



**COLORADO**

Department of Health Care  
Policy & Financing

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Denver, CO 80203

# PEAKPro for Case Management Agencies

*Desk Resource - February 2024*

## What is PEAKPro?

PEAKPro is an online tool for authorized users who help people in Colorado apply for and manage their benefits. Case management agencies (CMA) will use PeakPro to review member eligibility information and level of care processing status information.

## How do I get access to PEAKPro?

First, complete PEAKPro training.

Initially, the Department of Health Care Policy and Financing (HCPF) will send the [3rd Party - System User Access Request](#) forms to all users who are currently provisioned for the Care and Case Management System (CCM). The applications will be sent out via Adobe Sign with the PeakPro application section filled out for the users. Once signed, the forms will automatically be sent back to HCPF via Adobe Sign for processing.

For those who do not have existing CCM access and need access to PEAKPro, the standard provisioning process will be followed. Completed 3rd Party - System User Access Request forms should be sent to [HCPF\\_OCLSystemApplications@state.co.us](mailto:HCPF_OCLSystemApplications@state.co.us) for processing.

CMAs should select the Single Entry Point option for access. In the future, an updated version will be available for the users to select HCBS Case Management Agencies.

Communication will come from HCPF with approval of access with an Organizational ID and passcode - you will then self-register.

To self-register, go to PEAKPro, click Create Account, request a new user, put in the Organizational ID and passcode, verify the email address, and receive a verification code.

## Where do I access PEAKPro Training Material?

PEAKPro training material is located on the [LTSS Training Page](#)

## Where do I report Technical Issues with PEAKPro?

When there are technical issues, the user must contact their organization contact first. The organization contact will determine if there is a technical issue, or if the user needs additional training. If the organization contact determines that there is a technical issue, they should either contact the agency administrator or have the user call PEAK Technical Support at 800-250-7741.

Before the user calls PEAK Technical support, they should gather the information in the PEAKPro [help desk ticket template](#).

Improving health care equity, access and outcomes for the people we serve while  
saving Coloradans money on health care and driving value for Colorado.

[hcpf.colorado.gov](http://hcpf.colorado.gov)



- You will need to state that you are a PEAKPro user and provide the following information to the PEAK Technical Support team:
  - PEAKPro organization sub-type
  - Organization name
- At least two of the following member information items:
  - Name
  - Address
  - Birthdate
  - Social security number

## What can PEAK Technical Support assist with?

Technical issues include (but are not limited to) logging in, password resets, error messages, account locks, PingID, PEAKPro screens not functioning correctly, users not being able to enter data on a screen, and users not receiving data on a screen. If the technical issue reported is resolved as a data entry/training issue, the ticket will be updated with a response that will explain that the system is functioning as designed. The admin will need to communicate the status of the ticket to the user who reported the issue.

## What can Case Management Agency Organization Contacts help with?

- Setup with [Ping ID](#)
- Request PEAKPro accounts for new users
- Assign PEAKPro accounts to new users
- Request removal of former PEAKPro users
- Issues with PEAKPro applications that are not technical
- Creation of help desk tickets (HDTs) after troubleshooting by the user and administrators

## What can HCPF Security Agency Administrators help with?

- Deactivated accounts: After 60 days of inactivity, an account will be locked and the user must request that it be reactivated.

## How can I troubleshoot PEAKPro?

Refer to the following troubleshooting suggestions prior to calling PEAK Technical Support: 1-800-250-7741

### First Steps

- Make sure to exit a screen within the PEAK page and not exit your browser if you intend to reenter PEAK. Your account will be locked for 15 minutes.
- Use Google Chrome.
- Turn off your pop-up blocker.
  - Open Chrome.
  - At the top right, click **on the three vertical dots**.
  - Select Settings



- Under "Privacy and security," select **Site Settings**.
- Select **Pop-ups and redirects**.
- Under Default Behavior, select **Sites can send pop-ups and use redirects**.

## Logging In

- Make sure to log in to PEAKPro at least once a month. After 60 days of inactivity, your account will be deactivated.
- Follow Ping ID instructions using the [PEAKPro Multi-Factor Authentication](#). Check to ensure that there is no space after your username or password.

## Error Messages

- Clear your internet history (**Cookies and Cache files of your browser**)/stored passwords.
  - Open Chrome.
  - At the top right, click on the three vertical dots.
  - Select **Clear browsing data**.
  - Select the checkboxes next to **cookies and site data** and **cached images and files**.
  - Click **Clear data** button.
- Check your internet connection.
- Turn off pop-up blocker.
- If you are still receiving an error message, record the page you were on and take screenshots for the PEAK Technical Support.
  - These screenshots must include the URL address and the date on your computer on the far right corner of your screen.

## Help Desk Tickets Through PEAK Technical Support

- Completed by PEAK Technical Support for error messages in PEAKPro.
- Completed by Admin for all other errors that are not technical. This might include application issues or login issues after the PEAK Technical Support has attempted to assist.

\*\*Please follow the [HDT template](#)

\*\*Change order must be completed for accounts that need a profile change. Example: If a user created an account in PEAK with their work email address and now needs an account in PEAKPro.

## Account Locks due to Multiple Password Attempts

When your account locks, you must wait 15 minutes. You can then reset your password by clicking "forgot password" on the sign-in screen. If you need help, call PEAK Technical Support at 1-800-250-7741.

## Who should I contact if I can't access Ping ID because I lost, forgot, or have a new phone?

Call PEAK Technical Support at 1-800-250-7741.



## Who do I contact if my email address has changed and I don't remember my password?

Contact your organization administrator to update your email address. This process can take a week or longer.

## How do I know which case to link if the eligibility check gives me two case numbers?

If more than one case number displays in the eligibility check, use the "status" column to determine which case is active. If you still have questions about which case to select, use the chat feature at the bottom right of the page or call PEAK Technical Support at 1-800-250-7741.

## How do I link a case if the member does not have a social security number?

You can use the member's State ID to link the case. Go to the eligibility check page and enter the member's name and birth date. When the search results display, click on the member's name to get the state ID.

## Where can I find the member's State ID?

Go to the eligibility check page and enter the member's name and birth date. When the search results display, click on the member's name.

## What are some of the eligibility break reasons that will be listed in PeakPro Eligibility Check?

For eligibility denials and terminations, users could see the following reasons:

- Failed to provide requested verification
- Failed to meet disability requirements
- Failed to meet level of care requirements
- Countable income above the allowable limit
- Resources over limit

## What date do case managers use for the eligibility end date that a tech formally would document on the information sharing form?

When you search for Eligibility in PeakPro, there should be an eligibility end date noted. Use this date as the closure effective date.

## What members can a case manager see on each of the tabs?

- **Eligibility Check** - All Members known to CBMS
- **LOC Processing** - Members served by your CMA
- **Referral Inbox** - Members assigned to your CMA



## What type of information will the County DHS still manually send to the CMA through the Case Management and Eligibility Information Sharing Form that is not provided in PEAKPro?

County Department of Human Services (DHS) will most likely not use this form unless they have questions on the LOC they've received. All eligibility information necessary for a case manager to proceed with case management activities will be shared in PEAKPro instead of through the Information Sharing Form.

## Should case managers send address or income changes to County DHS through the Information Sharing Form?

Case managers can and should still communicate with their county DHS partners through established communication channels for case information that is not provided in the LOC certification or through PEAKPro.

## What do the program acronyms stand for on the PEAKPro Eligibility Check tab?

- AF - Adult Financial
- AM - Adult Medical Assistance
- AP - Adult Protective Services
- BH - Behavioral Health Admin
- CD - County Diversion
- CH - Children's Health Plan Plus
- CP - CICIP
- CW - Colorado Works
- DF - D-SNAP
- EX - EXSNAP
- FM - Family Medical Assistance
- FP - Family Preservation
- FS - SNAP
- FT - Employment First
- LS - Medicare Part D LIS
- LT - Long-Term Care
- MA - Medical Assistance
- MS - Medicare Savings Program
- NM - Non-Monetary Services
- PE - Presumptive Eligible Medical
- RT - RTD program
- WW - Workforce Development

### For more information contact

PEAK Technical Support at 1-800-250-7741

[PEAKPro Multi-Factor Authentication](#)

[Help Desk Ticket Template](#)

