CBMS Build Project #10874
Updates to SMS Text

This project will allow HCPF to send SMS text messages to Medical Assistance members. Updates to the contact information details in CBMS, PEAK, the PEAK*Health* app and the MyCOBenefits app will enhance the PEAK and CBMS user experience as well as allow CBMS users to make updates to members' communication preferences.

1. Case Information Tab

The Case Information tab in CBMS will be updated to align with the contact information changes in PEAK.

2. Message/Work Field

PEAK will not collect or send any data to the Message/Work field in CBMS, but the field can still be updated by the CBMS user if necessary.
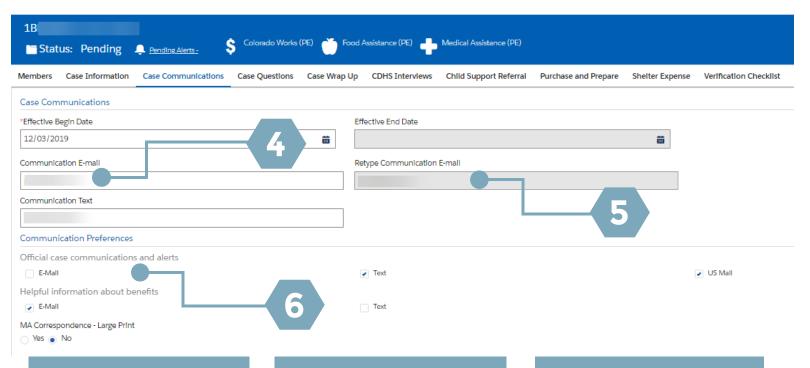
3. Home and Cell Fields

Cell and Home phone data entered in PEAK will map to the appropriate fields in CBMS.

The number of email addresses and phone numbers a member can provide in PEAK and in the apps will be reduced. Members will no longer be able to enter a Work or Message phone number.

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The Case Communications tab in CBMS will also be updated to align with the contact information changes made in PEAK.

1B[redacted]

Status: Pending   🔔 Pending Alerts -   💲 Colorado Works (PE)   🍎 Food Assistance (PE)   ➕ Medical Assistance (PE)

Members   Case Information   **Case Communications**   Case Questions   Case Wrap Up   CDHS Interviews   Child Support Referral   Purchase and Prepare   Shelter Expense   Verification Checklist

Case Communications

*Effective Begin Date	Effective End Date
12/03/2019 📅	📅

Communication E-mail   **Retype Communication E-mail**

Communication Text

Communication Preferences

Official case communications and alerts
☐ E-Mail   ☑ Text   ☑ US Mail

Helpful information about benefits
☑ E-Mail   ☐ Text

MA Correspondence - Large Print
○ Yes ● No

4. Communication Email

The email field on the Case Communications tab will be enabled so the CBMS user can make any updates if necessary.

5. Retype Communication Email

If a CBMS user is updating an email address for a member who has already opted in for email communications, they will need to verify the email by re-entering it in the "Retype Communication Email" field.

6. Communication Preferences

Official Case Communications and Alerts
Client Correspondence alerts (email and/or text).

Helpful Information about Benefits
Informational alerts (email and/or text)

CBMS users can only make updates. Members will still need to opt-in and opt-out in PEAK.

Policy 🔔 Reminders

Individuals can choose any method of communication they prefer:
- US Mail (default)
- E-noticing (Text or Email)

Members can change their communication preferences at any time. If they do, they will receive a notice to confirm their change.

HCPF will never automatically change their communication preference. A change can only be made if it is requested by the member.