



## INFORMATIONAL MEMO

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**TITLE: IMPLEMENTATION OF LTSS PEAKPRO PROJECT**

**SUPERSEDES NUMBER: N/A**

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**DIVISION AND OFFICE: HEALTH INFORMATION OFFICE, OFFICE OF  
COMMUNITY LIVING AND POLICY, COMMUNICATIONS AND  
ADMINISTRATION OFFICE**

**PROGRAM AREA: LONG TERM SERVICES AND SUPPORTS (LTSS) AND COUNTY  
RELATIONS**

**APPROVED BY: RACHEL REITER, MARIVEL KLUECKMAN, JENNIFER  
MARTINEZ**

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### **Purpose and Audience:**

The purpose of this Informational Memo is to inform eligibility sites and Case Management Agencies (CMAs) of implementation of the LTSS PEAKPro Project, including an overview of the project, training opportunities and next steps in implementation.

### **Information:**

#### Background of the LTSS PEAKPro Project

In 2016, the Colorado General Assembly passed Senate Bill (SB) 16-190. SB16-190 required the Department of Health Care Policy and Financing (the Department) to study the costs and workload of administering the public assistance programs under its supervision, including Health First Colorado (Colorado's Medicaid Program), Child Health Plan *Plus* and Long Term Services and Supports (LTSS).

Through this study, the Department found that the cost and workload of administering LTSS financial eligibility determinations was significantly higher than other programs. The study also found that the costs and workload of administering LTSS financial eligibility were negatively impacted by the manual, paper-based processes that occur

between eligibility sites and CMAs, who are responsible for the LTSS functional eligibility determinations.

Based on this information and feedback from eligibility sites and CMAs, the Department recognized the opportunity to automate many of the processes that occur between eligibility sites and CMAs. The Department chose to use [PEAKPro](#), the online tool that authorized State agents can utilize to assist Coloradans. Prior to implementing the *PeakPro* system for all CMAs and eligibility sites, the Department launched a pilot project to identify defects and additional system requirements to improve *PEAKPro*.

### PEAKPro Pilot background

Since *PEAKPro* was an existing tool prior to SB16-190 and included some basic functionality for CMAs, the Department launched a pilot project using this tool in 2016 between El Paso County, The Resource Exchange and Rocky Mountain Options for Long Term Care. The purpose of the pilot project was to identify areas for improvement and components to be added that could assist communication between eligibility sites and CMAs. The findings of the pilot project were used to create system requirements for Phase I of the LTSS *PEAKPro* Project.

### Current Effort – Phase I of LTSS PEAKPro

Based on the system requirements identified in the pilot project, Phase I was implemented in the Colorado Benefits Management System (CBMS) and *PEAKPro* on February 10, 2019. Phase I functionality pertains to both eligibility sites and CMAs, which includes the following functionality:

1. The ability for eligibility sites to send LTSS referrals from CBMS to the case management agency's *PeakPro* Inbox.
2. The ability for case management agencies to send Level of Care (LOC) determinations from *PeakPro* to the eligibility site's CBMS *PEAK* Inbox.
3. The ability for the case management agency to access generic eligibility information.

Although the above functionality was implemented on February 10, 2019, there are several steps eligibility sites, CMAs and the Department must take before full adoption of these automations takes place. Additional steps regarding system access, pilot sites and training are included below.

### System Access for PEAKPro for CMAs

To prepare for full implementation of the *PEAKPro* system, the Department will provide system access to each CMA starting in August 2019. Because system implementation will roll out in phases, each case management agency should select a maximum of five

(5) staff that will participate in training and have access granted to start using *PEAKPro*. Training information for CMAs is included in this Memo.

To apply for access to *PEAKPro*, CMAs should complete one Third Party User Access Request form for each case manager.

The latest version of the form is located at [Third Party User Access Request](#). Access to *PEAKPro* is located on page 5 of the form.

All applications should be emailed to [HCPF\\_OCLSystemApplications@state.co.us](mailto:HCPF_OCLSystemApplications@state.co.us). Application processing takes 7-10 days.

The status of an application can be tracked at [Third Party Access User Tracking](#).

Any questions regarding the status of an application should be addressed to [HCPFsecurity@state.co.us](mailto:HCPFsecurity@state.co.us).

Based on the results of the Phase I Pilot Projects, the Department will communicate opportunities for additional CMA staff to gain access to *PEAKPro* at a later date.

#### Pilot Projects for Phase I

To ensure that the system functionality added to *PEAKPro* is operating as designed, the Department is requesting CMAs and eligibility sites participating in the pilot project to test the new functionality added with Phase I. Pilot sites will test this functionality from May 1, 2019 to August 30, 2019. The Department may extend the pilot timeframe if additional testing is needed.

Pilot sites will be expected to complete data collection, submit help desk tickets on possible defects, participate in monthly conference calls and track system functionality that should be updated in future phases of the LTSS *PEAKPro* project.

#### Training for CMAs

Training for case managers will take place in August 2019. Trainings will concentrate on providing an overview of the *PEAKPro* system and functionality that was added in Phase I. Training dates available are:

August 6

1:00 - 3:00p.m.

Webinar:

**[https://cohcpf.adobeconnect.com/eleo81rvhpqb/event/event\\_info.html](https://cohcpf.adobeconnect.com/eleo81rvhpqb/event/event_info.html)**

August 7

2:30 - 4:30p.m.

Webinar:

**[https://cohcpf.adobeconnect.com/ei0a0vaby7fb/event/event\\_info.html](https://cohcpf.adobeconnect.com/ei0a0vaby7fb/event/event_info.html)**

August 14  
9:00 – 11:00a.m.

Webinar:

[https://cohcpf.adobeconnect.com/e4qbtc5vqc7y/event/event\\_info.html](https://cohcpf.adobeconnect.com/e4qbtc5vqc7y/event/event_info.html)

August 15  
10:00 -12:00p.m.

In person:

1570 Grant St – Hibiscus Meeting Room  
Denver, CO 80203

Webinar:

[https://cohcpf.adobeconnect.com/edqr006i6hwu/event/event\\_info.html](https://cohcpf.adobeconnect.com/edqr006i6hwu/event/event_info.html)

CMAs should ensure that the individuals granted system access have completed training prior to using the system. Case managers granted system access will be prioritized for training prior to training becoming available to all case managers. The Department will communicate ongoing training availability to CMAs as implementation progresses.

#### Training for Eligibility Sites

Phase I implemented a new screen in CBMS that allows eligibility workers to initiate a referral to the CMA directly from CBMS. A desk aid is in development and will be released later by the Staff Development Center (SDC).

In addition, CMAs can input their Level of Care (LOC) determination into *PEAKPro*, which will be sent to the eligibility site's PEAK Inbox. Processing of LOCs received by the eligibility site in the PEAK Inbox should follow existing trainings offered by the SDC.

#### Next Effort – Phase II of LTSS PEAKPro

During implementation of Phase I of LTSS *PEAKPro*, the Department will plan high-level business requirements for Phase II of the project. Phase II will continue automation of manual, paper-based process and refinement of the system. The Department will provide updates on Phase II planning as Department staff, eligibility sites and CMAs collaborate on Phase II system requirements.

#### Questions and Concerns

Department staff are available for answering questions and providing support on Phase I as needed. Please direct your questions to the appropriate contact based on the *PeakPro* Who to Contact Form.

#### **Attachment(s):**

*PEAKPro* Who to Contact Form

**Department Contact:**

See attachment