

New Eligibility System FAQs

Q: If customers need to report a change to their application, should they make the change in PEAK or in Connect for Health Colorado? Will the change transfer from one system to the other regardless of where they enter it?

A: A mixed eligibility household¹ should report changes in the Program Eligibility & Application Kit (PEAK) system and select the 'Continue to Connect for Health Colorado' button on the PEAK Results page. Once customers land on the Connect for Health Colorado website, they must confirm those changes to update our eligibility record. (This will ensure the Colorado Benefits Management System (CBMS) has accurate information.)

Customers who qualify for or who are enrolled in a Qualified Health Plan, Premium Tax Credits, or Cost-Sharing Reductions should **always** report changes through their Connect for Health Colorado account.

Keep in mind: *If a mixed eligibility household reports changes through Connect for Health Colorado **only**, our Medical Assistance site must manually update the record in CBMS, which could result in a delay of eligibility determination.*

Q: If a mixed eligibility household notices incorrect data was auto-populated from PEAK to the Connect for Health Colorado system, how do they fix it? How does the data then get corrected in the PEAK system?

A: A customer may fix the information by updating it in the Connect for Health Colorado system. When eligibility is run in Connect for Health Colorado's new eligibility system and at least one household member may qualify for Health First Colorado or Child Health Plan Plus, **all application information will be updated in CBMS by our Medical Assistance Site**, which will correct the information that appears in PEAK.

¹ This is when one or more family members are approved for a Qualified Health Plan, Premium Tax Credits, and/or Cost-Sharing Reductions and other members of the same household are approved for Health First Colorado or Child Health Plan *Plus* (CHP+).

Q: If someone cannot enter all their information at the time they fill out their application (for example, they do not know their A-number for citizenship), will they be halted, or can they continue through the application?

A: Customers must provide all required information to determine eligibility and complete their application. If a customer does not have the information needed to fill out a certain section, they will need to save and exit and then return with the required information to continue through and submit the application.

Q: Will self-employed customers be required to provide Itemized deductions and what will it look like?

A: Self-employed customers will be asked to provide their net income on the Self-employment page. If the customer is potentially eligible for Health First Colorado (Colorado's Medicaid Program), they will be asked to enter itemized deductions like the PEAK application today.

Q: Will it be better for Assisters and Brokers to start the application with customers in PEAK instead of in Connect for Health Colorado? This would be different than in years past.

A: If an Assister or Broker finds that a customer is likely eligible for Health First Colorado or is part of a complex household, they should start in PEAK. We are creating tools to direct these customers to PEAK if they begin with Connect for Health Colorado. Applicants who are eligible for Health First Colorado and Child Health Plan *Plus* (CHP+) can get a real-time eligibility determination only in PEAK. The information entered in PEAK will flow to Connect for Health Colorado if the customer is eligible for Premium Tax Credits.

Q: Can Connect for Health Colorado's new eligibility system process real-time eligibility for Health First Colorado and Child Health Plan *Plus* (CHP+)?

A: No. The new eligibility system cannot facilitate real-time eligibility for Health First Colorado/CHP+. The Connect for Health Colorado Medical Assistance (MA) Site must assist with that process. Customers who are eligible for Premium Tax Credits will get real-time eligibility determinations through the Connect for Health Colorado system.

Q: What communication will be available to customers to help them understand how to navigate between Connect for Health Colorado's new eligibility system and PEAK?

A: If a first-time customer comes to Connect for Health Colorado and they don't have an account, the system will use a "Let Us Guide You" series of questions to direct them to the correct eligibility system. If they're enrolled in Health First Colorado/CHP+ and need to make changes in PEAK, this initial section will direct them appropriately.

If you have any more general questions about the new eligibility system that we can share the answers to, please submit them to NESInput@c4hco.com. Thank you!