The Long-Term Care (LTC) Eligibility Streamline Implementation

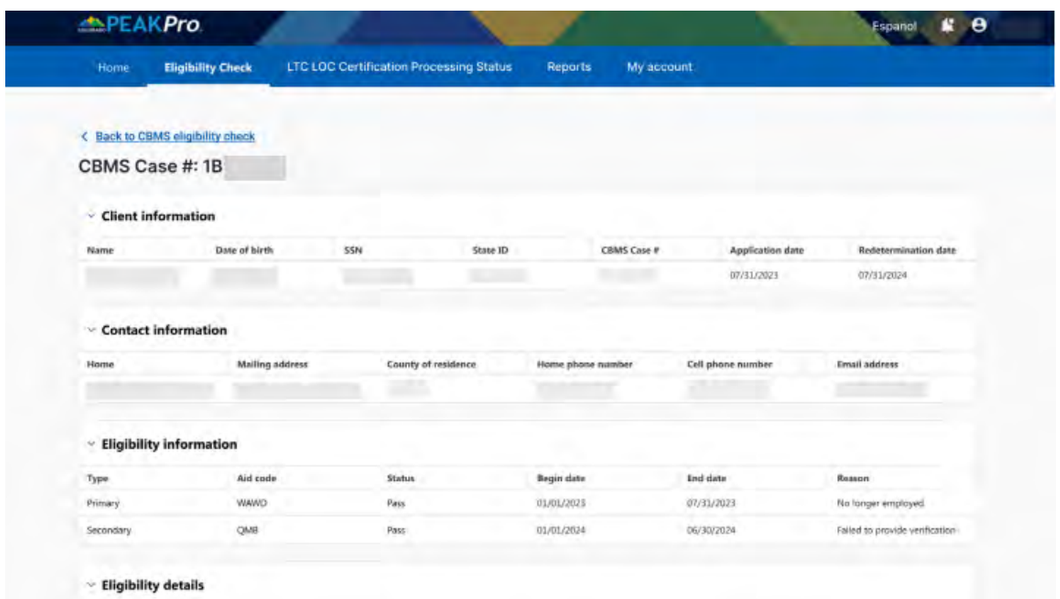
PEAKPro: An Overview

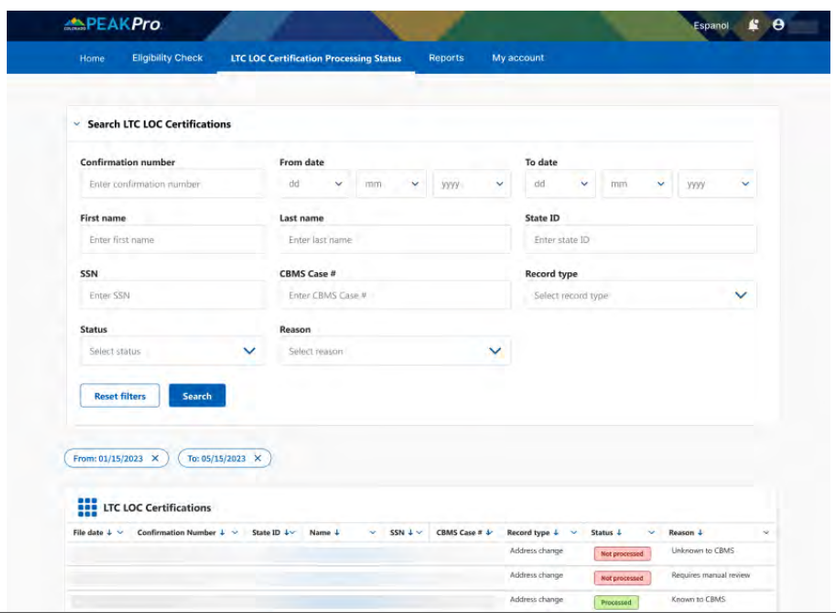
PEAKPro is an online portal for authorized Long Term Care Case Managers that give access to:

- An inbox to retrieve LOC assessment referrals from CBMS users and PEAK
- View allowable CBMS eligibility data
- View status of LTC LOC Certification data sent from Care and Case Management (CCM) system to CBMS

Please note:

- CBMS users do not have access to PEAKPro
- Use of PEAKPro should reduce use of Info Sharing form
- Eligibility check will only show individuals who are known to CBMS





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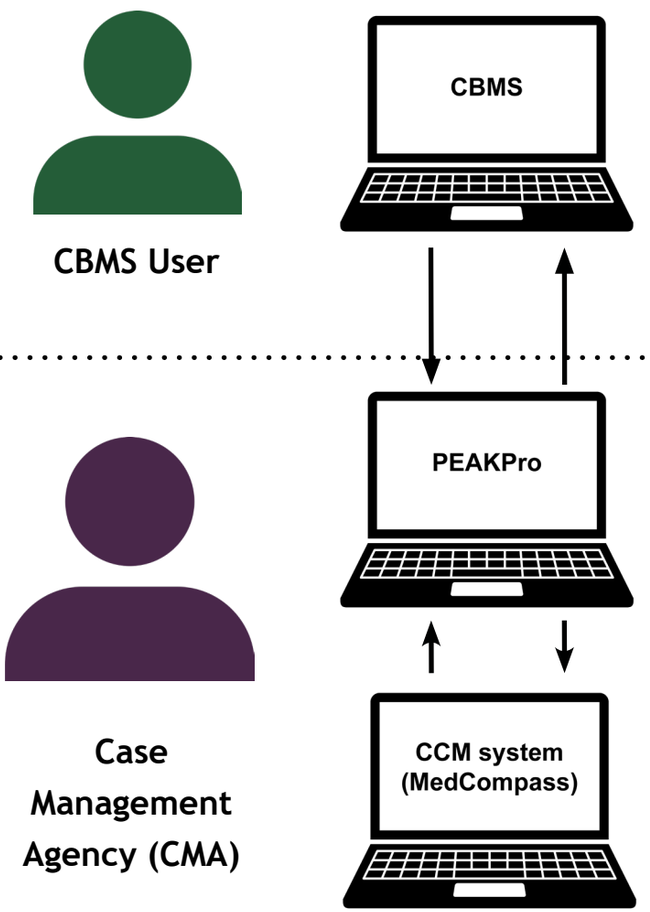
CBMS, PEAKPro & CCM: System Flow Overview



- Receives LTC LOC Certification data from CCM via PEAKPro for NF, HBCS and PACE
- Completes Eligibility Determination for Medical Assistance based on records mapped directly
- Stores a PDF copy of the LTC LOC Certification received from the CCM in the CBMS PEAK Inbox for user reference (for both mapped and unmapped certifications)
- There will be an indicator and search option in the CBMS PEAK Inbox for "MA LOC Certs" which will be populated if the Change Report Form (CRF) is for an MA Level of Care Certification. Users will also be able to search for MA LOC Certs that are new, an update, an admission, CSR, HCBS, PACE, Nursing Facility, and ALL.
- Allows CBMS Users to submit a LTC Assessment Referral to PEAKPro
- LOC records may not post directly into the CBMS LOC page during instances when:
  * The member is not known to CBMS
  * The member is not Active or Pending for an MA aid code
  * Anytime the system is down

- Receives LTC LOC Certification data from the CCM System for NF, HCBS, PACE
- Feeds LTC LOC Certification data to CBMS for Eligibility Processing either by direct mapping into CBMS pages and/or sending the LTC LOC Certification to the CBMS PEAK Inbox
- Allows the CMA to view the LTC LOC Certification Processing Status
- Allows the CMA to receive LTC LOC Assessment Referrals from PEAK and CBMS
- Allows the CMA to check for CBMS Eligibility Info
- **PLEASE NOTE: CMAs will not be receieving or processing referrals in PEAKPro until November 1, 2024**
  * **Until November 1, the standard referral process will be in place**

- Allows the CMA to complete LTC LOC assessments based on referrals received from all sources
- Allows the CMA to enter the LTC LOC Certification based on the final assessment
- Feeds LTC LOC Certification data to PEAKPro for NF, HCBS, PACE

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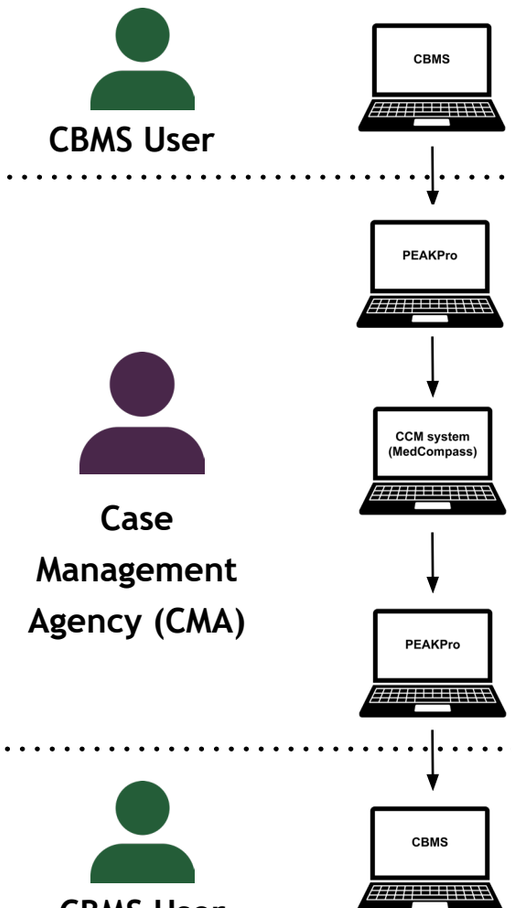
CBMS, PeakPro & CCM: Referral Step Process/Mapping



1. CBMS User enters the Level of Care Type as “Undetermined” and Level of Care Decision as “Pending” on Long-Term Care Level of Care page in CBMS
2. Referral information pushed from CBMS to PEAKPro, where the CMAs will pull the information from the PEAKPro Inbox
   * CMAs will have between 2 to 10 business days acknowledge receipt of assessment referral and make final determination
3. CMAs complete their LOC assessment and put the outcome in CCM system (MedCompass)
4. PEAKPro takes the information and pushes it into the Long-Term Care Level of Care page in CBMS
5. A copy of the PEAK PDF of the certification page will be housed in the CBMS PEAK Inbox.
   * If an LOC was completed by a CMA for a member who is not in CBMS yet or is not active or pending, a copy of the LOC will also be sent to the CBMS PEAK Inbox and can be checked prior to sending a referral. An alert will be created and a case comment will be generated when an assessment referral status changes in PeakPro.

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