



Regaining Access for a PEAK User Using Case Special Indicators

CBMS | Process Manual | Revised: June 2025

OVERVIEW

When someone creates an account in PEAK, the indicator of 'PEAK Access' will be added in the 'Case Special Indicators' page. This document provides a step-by-step process for updating 'Case Special Indicators' when a PEAK user reports they need to regain access to their PEAK account.

PROCESS

1. Navigate to the case of the PEAK user.
2. On the Members Screen, hover over 'More'.
3. Select 'Case Special Indicators'.
4. Find the entry for 'PEAK Access'.
5. Data enter the Effective End Date (the last day of the month the information is valid) for the 'PEAK Access' Indicator.

Please note that not all end users have access to the 'Case Special Indicators' screen. Please follow your eligibility site's process when adding Case Special Indicators.

ACCESSIBILITY

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