CBMS Case Communication Desk Aid

County workers have the ability to update client communication preferences and contact information within the Case Communications related list on the Case Information page in CBMS.

When a county worker adds E-Mail or Text as the client's preference, CBMS will automatically uncheck the US Mail option. County workers can still re-check the US Mail option if a client still requests communication by US Mail. Clients can also update their correspondence preferences on the PEAK website and in the MyCOBenefits application.

Case Communications Related List

The E-Mail and Text check boxes are initially grayed out until a worker enters information in the Communication E-mail or Communication Text fields.

County workers can access the Online Help feature on each page in CBMS for explanations of the data entry fields.