



Navigating PEAK

- PEAK Account and a
“Closed Case”

November 1, 2013

**How to Apply for
Medical Assistance from
an Existing PEAK Account
for Those with
a Closed Case**

OPTION 1

Colorado PEAK
Get Started →

Am I Eligible?

Apply for Benefits

Manage My Account

En Español



Select the **Sign In** button from the PEAK home page.

1

Sign in if you have an account

Sign In

Don't have an account?

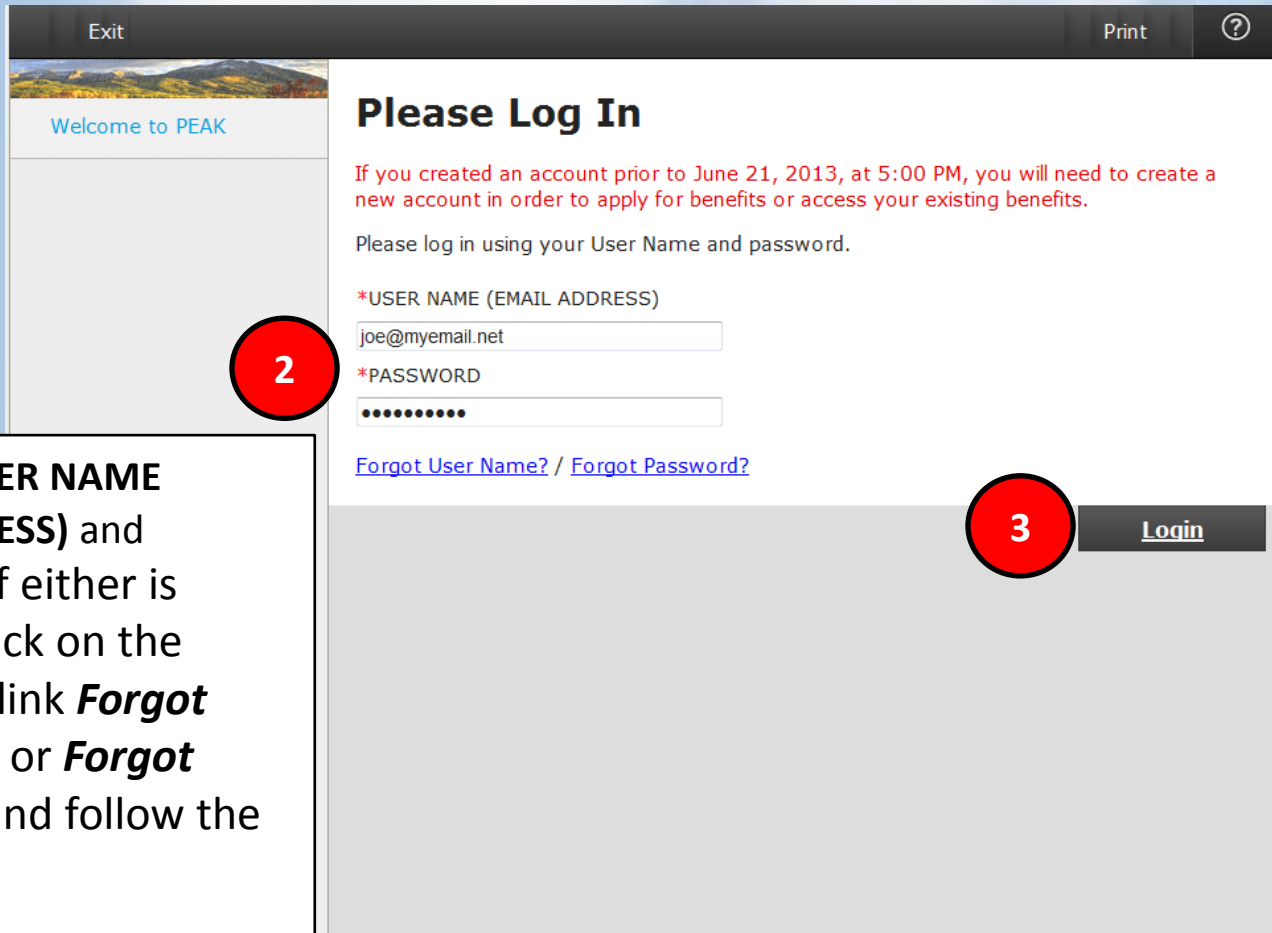
Create Account

Welcome to PEAK

The fast and easy way to access benefit information - anytime and anywhere. PEAK is an online service for Coloradoans to screen and apply for medical, food, and cash assistance programs.

[Provider Entry](#) [Quick Links](#) [Learn More](#) [Resources](#)

OPTION 1

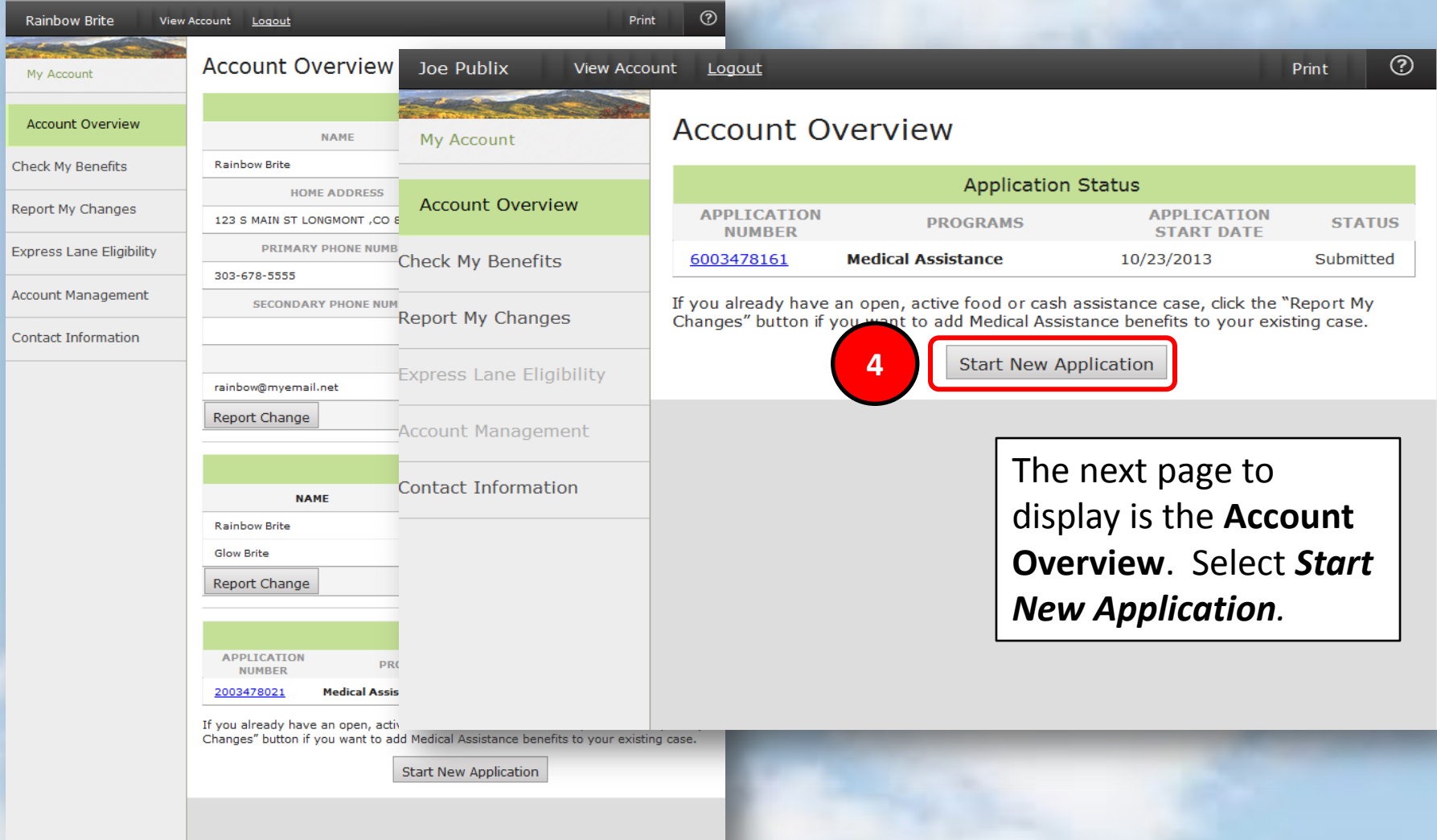


The screenshot shows the PEAK login interface. At the top left, there are 'Exit' and 'Print' links, and a help icon. The main heading is 'Please Log In'. Below this, a red message states: 'If you created an account prior to June 21, 2013, at 5:00 PM, you will need to create a new account in order to apply for benefits or access your existing benefits.' A instruction follows: 'Please log in using your User Name and password.' There are two input fields: '*USER NAME (EMAIL ADDRESS)' containing 'joe@myemail.net' and '*PASSWORD' with masked characters. Below these are links for 'Forgot User Name?' and 'Forgot Password?'. A 'Login' button is located at the bottom right. A red circle with the number '2' is placed over the input fields, and a red circle with the number '3' is placed over the 'Login' button.

Enter the **USER NAME (EMAIL ADDRESS)** and **PASSWORD**. If either is unknown, click on the appropriate link ***Forgot User Name?*** or ***Forgot Password?*** and follow the instructions.

Select **Login**.

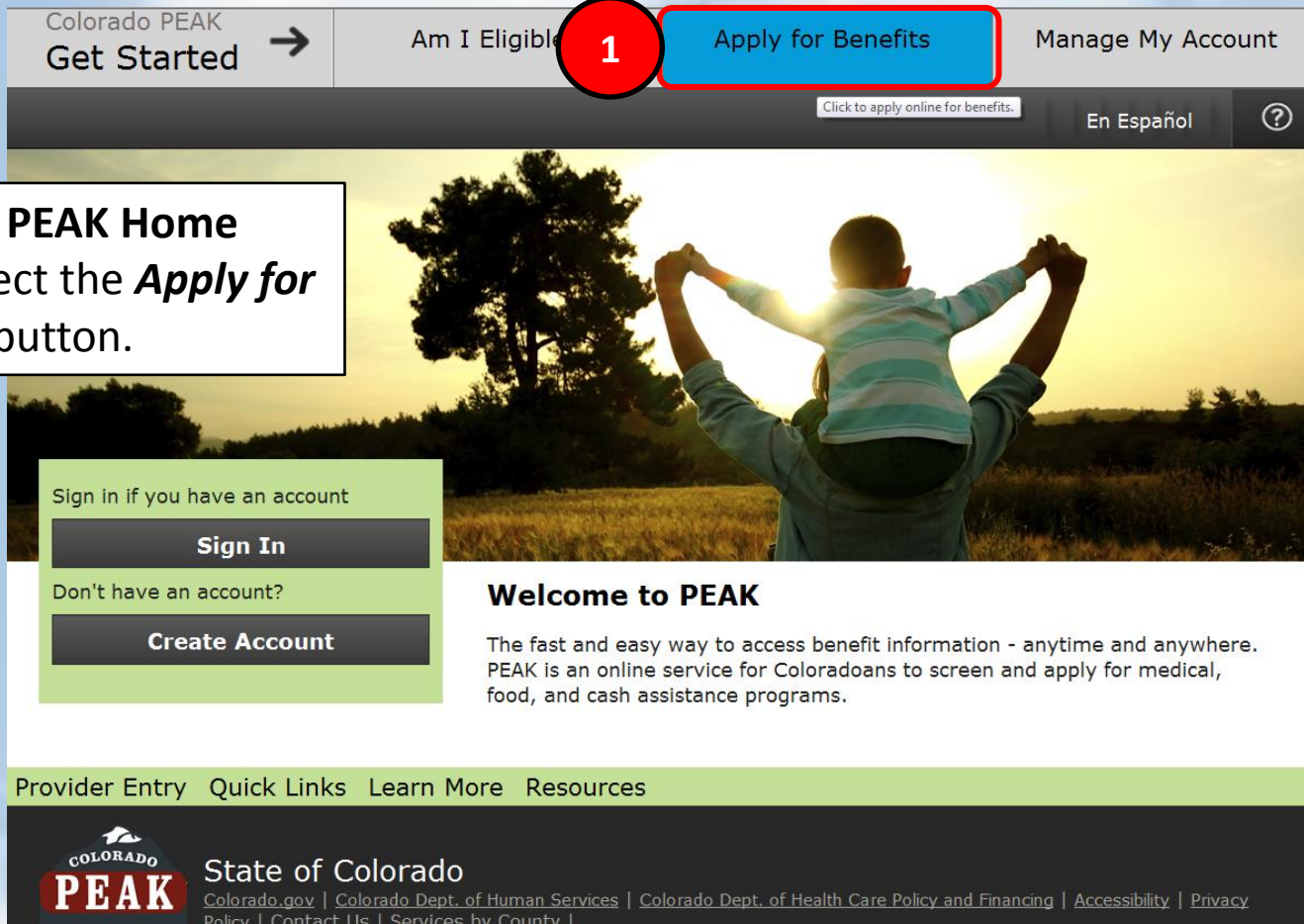
OPTION 1



The screenshot shows the Rainbow Brite website interface. The top navigation bar includes 'Rainbow Brite', 'View Account', 'Logout', and 'Print'. The main content area is titled 'Account Overview' for user 'Joe Publix'. A sidebar on the left contains navigation links: 'My Account', 'Account Overview', 'Check My Benefits', 'Report My Changes', 'Express Lane Eligibility', 'Account Management', and 'Contact Information'. The 'Account Overview' section displays personal information (Name: Rainbow Brite, Home Address: 123 S MAIN ST LONGMONT, CO, Primary Phone Number: 303-678-5555, Secondary Phone Number: [redacted], Email: rainbow@myemail.net) and a 'Report Change' button. Below this, it shows application details for 'Medical Assistance' with application number 2003478021 and a 'Start New Application' button. A table titled 'Application Status' shows a submitted application for Medical Assistance on 10/23/2013. A red circle with the number '4' highlights the 'Start New Application' button. A red rectangle highlights the 'Start New Application' button in the lower section of the page. A text box on the right explains the next step: 'The next page to display is the Account Overview. Select Start New Application.'

The next page to display is the **Account Overview**. Select **Start New Application**.

OPTION 2



The screenshot shows the Colorado PEAK website home page. At the top, there is a navigation bar with the following items: "Colorado PEAK Get Started" with a right-pointing arrow, "Am I Eligible", "Apply for Benefits" (highlighted with a red box and a red circle containing the number 1), and "Manage My Account". Below the navigation bar, there is a dark grey bar with the text "Click to apply online for benefits.", "En Español", and a question mark icon. The main content area features a large image of a person carrying a child on their shoulders, silhouetted against a bright sunset. On the left side of the main content area, there is a light green box containing the text "Sign in if you have an account" with a "Sign In" button, and "Don't have an account?" with a "Create Account" button. To the right of this box, the text "Welcome to PEAK" is displayed, followed by a paragraph: "The fast and easy way to access benefit information - anytime and anywhere. PEAK is an online service for Coloradoans to screen and apply for medical, food, and cash assistance programs." At the bottom of the page, there is a light green bar with the text "Provider Entry Quick Links Learn More Resources". The footer contains the Colorado PEAK logo, the text "State of Colorado", and a list of links: "Colorado.gov | Colorado Dept. of Human Services | Colorado Dept. of Health Care Policy and Financing | Accessibility | Privacy Policy | Contact Us | Services by County |".

Colorado PEAK → Am I Eligible **1** Apply for Benefits Manage My Account

Click to apply online for benefits. En Español ?

From the **PEAK Home Page**, select the *Apply for Benefits* button.


Sign in if you have an account
Sign In

Don't have an account?
Create Account

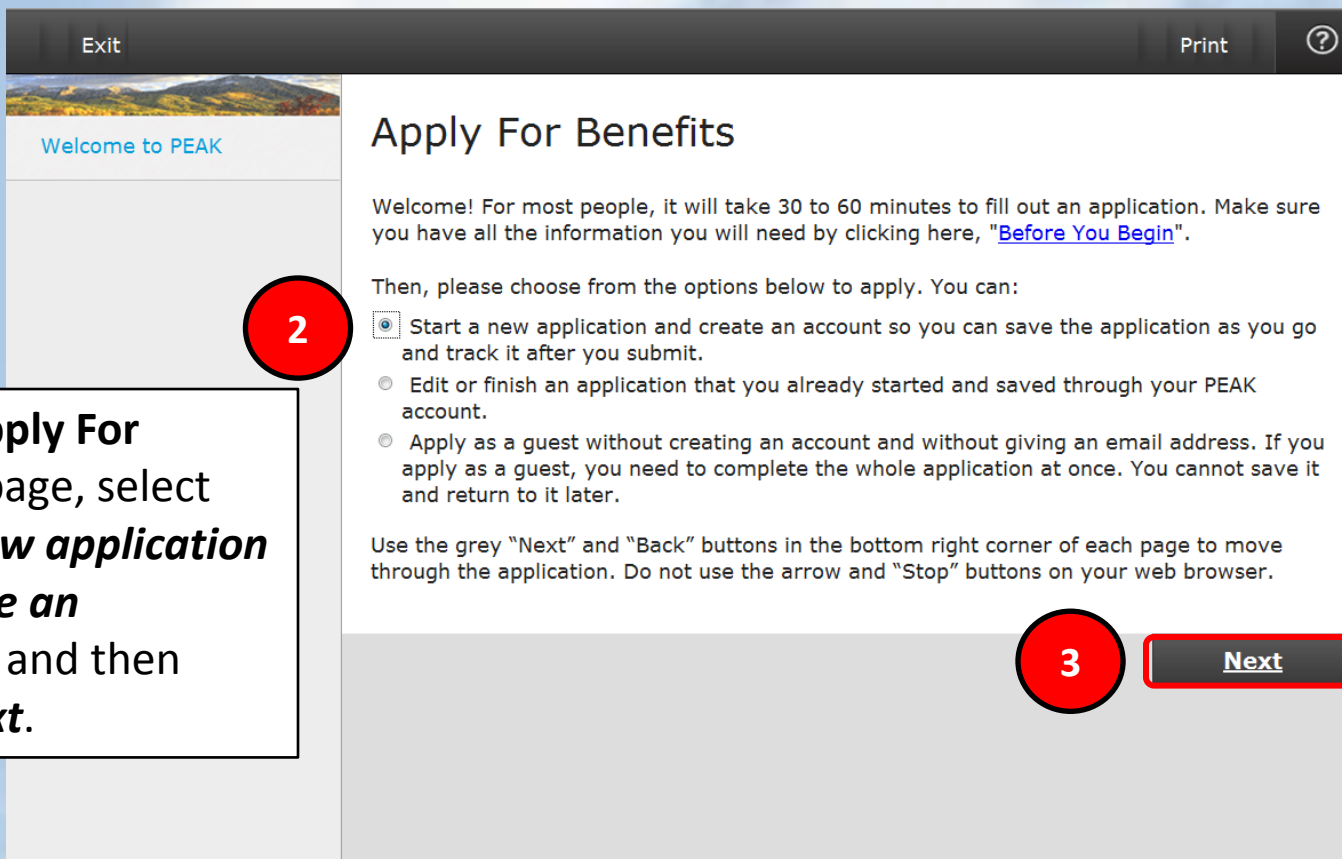
Welcome to PEAK

The fast and easy way to access benefit information - anytime and anywhere. PEAK is an online service for Coloradoans to screen and apply for medical, food, and cash assistance programs.

Provider Entry Quick Links Learn More Resources

 State of Colorado
Colorado.gov | Colorado Dept. of Human Services | Colorado Dept. of Health Care Policy and Financing | Accessibility | Privacy Policy | Contact Us | Services by County |

OPTION 2



The screenshot shows the 'Apply For Benefits' page. At the top, there are 'Exit', 'Print', and a help icon. The main heading is 'Apply For Benefits'. Below it, a welcome message states that it will take 30 to 60 minutes to fill out an application and provides a link to 'Before You Begin'. A list of three options is provided, with the first option selected. At the bottom right, there is a 'Next' button. A red circle with the number '2' is placed over the first radio button, and another red circle with the number '3' is placed over the 'Next' button.

Exit Print ?

Welcome to PEAK

Apply For Benefits

Welcome! For most people, it will take 30 to 60 minutes to fill out an application. Make sure you have all the information you will need by clicking here, "[Before You Begin](#)".

Then, please choose from the options below to apply. You can:

- Start a new application and create an account so you can save the application as you go and track it after you submit.
- Edit or finish an application that you already started and saved through your PEAK account.
- Apply as a guest without creating an account and without giving an email address. If you apply as a guest, you need to complete the whole application at once. You cannot save it and return to it later.

Use the grey "Next" and "Back" buttons in the bottom right corner of each page to move through the application. Do not use the arrow and "Stop" buttons on your web browser.

2


3

Next

On the **Apply For Benefits** page, select ***Start a new application and create an account...*** and then select ***Next***.

OPTION 2

Exit Print ?



Welcome to PEAK

Create An Account

Before you get started on your application, you must create a secure account. This will take just a few minutes.

Creating an account lets you save your application for 30 days, so you can come back to it later. PEAK will also save the information each time you use the button to move from page to page. So if anything happens while you are working on your application, you won't lose all the work that you did.

This is a secure website run by the State of Colorado. Your information will be kept private and secure.

Please click one of the buttons below to tell us what you would like to do.

- New User: Create an account and save my application for up to 30 days, so I can work on it later.
- Returning User: Log in using my existing account. Now click the "Next" button at the bottom of the page.

Back Next

The next page to display is **Create An Account**.
Select **Returning User**.

Then select Next.

4

5

OPTION 2

Exit Print ?

Welcome to PEAK

Please Log In

If you created an account prior to June 21, 2013, at 5:00 PM, you will need to create a new account in order to apply for benefits or access your existing benefits.

Please log in using your User Name and password.

*USER NAME (EMAIL ADDRESS)

*PASSWORD

[Forgot User Name?](#) / [Forgot Password?](#)

6

7 [Login](#)

On the **Please Log In** page enter PEAK **USER NAME** and **PASSWORD**.

Next select login.

OPTION 2

Rainbow Brite View Account Logout Print ?

My Account

Account Overview

Check My Benefits

Report My Changes

Express Lane Eligibility

Account Management

Contact Information

Account Overview

Joe Publix View Account Logout Print ?

My Account

Account Overview

Check My Benefits

Report My Changes

Express Lane Eligibility

Account Management

Contact Information

rainbow@myemail.net

Report Change

NAME

Rainbow Brite

Glow Brite

Report Change

APPLICATION NUMBER

2003478021 Medical Assis

If you already have an open, active food or cash assistance case, click the "Report My Changes" button if you want to add Medical Assistance benefits to your existing case.

Start New Application

Account Overview

Application Status

APPLICATION NUMBER	PROGRAMS	APPLICATION START DATE	STATUS
6003478161	Medical Assistance	10/23/2013	Submitted

If you already have an open, active food or cash assistance case, click the "Report My Changes" button if you want to add Medical Assistance benefits to your existing case.

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Start New Application

The next page to display is the **Account Overview**. Select **Start New Application**.

For More Information

Where To Go For Help

For What?

Local County via Colorado Department of Human Services

<http://tinyurl.com/cdhs-servicesbycounty>

Application/case status and program questions

Department of Health Care, Policy & Financing

Colorado.gov/HCPF

customer.service@hcpf.state.co.us

1-800-221-3943 · TTY 1-855-346-3432

Medical Assistance questions

PEAK Outreach

peakoutreach@bouldercounty.org

Questions and training on the PEAK website

PEAK Help · CBMS.Help@state.co.us · email to state HELP Desk

1-855-664-1169 · Voicemail sent to County of Residence

Technical application issues or questions