

PEAK Medical Assistance: Live Chat



Beginning June 22, PEAK users now have the ability to chat online with someone or submit questions for Medical Assistance (MA) related questions. The online chat will be staffed by the Health Care Policy & Financing Call Center from the hours of 12:30-4:00 MST Monday through Friday.

**** ONLY AVAILABLE FOR MA PROGRAMS** – if questions pertain to other programs they will be directed to the 800# for CDHS.

Key Points

Help is only available for Medical Assistance Programs

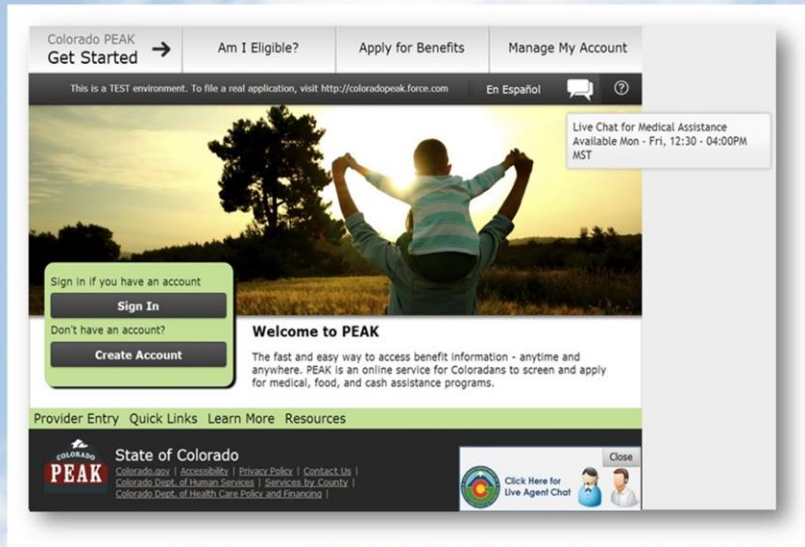
Live Chat available Monday – Friday 12:30 pm to 4:00 pm

Submit a Question feature available 24/7 through Help (?),
Contact Us, or Manage My Account

For PEAK account holders, there will be a history of
submitted questions in Manage My Account





Online Chat Assistance



As of June 22, 2014 PEAK users applying for or receiving Medical Assistance can chat online with staff from the Health Care Policy & Financing Call Center. This functionality is available Monday through Friday from 12:30pm to 4:00pm.

Online Chat Assistance – Logged In

Thomas MadeUp View Account Logout Current Viewing Case # 18 Print  

My Account

Account Overview

Check My Benefits

Report My Changes

Redetermination / Recertification


Payments

Express Lane Eligibility


Account Management

Communications

Account Overview

Case: 18 

Account Information

NAME	CASE NUMBER
Thomas MadeUp	18  County Contacts
HOME ADDRESS	MAILING ADDRESS
123 L LN BOULDER ,CO 80304	123 L LN BOULDER ,CO 80304
PRIMARY PHONE NUMBER	SPOKEN LANGUAGE
	English
SECONDARY PHONE NUMBER	CORRESPONDENCE LANGUAGE
	English
EMAIL ADDRESS	
Report Change	

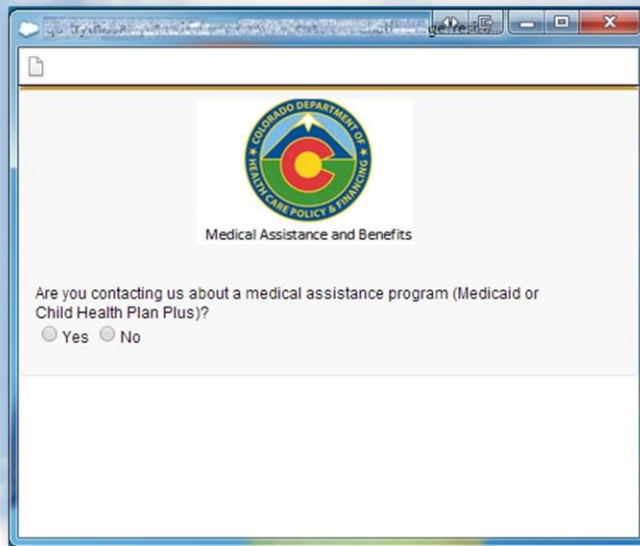
Household

NAME	AGE	SOCIAL SECURITY NUMBER	RELATIONSHIP TO
Thomas MadeUp	23	***-**-4571	Head of Household
Jeb MadeUp	0	***-**-0942	Son
Brandy MadeUp	23	***-**-1611	Wife
Report Change			



The Chat Icon appears from: the home page, in Manage My Account, and will display in Medical Assistance applications (not other types).
If Live Chat is not available, the icon does not appear.

Pre-Chat Form



Medical Assistance and Benefits

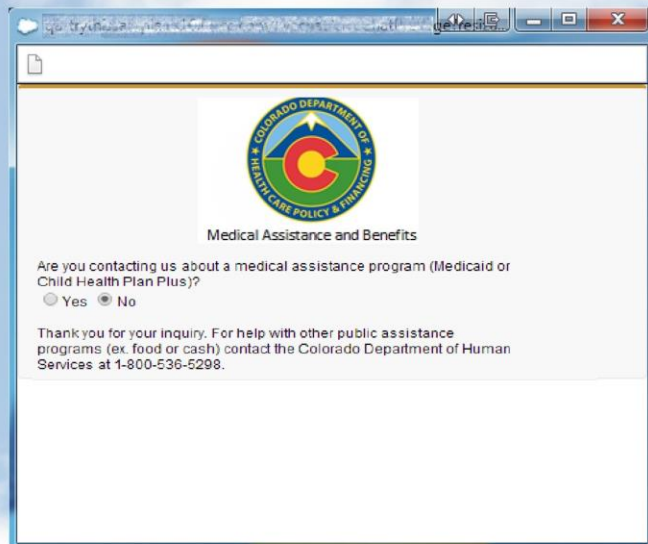
Are you contacting us about a medical assistance program (Medicaid or Child Health Plan Plus)?

☐ Yes ☐ No



The first pop-up asks if questions relate to Medical Assistance (Medicaid or CHP+)

Live Chat – Non Medical Question



Medical Assistance and Benefits

Are you contacting us about a medical assistance program (Medicaid or Child Health Plan Plus)?


☐ Yes ☒ No

Thank you for your inquiry. For help with other public assistance programs (ex. food or cash) contact the Colorado Department of Human Services at 1-800-536-5298.



If the question does not pertain to Medical Assistance, the person is directed to call CDHS at 800-536-5298.

Live Chat – Pre-Chat Form



The screenshot shows a web browser window displaying a pre-chat form for the Colorado Department of Human Services. The form is titled "Medical Assistance and Benefits" and includes a logo at the top. Below the logo, there is a message: "To help us serve you better, please provide some information before we begin your chat." The form contains several fields and dropdown menus for user information and preferences. The fields are: "Question Type" (dropdown menu), "Question Sub-Type" (dropdown menu), "* First Name:" (text input), "* Last Name:" (text input), "* Date Of Birth:" (text input with a date format hint "mm/dd/yyyy"), "State ID(enter this field if you are client):" (text input), "SSN(enter this field if you are client):" (text input), and "Email Address:" (text input). A "Request Chat" button is located at the bottom of the form.

Colorado Department of Human Services
Medical Assistance and Benefits

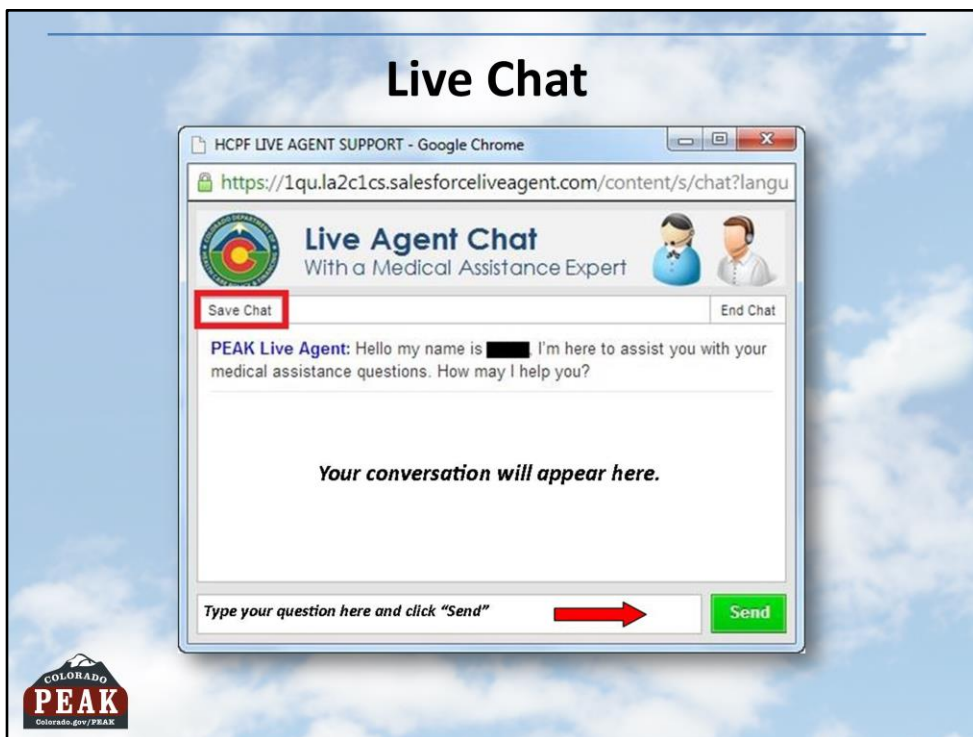
To help us serve you better, please provide some information before we begin your chat.

What are you contacting us about?
Question Type
—Select Anyone—
Question Sub-Type
—Select Anyone—
* First Name:
* Last Name:
* Date Of Birth:
mm/dd/yyyy
State ID(enter this field if you are client):
SSN(enter this field if you are client):
Email Address:
Request Chat



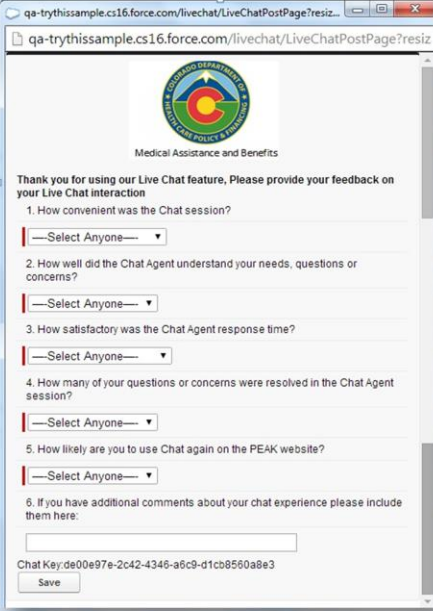
When “yes” is selected, information is gathered before chat is initiated. Questions with red asterisks are required.

Live Chat



There is an option in the upper left to Save Chat.

Live Chat – Post-Chat Survey





Medical Assistance and Benefits

Thank you for using our Live Chat feature, Please provide your feedback on your Live Chat interaction

1. How convenient was the Chat session?
2. How well did the Chat Agent understand your needs, questions or concerns?
3. How satisfactory was the Chat Agent response time?
4. How many of your questions or concerns were resolved in the Chat Agent session?
5. How likely are you to use Chat again on the PEAK website?
6. If you have additional comments about your chat experience please include them here:

Chat Key: de00e97e-2c42-4345-a5c9-d1cb8560a8e3

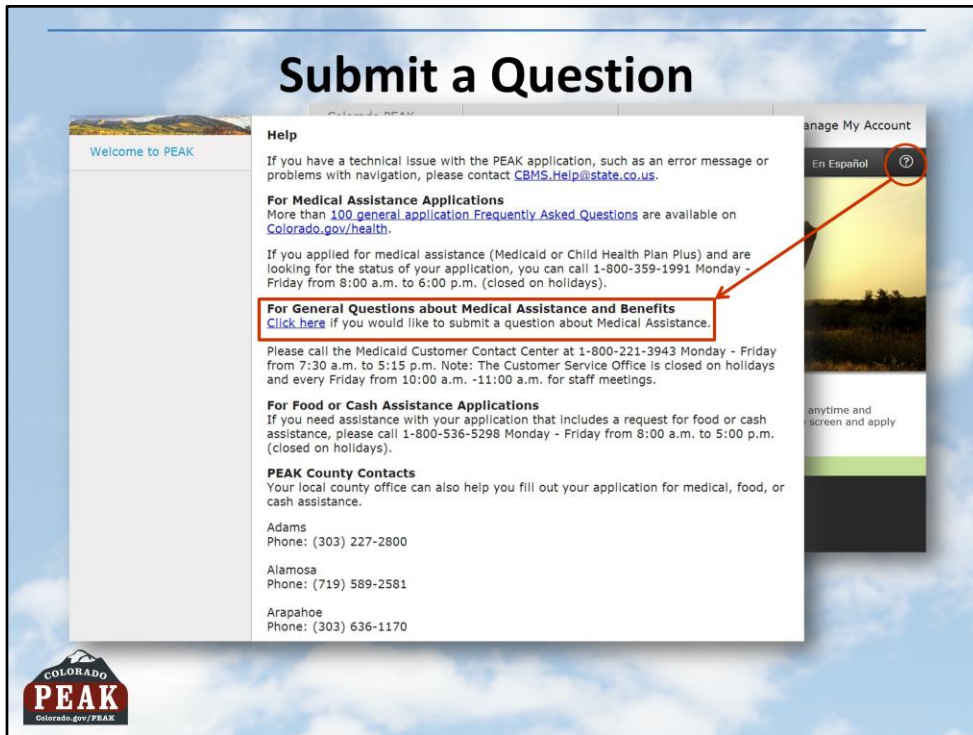


At the end of chat, a feedback survey displays. Clients may fill out and **Save** or “X” out to close the window.

PEAK Medical Assistance: Submit a Question



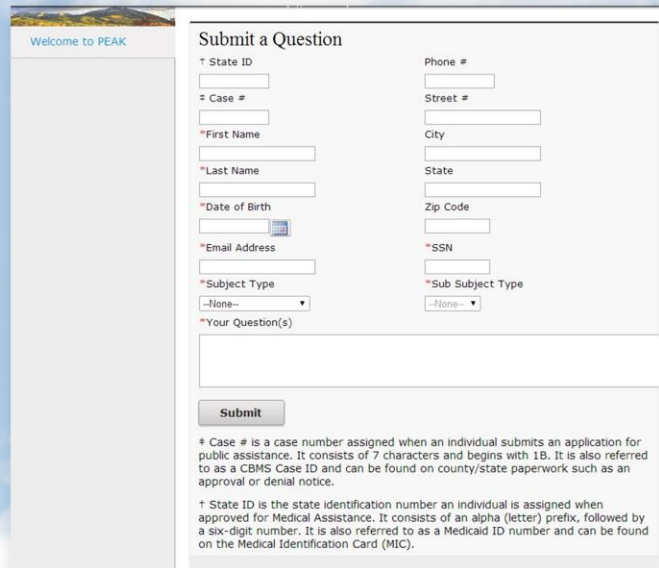
If Live Chat is not available, there is an option to Submit a Question to Health Care Policy & Financing Customer Service at any time on PEAK.



From the Help Screen (?) and from 'Contact Us', several options display to seek additional information. The option to submit an online Medical Assistance question is available from the [Click here](#) hyperlink.

An email address is mandatory for this feature.

Submit a Question – Not logged in



Welcome to PEAK

Submit a Question

† State ID

‡ Case #

* First Name

* Last Name

* Date of Birth

* Email Address

* Subject Type

Phone #

Street #

City

State

Zip Code

* SSN

* Sub Subject Type

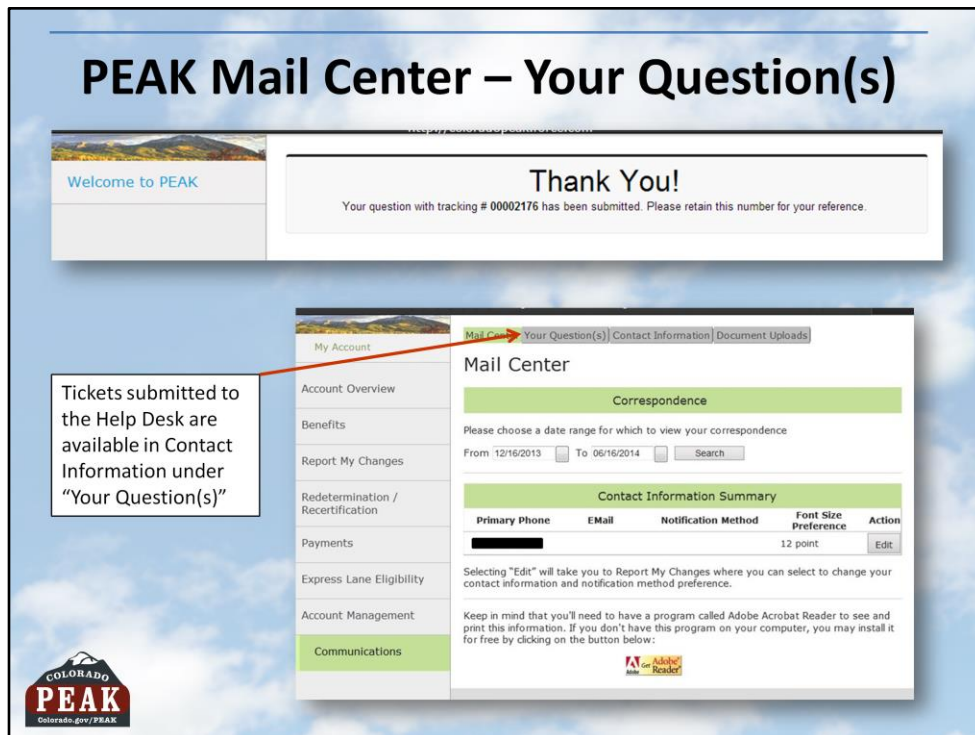
* Your Question(s)

Submit

‡ Case # is a case number assigned when an individual submits an application for public assistance. It consists of 7 characters and begins with 1B. It is also referred to as a CBMS Case ID and can be found on county/state paperwork such as an approval or denial notice.

† State ID is the state identification number an individual is assigned when approved for Medical Assistance. It consists of an alpha (letter) prefix, followed by a six-digit number. It is also referred to as a Medicaid ID number and can be found on the Medical Identification Card (MIC).

Questions submitted receive an emailed response which is why an Email address is mandatory.



PEAK account holders have access to a history of the ten most recent tickets submitted to Health Care Policy & Financing customer service related to their 1B case number and State ID for any individual on the case.

The listing of tickets will present:

- Ticket tracking number
- Date of ticket creation
- Subject of ticket
- Real Time Status of ticket (what are the various statuses?)
- Name of Submitter
- Problem description

When the client clicks on a ticket number, the details, including response from the Customer Service team, display.

Question Types/Sub-Types

Affordable Care Act	Benefits	Billing	Eligibility	Legal
<ul style="list-style-type: none">• Application• Benefits• Connect for Health• Eligibility• General• PEAK	<ul style="list-style-type: none">• Adult• Behavioral Health Organization• Child/Family• Colorado Indigent Care Program• Dental/Vision• Durable Medical Equipment• Medical ID Card Request• Public Assistance Programs• Transportation	<ul style="list-style-type: none">• Billing/Provider Claims• Out of State• Prior Authorization Requests• Reimbursements	<ul style="list-style-type: none">• Change/Update Information• Child Health Plan Plus• Colorado Indigent Care Program• Income Guidelines• Medical Spans• Other Public Assistance Programs• Programs• Redetermination	<ul style="list-style-type: none">• Accident Claims/Tort• Appeals• Complaint• Fraud• HIPAA• Third Party Liability



Question Types

Managed Care

- Accountable Care Collaborative/Regional Care Collaborative Organization
- Behavioral Health Organization
- Fee for Service/Locate Provider
- Health Colorado
- Managed Care/Health Maintenance Organization
- Ombudsman

Pharmacy

- Co-Pay
- Denial/Approval
- Drug Coverage
- Part D
- Prior Authorization Requests
- Refills

Special Programs

- Billing/Provider Claims
- Out of State
- Prior Authorization Requests
- Reimbursements



THANK YOU!

