



Healthy San Francisco
Our Health Access Program



CHAPTER 8

Healthy San Francisco:

Verifying Healthy San Francisco Status

HSF: Viewing HSF Enrollment History

Menu

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

- This function will provide you with the HSF enrollment history of the applicant.
- The HSF enrollment screen provides information on the applicant's disposition, eligibility date, and coverage period.
- Select **View Healthy San Francisco Enrollment History** from the main menu
- You will be prompted to conduct an application search

To access the HSF enrollment history, check the box next to the applicant or participant's name and click **"Enrollment History."**

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

Enrolled Applications

	Applicant Name	Date Of Birth	Submitted By	Eligibility Date	Program Name	Retrieve Fax	Application ID	Person ID	Score	
<input checked="" type="checkbox"/>	Paula Abdul	9/19/1969	Sarah Boehm	9/10/2007	Healthy San Francisco	Fax	200725200485	33801087252070	91.00	

Disenrolled Applications

	Applicant Name	Date Of Birth	Submitted By	Disenrollment Date	Program Name	Retrieve Fax	Application ID	Person ID	Score	
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).

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

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

Note: Each is a link to application workflow history.

Total number of applications in progress : 0

Total number of determined applications pending submission : 1

Total number of submitted persons : 0

Search


Enrollment History

Verification Documents

Next

HSF: Viewing HSF Enrollment History


- The Program Summary page will provide the enrollment history for the application or participant, including eligibility date, disenrollment date, and their assigned medical home and past medical homes.
- To view greater detail, click on the “Healthy San Francisco Summary” at the bottom of the Page

help exit


One Stop Access to Health Care


Menu

Program Summary

 Notes

Participant Name	Start Date	End Date	Application Status	Participant Fee	Participant Fee Status	FPL (%)	Current Medical Home	Eligibility Date
Abdul,Paula	09/10/2007	09/10/2007	Pending Documentation	\$0		88	Family Health Center	N/A
Abdul,Paula	09/10/2007	09/09/2008	Enrolled	\$0		88	Family Health Center	09/10/2007

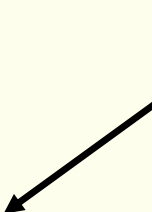
 Healthy San Francisco Summary

Next 

HSF: Healthy San Francisco Verification Query

HSF medical homes are required to verify enrollment status for a date of service before submitting encounter data to HSF. *The source of the most up to date Healthy San Francisco eligibility and enrollment information is One-e-App.*

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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
 - ☐ Reprint Forms
 - ☐ View Faxes
 - ☐ View Notes
 - ☐ View Application Workflow History
 - ☐ Applications referred from CHDP User
 - ☐ View Terminating HSF Members
 - ☐ Verification Documents
 - ☐ Conduct Healthy San Francisco Verification Query
- 

- All users can conduct a Healthy San Francisco Status Inquiry
- This menu option provides the current Healthy San Francisco status (enrolled, disenrolled, pending) for an applicant or participant.
- Select “**Conduct Healthy San Francisco Verification Query**” menu option and click next.

TIP: When to Use Verification Query and When to Use Enrollment History

Verification Query: Answers- What is the individual's status as of today's date?

Enrollment History: Answers- What was the individual's status and medical home on past dates?

HSF: Healthy San Francisco Verification Query

Two Choices:

- 1) Search by "Person ID" (14-digit HSF Participant Number located on patient's HSF card)
- 2) Search by patient's First Name and Last Name AND Date of Birth

Select Checkbox that **BEST MEETS** identifying details and click "**Eligibility Results**" at bottom of page

The screenshot shows the One-e-app web application in a Microsoft Internet Explorer browser window. The address bar displays the URL: https://thecenter.oneeapp.net/app/App_Name_Search_Results.aspx?ESEARCH=1. The page features the One-e-app logo and navigation links like 'help', 'exit', and 'Menu'. Under the 'Search Results' section, a message states: 'To retrieve and continue with an application, click on the applicant's name. Applications that you are authorized to coauthor are highlighted in blue.' Below this is a 'Provider Inquiry' table with the following data:

	Applicant Name	Date Of Birth	Submitted By	Submission Date	Retrieve Fax	Application ID	Person ID	Status
<input checked="" type="checkbox"/>	Ozzy Boehm	1/1/1969	Sarah Boehm	8/16/2007	Fax	200722700149	33801032227078	Submitted

Below the table, several notes explain icons: a renewal application (R), a renewal application not completed through final eligibility review (V), Program Closed application(s) / person(s) (X), a link to a person's application summary (document icon), a link to add a person to the clipboard (plus icon), and a link to application workflow history (history icon). At the bottom of the page, there are three buttons: 'Search', 'Eligibility Results' (which is circled in red), and 'Next'.

Taskbar information: Start button, several application icons, taskbar buttons for 'CBHS HSF Verification Tr...', 'https://thecenter.oneea...', 'One-e-app - Microsof...', and 'Notes on Eligibility Inquir...', system tray showing 'Internet', '10:48 PM', and 'Wednesday'.

Healthy San Francisco Verification Query

Review Eligibility Results to:

- Obtain current medical home
- Review current HSF Status
- Obtain eligibility date
- Flag the encounter as Healthy San Francisco

The screenshot shows a Microsoft Internet Explorer window titled "One-e-app - Microsoft Internet Explorer". The address bar displays the URL: https://thecenter.oneeapp.net/app/eligibility_results.aspx?appid=33801032227078. The page features the "oneeapp" logo with the tagline "One Stop Access to Health Care" and a "help exit" link. A "Menu" button is visible on the right. The main content area is titled "Eligibility Results" and contains a table with the following data:

Application ID	Participant Name	Participant ID	Eligibility Date	Assigned Medical Home	FPL (%)	HSF Status	Participant Fee
200722700149	Ozzy Boehm	33801032227078	09/01/2007	General Medical Center	82	Enrolled	\$0.00

Below the table, there is a "Next" button and a link to "Report a Bug / Make a Suggestion" with the application ID 33801032227078. The Windows taskbar at the bottom shows the Start button and several open applications, including "CBHS HSF Verification Tr...".

- If HSF Status = "Enrolled", track payor status (if applicable) as Healthy San Francisco.

If HSF Status = Pending (Verification), treat patient according to your clinic's sliding scale policies for an uninsured patient, after confirming they are not enrolled in other public coverage programs.