

STEP 8: Health-e-App Data Transfer

Healthy Families Annual Eligibility Review (AER) & Add a Child Form

Healthy Families AER and **Add a Child Form** cannot be processed using the One-e-App system at this time.

The system will provide a **Healthy Families AER** and/or an **Add a Child Form** that can be filled out, printed and faxed or mailed to the Healthy Families program.

To begin, select *Begin Application* from the **Menu** screen. You will enter the information as you would with a new application.

When you get to *Step 8: Program Information*, you will indicate that this application is a “**Healthy Families Renewal**” and/ or indicate if you would like to “**add a person (child)**” to the Healthy Families case. When you click *Next*, you will be navigated to a **Healthy Families Completion** screen.

The screenshot shows the 'one e app' interface for 'Healthy Families' in 'step 8: program information'. It includes a 'Notes' icon and a 'Next' button. The questions are:

- Is this a Healthy Families Renewal application? Yes No
- Are there new family persons that you would like to add to Healthy Families? Yes No

Program Application: APPLICATION PROCESS

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Healthy Families Completion Screen

Healthy Families Completion Notes

You have successfully collected all the required data elements for Healthy Families. Please click the "Submit" button in order to be presented with the options to either submit this application to Health-e-App right away or route this application to the Program Submission workload for a later submission.

200700300037

Person	Status	Program	Coverage	Program Summary
Joel Ruiz	Referred	Healthy Families	Primary	N/A

Note: Each Indicates that the application is ready to be transferred to Health-e-App.
Note: Each Indicates that the application is not ready to be transferred to Health-e-App.
Note: Each Indicates that the person's information is complete.
Note: Each Indicates that the person's information is incomplete.

Print
 Languages
 Generate Universal Summary
 Generate Fax Cover
 Submit

Print Healthy Families Renewal Application

You are now able to print out the **Healthy Families Renewal** or **Add a Child Form** by clicking on the *Print Healthy Families Renewal* option.

It is recommended that in addition to sending the forms and documents to the Healthy Families program, you also fax them to One-e-App. You can click on *Generate Fax Cover Sheet* which will generate a cover sheet that can be used to fax over documents to One-e-App (For more information on faxing refer to the **Faxing Tip Sheet** in the Frequently Asked Questions and Tip Sheet section)

This will be an extra step, but it ensures that the documents will be stored so that you can view documents faxed or mailed to Health-e-App, in case they are lost.

Mail the form, proof of income and proof of expenses paperwork to:

Healthy Families
 PO Box 138010
 Sacramento, CA 95813-8010

Or, you can fax the form and documents to: 1 (866) 848-4975

HEALTHY Annual Eligibility Review Form, Page 2

3. Income of Applicant and other adult.
 Fill in the information below. You need to mail proof of income with this form. If you have questions about income or about who counts as an adult living in the home, see the **Family Members and Income** brochure that come with this form.

Adult family member living in the house	Relationship to Applicant	Relationship to children	Does income exceed (income before taxes)	How often do you get income?
Joel, Applicant	Applicant	<input checked="" type="checkbox"/> Parent <input type="checkbox"/> Step-parent <input type="checkbox"/> Other	\$ 200.00 Send proof of income	<input type="checkbox"/> once every week <input type="checkbox"/> every two weeks <input type="checkbox"/> twice a month <input checked="" type="checkbox"/> once a month
		<input type="checkbox"/> Parent <input type="checkbox"/> Step-parent <input type="checkbox"/> Other	\$ Send proof of income	<input type="checkbox"/> once every week <input type="checkbox"/> every two weeks <input type="checkbox"/> twice a month <input type="checkbox"/> once a month

4. Children living in the house who are not in Healthy Families now.

Child not in Healthy Families	Date of birth	Relationship to	Child's monthly income, if any	Want child in Healthy Families?
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No

5. Have any of these persons received health insurance sponsored by an employer within the last 3 months? Yes No
 If yes, which persons? _____
 When did the insurance end? _____ Why did it end? _____

Question? Call 1-866-699-4975, Monday to Friday, 8 a.m. to 6 p.m., or Saturday, 8 a.m. to 5 p.m. The call is free.

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DATA TRANSFER ERROR

Data Transfer Error

An error was encountered in the data transfer to Health-e-App. Details are below:

Error Number: 4

Error on Step: Step 6-The One-e-App to Health-e-App interface encountered an error while submitting the application in the Health-e-App system.

Error Description: In order to transfer an application to the Health-e-App system you are required to be an active Health-e-App user having completed the training in that system. Please complete the Health-e-App training and then transfer the applicaiton.

Error Details: Unresolved branch in step Navigate from 21_1 - none of the conditions were met.

Last URL: <http://192.168.1.123/calc.asp>

Please continue your application from the Health-e-App Applications in Progress workload at www.healtheapp.net. The Health-e-App Application ID is : **2008653**

What to do if you encounter a Health-e-App Transfer Error

Once the system has completed the data transformation process it will start migrating the application data to the Health-e-App system. When the transfer fails due to System Error you see this screen.

- Call the One-e-App help desk and notify them of the error received. Be prepared to give detailed information, including the application ID number and error number (the first line in the screen).
- Take a screenshot of the error message and send in an e-mail it to One-e-App help desk. (see Bug Reporting chapter)

Password Data Transfer Errors

- If the transfer failed after the Health-e-App password verification, some information may have been sent to the Health-e-App. You will need to log in to Health-e-App, look in your workload, find the application in question and continue from there.
- If the reason for the transfer error was that your Health-e-App password is disabled, you will need to log in to Health-e-App, **www.healtheapp.net** and have your password reset or you can call the Health-e-App Help Desk at **(866) 861-3443**.
- Once you have confirmed your new password you must now go to One-e-App and update it there.

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Perform other tasks:

- Change Password
- Change Secret Question
- Set Default Location
- View Messages
- Modify Profile**



Remote System User Account Information

Please provide the user account information for the following systems to which One-e-App may send application information.

CAA ID

Health-e-App User Account Information

Does Liz Ramirez have an active Health-e-App user account? Yes No

Health-e-App UserID

Health-e-App Password

Health-e-App Enrollment Entity Number/County Code

Health-e-App User Type

UPDATING YOUR HEALTH-E-APP PASSWORD IN ONE-E-APP

To update your Health-e-App password in One-e-App, you will need to:

1. Log in to <https://thecenter.oneeapp.org>
2. Select *Modify Profile* on the Menu page.
3. Keep clicking *Next* until you get to the **Remote System User Account Information** screen. You then can update your password.
4. Notify supervisor or anyone else of new password according to agency protocol.

PASSWORDS TIPS

Passwords must be changed every 30 days in both One-e-App and Health-e-App. One-e-App will remind you with a tickler to change your password. You can use the One-e-App Password for Health-e-App (but not the reverse). 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

Program Application: APPLICATION PROCESS

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CONTINUE A TRANSFER TO HEALTH-E-APP

To continue to transfer to Health-e-App you must :

1. Select *Program Submission Workload* from the **Menu** screen.
2. Click on the name of each client for whom an application is to be submitted. The workload screen will show you that the application has been submitted.

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



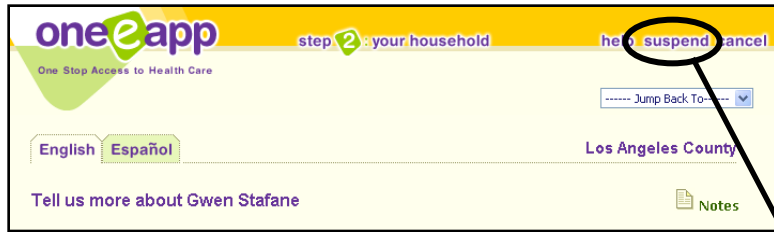
Applications Pending Submission

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	Start Date	Case ID	Preliminary Eligibility	Coverage Type	Remote System Name	Faxes
200632400386	Flores, Sandy	11/11/2006	2007414	Medi-Cal for Children and Pregnant Women	Primary	Health-e-App	N/A
200632400386	Flores, Todd	11/11/2006	2007414	Medi-Cal for Children and Pregnant Women	Primary	Health-e-App	N/A
200632500017	Smith, Janet	N/A	N/A	Healthy Kids	Primary	N/A	N/A
200632500021	Smith, Micheal	11/22/2006	2007441	Medi-Cal for Children and Pregnant Women	Primary	Health-e-App	N/A

Program Application: SUSPENDING AN APPLICATION



The One-e-App system has the ability to suspend, or temporarily hold, applications that you are working on. This gives you the opportunity to continue working on the application at a later date, up to 14 days later.

The **suspend** function is available when you reach Step 2 of the application process.

You can access this function by clicking on the "**suspend**" option that is located in the upper right hand corner of the screen.



You will then be navigated to a **Suspend Application** confirmation screen and the client must either agree, or disagree, to suspend the application.

If the applicant "**Does Not Agree**", you will be navigated to the household summary page. Information collected will be stored in the system and can be accessed if the applicant changes his/her mind and wants to continue at a later date. You will have to conduct a search to locate the information that has been stored in One-e-App.

If the applicant does "**Agree**", you can create a reminder for yourself by clicking on the "**Reminder**" option. The reminder will show in the workload for that application.

Program Application: SUSPENDING AN APPLICATION

Application Suspended Notes

Thank you for using One-e-App to apply for health care coverage. One-e-App is a system that allows Certified Application Assistants to process applications electronically using a website.

Your application is not complete. Please return to our agency to complete this application.

Agency Name : Test Organization
Agency Address : 1111 West 6th St. 4th Flr
Los Angeles CA 90017
Phone Number : (213) 749 4261

For purposes of retrieving the application, the One-e-App Application ID for **James Taylor** is **200700300045**.
This application was assisted by **Liz Ramirez**.

Please note that if you decide to finish your application at another agency that uses One-e-App, you will need to give approval to the other agency to process your application.

Thank you.

When the applicant agrees, the information will remain unfinished in the One-e-App system and may be accessed again in order to complete it.

You will be navigated to a screen that will include:

- who assisted the applicant;
- information on that person's agency; and
- an application ID number that can be used to search for the application when the applicant returns to complete the process.

The application will show up in the ***Application in Progress Workload***.