

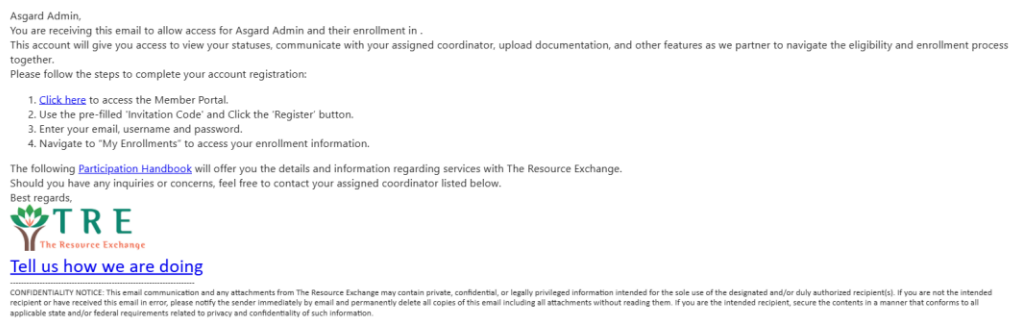
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How to Login to Your Member Portal

1. Initial Log In

- a. You will receive an email from your assigned TRE Coordinator. An example of the email is below



- b. To navigate to the member portal, click on the “[Click Here](#)” link provided

1. [Click here](#) to access the Member Portal.

- c. There will be a pre-filled ‘invitation code’, please do not delete it.
- d. Click the “register” button

Sign up with an invitation code

* Invitation code

IBfMjNsh4CHgRpZphxXGkp96qH5YcANGEIvy7vrvwFqPmQxILXag41GVKF-ERCsnk-GRIFTvdl8zgoF7yzWubmuQQe5A4zERaw5EVB6nKt

Register

- e. Enter your email address
- f. Enter a username
- g. Create a password

h. Confirm Password

i. Click “register”

Sign in Register Redeem invitation

Redeeming code: IBfMjNsh4CHgRpZphxXGkp96qH5YcANGElvy7vrvwFqPmQxILXag41GVKF-ERCsnk-GRIFtvdI8zgoF7yzWubmuQQe5A4zERaw5EVB6nKeeLP-1d2W7xHWn5tlQcJnV5EtH9XGFpXWvcLZT-g6GamPAmg5YgIjiAnkGrI7EFU-

Register for a new local account

* Email testemail@exampleemail.com

* Username testusername

* Password

* Confirm password

Register

j. It is recommended that you “Bookmark” or “Favorite” the log in page for future use.

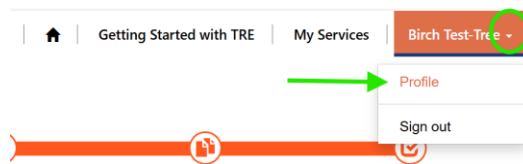
2. Returning to the Member Portal

a. You can always access the member portal from the TRE website

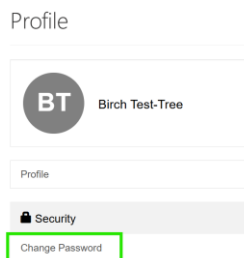
- Go to www.tre.org
- Hover over “CMA”
- Hover over “TRE Vault”
- Click “Member Portal”

How to Reset Your Password

1. Click the drop-down arrow beside your name in the top right hand corner and then choose “Profile”



2. On the left hand side of the page, click “change password”



3. Now enter your Old Password, your new password, confirm your new password, and click “Change Password”

Username

* Old Password

* New Password

* Confirm Password

[Change password](#)

How to Reset a Forgotten Password

1. From the sign in page, click “Forgot your password?”

[Sign in](#) [Forgot your password?](#)

2. Enter your email address and click “send”

* Email

Enter your email address to request a password reset.

[Send](#)

3. You will receive an email from “No-Reply” (you may need to check your junk or spam folder for this email). In the email will be a link to reset your password. Click “Reset Password in that email”

[Reset Password](#)

4. That link will take you to a Reset Password page. Enter your new password, confirm the new password and click “Reset”

Reset password

New password

Confirm new password

[Reset](#)

5. Click “Sign In” to log into the Member Portal with your new password.

Navigating Your Member Portal

1. Reviewing the Intake Screening and Referral Page
 - a. From “My Services” Page, click the Case that you are want to review by clicking the “View” button

[View](#)

- b. The tracker at the top of the page will show you what stage you are on and will be automatically updated by your Assigned Coordinator. The color will

change as you progress from one stage to the next.



- c. The top section will show your program and basic demographic information as well as your case status, the referral received date, whether you are participating in CFC, if you have LTHH services, your Home and Community Based Services Waiver Eligibility Determination and the Type of Determination.

Program - Test Program

<p>Birch Test-Tree</p> <p>Email: gmcbride@tre.org</p> <p>Primary Phone: 719-719-7198</p> <p>Address: 123 Forest Way, Colorado Springs, Colorado, 80922</p>	<p>Case Status: Eligibility Not Yet Determined</p> <p>Referral Received Date:</p> <p>CFC: Yes</p> <p>LTHH: No</p> <p>HCBS Waiver Eligibility Determination: Approved</p> <p>Type of Determination:</p>
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- d. The left hand column will show your Intake Screen date, Developmental Delay/Disability Determination type and status, the status and signature date of the Professional Medical Information Page, and the if the Physician Attestation Form has been received (if needed)

A. Intake Screening ⓘ

Intake Screening Date

—

B. Developmental Delay/Disability Determination ⓘ

Type of Determination

—

Determination Status

—

C. Professional Medical Information Page ⓘ

PMIP Received Status

—

PMIP Signed Date

—

D. Physician Attestation Form ⓘ

Serious Emotional Disturbance (CHRP) received

—

Children with Complex Health Needs (CwCHN) Waiver

—

Waiver Attestation received

—

- e. By hovering over the blue “I” beside each section you can learn more specific information about that section as in the example below.

C. Professional Medical Information Page ⓘ

<p>PMIP Received Status</p> <p>—</p> <p>PMIP Signed Date</p> <p>—</p>	<p>A medical information form signed by a licensed medical professional used to certify the level of care.</p>
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- f. On the right hand side of the page, you will be able to locate the name, phone number, and email address of your assigned coordinator as well as the name, phone number, and email address of the assigned coordinator’s

supervisor.

Contact TRE Staff

Assigned Coordinator Details

Ginger McBride
GMcBride@TRE.ORG
719-744-2227

Supervisor Details

Ryan Kuyper
RKuyper@TRE.ORG
719-330-8476

- g. You may also use the comment box to message with your coordinator. Please note: This comment box is not a live chat. **Submissions are reviewed periodically and do not generate an immediate response.** Below the comment box, all messages between you and your coordinator will appear.

Comments

This comment box is not a live chat. Submissions are reviewed periodically and do not generate an immediate response.

Submit

There are no activities to display.

Uploading Documents

Note - To upload a document you must be on the “Intake Screening and Referral” Page.



If you have already advanced to another stage, please email your documents direct to your Assigned Coordinator whose information can be found on the right hand side of “Assessing Eligibility” or “Financial Eligibility Determination” Page.

Contact TRE Staff

Assigned Coordinator Details

Ginger McBride
GMcBride@TRE.ORG
719-744-2227

Supervisor Details

Ryan Kuyper
RKuyper@TRE.ORG
719-330-8476

1. Scroll to the bottom of the “Intake Screening and Referral Page” and locate the section of the page that labeled “Required Eligibility Documents.”

Required Eligibility Documents

The following documents are required to determine eligibility for services. Once documents are upload, TRE staff will review and modify each documents status to indicate completion or access required.

2. You will find a list of the following documents that you are able to upload:

Bank Statements	Life Insurance/Burial Insurance Policies
Developmental delay/Developmental Disability Applications	Paystubs
Guardianship or Power Of Attorney Documentation	Professional Medical Information Page
Identification Documents	Supplemental Security Income (SSI) Award Letter
Income Trust	Vehicle Registration

On the second page of the document section you will also locate an “other” option if your document does not fall into the above categories.

3. Once you locate the type of document you want to upload, click “Upload Document” beside the document type

Upload Document

4. Click “add files”

+ Add files

5. Click “choose files”

Choose Files

- a. Once you have chose the file from your computer that you would like to upload, you will click open and the of your document will appear beside “choose file”

Choose files

Choose Files Bank State...ly, 2025.docx

note: the system will accept most common types of documents including but not limited to .doc, .docx, .pdf, .jpg, .png

- b. Click “add files”

Add files

Cancel

- c. You made add more than one document with in a specific section. Repeat the above steps, but prior to clicking “add files” uncheck the “overwrite existing files” button. This will allow for additional documents to be uploaded.



☐ Overwrite existing files

Reviewing the Assessing Eligibility Page

Once you have been scheduled for your intake assessment, you will move to the “Assessing Eligibility Page”



1. On the left hand side, you will be able to locate your Assessment Date, the status of your LOC, and if you have any additional assessments or applications to complete as part of the intake pro

Assessing Eligibility

A. Level of Care Assessment Information ⓘ

LOC Assessment Status

—

LOC Assessment Meeting Date

—

Status

—

B. Support Level Assessment ⓘ

Support Level Assessment Applicable

—

C. Targeted Criteria Application ⓘ

CES/CHCBS Application Submission Date

—

CES/CHCBS Review Status

—

ICAP Applicable

—

2. By hovering over the blue “i” beside each section you can learn more specific information about that section as in the example below.

B. Support Level Assessment ⓘ

719-330-8476

Support Level Assessment Applicable

—

This assessment helps determine if someone meets requirements for waiver or CFC enrollment and the support needed to remain safe and healthy.

Reviewing the Financial Eligibility Page

3. Once your intake assessment has been completed, you will move to the Financial Eligibility Page
4. This page will show the Financial Eligibility Applications that were submitted, the date they were submitted, and their status.

Financial Eligibility

Financial (Medicaid) Eligibility conducted by The Department of Human Service (DHS) [i](#)

DHS determines eligibility and timelines; TRE cannot influence or expedite the process. Timely submission of three month's bank asset statement is required to avoid delays. TRE is monitoring for updates and will share new information as available.

Medicaid Documents Submission Status

—

Application(s) Submitted to DHS

—

Financial Eligibility Determination Status

—

Financial Eligibility Determination Date

—

For real-time follow-up on any pending financial eligibility applications, please **contact a DHS representative** directly using the number for your county:

El Paso County: 719-444-5500 (Option 2)

Pueblo County: 719-583-6160

Teller County: 719-687-3335

Park County: 303-816-5939

Please note – DHS determines eligibility and timelines. TRE cannot influence or expedite the process. Please contact a DHS representative in your county using the phone numbers provided on this page.

The Profile Page

1. The profile page is where you can see the demographic information that TRE has the system.

Your Information

MEMBER INFORMATION

Suffix

First Name *

Birch

Middle Name

—

Last Name *

Test-Treo

Birthday *

6/5/2007

Gender

Male

Ethnicity

White

Race

White

Pronouns

He

Preferred Language *

English

Marital Status

Single

SSN *

987654321

Medicaid ID *

Q00005

CONTACT INFORMATION

Preferred Method of Contact

Email

E-mail *

gmctride@tre.org

Primary Phone

719-719-7198

Secondary Phone

XXX-XXX-XXXX

PHYSICAL/PRIMARY ADDRESS

Street 1 *

123 Forest Way

Street 2

—

City *

Colorado Springs

ZIP/Postal Code *

80922

State *

Colorado

MAILING/SECONDARY ADDRESS

Street 1

—

Street 2

—

City

—

ZIP/Postal Code


—

State

—


Update

2. You can also upload a photo and change your password from this page



Birch Test-Tree

Profile

 Security

Change Password