**COLORADO**

Health Care & Economic Security
Staff Development Center

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PEAK Website

The website shows active, open, and closed claims, except for Medical assistance. After clicking on a particular claim, the customer will see the screen containing the claim details.

When a customer clicks on "Claims" on the left-hand app navigation pane, a summary screen will open. Claims will display in the following order:
1. Active
2. Open
3. Closed

"Help"

If the customer clicks "Help" in the header, they will be taken to the Claims help screen, which will define the different types of claims and provide an explanation of the different statuses.

Interfacing with Customers

As you interface with customers, they may have additional questions about their claims. It is important to know what your customers are seeing. If you make a change in CBMS, the change will update the information displayed to the customer in PEAK and MyCOBenefits.