



How to Use the PEAK Website Navigation Services



Need more information? Contact our Navigation Services Team at 303-432-5130 or navigation@jcmh.org

If you notice any changes or inconsistencies with our resources, please inform Navigation to help us stay current.

What is the PEAK website?

Colorado PEAK is an online service for Coloradans to screen and apply for medical, food, cash, and early childhood assistance programs. You can use the PEAK website to apply for or manage your Colorado state benefits.

PEAK does *not* manage your social security benefits.

How to Create a PEAK account

In order to apply for benefits on the PEAK website, you will need to create a PEAK account by going to: https://peak-coloradopeak.force.com/peak/s/peak-landing-page?language=en_US

- Click the button labeled “Create an account”
 - Enter your email address or mobile phone number and click “next”. This will be your “username” when you sign into your account. Make sure this is active and you check it regularly.
- Enter a password for your account by following their instructions and click “next”. Make sure to write your password down in a place you won’t forget it.
- Verify your mobile phone number or email address to create your account. Click “send code” and you should receive a text message or email from PEAK with a 6-digit code. Enter the 6-digit code into the boxes and click “next”.
- Enter your name, date of birth, and social security number in order to apply for or link any benefits you already have. Click “next”.

Applying for Benefits

Once you have created an account you can sign in using your username and password.

If you already have benefits, you should be able to see any updates or messages regarding your benefits. If you need to apply for a new benefit, follow the below instructions:

- Click the button next to “Benefit Overview” that states: “Request New Benefits”
- Select one option to add benefits and click “continue”
 - You will be taken to a new page, where you will need to select which benefits you would like to add. After completing each page, click “next” and follow the prompts.
- Once you reach the final page, you will need to type in your name and the current date, then hit “submit”. *Do not navigate away from this page.* Wait for the page to load and write down the “tracking number”.

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- The tracking number will help locate your application in case you need to call your county office directly
- On the final page, you can also print out or download your application to your computer.

Uploading documents

For many benefits applications, you will need to submit verifications of the information you reported. Generally, you will need to submit the following documents right after your application:

- Your photo ID (and any photo IDs for adults in your household)
- Your proof of income (any any proof of income for adults in your household)
 - Examples: Paystub, award letter, bank statement, letter from employer

Follow these instructions:

- At the top of your homepage, hover your mouse over “Upload documents” and choose “Upload document”
- Under “Who would you like to upload a document for” choose you or your household, then choose if it is ID, then click “document type” and choose your option.
- Click “upload” and follow instructions, then click “submit”

PEAK will notify you of additional verifications you will need to submit a couple of days after you submit your application. Follow these instructions to upload your documents:

- Under “To-do list” you will see the messages regarding needed documents as well as a due date. Make sure to submit all documents by the due date, as you may lose benefits if they are not submitted on time. Click “upload documents”.
- There are two options: “For your household” and “For [you]”. Click “upload” next to each document needed.
 - Follow instructions on the next page, then click “submit”

Navigating Your Homepage

- At the top of your page, you will see your **Case ID #**. This Case ID can be used to locate your benefits if you need to call the county.
- **To-Do List** will show any verifications or redeterminations you need to submit, or upcoming appointments. They will have a due date—please complete them by the required time or you may lose your benefits.
- **Submitted Forms** will show the applications you have already submitted and the status of your application. It can take up to 45 days for applications to be completed.
- **Benefit Overview** will show all the benefits you currently have. Each one will have a redetermination date.
- Click **View My Information** in order to update any information including income, address, phone number, email address or individuals in your household.

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Quick Access

This quick access is a shortcut to accessing any additional information you may need.

The following is an overview of some of the information that may be important to access

Member ID Card: View and print your Health First Colorado Medicaid ID card.

Mailbox: Read any benefits letters you have received.

Request a Ride: Learn how to access transportation to medical appointments paid for by Medicaid.

Additional Assistance

Central navigation can assist with creating an account, uploading documents, submitting initial applications, and completing redeterminations. If you need assistance please contact:

- Phone: 303-432-5130
- Email: centralnavigation@jcmh.org
 - Please email with your phone number and a good date and time for us to give you a call