

What's Next in the Benefits Process?

Thank you for submitting your application for benefits! We are providing the following tips to give you the ***best*** and ***quickest*** access to your case information.

1) In order to finish your request we'll need:

Proof - documents that support what you've told us:

- a. If you've given us everything, then skip to **Number 2**
- b. If you still have more to submit, **review the checklist** of items you were given in-person or by mail. The imaging@bouldercounty.org. You can also **submit those items by fax – 303-441-1523, mail, or the drop box at the county office: *best* way** to submit them is **by e-mail** to:

Boulder – 3460 N. Broadway, Boulder CO 80304 – **Longmont** – 515 Coffman Street, Longmont CO 80501

***NOTE – Medical and Adult programs need to see originals of IDs and/or Birth Certificates** - bring those to the county office.

2) How will I know that my benefits are approved or denied?

You *will not receive a phone call* from your technician but you ***will receive a letter*** once your benefits have been determined.

The ***best*** way to know more is to use these tools:

- If the client has a debit card from Key Bank: www.key2benefits.com or 24/7 customer service at 1-866-295-2955 (just a note that the debit card cannot be used for FA; client will need to have a separate EBT card for food)
- EBT card inquiries www.ebtEDGE.com and click on "Cardholder Login". On the site, clients can check their balance, choose/change PIN, see their transaction histories, and search for retailers in their area.
- **PEAK Website:** www.colorado.gov/benefits "Check My Benefits" - unlimited access any time

If you do not have access to internet at home, you may use computers at your county Housing and Human Services office, your library, the Workforce Center, and other community agencies with public computers.

We want to provide excellent customer service. You can help us do that by waiting to contact your technician about your benefits until 7 days prior to the end of the timeline for that program. (See the chart below) This will allow us to focus on processing your case as quickly as possible.

3) How long will it take to process my benefits?

We will work as quickly as possible to complete your application as soon as we have received the documents from your checklist. The chart below explains how long it may take to process your case according to program rules:

Program:	How Long?
Medicaid/CHP+	45 days
Food Assistance	7 days (emergency), or 30 days
CO Works/TANF	45 days*
Long Term Care	45 days**
Aid to the Needy/Disabled	60 days
Old Age Pension	45 days
Home Community Based Service	45 days
Home Care Allowance	45 days

***CO Works note:** We cannot process your benefits until you have attended an Orientation at the Workforce Center

**** Long Term Care note:** Disability applications may take longer

How NOT to lose Your Benefits

Keep important information in a safe place: You will receive a folder to help you organize all your information about your benefits – it will also contain your important case identification numbers. Use those numbers whenever you contact us about your case.

Keep any scheduled appointments with your technician and/or Workforce Center specialist: This will prevent delays in receiving your benefits. If you cannot keep your appointment, reschedule immediately. The **best** way to do this is calling 303-441-1000 or your Workforce specialist. You can also e-mail them or come to the office in-person.

Keep your contact information current: We want to help you, and we need to be able to reach you to do so. This includes your mailing address, phone number, e-mail address, and any message contacts you may have. The **best** way to do this is provide it in writing by mail or e-mail. Use “Report My Changes” on the PEAK website. You can also leave a voicemail message at 303-441-1000 or come to the office in-person.

Report changes within 10 days: Keeping your household, income, and deductions current will allow us to authorize all the benefits for which you are eligible. The **best** way to do this is provide it in writing by mail or e-mail. Use “Report My Changes” on the PEAK website. You can also leave a voicemail message or come to the office in-person. We will make those changes to your case as quickly as possible. You may be asked to provide proof for some changes. If so, you will receive a letter asking for the proof.

Turn in your Recertification Packet and any required monthly reports on time and to the correct office: This will prevent delays in receiving your benefits. You can mail it, scan and e-mail it, fax it, or drop it off at the correct office.

CO Works participants: Be sure to submit your

Monthly Contact Sheet to the Workforce Center

Monthly Status Report to your Housing and Human Services office

Check your mail and check PEAK for Recertification notices: You will receive your packet by mail. You can also use “Check My Benefits” on the PEAK website to learn when your recertification is due. Below is a chart that shows the timelines by program for recertification:

Program	Timeline
Family Medicaid/CHP+/Medicaid Savings	12 months
Food Assistance	6 months - most households
Able-bodied Adults w/o Dependents	3 months
Elderly/Disabled	24 months – 1 yr. change report due
CO Works/TANF	12 months
Old Age Pension	24 months
Aid to the Needy/Disabled	6 months
Home Care Allowance	12 months
Supplemental Security Income/CO Supplement	12 months
Long Term Care	12 months