



REAL TIME ELIGIBILITY (RTE)

What is RTE?

- When a **PEAK** online application for Medical Assistance receives *immediate* approval or denial
- Available only for Medicaid and Child Health Plan *Plus* (CHP+)
- Made possible through electronic interfaces that verify client information

When does it work?

When client information is confirmed through electronic interfaces for a Medical Assistance application

When doesn't it work?

When a client does not provide complete or accurate information

PEAK PATHWAYS TO RTE

New Applicants

Create an Account: Email address as username

Apply as a Guest

- Someone may achieve RTE applying as a guest without an email/username, but then will not be able to use the *Manage My Account* feature

Submit Thorough Applications

- Information necessary for RTE is not denoted; asterisk items are those required by federal regulations and are not tied to RTE
- Providing a Social Security Number or Legal Permanent Resident ID is considered best practice

Clients with Existing Non-Medical Benefits

Returning PEAK User

- Sign in>*Manage My Account*>*Report My Changes*
- Add Medical Assistance for an individual
- Those with an active, open benefit “case” will **not** achieve RTE if they submit a **new** application

New to PEAK - Create a PEAK Account

- Email address as username; create a password
- **Head of Household** Date of Birth and Social Security Number or State ID
- Case Number

Where To Go For Help	For What?
Local County via Department of Human Services http://tinyurl.com/cdhs-servicesbycounty	Application/case status and program questions
Department Health Care Policy and Financing · Colorado.gov/HCPF Customer.Service@hcpf.state.co.us · 1-800-221-3943 · TDD 1-800-659-2656	Medical Assistance application questions
Connect for Health Colorado ConnectforHealthCO.com · 1-855-752-6749 · TDD 1-855-346-3432	Marketplace questions
PEAK Help · CBMS.Help@state.co.us · email submissions go to state Help Desk PEAK Help · 1-855-664-1169 · voicemail submissions are sent to County of Residence	Technical application issues or questions

WHAT HAPPENS ONCE APPLICATION IS SUBMITTED?

Applicant receives determination on final screen

RTE Approval or Denial

Medical Assistance Results
Case Number : 1B7WD09

Program	Status	Member	Begin Date
Medicaid - No Premium Required	Approved	Rainbow Brite	10/2013
Medicaid - No Premium Required	Approved	Rainbow Brite	11/2013

You will get more information about your application in the mail. If you also applied for Food Assistance, Colorado Works, or Adult Financial, your application was sent to Boulder county.

[Request Medical Card](#)

Medical Assistance Results
Case Number : 1B7WD62

Program	Status	Member	Begin Date
Medicaid - No Premium Required	Denied	Joe Publix	10/2013
Medicaid - No Premium Required	Denied	Joe Publix	11/2013
Medicaid - No Premium Required	Denied	Joe Publix	12/2013

You will get more information about your application in the mail. If you also applied for Food Assistance, Colorado Works, or Adult Financial, your application was sent to Boulder county.

RTE GENERAL

- RTE is only available for Medicaid and CHP+
- For combination applications, Medical Assistance may receive RTE while Food and Cash Assistance are manually processed

RTE APPROVAL

- Information sent to County of residence Human Services Office for ongoing case management
- Further communication about benefits sent to mailing address provided on application

RTE DENIAL

- Case Number may be used to apply for financial assistance at Connect for Health Colorado
- Some application information will automatically populate in Connect for Health Colorado application
- Connect for Health Colorado will follow up with the applicant

RTE Not Available

Thank You!

Your application tracking number is **3003478036**. Be sure to write this number down or print this page for your records.

Your online application has been sent to a Medical Assistance Site. If you have questions about the status of your online application, please contact the Medical Assistance Site. To find the Medical Assistance Site address [click here](#). Please have your application tracking number available to get answers more quickly.

Before submitting another application, please contact the Medical Assistance Site and provide your application tracking number.

[Click Here](#) for more information about how long it may take to get an answer.

Types of Proof

Keep in mind that your application office worker may ask for proof of some of the things you told us in your application. We've created a list of the types of proof that you may need to provide. Click the "Types Of Proof" button to see and print this list.

[Types of Proof](#)

You may be asked to talk with an application worker by phone or in person in order to get benefits.

APPLICATION PROCESSING

- All electronic applications that do not receive RTE are processed manually
- Applicants learn about their application by mail within given timeframes from the following:
 - **Local County Office:** Combination cases that include Medical Assistance
 - **State Medical Assistance Vendor – MAXIMUS:** Medical Assistance applications that are not associated with another "open" assistance case