



# One-e-App

## LOS ANGELES USER MANUAL

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**oneeapp**  
One Stop Access to Health Care

1-2008 Most Recent Update  
LA County One-e-App User Manual  
Help Desk 1-866-429-1979

## One-e-App: One Stop Access to Health Care Coverage

One-e-App is a web-based system for connecting families with a range of health and social service programs. This approach can improve the efficiency and the “face” of the application process for families seeking health care coverage. This training manual is intended for use by Certified Application Assistors (CAA) and CAA Supervisors using One-e-App in Los Angeles County.

In Los Angeles, One-e-App submits the data electronically to four health coverage programs:

- Medi-Cal for Children and Pregnant Women
- Healthy Families
- Healthy Kids
- Child Health and Disability Prevention Program (CHDP) for CHDP providers\*

One-e-App uses an interactive interview approach to help simplify data collection and entry. Instead of writing an address four times, it is written once for four programs.

One-e-App helps to improve the quality and completeness of applications. As the data is entered, the system performs routine error checks, providing immediate notification when a required field is incomplete or data is incorrectly entered. The system features drop-down menus, radio buttons and other familiar computer navigation tools.

Other features include:

- Real-time English and Spanish versions of the application
- Ability to select a provider and a health plan
- Printable documents in some threshold languages
- Electronic document storage
- Ability to personalize reminder and notification letters
- Contacts and “Ticklers” that enable application assistants to remind families about their upcoming annual redeterminations

One-e-App will ultimately be linked to the Children’s Health Outreach Initiative (CHOI) case management system. This linkage will allow assistors to transfer application data but users will still have to go directly to CHOI for case management, reporting use of services and retention of benefits, and to report troubleshooting of problems encountered.

One-e-App is currently used in seven California counties to screen and electronically route applications to programs such as Medi-Cal, Healthy Families, Healthy Kids and county indigent care. One-e-App offers counties the flexibility to choose which programs they would like to include, and each of the counties has taken a different approach to implementation. To learn more about One-e-App and how it is being used in other California counties, visit [www.oneeapp.org](http://www.oneeapp.org).

In the future, One-e-App in Los Angeles may include additional benefits programs like WIC, Kaiser Child Health Plan and Medi-Cal for adults and children 19 and over.

\*(This manual provides information on referrals to CHDP, but does not provide information on the CHDP Gateway submission process). For information on the CHDP Gateway see <http://www.dhs.ca.gov/pcfh/cms/chdp/chdpgateway.htm>

## Who should use One-e-App?

Application Assistors may currently use One-e-App to apply for four health coverage programs:

- Medi-Cal for Children and Pregnant Women
- Healthy Families
- Healthy Kids
- Child Health and Disability Prevention Program (CHDP)

It is the perfect response for children who have temporary Medi-Cal, such as through the CHDP Gateway, but who need to apply for “full scope” Medi-Cal.

Pregnant women who have not received prenatal care and may be eligible for Presumptive Eligibility should be referred directly to an appropriate provider for Presumptive Eligibility services (see **Resources**). The follow-up applications for Medi-Cal for pregnant women should be faxed or sent to the County fax or address in the **Resource** section, but you may also use One-e-App. All pregnancy applications should be followed closely to be sure that they are received and sent to the County for Medi-Cal processing. All applications sent to the County directly should be followed closely as well.

## When should a paper application be used?

Future plans for One-e-App include adding programs for adults and older children. Currently, the system will notify the Department of Public Social Services that an adult is interested in applying, but the One-e-App form does not serve as an application for an adult and will not “hold” the date of application.

Until additional programs are added, other application processes are more appropriate means of applying for health coverage when the person:

- is from another county; One-e-App is currently only for Los Angeles County residents
- is 19 or over (unless pregnant)
- is disabled or applying for coverage on the basis of disability, or receive SSI income
- needs sensitive services (confidential) for sexual assault, family planning, diagnosis and treatment of a Sexually Transmitted Infection, pregnancy, mental health issues, or substance abuse treatment.

## Adults should apply elsewhere if they:

- need health coverage quickly or
- need to apply to cover past months’ bills. This is especially true if the date is near the end of the month, since Medi-Cal can cover three months’ retroactive coverage.

**Please call the Health Consumer Center of Los Angeles at (800) 896-3203 if you have questions about health coverage applications for an individual or family or questions about immigration information.**

## One-e-App: **SEARCH FIRST!**

### Searching for an Existing Application in One-e-App

As one of the first steps in One-e-App, assistors must conduct a search for the applicant or a household member to determine whether an application has already been started in One-e-App.

One-e-App does not show where else the applicant may have submitted an application. It is extremely important to be sure that the applicant and all of the family members applying have not already applied somewhere other than One-e-App, or that they don't already have benefits\*.

Application Assistors should use the following resources:

#### Medi-Cal

- If the client is unsure whether or not she or he has applied, use the Department of Public Social Services “Questions to Ask” (see Resources) to see if the client might have a Medi-Cal case. It might be that a recently closed (within the last 30 days) case can be re-opened.
- If the client thinks she or he has a case or a child in the family has a Medi-Cal case open, use SAEVS or AEVs (see Resources or materials from MCH Access or National Health Foundation CHAMP training) online or by phone, or call **(877) 597-4777**

#### Healthy Families

Healthy Families will only answer questions from the CAA who originally helped the client, until the application is accepted or denied, or that person him/herself (the parent or teen). If you are not the original assistor, it may be necessary to have the client on the phone in person or with a three-way phone call. Call **(800) 880-5305** to find out about the status of an application or an existing or previous case.

#### Healthy Kids

If the applicant thinks she or he might have a Healthy Kids case, call LA Care at **(888) 452-5437** for assistance.

#### Child Health and Disability Prevention Program (CHDP)

For general information, to find a provider or to see if a child may be currently eligible for an exam, call **1-800-993-CHDP (1-800-993-2437)**. You may also find a provider at:  
[http://lapublichealth.org/cms/chdp/provider\\_finder.asp](http://lapublichealth.org/cms/chdp/provider_finder.asp)

#### THINGS TO CONSIDER:

\*According to our Department of Public Social Services, some 60% of the denied Medi-Cal applications for children that arrive in Los Angeles monthly either already have Medi-Cal or already have started the process to apply. Duplicate submissions waste resources that could be used to help more children with enrollment and finding health care.

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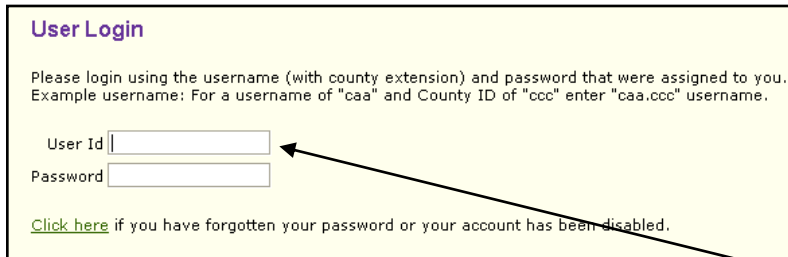


CHAPTER 1

# Getting Started

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The **One-e-App** website for CAAs is:  
<https://thecenter.oneeapp.org> You will be taken to the Welcome Page for Los Angeles County and will choose “English” or Spanish”.



**User Login**

Please login using the username (with county extension) and password that were assigned to you. Example username: For a username of "caa" and County ID of "ccc" enter "caa.ccc" username.

User Id

Password

[Click here](#) if you have forgotten your password or your account has been disabled.

## HOW TO LOG ON

### User Login Screen:

Enter your assigned user ID.

**User IDs** will most likely contain your first initial and last name. There may be some User ID variation for agency staff with similar names.

You then add the county extension of “.la”. This lets One-e-App know which county you are from: “la” for Los Angeles.

*For example for Sara Martinez, enter “smartinez.la” in the user ID field.*

You will receive your User ID and password information from your Agency System Administrator.

## Password Requirements

The following are requirements for the password you create each 30 days:

- It must be at least 8 characters in length
- It must contain at least one number
- It must be a combination of upper and lower case characters
- It must contain at least one special character like, #, @, %
- It must be case sensitive (It matters if you type in capital or lower case letters)



## PASSWORD EXPIRATION

- Passwords must be changed every 30 days in both One-e-App and Health-e-App.
- 7 days before your One-e-App password expires, you will receive a tickler reminder that your password is about to expire. It will be displayed on the tickler banner on the top of the Menu screen until the user changes the password.
- Health-e-App does not remind about password changes. It is recommended that you update your Health-e-App password (on the Health-e-App website or by calling the Health-e-App help desk to reset) every time your One-e-App password is reset. That way you won't receive data transfer errors from the Health-e-App website from an expired password. See [www.healtheapp.net](http://www.healtheapp.net) or (866) 861-3443

### Tips for password management:

You can use the One-e-App Password for Health-e App (but not the reverse). See the Password Management Tip Sheet in the Resource section for more information.

When you get the reminder, follow these steps:

1. Change your password in One-e-App
2. Modify your profile in One-e-App to change your Health-e-App Password (the same one you changed it to in One-e-App)
3. Go to Health-e-App and change your password to the new password.

**User Login**

Please login using the username (with county extension) and password that were assigned to you. Example username: For a username of "caa" and County ID of "ccc" enter "caa.ccc" username.

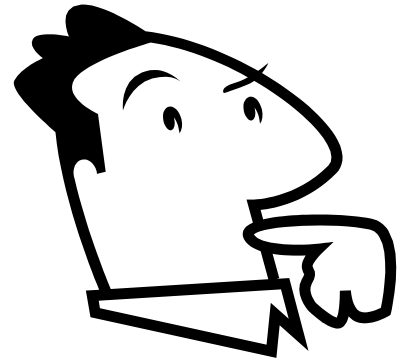
User Id

Password

[Click here](#) if you have forgotten your password or your account has been disabled.

## RESETTING YOUR PASSWORD

What can I do  
if I forget my  
password?



### RESETTING YOUR PASSWORD

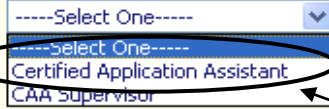
You have 5 attempts to correctly enter your password and User ID before your account becomes disabled.

- You use the **Hyperlink**, "**Click here**" that can help you reset your password if you forgot it or if your account has been disabled.
- The link will navigate you to a screen where you will be asked to answer the secret question that you chose when you first logged into One-e-App.
- If you answer the secret question correctly, the password is reset to the default password, available from your System Administrator.
- If you haven't set up your secret question, you don't answer the secret question correctly, or after five consecutive failed tries to log on, you will have to contact your One-e-App System Administrator (the person in charge at your agency) to reset your password.

## User Login

You have the following User Types.

Please select one user type to proceed



A screenshot of a web application's user login interface. It features a dropdown menu with the text '----Select One----' at the top. The menu is open, showing three options: '----Select One----', 'Certified Application Assistant', and 'CAA Supervisor'. The 'Certified Application Assistant' option is highlighted with a blue background and is circled in black. An arrow points from this option to the right, towards the explanatory text.

## USER LOGIN TYPES

Depending on your job function(s) you may have access to one or more user type logins.

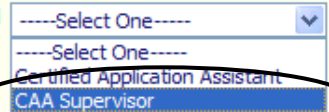
When you log in as a **Certified Application Assistant (CAA)** you will have the ability to process applications, and record and track continuing contact with the applicant. You will be able to note and set reminders for any issues that require follow up and/or advocacy. Every CAA user type must have a CAA Supervisor assigned to them.

When you log in as a **CAA Supervisor** you have additional functions. To learn more about the additional functions a CAA Supervisor can access, refer to the Supervisor chapter on **PAGE 11**.

## User Login

You have the following User Types.

Please select one user type to proceed



A screenshot of a web application's user login interface, identical to the one above. It features a dropdown menu with the text '----Select One----' at the top. The menu is open, showing three options: '----Select One----', 'Certified Application Assistant', and 'CAA Supervisor'. The 'Certified Application Assistant' option is highlighted with a blue background and is circled in black. An arrow points from this option to the right, towards the explanatory text.



## PLEASE NOTE

There are other user types that are not explained in this manual.  
(System Administer & CHDP only)

**Work Location**

Please select a work location.

Work Location

Other Location

Save as default location.

## WORK LOCATION

The work location lists various sites your agency uses for One-e-App application assistance. This function will track the applications that are completed at each of your agency's worksites.

Applications taken at specific application assistance events can also be counted.

It is important that you select the correct location each time you log on.

If you work out of one location only, you can click on the box below to save that location as the "default location". This means it will be the location that automatically appears, to save time when you log on.



CHAPTER 2

# CAA Supervisor

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# One-e-App Supervisor Functions

Every CAA must have a CAA Supervisor assigned to them from their agency. The CAA Supervisor is someone who can view the status of and manage applications of all the CAAs. A CAA Supervisor must also be a CAA, as they can process applications assigned to them.

**User Login**

You have the following User Types.  
Please select one user type to proceed

-----Select One-----  
-----Select One-----  
Certified Application Assistant  
CAA Supervisor

When you log in as a **CAA Supervisor** you have three additional Menu options:

1. Review Expired Applications
2. See Preliminarily Eligible and Submitted Applications.
3. View Supervisor Workload Summary

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Review Supervisor Expired Applications
- Update Applicant Data
- View Supervisor Workload Summary
- View Assistor Workload
- Program Submission Workload

**Review Supervisor Expired Applications** will provide you with a list of your agency's expired applications.

You have the option to Close the Application or Return the Application to the Worker.

**Expired Applications**

	Due Date	Applicant Name	Assistor Name	App ID	Program	MSN	Reason	App Status
<input checked="" type="checkbox"/>	5/16/2007	Holiday, Billie	Liz Ramirez	200712100052	Child Health Disability Prevention Program	1	Expired	Close Application
<input type="checkbox"/>	5/16/2007	Holiday, Billie	Liz Ramirez	200712100052	Child Health Disability Prevention Program	1	Expired	Return to Worker

You must first check the box of the application you want to access. This will open up the pull down menu. Then select *Close Application* to remove it from the Expired Application workload.

You will receive a pop up indicating that the application will remain "AS IS" to allow a future modify or renewal. You can access this application in the future from the *Renew/Modify* Menu function (for more information please refer to the Menu Function Chapter)

Windows Internet Explorer

? This will complete the application 'AS IS' to allow a future modify or renewal. Click OK to proceed

OK Cancel

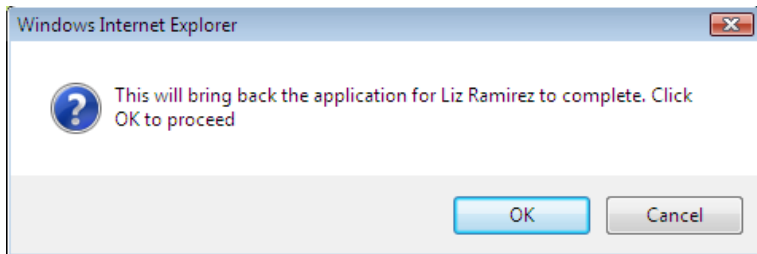
# One-e-App Supervisor Functions

Expired Applications							
	Due Date	Applicant Name	Assistor Name	App ID	Program	MSNReason	App Status
<input checked="" type="checkbox"/>	05/16/2007	Holiday, Billie	Liz Ramirez	200712100052	Child Health Disability Prevention Program	1 Expired	
<input type="checkbox"/>	05/16/2007	Holiday, Summer	Liz Ramirez	200712100052	Child Health Disability Prevention Program	2 Expired	<a href="#">Close Application</a> <a href="#">Return to Worker</a>

You must first check the box of the application you want to access. Clicking on the box will open up the pull down menu.

Selecting the *Return to Worker* option will return the expired application to the CAA Applications in progress workload.

You will receive a pop up indicating that the application has been brought back for the CAA to complete.



# Supervisor Functions: SUPERVISOR MENU FUNCTIONS

- Menu**
- Begin Application
  - Renew/Modify Application
  - Conduct Application Search
  - Contact Management
  - Search Disenrolled Persons
  - Retrieve Fax Cover Sheets
  - Review Supervisor Expired Applications
  - Update Applicant Data
  - View Supervisor Workload Summary
  - View Assistor Workload
  - Program Submission Workload

## SUPERVISOR WORKLOAD SUMMARY

The Supervisor Workload Summary provides a summary of agency staff workloads. It allows the supervisor to query by an individual CAA's application status by program.

The Supervisor Work Load Summary displays the following information for each user who reports to that supervisor.

Supervisors can filter down the information displayed on this workload by selecting assistor name or program name from the drop down list at the top and clicking search.

**Interviews in progress**—Displays the count of applicants who are still in the interview process for whom the preliminary eligibility has not been determined.

**Note:** Clicking on the count will navigate the supervisor to that particular user's Applications in Progress Workload.

You have the ability to assign an application in progress to another CAA in your agency. You must click on the box next to the Due Date and click on **Assign**. You will be navigated to an Assign screen which has a list of CAAs to whom application can be assigned.

Liz Ramirez (SC)

Interviews in Progress: **1**

Program Name	Persons Determined Preliminarily Eligible	Persons Submitted
Healthy Families	0	0
Healthy Kids	0	0
Medi-Cal for Children and Pregnant Women	0	4

Total Interviews in Progress for Ramirez: 1  
 Total Members Determined Preliminarily Eligible for Ramirez: 0  
 Total Members Submitted for Ramirez: 4

**Applications in Progress for Liz Ramirez**

	Due Date	Creation Date	Applicant Name	Application ID
<input type="checkbox"/>	8/16/2007	8/2/2007	Joe fox	200721300040

**Note:** Each indicates an extension of 2 days has been applied.  
**Note:** Each indicates a reminder is associated to this application.  
**Note:** Each indicates a renewal application.  
**Note:** Each indicates application has been edited by another application assistor.

Reminders Extend Remove Bring Back Generate Notice **Assign** Next

# Supervisor Functions: SUPERVISOR MENU FUNCTIONS

Liz Ramirez (SC)

Interviews in Progress: [1](#)

Program Name	Persons Determined Preliminarily Eligible	Persons Submitted
Healthy Families	<a href="#">0</a>	<a href="#">0</a>
Healthy Kids	<a href="#">0</a>	<a href="#">0</a>
Medi-Cal for Children and Pregnant Women	<a href="#">0</a>	<a href="#">4</a>

Total Interviews in Progress for Lramirez: [1](#)

Total Members Determined Preliminarily Eligible for Lramirez: [0](#)

Total Members Submitted for Lramirez: [4](#)

## SUPERVISOR WORKLOAD SUMMARY

**Persons Determined Preliminarily Eligible (by Program)** – Displays the number of applicants who were determined preliminarily eligible for different programs. These applications have not been submitted.

**Note:** Clicking on the count will navigate the supervisor to that particular user's Program Submission Workload.

**Persons Submitted (by Program)** – Displays the count of applicants who were determined preliminarily eligible for different programs and whose applications have been submitted. To the program(s) for which they qualified.

**Note:** Clicking on the count will navigate the supervisor to that particular user's Program Submission Workload.



CHAPTER 3

Certified Application  
Assistant (CAA)  
Menu Functions

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## Menu

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications
- View Reminders
- Health-e-App Fax Cover
- Pending Health-e-App Applications for CHDP Children
- Submitted Health-e-App Applications for CHDP Children
- View Ticklers
- View Faxes
- View Notes
- View Application Workflow History
- Re-print Forms

**This section reviews all the following topics that appear on the opening menu of choices you have as you start your work on One-e-App.**

# CAA Menu Functions: BEGIN APPLICATION

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload

## Begin Application

When you begin a new application the One-e-App system will always prompt you to conduct an application search. You can search for the Primary Informant, who is the person you interview for the application, or any other family member. The primary informant does NOT need to be applying for health coverage and does NOT necessarily need to live in the home.



**Search for an Application**

Before beginning a new application, you must perform a search to find out whether the applicant(s) already exists in the system. Please specify at least two criteria or a unique identifier by which you would like to search.

**Person Detail**

First Name

Middle Name

Last Name

Suffix

Gender  Male  Female

Date of Birth

**Person Place of Birth**

California County  or

US State  or

Other Country

The search results can be further filtered by the assistor's name and a creation date range.

This search will assist in eliminating duplicate applications in the system.

Later, you will search for other people on the application.

When you conduct searches for an applicant, enter **at least two** of the following criteria: applicant's name, gender, or date of birth.

During the initial application search it is not necessary to fill out this section beyond those initial fields.

# CAA Menu Functions: BEGIN APPLICATION

## SEARCH RESULTS

The search will provide search results in the One-e-App system from all agencies working with One-e-App in Los Angeles County.

### Search Results

To retrieve and continue with an application, click on the applicant's name. Applications that you are authorized to coauthor are highlighted in blue.

### Applications in Progress

Applicant Name	Date Of Birth	Created By	Creation Date	Application ID	Person ID	Score
No matching records were found.						

### Determined Applications Pending Submission


Applicant Name	Date Of Birth	Created By	Creation Date	Program Name	Retrieve Fax	Application ID	Person ID
Joel Ruiz	7/16/1999	Liz Ramirez	11/29/2006	Healthy Families	Fax	200633200338	31900007348067
Joel Ruiz	7/16/1999	Liz Ramirez	11/29/2006	Healthy Families	Fax	200633200338	31900007348067


### Expired or Program Closed Applications


Applicant Name	Date Of Birth	Created By	Creation Date	Program Name	Retrieve Fax	Application ID	Score
Jules Ray	1/22/2000	Jonathan Chung	11/25/2006	N/A	N/A	200632800047	54.55


### Submitted Applications


	Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Fax	Application ID	Person ID	Score
<input type="checkbox"/>	Joel Ruiz	5/10/2005	Liz Ramirez	1/4/2007	Healthy Families	Fax	200700300037	31900005003078	100.00
<input type="checkbox"/>	Juanito Ruiz	6/14/1991	Manju Kulkarni	12/11/2006	Healthy Kids	Fax	200634400374	31900107344065	70.75
<input checked="" type="checkbox"/>	Joel Ruiz	7/16/1999	Juana Felix	12/13/2006	N/A	N/A	200634600247	31900076346067	70.75
<input type="checkbox"/>	Joel Deutsch	1/1/1937	Sarah Deutsch	11/7/2006	Medi-Cal for Children and Pregnant Woman	Fax	200631000391	N/A	55.00
<input type="checkbox"/>	Ricardo Ruiz	8/30/2006	Juana Felix	12/13/2006	Healthy Kids	Fax	200634600247	31900079346064	55.00

Note: Each  indicates a renewal application.

Note: Each  indicates a renewal application which has started and not completed through final eligibility review.

Note: Each  indicates Program Closed application(s) / person(s).

Note: Each  is a link to a person's application summary.

Note: Each  is a link to add a person to the clipboard.

Total number of applications in progress : 0

Total number of determined applications pending submission : 2

Total number of submitted persons : 5

 Search  **Begin New Application**  Renew/Modify  View Clipboard

Report a Bug/Make a Request  
 Interview  
 Data Entry

After you verify that your client is not in the search results you can begin a new application.

If your search comes back with a match, and you can verify that it is the same person, click on the **Clipboard** icon next to their name.

Then click on **Begin New Application** to continue. Clicking on the clipboard icon will put the client's information in the new application, or "pre-populate" it. Verify that the information previously entered is still current and correct.

You have the choice of **Interview** mode or **Data Entry** mode.

- **Interview** mode is recommended when working directly with a client.
- **Data Entry** mode is recommended when taking an application over the phone, or when agencies have a dedicated person entering data after the client interview or application is complete.

# CAA Menu Functions: RENEW/MODIFY APPLICATION

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications

## RENEW/ MODIFY APPLICATION

Renew/Modify Application allows you to do the following:

### Renew:

Search for clients who are due to renew their coverage. This function is available within the last three months of clients' coverage, also known as the renewal period.

### Modify:

A modify allows you to make changes to an application after it has been submitted, changes such as:

- Add a family member who was not previously included during the initial contact.
- Change in status of eligible members, like income or pregnancy



**Person Detail**

First Name

Middle Name

Last Name

Suffix

Gender  Male  Female

Date of Birth

**Person Place of Birth**

California County  or

US State  or

Other Country

The search results can be further filtered by the assistor's name and a creation date range.

**Application Assistor**

First Name

Last Name

When "Renew/Modify Application" is chosen, you will be routed to the **Search for Application** screen.

You will be prompted to conduct an application search.

**Note:** One-e-App does not allow either Applications In Progress or Determined Applications Pending Submission to be modified.

# CAA Menu Functions: RENEW/MODIFY APPLICATION

**Search Results**






To renew or modify an application, click on the applicant's name. Applications that you are authorized to coauthor are highlighted.

**Expired or Program Closed Applications**





Applicant Name	Date Of Birth	Created By	Creation Date	Program Name	Retrieve Fax	Application ID	Person ID	Score
No matching records were found.								

**Submitted Applications**

	Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Fax	Application ID	Person ID	Score
<input type="checkbox"/>	Kathy Smith	1/1/1968	Liz Ramirez	11/22/2006	N/A	N/A	200632500027	31900005325067	100.00
<input type="checkbox"/>	Janet Smith	3/3/1995	Liz Ramirez	11/22/2006	Healthy Kids	Fax	200632500027	31900007325065	65.40

**Note:** Each  indicates a renewal application.  
**Note:** Each  indicates a renewal application which has started and not completed through final eligibility review.  
**Note:** Each  indicates Program Closed application(s) / person(s).  
**Note:** Each  is a link to a person's application summary.  
**Note:** Each  is a link to add a person to the clipboard.

Total number of submitted persons : 2

 Search  
  Renew/Modify  
  View Clipboard  
  Next

[Report a Bug/Make a Suggestion](#)  
[View Current Session Contents](#)

## SEARCH RESULTS

The Search Results will provide you with possible matches based on the criteria entered in the search screen.

**You can make changes by clicking on the applicant's name.**

Applications you are authorized to coauthor are highlighted in green. "Coauthor" means that you will be able to open and continue that application without going through the security screen.

### Expired Or Program Closed Applications

Displays the applications expired because they are incomplete or the programs to which they have applied closed.

### Submitted Applications

Displays the applications that were submitted to program(s) for which the system screens.

The One-e-App system will highlight all the Search Results that have a match score of 90% or higher. If you use a Unique Identifier (application ID, person ID or SSN), the search results will show all results having an exact match to the Unique Identifier entered.

OR

**Person Information**

You can import data for the following individual(s) on an application.

Person ID	Last Name	First Name	Date of Birth	Place of Birth
No matching records were found.				

Close  
  Remove

[Report a Bug/Make a Suggestion](#)  
[View Current Session Contents](#)



**Submitted Applications**

	Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Fax	Application ID	Person ID	Score
<input type="checkbox"/>	Beth Ruiz	5/5/1985	Liz Ramirez	12/15/2006	Medi-Cal for Children and Pregnant Woman	Fax	200633200338	31900006348068	100.00
<input type="checkbox"/>	Sally Ruiz	3/12/2000	Juana Felix	12/13/2006	Healthy Kids	Fax	200634600247	31900078346065	63.55
<input type="checkbox"/>	Susanna Ruiz	1/12/1970	Juana Felix	12/13/2006	N/A	N/A	200634600247	31900077346066	63.10
<input type="checkbox"/>	Elizabeth Smith	12/3/1980	Johnson Chau	12/1/2006	N/A	N/A	200633400532	31900142334063	52.75

# CAA Menu Functions: CONDUCT APPLICATION SEARCH

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications
- View Reminders

## CONDUCT APPLICATION SEARCH

Conduct Application Search allows you to view applications that have been started, completed, or are pending submission.



**Search for an Application**

Before beginning a new application, you must perform a search to find out whether the applicant(s) already exists in the system. Please specify at least two criteria or a unique identifier by which you would like to search.

**Person Detail**

First Name

Middle Name

Last Name

Suffix

Gender  Male  Female

Date of Birth

**Person Place of Birth**

California County  or

US State  or

Other Country

**Application Assistor**

First Name

Last Name

**Creation Date Range**

From

To

**Unique Identifier**

Application ID

Person ID

SSN

You will be prompted to conduct an application search. The more criteria you enter the more narrow the search. Try entering a few criteria first, then narrow the search if needed by adding more criteria. Enter criteria as follows.

**Person Detail** (enter at least two of the following)

- First name
- Last name
- Gender
- Date of birth
- Place of birth

**CAA Name**

When you search by CAA name, all the applications that have been created by this assistor will appear.

**Unique Identifiers**

- Application ID
- Person ID
- Social Security Number

# CAA Menu Functions: CONDUCT APPLICATION SEARCH

## Applications in Progress

Applicant Name	Date Of Birth	Created By	Creation Date	Application ID	Person ID	Score
James Smith	2/2/1970	Suresh Govindarajalu	12/1/2006	200633400037	31900076334063	85.00
James Smith	N/A	Mathivanan Kannan	1/25/2007	200702400017	N/A	85.00
Jan Smart	2/2/2000	Liz Ramirez	8/6/2007	200721700314	N/A	80.50
Aniyah Smith	2/17/2007	Jose Millan	8/10/2007	200722100027	31900007221074	78.00
Jackline Smith	11/11/1970	Vishnu Katta	11/29/2006	200633200122	N/A	74.50

## Determined Applications Pending Submission

Applicant Name	Date Of Birth	Created By	Creation Date	Program Name	Retrieve Fax	Application ID	Person ID	Score
Emanuel Smith	1/1/2001	Sarah Boehm	11/17/2006	Healthy Families	N/A	200632000275	31900065320065	74.50

## Expired or Program Closed Applications

Applicant Name	Date Of Birth	Created By	Creation Date	Program Name	Retrieve Fax	Application ID	Person ID	Score
Jane Smith	2/2/1990	Liz Ramirez	5/3/2007	N/A	N/A	200712200167	31900039122076	100.00
Janet Smith	5/5/2005	Liz Ramirez	7/11/2007	N/A	N/A	200719100022	31900002191074	99.00
Janet Smith	3/3/1995	Liz Ramirez	7/30/2007	N/A	N/A	200721000475	N/A	99.00
James Smith	N/A	Oneeapp Test User	11/14/2006	N/A	N/A	200631700073	N/A	85.00
James Smith	N/A	Aravind Mali	2/8/2007	N/A	N/A	200703800017	N/A	85.00
James Smith	10/10/1999	Oneeapp Test User	4/20/2007	N/A	N/A	200710900156	31900036109076	85.00
Jamy Smith	12/14/2006	Anupam Banarjee	12/14/2006	N/A	N/A	200634700211	31900065347068	82.50
Jim Smith	2/3/2002	Sonali Joshi	12/1/2006	N/A	N/A	200633400276	31900074334065	79.50
Jimmy Smith	10/10/1970	Oneeapp Test User	4/20/2007	N/A	N/A	200710900214	31900047109073	78.00
Emanuel Smith	1/1/2001	Oneeapp Test User	11/18/2006	N/A	N/A	200632100026	31900004321067	74.50

## RESULTS: APPLICATION SEARCH

You can make changes by clicking on the applicant's name.

Applications you are authorized to coauthor are highlighted in green.

The Search Results will provide you with possible matches, based on the criteria entered in the search screen.

If you used a Unique Identifier, the search results will show all results having an exact match to the Unique Identifier entered.

**Applications in progress**—Displays the application that is still in the interview process and the preliminary eligibility has not been determined.

**Determined Applications Pending Submission**—Displays the applications that were determined preliminarily eligible for different programs and are currently pending submission to corresponding programs.

**Expired Applications**—Displays the application and/or applicants who are expired due to incomplete submission.

**Submitted Applications**—Displays the applications that were submitted to eligible program(s) for which the system screens.

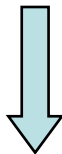
**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications

## CONTACT MANAGEMENT

The contact management function provides you with the ability to record and track contact with applicants, such as address changes, notices received, additional information needed and issues raised with you during phone calls or meetings.

As you learned in the previous section, you must conduct a search to locate the application.



**Contact Management**

Please specify any combination of the following criteria to search for an application and view the contact information.

**Person Detail**

First Name

Middle Name

Last Name

Suffix

Gender  Male  Female

Date of Birth

**Person Place of Birth**

California County  or

US State  or

Other Country

The search results can be further filtered by the assistor's name and a creation date range.

# CAA Menu Functions: CONTACT MANAGEMENT

**Contact Management**

To retrieve and continue with an application, click on the applicant's name.

**Applications in Progress**

Applicant Name	Date Of Birth	Created By	Creation Date	Application ID	Person ID	Score
No matching records were found.						

**Determined Applications Pending Submission**




Applicant Name	Date Of Birth	Created By	Creation Date	Retrieve Fax	Application ID	Score
Sandy Flores	5/17/2000	Liz Ramirez	11/21/2006	Fax	200632400186	86.95

**Submitted Applications**

Applicant Name	Date Of Birth	Created By	Created Date	Retrieve Fax	Retrieve Fax	Person ID
Sara Elizabeth Flores	8/24/1968	Liz Ramirez	11/21/2006	N/A	N/A	31900051324063

**Application Not Yet Started**

Contact Name	Date Of Birth	Created by	Creation Date	Application ID	Person ID
No matching records were found.					

**Note:** Each  indicates a renewal application.  
**Note:** Each  indicates a renewal application which has started and not completed through final eligibility review.  
**Note:** Each  indicates Program Closed application(s) / person(s).

Total number of applications in progress : 0  
 Total number of submitted persons : 1

[Report a Bug/Make a Suggestion](#)  
[View Current Session Contents](#)

## RESULTS: CONTACT MANAGEMENT

You can make changes by clicking on the applicant's name.

Applications you are authorized to coauthor are highlighted in green.

**Applications in progress**—Displays the application that is still in the interview process for which preliminary eligibility has not been determined.

**Determined Applications Pending Submission**—Displays the applications that were determined preliminarily eligible for different programs and are currently pending submission.

**Submitted Applications**—Displays the applications that were submitted to program(s) for which the system screens.

**Applications Not Yet Started**—are contacts that have been created without creating an application in One-e-App.



**Contact Details**

First Name  Home Phone

Middle Name  Cell Phone

Last Name  Work Phone

Suffix  What language does this person speak best?

Gender  Male  Female

Date Of Birth

Email

**Add a new contact** is used to create new contact information if a specific person was not found in the search results. If your search results locate the person, you can add contact information by clicking on the person's name.





# CAA Menu Functions: SEARCH DISENROLLED PERSONS

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications
- View Reminders

## SEARCH DISENROLLED PERSONS

This search function can provide information regarding any person who was enrolled in the One-e-App system and has been disenrolled from the **Healthy Kids** program for the following reasons: non-payment, aging out, moved out of county, incomplete renewal, a change in family circumstances that makes the child ineligible, or cancelation coverage.



**Search for a Disenrolled Applicant**

**Person Detail**

First Name

Middle Name

Last Name

Suffix

Gender  Male  Female

Date of Birth

**Person Place of Birth**

California County  or

US State  or

Other Country

The search results can be further filtered by the assistor's name and a creation date range.

**Application Assistor**

First Name

Last Name

**Disenrollment Date Range**

From

To

**Unique Identifier**

Application ID

Person ID

SSN

You must conduct a search to locate the file.




# CAA Menu Functions: SEARCH DISENROLLED PERSONS

**Healthy Kids Disenrolled Applicants Search Results**

**Healthy Kids Disenrolled Applicants**

Member Name	Date of Birth	Disenrollment Date	Reason for Disenrollment	App ID	MSN
No matching records were found.					

**Note:** Each  indicates a renewal application which has started and not completed through final eligibility review.

 Search  Generate Notice  Next

## RESULTS: SEARCH DISENROLLED PERSONS

This search results screen will show you more details about the disenrollment, such as the date and reason for disenrollment from the Healthy Kids program.



## New Application ID

The application ID number will be reassigned every year that the family renews its case using One-e-App. Make sure the application you are viewing is the most current one.

If the family has been disenrolled (for over a month) and would like to be added back to the program, you can mark the box next to the most current application button. This will start a new application with a link to the previous application.

# CAA Menu Functions: RETRIEVE FAX COVER SHEETS

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications
- View Reminders

## RETRIEVE FAX COVER SHEETS

This function allows you to reprint the One-e-App Fax Cover Sheet created for the application. You may need to do this if the applicant needs to fax in additional documentation or if you did not create one during the application submission process.



You will be prompted to conduct a search for the application.

**Retrieve Fax Cover Sheet**

Before beginning a new application, you must perform a search to find out whether the applicant(s) already exists in the system. Please specify at least two criteria or a unique identifier by which you would like to search.

**Person Detail**

First Name   
Middle Name   
Last Name   
Suffix   
Gender  Male  Female  
Date of Birth

**Person Place of Birth**

California County  or  
US State  or  
Other Country

The search results can be further filtered by the assistor's name and a creation date range.

**Application Assistor**

First Name   
Last Name

**Creation Date Range**

From      
To

**Unique Identifier**

Application ID   
Person ID   
SSN

# CAA Menu Functions: RETRIEVE FAX COVER SHEETS

**Retrieve Fax Cover Sheet**

To retrieve a fax cover sheet, click on the 'fax' link for the application.

**Determined Applications Pending Submission**




Applicant Name	Date Of Birth	Created By	Creation Date	Program Name	Retrieve Fax	Application ID	Person ID	Score
Christina Natomas	1/1/1997	Sarah Boehm	11/17/2006	Healthy Kids	N/A	200632000341	31900094320060	58.60

**Expired or Program Closed Applications**

Applicant Name	Date Of Birth	Created By	Creation Date	Program Name	Retrieve Fax	Application ID	Person ID	Score
No matching records were found.								

**Submitted Applications**

Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Fax	Application ID	Person ID	Score
Cristiana Mayer	10/31/1997	Ashok K Rout Sr	11/9/2006	Healthy Kids	Fax	200631200397	N/A	68.05
Christina Andreas	12/12/1996	Simi Chandran	11/16/2006	N/A	Fax	200631900145	31900054319060	64.90

**Note:** Each  indicates a renewal application.  
**Note:** Each  indicates a renewal application which has started and not completed through final eligibility review.  
**Note:** Each  indicates Program Closed application(s) / person(s).

Total number of determined applications pending submission : 1  
 Total number of submitted persons : 2

[Search](#) [Next](#)


[Report a Bug/Make a Suggestion](#)  
[View Current Session Contents](#)

**RESULTS: RETRIEVE FAX COVER SHEET**  
 To retrieve existing Fax Cover sheets click on the **Fax** link.

For additional tips, see Fax Cover Sheet Tip Sheet in the Frequently Asked Question Section.



**oneeapp** Fax Cover Sheet Application ID 200712100088  
 Permanent Documents Date 8/19/2007

  
 LACEAFERM

Primary Informant **Arrow Head**  
 Other Persons **Jennifer Head.**

Address **2828 W 12th ST  
 Los Angeles, CA, Zip - 90017  
 Home Phone : (213)222-2222**

Please mark an "X" in the check box next to each document you are faxing. Example   
 Please fax to 1-916-779-8273

Documents Attached

Proof of Citizenship(U.S. National Documentation (Jennifer Head))

Notes

# CAA Menu Functions: UPDATE APPLICANT DATA

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload

## UPDATE APPLICANT DATA

This function will allow you to update:

- Addresses
- Telephone numbers
- Family names, including the primary informant



**Search for an Applicant**

Please specify any combination of the following criteria to search for an applicant.

**Person Detail**

First Name

Middle Name

Last Name

Suffix

Gender  Male  Female

Date of Birth

← You will be prompted to conduct an application search.

# CAA Menu Functions: UPDATE APPLICANT DATA

**Profile of Joel Ruiz**

**Primary Informant's Address and Contact Information**

**Primary Informant's Address**

Effective Date

**Home Address (do not use PO Box)**

Delivery Type: Street Address

Street Number: 525

Prefix: S

Street Name: Ardmore

Post Direction: ---Select One---

Unit Type and Number: APT 125

City: Los Angeles

State: California

Zip: 90022

County: Los Angeles

**Mailing Address**

Delivery Type: Street Address

Street Number: 525

Prefix: S

Street Name: Ardmore

Post Direction: ---Select One---

Unit Type and Number: APT 125

City: Los Angeles

State: California

Zip: 90022

County: Los Angeles

You will be navigated to a page where you can update:

- Addresses
- Telephone numbers
- Names, including the primary informant

1. Click on the box in the section that you would like to update data
2. Include an effective date of the change
3. Update the data and click on the Save icon.

Are home and mailing address same?  Yes  No

**Person Details**

**Demographics**

Effective Date: 01 / 10 / 2008

First Name: Joel

Middle Name:

Last Name: Ruiz

Suffix: ---Select One---

SSN:  Yes  No

SSN: 666 / 66 / 6666

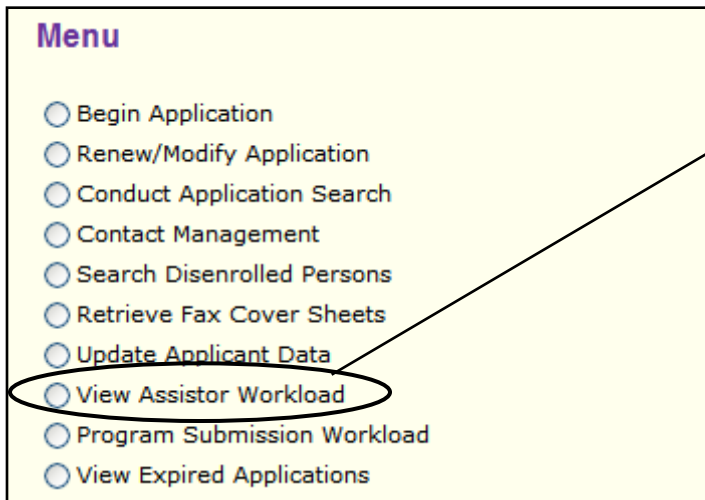
Primary Informant's First Name: Joselito

Primary Informant's Middle Name:

Primary Informant's Last Name: Rojas

Primary Informant's Preferred Spoken Language: English

Primary Informant's Preferred Written Language: English



## VIEW ASSISTOR WORKLOAD

This menu function can assist with the management of your applications.

When you select *View Assistor Workload* you will be navigated to three different workloads:

- Applications in progress
- Determined Applications Pending submission
- Submitted Applications Awaiting Disposition.

# CAA Menu Functions: VIEW ASSISTOR WORKLOAD

**Applications in Progress**

	Due Date	Creation Date	Applicant Name	Application ID
<input type="checkbox"/>	1/29/2007	1/15/2007	Brian Lopez	200701400067

Note: Each indicates an extension of 2 days has been applied.  
Note: Each indicates a reminder is associated to this application.  
Note: Each indicates a renewal application.  
Note: Each indicates application has been edited by another application assistor.

**Reminders** **Extend** **Remove** **Bring Back** **Generate Notice** **Ne**  
[Report a Bug/Make a Suggestion](#)

## Applications in Progress

This displays applications that are still in the interview process for which preliminary eligibility has not been determined. Additional functions in this workload can assist you in managing the application.

You can set a **reminder** by clicking on the little box near the due date of the applicant, then click reminder. You will be able to add notes that will be linked with the application.

The **Extend** icon extends the application beyond the 14 days that are allowed to keep an application in progress. It will extend for two additional days. You can extend an application twice.

The **Remove** icon removes an application if the client is no longer interested in applying or if you find the application to be a duplicate. You will be prompted by the system to choose a reason for removal.

The **Bring Back** icon brings back an application that had been removed because the client was no longer interested in applying. Once the application has been “brought back”, you will be able to complete the application process.

**Generate Notice** can help to remind a client when you have an application that has been sitting in your workload for a long time. One-e-App can generate letters for reminders at 7 and 13 days after the application was suspended. Once you click on “Generate Notice”, the system will produce the appropriate 7 or 13-day reminder letter that you can send to your client. The 7-day reminder tells the client the application is about to expire; the 13-day notice tells the client the application has expired and to contact you.

# CAA Menu Functions: VIEW ASSISTOR WORKLOAD

## Submitted Applications Awaiting Disposition

	Application ID	Applicant Name	Assigned To
<input type="checkbox"/>	200632500027 <b>R</b>	Janet Smith	Ramirez , Liz
<input type="checkbox"/>	200633300054	Janie Montoya	Ramirez , Liz
<input type="checkbox"/>	200633400144 <b>R</b>	Jose Garcia	Ramirez , Liz
<input type="checkbox"/>	200633400144 <b>R</b>	Linda Garcia	Ramirez , Liz
<input type="checkbox"/>	200633400409 <b>R</b>	Carlos South	Ramirez , Liz
<input type="checkbox"/>	200634400010 <b>R</b>	June Bug	Ramirez , Liz
<input type="checkbox"/>	200634600064 <b>R</b>	Marco Martinez	Ramirez , Liz
<input type="checkbox"/>	200634700021	Mega Bucks	Ramirez , Liz

Note: Each **R** indicates a renewal application.

Note: Each **E** indicates application has been edited by another application assistor.

Generate Fax Cover

Next

## SUBMITTED APPLICATIONS AWAITING DISPOSITION

Submitted Applications Awaiting Disposition displays the applications that were submitted to the Healthy Kids program and are still awaiting a determination, or “disposition” of their eligibility.

## Healthy Kids Applications Submitted

Status

Days

Submit Date Range    To

Application ID

First Name

Last Name

SSN

Save current Status and Days as my default setting.

Search Reset

Number of Records Found **8**

Application ID	Applicant Name	Disposition Date	Status	Coverage Type	Reason for Denial
200632500027	Janet Smith		Pending	-	-
200633300054	Janie Montoya		Pending	-	-
200633400144	Jose Garcia		Pending	-	-
200633400144	Linda Garcia		Pending	-	-
200633400409	Carlos South		Pending	-	-
200634400010	June Bug		Pending	-	-
200634600064	Marco Martinez		Pending	-	-
200634700021	Mega Bucks		Pending	-	-

← This workload will give you the ability to search for Healthy Kids Applications that have been submitted within a specified time frame.

# CAA Menu Functions: PROGRAM SUBMISSION WORKLOAD

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications
- View Reminders
- Health-e-App Fax Cover

## PROGRAM SUBMISSION WORKLOAD

The **Program Submission Workload** contains two tables.

- Applications Pending Submission
- Applications Submitted



**Applications Pending Submission**

One-e-app APP ID	MSN	Applicant Name	Preliminary Eligibility	Coverage Type	System Name
No matching records were found.					

**Applications Submitted**

One-e-app APP ID	Applicant Name	Sent Date	Case ID	Preliminary Eligibility	Coverage Type	Remote System Name	Faxes
200632400186	Flores, Sandy	11/21/2006	2007414	Medi-Cal for Children and Pregnant Women	Primary	Health-e-App	N/A
200632400186	Flores, Toddy	11/21/2006	2007414	Medi-Cal for Children and Pregnant Women	Primary	Health-e-App	N/A
200632500027	Smith, Janet	N/A	N/A	Healthy Kids	Primary	N/A	N/A
200632500027	Smith, Micheal	11/22/2006	2007441	Medi-Cal for Children and Pregnant Women	Primary	Health-e-App	N/A

**Note:** Indicates Reconsidered Program.

Next

### Applications Pending Submission

- Incomplete applications that are awaiting submission OR
- Applications that have passed the preliminary eligibility screen.

### Applications Submitted

These are applications that have been completed and submitted.

# CAA Menu Functions: VIEW EXPIRED APPLICATIONS

**Menu**

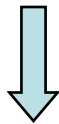
- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications
- View Reminders
- Health-e-App Fax Cover

## VIEW EXPIRED APPLICATIONS

The **Expired Application** function will list applications that have passed the 14 days allowed in the system. Remember that you can extend the application twice, for two days each time, prior to the expiration date.



### Expired Application Deadline




Applications will expire 14 days from the application creation date unless they are extended.



**Expired Applications**

Due Date	Creation Date	Applicant Name	App ID
No matching records were found.			

Note: Each  indicates an extension of 2 days has been applied.  
Note: Each  indicates a renewal application.

 Reminders  Generate Notice Next 

You can continue to work on the application if it has expired, but your CAA Supervisor must “Bring Back” the application and assign it to you. Once your CAA Supervisor returns the expired application into your Applications in Progress workload, you have 14 days to submit it before it expires again.

You can generate notices that can be sent to the client to remind them to complete the application. For more information on notices refer to page 34.

# CAA Menu Functions: VIEW REMINDERS

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications
- View Reminders
- Health-e-App Fax Cover

## VIEW REMINDERS

The **View Reminder** function will allow you to view and print all messages that have been created.

You can set reminders in the Application in Progress Workload. Refer to page 34, Applications in Progress, to learn how.



**Reminders**

Applicant Name	Reminder Messages	Due Date	Application ID
<input type="checkbox"/> Karl Kigsely	Karl will return to finish application process on 1-24-07	01/24/2007	200702200045

Print  Next

# CAA Menu Functions: Health-e-App FAX COVER

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications
- View Reminders
- Health-e-App Fax Cover**
- Pending Health-e-App Applications for CHDP Children
- Submitted Health-e-App Applications for CHDP Children
- View Ticklers

## Health-e-App FAX COVER

This function allows you to retrieve and print a Health-e-App fax cover sheet.

You will be prompted to conduct an application search.



**Search for an Application**

Before beginning an hea application, you must perform a search to find out whether the applicant(s) already exists in the system. Please specify at least two criteria or a unique identifier by which you would like to search.

**Person Detail**

First Name

Middle Name

Last Name

Suffix

Gender  Male  Female

Date of Birth

You can view and print the Health-e-App fax cover sheet by clicking on the *Fax* Hyperlink.

For more information see Fax Cover Tip Sheet, in the Frequently Asked Questions Section.



**Search Results**


To retrieve fax cover of an application, click on the fax. Applications that you are authorized to coauthor are Listed.

**Health-E-App Submitted Applications**

Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Fax	Application ID	Person ID	Score
Jennifer Head	5/5/2000	Liz Ramirez	5/2/2007	Healthy Families	<a href="#">Fax</a>	200712100086	31900011121070	63.50

Total number of applications submitted: 1



DCN 

**health e app™** Documentation Fax Cover Sheet

\*\* This page must be the first page of the fax transmission. \*\*  
\*\* Your documentation must be submitted within 24 hours. \*\*

Date: June 01, 2007  
To: Healthy Families/Med-Cal  
Fax Number: 1-866-848-4576  
From: Arrow Head  
Address: 1111 W 5th ST  
Los Angeles 90017  
Phone: Home: (213) 222-2222

Document Control Number: 20074420908

Document Checklist: Please check the appropriate box to indicate which documents you are attaching.

Signed Rights and Responsibilities Page  
 Proof of Income - pay stub, last year's federal income tax filing, etc.

# CAA Menu Functions: Pending Health-e-App Applications for CHDP

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications
- View Reminders
- Health-e-App Fax Cover
- Pending Health-e-App Applications for CHDP Children
- Submitted Health-e-App Applications for CHDP Children
- View Ticklers

## Pending Health-e-App Applications for CHDP Children

This menu function will list the applications that have been held 30 days for children who have been referred to the CHDP program. This will allow families to utilize the temporary full-scope Medi-Cal that can be received by accessing the CHDP program. There are some exceptions to receiving the temporary full-scope Medi-Cal.

A tickler is automatically sent to you after the 30 day hold has expired. This will alert you that this application is ready to be submitted to Health-e-App



**Pending Health-e-App Applications for CHDP Children**

<input checked="" type="checkbox"/>	One-e-app APP ID	Person Name	Preliminary Eligibility	Received Date
<input checked="" type="checkbox"/>	200703500195	Ethan Jones	Medical for Children and Pregnant Women	02/05/2007
<input type="checkbox"/>	200703500195	Carol Jones	Healthy Families	02/05/2007
<input type="checkbox"/>	200704600051	Jackson Compass	Healthy Families	02/16/2007
<input type="checkbox"/>	200704600580	Sprinkle Rain	Healthy Families	02/16/2007
<input type="checkbox"/>	200704900030	Drift Wood	Healthy Families	02/19/2007
<input type="checkbox"/>	200704900030	Drift Wood	Healthy Families	02/19/2007
<input type="checkbox"/>	200705000012	Marcia Brady	Healthy Families	02/20/2007
<input type="checkbox"/>	200705800023	Grace Green	Healthy Families	02/28/2007
<input type="checkbox"/>	200713300057	Brigett Clark	Healthy Families	05/14/2007

Submit Next

You will need to click to check the One-e-App application and then click on *Submit*. The application is then batched with other applications that are pending submission. The batch is routed and sent to Health-e-App each night. Once the application has been successfully submitted it will show up in "Submitted Health-e-App for CHDP children workload" where you can print the Health-e-App summary.

### THINGS TO CONSIDER

Pending a CHDP application for a family is a big responsibility. You are delaying the official date of application and must be sure there are no retroactive expenses needing coverage and that the child actually goes and receives his/her CHDP Gateway full coverage in case of any need for coverage while the application is pending.

# CAA Menu Functions: Submitted Health-e-App Applications for CHDP

## Menu

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications
- View Reminders
- Health-e-App Fax Cover
- Pending Health-e-App Applications for CHDP Children
- Submitted Health-e-App Applications for CHDP Children
- View Ticklers
- View Faxes

**SUBMITTED HEALTH-E-APP  
APPLICATIONS FOR CHDP  
CHILDREN**

# CAA Menu Functions: VIEW TICKLER

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications
- View Reminders
- Health-e-App Fax Cover
- Pending Health-e-App Applications for CHDP Children
- Submitted Health-e-App Applications for CHDP Children
- View Ticklers**
- View Faxes
- View Notes

## VIEW TICKLER

Ticklers are reminders or alerts that you create or are generated by the One-e-App system. Some ticklers can also be sent to you by other users. The **View Tickler** function allows you to:

- View all your ticklers
- Add a new tickler



**Ticklers**

New	Active	Tickler Type	Description	Start Date	End Date
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	General	need to update my password on 3-3-07	2/16/2007	3/3/2007
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Required Documents	mom will bring in proof of income	2/20/2007	2/27/2007
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	General	update your password in Health e	2/28/2007	3/19/2007
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	General	CLIENT WILL COME IN TO FINSH APPL.	3/6/2007	3/25/2007
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	General	need to fax income verification on 3-13-07	3/12/2007	3/13/2007
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	General	need to update my passwords on such date	5/7/2007	6/11/2007
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Required Documents	please	5/14/2007	5/15/2007
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	General	I need to update my passwords next month	5/14/2007	6/13/2007

**Add Tickler** Next

When you log on to One-e-App, a tickler banner running at the top of your screen will tell you how many ticklers you have saved. Click on the banner to view all ticklers.

You can add a tickler by clicking on **Add Tickler**.



**Add New Tickler**

Tickler Type :

Description :

Start Date :

End Date :

### Tickler Types:

- General
- Required Documents
- Premium
- Appointment with client —Office Visit
- Appointment with client —Phone Call
- Application Modified.

# CAA Menu Functions: VIEW FAXES

## Menu

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications
- View Reminders
- Health-e-App Fax Cover
- Pending Health-e-App Applications for CHDP Children
- Submitted Health-e-App Applications for CHDP Children
- View Ticklers
- View Faxes**
- View Notes
- View Application Workflow History

## VIEW FAXES

The **View Faxes** function will allow you to view and print the verification documents that were faxed using the One-e-App Fax Cover Sheet.



## View Faxes

Before beginning a new application, you must perform a search to find out whether the applicant(s) already exists in the system. Please specify at least two criteria or a unique identifier by which you would like to search.

### Person Detail

First Name

Middle Name

Last Name

Suffix

Gender  Male  Female

Date of Birth

### Person Place of Birth

California County  or

US State  or

Other Country

The search results can be further filtered by the assistor's name and a creation date range.

You will first be prompted to perform an application search.

# CAA Menu Functions: VIEW FAXES

**Submitted Applications**

Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Fax	Application ID	Person ID	Score
Susan Brownstick	7/7/1965	Liz Ramirez	11/29/2006	Medi-Cal for Children and Pregnant Woman	Fax	200633200221	31900062332063	100.00
Susana Brown	3/4/1970	Debbie Winski	12/4/2006	N/A	N/A	200633700345	31900092337066	93.50
Susan Smith	12/12/1970	Suresh Govindarajalu	12/11/2006	N/A	N/A	200634400697	31900146344068	68.00
Susan Smith	10/10/2002	Suresh Govindarajalu	12/13/2006	Healthy Kids	Fax	200634601039	31900174346068	68.00
Susana Torres	1/18/1959	Arasceli Colon	12/4/2006	N/A	N/A	200633700436	31900115337069	67.50
Susana Dameroun	2/3/1975	Sonali Joshi	12/4/2006	N/A	N/A	200633700089	31900033337068	67.00
Susana Steven	5/5/1973	Erika Guevara	12/11/2006	N/A	N/A	200634400358	31900088344068	67.00
Susana Moreno	1/3/2004	Diana Andrade	2/1/2007	Healthy Kids	Fax	200703000113	31900004031070	67.00
Susana Blanco	7/27/1969	Vilma Champion	12/1/2006	N/A	N/A	200633400466	31900115334066	65.50
Susanna White	2/18/1975	Barbara Siegel	12/4/2006	N/A	N/A	200633700451	31900125337067	64.50
Susana Stevenson	1/1/1964	Manju Kulkarni	12/11/2006	N/A	N/A	200634400374	31900099344065	63.00

## RESULTS: VIEW FAXES

You can view and print the fax verification documents by clicking on the name of the applicant highlighted in green.



Application ID: **200633200221** Date Submitted: **11/29/2006**  
(24 days)

**Preliminary Eligibility for Programs**

Opt Out	Person ID	Person Name	Program Name	Coverage Type
<input type="checkbox"/>	31900062332063	Susan Brownstick	Medi-Cal for Children and Pregnant Women	Primary
<input type="checkbox"/>	31900064332061	Wendy Brownstick	Healthy Families	Primary
<input type="checkbox"/>	31900065332060	Katty Brownstick	Healthy Families	Primary

**Healthy Kids Disposition Details**

Assigned User:

Applicant Name	Disposition	Disposition Date	Coverage Type	Denial Reasons	Coverage Period
No matching records were found.					

**Verification Documents**

Temporary Verification Documents	FAX
Proof of Income	<input checked="" type="checkbox"/>
Proof of Los Angeles County Residency	<input checked="" type="checkbox"/>

Click on the word **FAX** to view and print verification documents.

For tips on faxing documents, you can refer to the Fax Tip Sheet in the Frequently Asked Questions section.

# CAA Menu Functions: VIEW APPLICATION WORKFLOW HISTORY

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
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- View Expired Applications
- View Reminders
- Health-e-App Fax Cover
- Pending Health-e-App Applications for CHDP Children
- Submitted Health-e-App Applications for CHDP Children
- View Ticklers
- View Faxes
- View Notes
- View Application Workflow History**
- Re-print Forms

## APPLICATION WORKFLOW HISTORY

This function will provide you with a complete history of the application: application creation, preliminary eligibility determination, submission and application expiration.



**Search Results**

To retrieve and continue with an application, click on the applicant's name. Applications that you are authorized to coauthor are highlighted in blue.

**Submitted Applications**

Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Fax	Application ID	Person ID	Score	
Joel Ruiz	5/10/2005	Liz Ramirez	1/4/2007	Healthy Families	Fax	2007003000373	31900005003078	100.00	
Joel Ruiz	7/7/1970	Liz Ramirez	4/27/2007	N/A	N/A	2007116004093	31900153116078	100.00	
Joel Ruiz	7/7/1970	Liz Ramirez	5/4/2007	N/A	N/A	2007123000823	31900153116078	100.00	
Joselito Ruiz	10/14/1970	Karen Lauterbach	2/21/2007	N/A	N/A	2007051003173	31900101051070	76.00	
Gisele Ruiz	3/20/1979	Jose Sandoval	6/11/2007	N/A	N/A	2007161002493	31900088161074	75.00	

← You will be prompted to conduct an application search.

→ To access the workflow history you must click on the stack of books.



# CAA Menu Functions: VIEW APPLICATION WORKFLOW HISTORY

Workflow History for One-e-App Application ID: 200712300082 (Modified)  
Renew/Modify Application ID: 200711600409

## Pre Preliminary Determination History

Applicant Name	User Name	Status	Status Date	Person ID
Joel Ruiz	Liz Ramirez	Created	05/04/2007	31900153116078

## Post Preliminary Determination History

Applicant Name	User Name	Program Name	Status	Status Date	Person ID
Lizzie Ruiz	Liz Ramirez	Child Health Disability Prevention Program	Applications Pending Submission	05/04/2007	31900154116077
Lizzie Ruiz	Liz Ramirez	Healthy Kids	Applications Pending Submission	05/04/2007	31900154116077
Lizzie Ruiz	Liz Ramirez	Healthy Kids	Signed Pending Submission	05/04/2007	31900154116077
Lizzie Ruiz	Liz Ramirez	Healthy Kids	Completion	05/04/2007	31900154116077
Lizzie Ruiz		Child Health Disability Prevention Program	Expired	05/19/2007	31900154116077

This screen will provide you with a complete history of the application: application creation, preliminary eligibility determination, submission and renewed application with the new Application ID.

# CAA Menu Functions: RE-PRINT FORMS

**Menu**

- Begin Application
- Renew/Modify Application
- Conduct Application Search
- Contact Management
- Search Disenrolled Persons
- Retrieve Fax Cover Sheets
- Update Applicant Data
- View Assistor Workload
- Program Submission Workload
- View Expired Applications
- View Reminders
- Health-e-App Fax Cover
- Pending Health-e-App Applications for CHDP Children
- Submitted Health-e-App Applications for CHDP Children
- View Ticklers
- View Faxes
- View Notes
- View Application Workflow History
- Re-print Forms

## RE-PRINT FORMS

This menu function will provide you the ability to re-print forms you have filled out or that you forgot to print before:

- Healthy Kids Rights and Declarations
- Healthy Kids Consent to release of records
- Income Affidavits
- One-e-App Fax Cover Sheets
- Universal Summary
- Healthy Families Renewal forms
- Healthy Families Add-a-Child form

(You will see applicant's signature on the Healthy Kids form)



**Search for an Application**

Before beginning a new application, you must perform a search to find out whether the applicant(s) already exists in the system. Please specify at least two criteria or a unique identifier by which you would like to search.

**Person Detail**

First Name

Middle Name

Last Name

Suffix

Gender  Male  Female

Date of Birth

You will be prompted to conduct an application search.



# CAA Menu Functions: RE-PRINT FORMS

**Submitted Applications**

Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Fax	Application ID	Person ID	Score	
Joel Ruiz	5/10/2005	Liz Ramirez	1/4/2007	Healthy Families	Fax	200700300037	31900005003078	100.00	
Joel Ruiz	7/7/1970	Liz Ramirez	4/27/2007	N/A	N/A	200711600409	31900153116078	100.00	
Joel Ruiz	7/7/1970	Liz Ramirez	5/4/2007	N/A	N/A	200712300082	31900153116078	100.00	
Joselito Ruiz	10/14/1970	Karen Lauterbach	2/21/2007	N/A	N/A	200705100317	31900101051070	76.00	
Raul Ruiz	3/13/1997	Karen Lauterbach	2/21/2007	N/A	N/A	200705100317	31900102051079	69.50	
Juanito Ruiz	6/14/1991	Manju Kulkarni	12/11/2006	Healthy Kids	Fax	200634400374	31900107344065	67.50	
Dan Ruiz	10/20/1965	Juana Felix	12/13/2006	N/A	N/A	200634600247	31900076346067	67.50	
Lizzie Ruiz	2/2/2005	Liz Ramirez	4/27/2007	Healthy Kids	Fax	200711600409	31900154116077	64.00	

**SEARCH RESULTS:  
RE-PRINT FORMS**

You can view and re-print forms by clicking on the finger with a ribbon tied around it.



**Print Documents and Forms**

Application ID: **200711600409** Date Submitted: **4/27/2007**  
(11 days)

Person Information			
Person ID	Person Name	Date of birth	Gender
31900153116078	Joel Ruiz	7/7/1970	Male
31900154116077	Lizzie Ruiz	2/2/2005	Female

**Self Affidavit of Income**

Person Name	Income Type	Gross Monthly Amount	Document
Joel Ruiz	Monthly	\$800.00	Self Affidavit of Income Letter

**Healthy Kids Summary**

Person Name	Program	Document
Lizzie Ruiz	Healthy Kids	Healthy Kids Summary

**Rights and Declarations**

Program Name	Document	Signed
Healthy Kids	Consent to Release of Records & Information	<input checked="" type="checkbox"/>
Healthy Kids	Healthy Kids Rights and Declarations	<input checked="" type="checkbox"/>

Language Generate Universal Summary Generate Fax Cover Next

Click on the highlighted field of the document you would like to reprint.