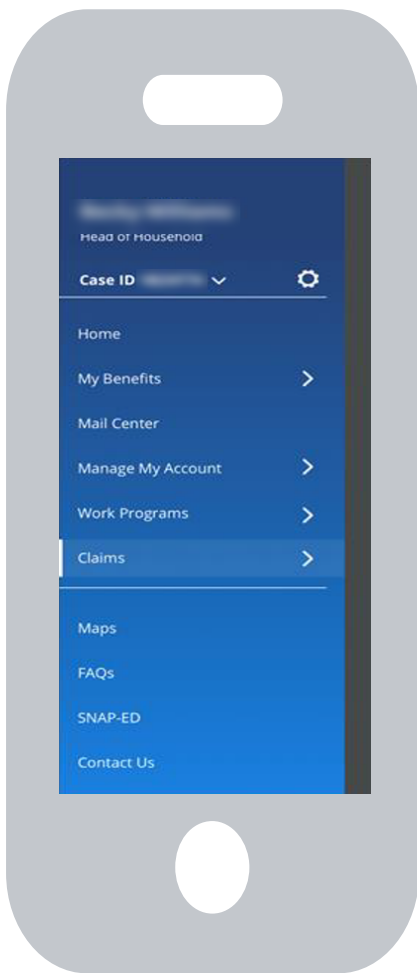# Adding Claim Information to PEAK

Project 13609

Customers will now have the ability to view claims that are active, open, or closed on the PEAK website or the MyCOBenefits mobile application. The will be able to see details such as their claim number, status, time period, program, original amount, balance amount, and originating county.
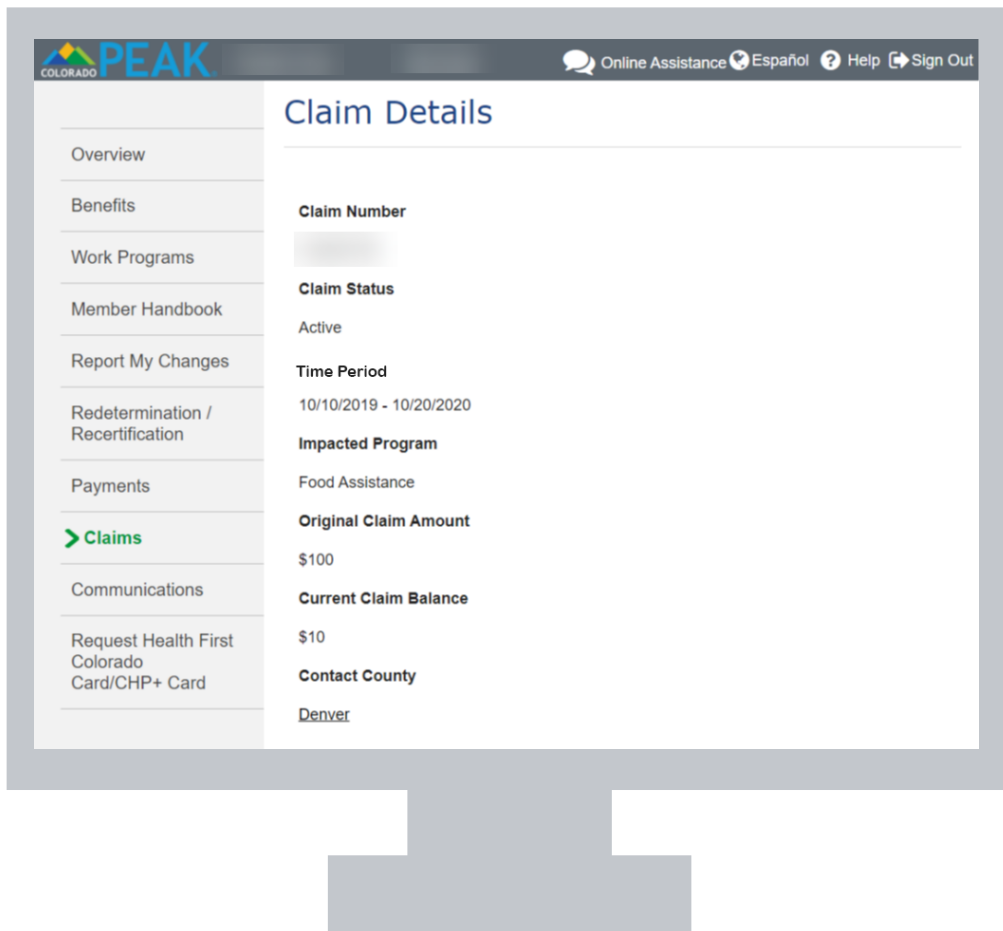

MyCOBenefits

When a customer taps on on "Claims" on the left-hand app navigation menu, a summary screen will open. Claims will display in the following order:
1. **Active**
2. **Open**
3. **Closed**

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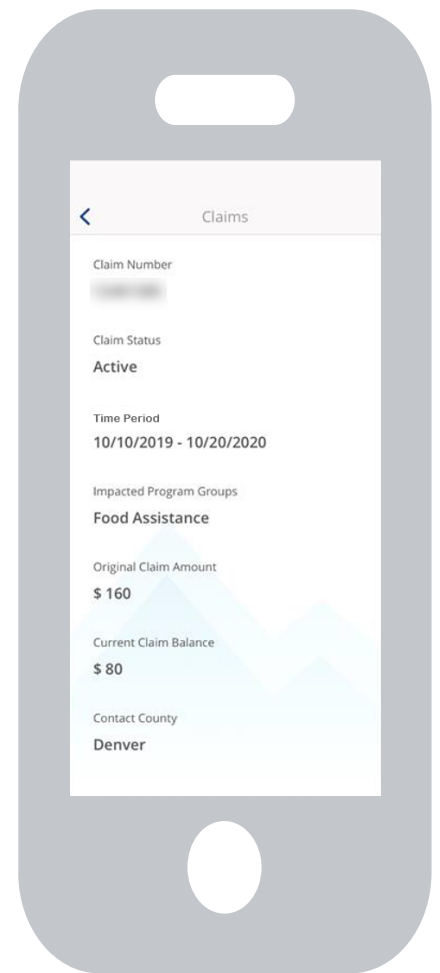
PEAK Website

The website shows active, open, and closed claims, except for Medical assistance. After clicking of a particular claim, the customer will see the screen containing the claim details.

Claim Details

Claim Number

Claim Status
Active

Time Period
10/10/2019 - 10/20/2020

Impacted Program
Food Assistance

Original Claim Amount
$100

Current Claim Balance
$10

Contact County
Denver

Left navigation pane:
Overview
Benefits
Work Programs
Member Handbook
Report My Changes
Redetermination / Recertification
Payments
> Claims
Communications
Request Health First Colorado Card/CHP+ Card

Header: Online Assistance Español Help Sign Out

PEAK

When a customer clicks on on "Claims" on the left-hand app navigation pane, a summary screen will open. Claims will display in the following order:
1. **Active**
2. **Open**
3. **Closed**

"Help"

If the customer clicks "Help" in the header, they will be taken to the Claims help screen, which will define the different types of claims and provide an explanation of the different statuses.

Interfacing with Customers

As you interface with customers, they may have additional questions about their claims. It is important to know what your customers are seeing. If you make a change in CBMS, the change will update the information displayed to the customer in PEAK and MyCOBenefits.

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