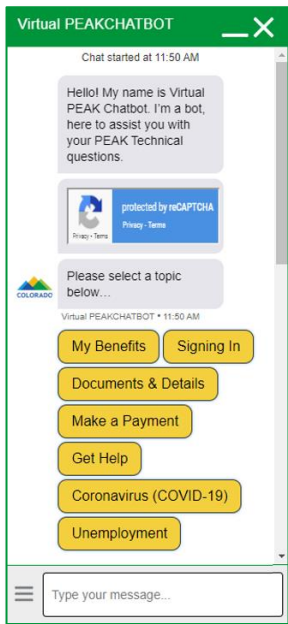


PEAK Chatbot



COLORADO
Governor's Office of
Information Technology

PEAK Virtual Assistance at Your Fingertips!



What is the PEAK Chatbot?

The PEAK Chatbot is an automated customer service help desk available 24/7 for any PEAK user.

What does it do?

With the Chatbot, users can:

- View Case ID, current month's program status, PEAK application status, and State/Member ID
- View instructions on how to make a payment
- Get help cancelling benefits
- Get help with logging in and password resets
- Create a help desk ticket
- Get help viewing and printing a medical card
- Chat with a live agent Mon. – Fri., 8:30 AM – 4:30 PM

What's New in February:



Now available in Spanish!
iDisponible Ahora en Español!*

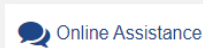
**Spanish functionality is now available for all features except for chatting with a live agent – more to come!*


► **New functionality includes:**

- View future months' program status
- View food and cash allocations for current and future months
- Receive alerts about upcoming deadlines for recertifications, payments, and verification deadlines
- View and download medical ID cards
- See a summary of uploaded documents in the last 30 days
- Request a printed medical ID card
- See EBT balance
- View the five most recent notices sent
- Upload verification documents

How do I access the Chatbot?

- On the PEAK homepage, click "Online Assistance" at the top of the page:



- Additionally, look for the floating chat icon () throughout the PEAK website after April 2021!

Questions? Comments?

Contact us at
[CBMS.Help@state.co.us!](mailto:CBMS.Help@state.co.us)