



June Enhancements
2014

PEAK Training

Electronic Document Uploading



Beginning June 23rd, PEAK users can submit documents electronically through PEAK.

Key Points

Applicants and clients who have a PEAK account can send verification documents electronically for review.

PEAK account holders can only submit documents during an application, change report or redetermination.

Guests can upload documents at the end of an application, however they will also be prompted to set up an account before using this function.

Documents can be uploaded using computer or a mobile device.

Electronic document submission allows for faster processing of applications, change reports and redeterminations.



Document Upload – New App

Thank You!

Your application tracking number is 700-██████. Be sure to write this number down or print this page for your records.

Your online application has been sent to a Medical Assistance Site. If you have questions about the status of your online application, please contact the Medical Assistance Site. To find the Medical Assistance Site address [click here](#). Please have your application tracking number available to get answers more quickly.

Before submitting another application, please contact the Medical Assistance Site and provide your application tracking number.

[Click Here](#) for more information about how long it may take to get an answer.

Verification Needed

Keep in mind that your application office worker may ask for proof of some of the things you told us in your application. We've created a list of the types of proof that you may need to provide. Click the Verification Needed button to view this list.

If you have scanned copies of acceptable verification documents, you may upload these from the Verification Needed page. If you want to do this later, you may return to your account and do so after you receive your verification checklist.

Verification Needed

You may be asked to talk with an application worker by phone or in person in order to get benefits.



Once an application is submitted, and verifications are required, a new button displays: **Verifications Needed**.

Document Upload – New App

Types of Proof

We need to find out some things to see if you can get assistance. Some information can be verified by your statement at the interview. Other information may need to be verified by giving us "proof." "Proof" is the way you show us what we need to know. In some cases proof must be received before your application for assistance can be completed. Below is a list of items that can be used as proof. If you can't get the proof, let your application site worker know. Your worker may be able to help you.

If you have scanned copies of any of these types of proof on your computer, you can upload them now to help your case worker process your application quickly. Click the Upload Document button to upload a scanned image now.

[Upload Document](#)

Proof of Identity

Your identification, such as picture ID or drivers license.

Proof of Assets

Proof of resources (assets), such as checking, savings, vehicles, CD's, IRA's, stocks, life insurance, burial policies.

Social Security Number

Social Security numbers or proof of application for everyone requesting benefits. If you state on the application that you have a Social Security Number, you will need to provide proof.

Proof of Citizenship or Alien Status

Proof of status in this country such as Visa, Legal Permanent Resident Card, Passport, or Employment Authorization Card for everyone you are applying for.

Proof of Income

Proof of current wages or income for your household, such as pay stubs, award letter, employer letter, Social Security, child support.



After the PEAK account holder clicks the **Verifications Needed** button, they are directed to a page explaining the different types of proof that may be required to complete the application.

To click the **Upload Document** button.

Document Upload – New App

Upload Document

Please tell us more about the document you want to submit.

*Whose Document

click here to choose ▾

click here to choose ▾

The Household

Thomas MadeUp

Jeb MadeUp

Brandy MadeUp

click here to choose ▾

Browse...

Only the following file types are accepted *.jpg, *.jpeg, *.png, *.tif, *.tiff, *.pdf

File size must be less than or equal to 3 MB

Next

Upload Document

Please tell us more about the document you want to submit.

*Whose Document

click here to choose ▾

*Proof Of

click here to choose ▾

click here to choose ▾

Address or Residency

Citizenship

Expense

Income

Identification

Medical or Health Coverage

Other

Resource

Browse...

Only the following file types are accepted *.jpg, *.jpeg, *.png, *.tif, *.tiff, *.pdf

File size must be less than or equal to 3 MB

Next



Documents may be uploaded for a variety of verifications. The **Upload Document** page presents drop-down menus to indicate whose document is being submitted, as well as the type of proof.

Acceptable file types: *.jpg, *.jpeg, *.png, *.tif, *.tiff, *.pdf

Note: A file size cannot exceed 3MB. If you are having problems with your document upload, check the file size.

Document Upload – New App

Please tell us more about the document you want to submit.

*Whose Document
Jeb

*Proof Of
Citizenship

*Document Type
US Passport

Note: A US Passport can be used for proof of Citizenship and Identification. You do not need to upload this document more than once to provide proof for individual items.

Only the following file types are accepted *.jpg, *.jpeg, *.png, *.tif, *.tiff, *.pdf

File size must be less than or equal to 3 MB.



Colorado.gov/PEAK

NOTE: Certain documents can be used as proof for multiple items. PEAK notifies as to which documents may serve for multiple verifications via a red *Note* as shown. In this example, a passport can be used to verify Citizenship and ID and does not need to be uploaded more than once.

Document Upload – New App

Confirm Submission ✕

Please confirm what you told us about this document before you submit it. If you want to change anything, click the Back button and you may change your answers.

Document For	:	The Household
Proof Of	:	Expense
Document Type	:	Lease
Filename	:	confirm - app.png

Only the following file types are accepted *.jpg, *.jpeg, *.png, *.tif, *.tiff, *.pdf

File size must be less than or equal to 3 MB.



Once a document has been selected, an applicant can review the selection. If the correct document is selected, then the **Upload** button is selected.

Document Upload – New App

Upload Successful

Your document has been uploaded successfully. Close this window to return to the last page and continue uploading documents.

Important Note: Your Verification Needed list will not be updated until a worker has had a chance to review the document you just uploaded. However, if you want to see the list of documents we have received so far, you can open the Document Uploads page in your account.

Upload Error

There was an issue uploading your document at this time. Please return to [PEAK later to try again](#) or you can [mail or bring this document in to your local county office.](#)



PEAK notifies the applicant if the document was uploaded successfully or not. If a document was not uploaded successfully, the client is prompted to try again later or submit the verification to the county directly.

Document Upload – Pending App

Verifications Needed

Verification Summary				
Who	Verification Type	Program	Due Date	Notes From Your Worker
[REDACTED]	Employment	Food Assistance	03/01/2014	Please provide proof of income (paystubs) for [REDACTED]

[Upload](#)

You will or should have gotten an Official Verification Checklist in the mail or in the PEAK Mail Center. The Official Verification Checklist includes all of the proof we need to tell if you can get benefits. If you have questions, please call the contact number on the Official Verification Checklist.

For further information regarding your verifications, please contact Brian Trujillo by phone (720-944-3666)

[Back to My Benefits](#)



If a case is pending verifications, documents can also be upload through the **My Benefits** tab. Clicking the blue hyperlink for **Verifications Needed** navigates the client to the explanation page for the verifications needed. The **Upload** button on the right hand side of the page redirects the client to the beginning of the upload process.

Document Upload – History

My Account

Account Overview

Check My Benefits

Report My Changes

Redetermination / Recertification

Payments

Express Lane Eligibility

Account Management

Communications

Account Overview

Application Status				
Tracking #	Programs	Application Start Date	Application Submit Date	Status
423	Food Assistance	05/28/2014	05/28/2014	Under Review

If your application has not been processed yet, [click here](#) for more information about how long it may take to get an answer about your application.

If you have an open, active medical, food, or cash assistance case, click the "Report My Changes" tab on the left if you want to request Medical Assistance for additional people on your existing case.

Click the "Start New Application" button below to start a new application

Start New Application



After the document has been submitted, an applicant is able to view/confirm the submitted verification. From the Account Overview homepage, the client clicks on the **Communications** tab in the lower left-hand corner.

Document Upload – History

My Account

Account Overview

Benefits

Report My Changes

Redetermination / Recertification

Payments

Express Lane Eligibility

Account Management

Communications

Mail Center | Contact Information | **Document Uploads**

Below is a list of documents that you have uploaded previously with this account. To upload a new document, click the Upload Document button.

Uploaded Documents

Document For	Proof Of	Document Type	Uploaded Date	
The Household	Expense	Lease	05/28/2014	View
The Household	Expense	Lease	05/28/2014	View
██████████ Brandy	Income	Check Stub	05/28/2014	View

1-3 of 3 records | << < > >> | Page 1 of 1



Clicking on the **Document Uploads** tab displays the ten most recent verifications submitted through PEAK.

Document Upload – Change Report/Redetermination

The screenshot displays the 'Account Overview' page. On the left, a navigation menu includes 'My Account', 'Account Overview', 'Check My Benefits', 'Report My Changes' (highlighted with a red box), 'Redetermination / Recertification', 'Payments', 'Express Lane Eligibility', 'Account Management', and 'Communications'. The main content area is titled 'Account Overview' and shows a dropdown for 'Case: 18 [REDACTED]'. Below this is the 'Account Information' section, which includes fields for Name, Case Number, Home Address, Mailing Address, Primary Phone Number, Spoken Language, Secondary Phone Number, Correspondence Language, and Email Address. A 'Report Change' button is located below the account information. The 'Household' section contains a table with the following data:

NAME	AGE	SOCIAL SECURITY NUMBER	RELATIONSHIP TO
Thomas [REDACTED]	23	***-**-4571	Head of Household
Jeb [REDACTED]	0	***-**-0942	Son
Brandy [REDACTED]	23	***-**-1611	Wife

From the **Account Overview** page, click the **Report My Changes** tab on the left hand navigation panel. A client can also select the **Redetermination/Recertification** tab to begin that process.

Document Upload – Change Report/Redetermination

View Account Logout Current Viewing Case # 18 Print

My Account

Account Overview

Benefits

Report My Changes

Redetermination / Recertification

Payments

Express Lane Eligibility

Account Management

Communications

Report Your Changes

To report changes to your current Food, Medical, or Cash Assistance benefits, click on the button below.

[Report Your Changes](#)

Keep in mind if you make a change to information in one case, it may affect eligibility in other cases.

Change Reports

Here is a summary of the change reports you have submitted. You can click on the 'click here' links to view more details about the change report.

Change Reports	
APPLICATION NUMBER	STATUS

Keep in mind that you'll need to have a program called Adobe Acrobat Reader to see and print this information. If you don't have this program on your computer, you may install it for free by clicking on the button below:

Click the **Report Your Changes** button.

Document Upload – Change Report/Redetermination

View Account Logout Current Viewing Case # IBI Print

Report My Changes

Welcome to Report My Changes!

As part of getting benefits, you may need to tell your application site worker if you have changes in your household, your income and/or your bills. This tool will help you report those changes.

Reporting Changes Through PEAK

Please check the boxes for all of the changes that you want to report.

No Changes

There are no changes to report on your household

↓

Income, Expense, and Asset Changes

- Someone started or ended a job or has a change to a current job (including self employment or strike activities)
- Someone had a change in another type of income other than a job or self-employment (Unemployment, Social Security, etc...)
- Someone in your home has changes or additions to liquid assets (cash, checking/savings account, or other)
- Someone in your home has changes or additions to assets (vehicles, real estate, burial assets, life insurance)
- Someone in your home has changes or additions to medical expenses
- Someone in your home has changes or additions to dependent/elder care or child care expenses
- Someone in your home has changes or additions to health insurance

Keep in mind that you should only report changes that have already happened.

Back to My Benefits Next



The client can select the change that needs to be reported. In this example, a change in employment is reported.

Document Upload – Change Report/Redetermination

Electronic Signature

If you have a legal guardian, he or she should sign below. If you have a power of attorney or an authorized representative, either you or that person may sign this application. If anyone else is helping you fill out the application, you should sign the application yourself.

I have agreed to submit this Change Report for myself and/or my family. By signing this Change Report electronically, I certify that I have reviewed this Change Report; that I understand and agree to the Rights, Responsibilities and Penalties; and that under penalty of perjury, I certify the information I have given is true including the information concerning citizenship and alien status. I have received information on how to apply, what information is available, and what I may need to give the application site to help me with getting benefits.

- I understand the questions and statements on this Change Report.
- I have read and understand my Rights & Responsibilities in the box above.
- I understand the penalties for giving false information or breaking the rules.
- I understand that the application site may contact other persons or organizations to obtain needed proof of my eligibility and level of benefits.
- I understand that failure to report or verify any listed expenses will be seen as a statement by me that I do not want to receive a deduction for the unreported or unverified expenses.
- I understand I can be punished by law if I do not tell the complete truth.
- I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.

By checking this box and typing my name below, I am electronically signing my application.

*First Name: Soccer Middle Initial: Last Name: Ball

Back

Submit

Thank You!

Your tracking number for your Change Report is 300 [REDACTED].

Be sure to write this number down or print this page for your records.

Your Change Report has been sent to Boulder county.

Medical Assistance Results

Case Number : 10 [REDACTED]

Medical Assistance Results			
Program	Status	Member	Begin Date
Medicaid - No Premium Required	Approved	Base Ball	06/2014
Medicaid - No Premium Required	Approved	Foot Ball	06/2014
Medicaid - No Premium Required	Approved	Soccer Ball	06/2014

You will get more information about your application in the mail. If you also applied for Food Assistance, Colorado Works, or Adult Financial, your application was sent to Boulder county.

Verification Needed

We have found that we still need proof of something you told us on your application. Click the Verification Needed button to view these items. If you have scanned copies of acceptable verification documents, you can upload them from the Verification Needed page.

Verification Needed



After submitting the change or redetermination, the client can click the **Verification Need** tab to upload any requested documents.

Document Upload – Change Report/Redetermination

View Account Logout Current Viewing Case # 1B Print ?

My Account

Account Overview

Benefits

Report My Changes

Redetermination / Recertification

Payments

Express Lane Eligibility

Account Management

Communications

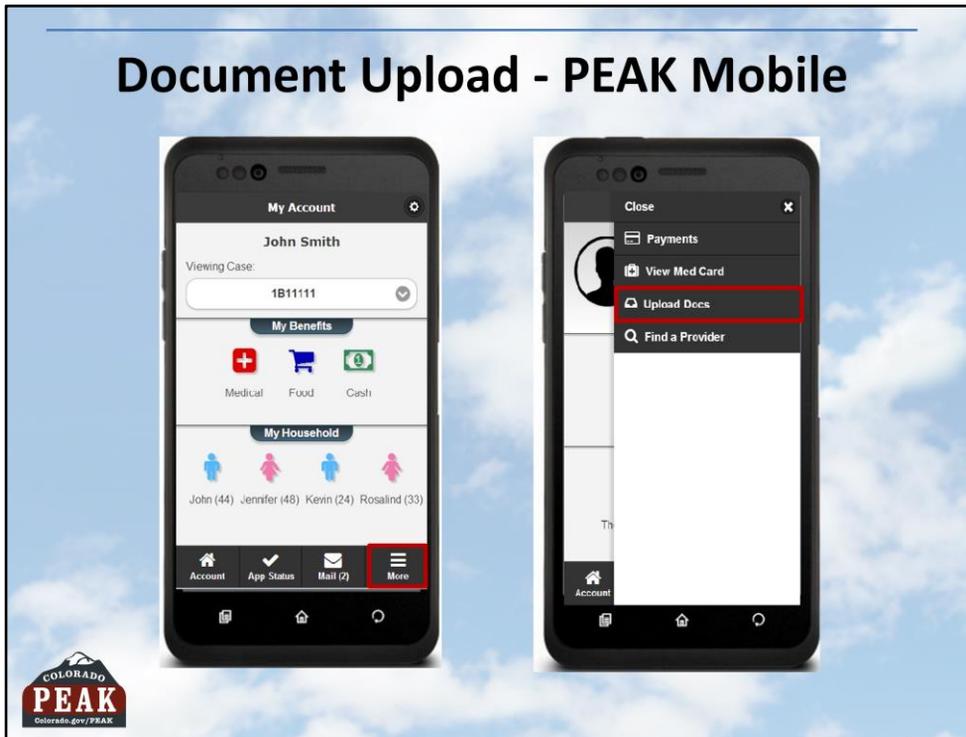
Verifications Needed

Verification Summary				
Who	Verification Type	Program	Due Date	Notes From Your Worker
Soccer	Social Security Num	Medical Assistance	09/19/2014	<input type="button" value="Upload"/>
Soccer	US Citizenship	Medical Assistance	09/19/2014	<input type="button" value="Upload"/>
Soccer	Identification	Medical Assistance	09/19/2014	<input type="button" value="Upload"/>
Foot	Social Security Num	Medical Assistance	09/19/2014	<input type="button" value="Upload"/>
Foot	US Citizenship	Medical Assistance	09/19/2014	<input type="button" value="Upload"/>
Foot	Identification	Medical Assistance	09/19/2014	<input type="button" value="Upload"/>
Base	Social Security Num	Medical Assistance	09/19/2014	<input type="button" value="Upload"/>
Base	US Citizenship	Medical Assistance	09/19/2014	<input type="button" value="Upload"/>
Base	Identification	Medical Assistance	09/19/2014	<input type="button" value="Upload"/>



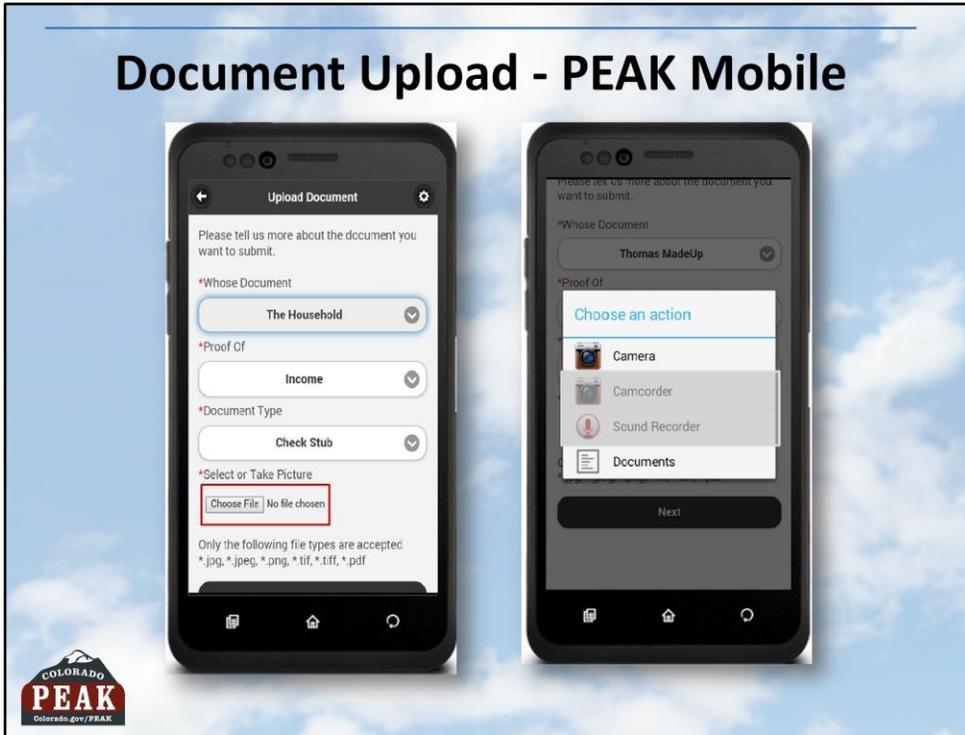
From the **Verifications Needed** page, each client can upload their specific verification documents.

Document Upload - PEAK Mobile



The electronic document upload feature is also available through the PEAK Mobile Site. A client may log in to their account, and follow the same procedure as if they were accessing their account from a computer. From the homepage, click the **More** option on the lower right hand corner of the screen. From the options presented, select **Upload Docs**.

Document Upload - PEAK Mobile



Click the **Choose File** button to upload a picture, or a document. Once selected, the document submission process is the same.

Note: Camcorder and Sound Recordings can not be uploaded at this point.

Support & Assistance

PEAK website training or questions

• peakoutreach@bouldercounty.org

Application and General Benefit Information

• Colorado.gov/health (>select FAQs)
Colorado.gov/HCPF

Submitted Medical Assistance application status

• 1-800-359-1991

General Medical Assistance benefits information

• 1-800-221-3943/ TDD 1-800-659-2656

Food or Cash application assistance

• 1-800-536-5298

Connect for Health Colorado

• ConnectforHealthCO.com
• 1-855-752-6749/ TDD 1-855-346-3432

PEAK technical issues such as an error message

• CBMS.Help@state.co.us



A reminder as to the many sources of information and support for you or your clients.

Training & Information



Instructional Guides & Recordings

- <http://tinyurl.com/PEAKcalendar>
- Colorado.gov/PEAK> Resources>Community Partners or Counties> Training



Monthly

- Support Calls
- Live Webinars



In-person Trainings

- Schedule a custom training



PEAK View

- Distributed monthly to all training attendees
- Provides PEAK updates and webinar information



peakoutreach@bouldercounty.org

As mentioned the PEAK Outreach Team will be delivering live module webinars next week, in addition to another Overview. Desk Aids will also be available and will soon be posted to the PEAK website under the Resources tab.

For further information please contact us at peakoutreach@bouldercounty.org

**THANK
YOU!**

