



CHAPTER 6

Tips & Frequently Asked Questions

Tips & Frequently Asked Questions

This chapter provides you with tips and frequently asked questions for the One-e-App system. If the information is available elsewhere in the training manual you will be referred to that page. Additional information is also provided in this chapter.

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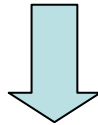
How do I fax in verification documents?

- To complete the application process, you must fax your verification documents (e.g., income, rights and declarations, proof of residency) after submitting an application in One-e-App. Where you fax documents depends on which program you are submitting an application to. Look for the program you are submitting to and follow the instructions below.

One-e-App Fax # 866-482-7745

Health-e-App Fax # 866-848-4976

Program	Where to Fax
Healthy Kids & Young Adults	One-e-App
Healthy San Francisco	One-e-App
Healthy Families	Health-e-App One-e-App
Medi-Cal for children and pregnant women (through SPE)	Health-e-App One-e-App
Medi-Cal (through SF Human Services Agency)	One-e-App
CHDP	One-e-App



How do I fax in verification documents?

IMPORTANT – Please note there are time limits associated with faxing documents to Health-e-App. We strongly recommend that if you are not ready to fax documents immediately after submitting the application, you should suspend the application prior to submitting. When the documents are ready for faxing, you can retrieve and submit the application and fax the documents immediately after.

Step 1: Print the Fax Cover Sheets

There are different fax cover sheets for documents for One-e-App and Health-e-App as described below

One-e-App has two fax cover sheets *for each application* - one for permanent documents and one for temporary documents. These can be used for *all* programs. Fax cover sheets may be printed during the application process by clicking the “Generate Fax Cover” button at the bottom of the submit page OR by selecting the Menu option “Retrieve Fax Cover Sheets” (See also “Retrieve fax cover sheets” Menu function.)

Health-e-App has one fax cover sheet *for each Medi-Cal/Healthy Families application*. You will be navigated to the Health-e-App fax cover sheet during the data transfer process. If you forget to print out the Health-e-App fax cover sheet during the data transfer process, you can access it from the Menu by selecting the “Health-e-App Fax Cover”.

Step 2: Fax Verification Documents

For Healthy Kids & Young Adults, Healthy San Francisco, Medi-Cal (through HSA) or CHDP, fax to One-e-App at 866-482-7745.

- Arrange documents behind the permanent and temporary cover sheets
- Clearly mark an “X” on the cover sheet next to those items that are attached
- Send the set of two fax cover sheets and documents in each fax transmission

For Medi-Cal for children or pregnant women or Healthy Families through Health-e-App, you are *required* to fax to Health-e-App within 24 hours of submitting the application at 866-848-4976.

- Arrange documents behind the fax cover sheet
- Clearly mark an “X” on the cover sheet next to those items that are attached
- Send only one fax cover sheet and documents in each fax transmission

As a *best practice*, we strongly recommend to also fax Health-e-App documents into One-e-App for permanent storage. This provides easy access to documents if they need to be re-faxed to Health-e-App and stores permanent documents for renewals.

Step 3: Verify the fax was received by One-e-App

For faxes sent to One-e-App, you should verify that the fax was received and is showing up properly. (See also View Faxes Menu Function). To do this,

- Select “View Faxes” from the Menu
- Search for the application
- In the search results, click on the Applicant’s Name. This will take you to the Application Details page. To view the faxes, click on the column header labeled “Fax” under “Verification Documents”.

Need help? Contact the One-e-App help desk at 866-429-1979.

How do I suspend an application?



oneeapp
One Stop Access to Health Care

step 2: your household

help suspend cancel

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English Español

Los Angeles County

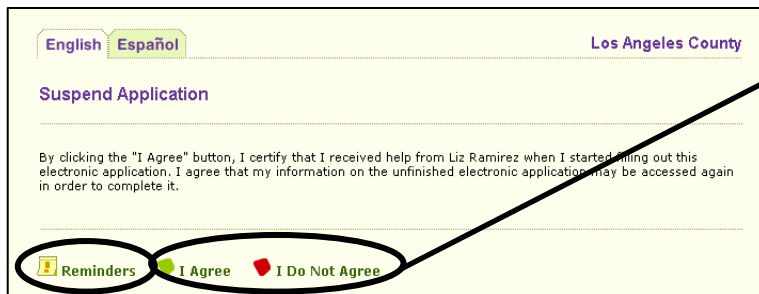
Tell us more about Gwen Stafane

Notes

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 for up to 90 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.



English Español

Los Angeles County

Suspend Application

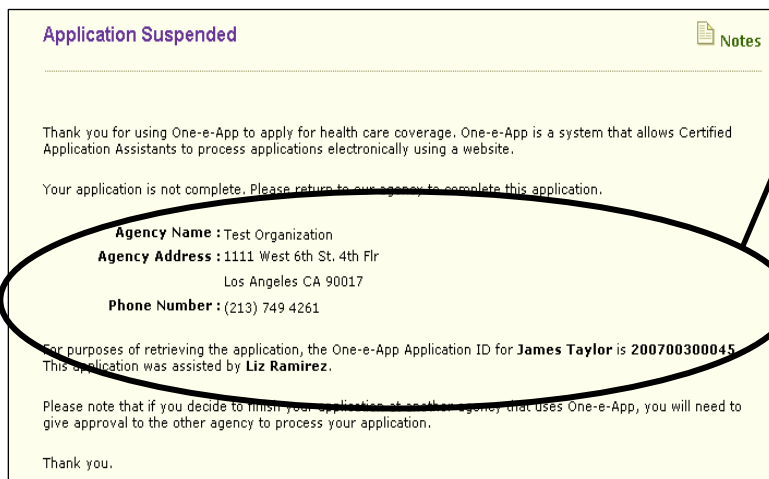
By clicking the "I Agree" button, I certify that I received help from Liz Ramirez when I started filling out this electronic application. I agree that my information on the unfinished electronic application may be accessed again in order to complete it.

Reminders I Agree I Do Not Agree

You will then be navigated to a **Suspend Application** confirmation screen and the applicant must 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.



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.

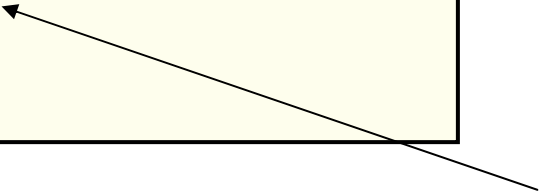
Once you suspend the application, you will be navigated to a screen that will include:

- 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.

If the application was manually suspended, it will appear the **Application in Progress Workload** when you conduct an application search.

How do I change my One-e-App profile?

Perform other tasks:

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

- Each user in One-e-App has access to the following Menu functions at the bottom of the Main Menu page.
- Using these menu options you can:
- Change your One-e-App password
- Change your secret question
- Set or change your default location
- Modify your profile
- View broadcast messages
- Modifying your profile allows you to change your contact information. It is important to keep this information up to date in One-e-App in case the help desk needs to contact you.

Creating Applications Part Two: PROGRAM SUBMISSION

How do I change my Health-e-App password?

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

Health-e-App Passwords

Health-e-App passwords must be changed every 30 days by logging on to Health-e-App website at www.healththeapp.net

Next, you should then update your password in One-e-App by modifying your profile. To update your Health-e-App password in One-e-App, you will need to:

Select “**Modify profile**” on the One-e-App Menu page.

Keep clicking “**Next**” till you get to the **Remote System User Account Information** screen. You then can update your information.

Since both Health-e-App and One-e-App passwords expire every 30 days, it is recommended that you synchronize your One-e-App and Health-e-App passwords. See page 10 for password tips.

Who can submit to CHDP using One-e-App?

Only users from CHDP Provider agencies may submit applications to the CHDP Gateway using One-e-App. A user can have one or both of the following user types to submit to the Gateway:

- “CHDP Provider” user type that only allows them to submit to the CHDP Gateway and electronically refer applications to CAAs for the full One-e-App screen.

- CAA user type who can submit to the Gateway.

What happens when a CHDP application is referred to a CAA?

The application will show up in the CAAs “Assign Applications from CHDP user” workload for them to provide a full screen in One-e-App. When the CAA picks up the application and continues it as a full One-e-App application, certain fields will be populated with the information already entered by the CHDP Provider.

What is the option to delay submission to Health-e-App for CHDP eligible children for?

It provides the option for users to delay submission to the Health-e-App website for either Medi-Cal for children for pregnant women or Healthy Families by 30 days for all CHDPeligible children. This allows users to maximize their coverage period. If users do delay the submission, the application will remain in the “Pending Health-e-App Applications for CHDP Children” workload until the application is submitted to Health-e-App. The user will receive a tickler that an application is due for submission, then they can pick the application up from this workload and submit it to Health-e-App. Once submitted, this application will appear in the “Submitted Health-e-App for CHDP Children” workload.