



# One-e-App

SAN FRANCISCO  
USER MANUAL

## Introduction and Overview of One-e-App

<b>Chapter</b>	<b>Section</b>
<b>Ch.1 Getting Started</b>	<b>1.1</b>
Logging on	1.2
User Types	1.3
Work Location	1.3
<b>Ch. 2 Certified Application Assistant Menu Functions – Part I</b>	<b>2.1</b>
Begin Application	2.2
Renew or Modify Applications	2.3
Conduct Application Search	2.4
Contact Management	2.5
Search for Disenrolled Persons	2.5
Retrieve Fax Cover Sheets	2.7
Update Applicant Data	2.8
View Assistor Workload	2.9
Program Submission Workload	2.10
View Expired Applications	2.11
View Reminders	2.12
<b>Ch. 3 Certified Application Assistant Menu Functions – Part II</b>	
Health-e-App Fax Cover Sheets	3.1
Pending Health-e-App Applications for CHDP Children	3.2
Submitted Health-e-App for CHDP Children	3.3
View Ticklers	3.4
Reprint Forms	3.5
View Faxes	3.6
View Notes	3.7
View Application Workflow History	3.7
Assign Applications Transferred from CHDP User	3.8
Request ID/Card Materials (for Healthy San Francisco)	3.9
Verification Documents	3.10
<b>Ch. 4 Creating Applications – Part I: Start to Preliminary Eligibility</b>	<b>4.1</b>
Collecting Household Demographics, Income & Expenses	4.2
Preliminary Eligibility Determination	4.3
<b>Ch. 5 Creating Applications – Part II: Program Submission</b>	<b>5.1</b>
Verification Documents	5.2
Healthy Kids & Young Adults	5.3
Healthy San Francisco	5.4
Medi-Cal for children and pregnant women (through SPE)	5.4
Healthy Families	5.6
Medi-Cal	5.7
CHDP	5.8

# Table of Contents (cont.)

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<b>Ch. 6</b>	<b>CAA Supervisors</b>	<b>6.1</b>
<b>Ch. 7</b>	<b>One-e-App Tips and Frequently Asked Questions</b>	<b>7.1</b>
<b>Ch. 8</b>	<b>Using the One-e-App Help Desk</b>	<b>8.1</b>

## Appendices

- A: Healthy San Francisco – Data Sharing Script**
- B: Healthy San Francisco – Participant Fees**
- C: Healthy San Francisco – Verification Documents**
- D: Healthy San Francisco – Medical Home List**
- E: Steps to becoming a CAA and Health-e-App User**

## 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 experience of the application process for families seeking health care coverage. This is a One-e-App training manual for users in the City and County of San Francisco.

In San Francisco, One-e-App **creates electronic applications** for the following health coverage programs:

- Medi-Cal (through the San Francisco Human Services Agency)
- Medi-Cal for Children and Pregnant Women (through the Single Point of Entry)
- Healthy Families
- Healthy Kids and Young Adults
- Healthy San Francisco
- Child Health and Disability Prevention Program (CHDP)\*

\*Submission to the CHDP Gateway is for CHDP Providers only. For other users, the system will refer the applicant to CHDP.

One-e-App also generates **referrals** for the following programs:

- FamilyPACT
- Cancer Detection Program
- Breast and Cervical Cancer Treatment Program
- Access for Infants and Mothers (AIM)
- Presumptive Eligibility (PE) for pregnant women

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

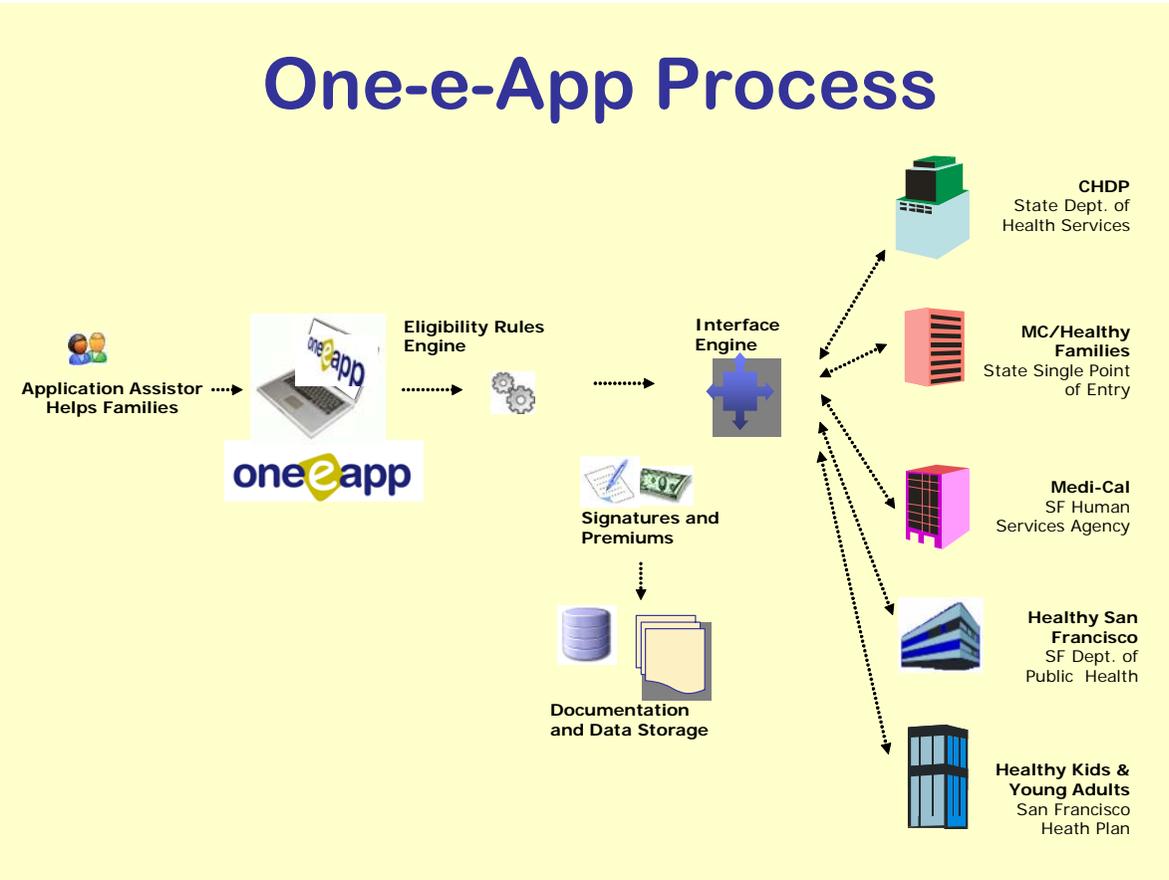
Other features include:

- English and Spanish versions of the application with a real-time toggle between the two
- Ability to select a provider or clinic for certain programs
- Printable documents in many threshold languages
- Electronic document storage with easy look-up and retrieval
- Reminder and notification letters
- Contact management and “Ticklers” that help application assistants manage their workload

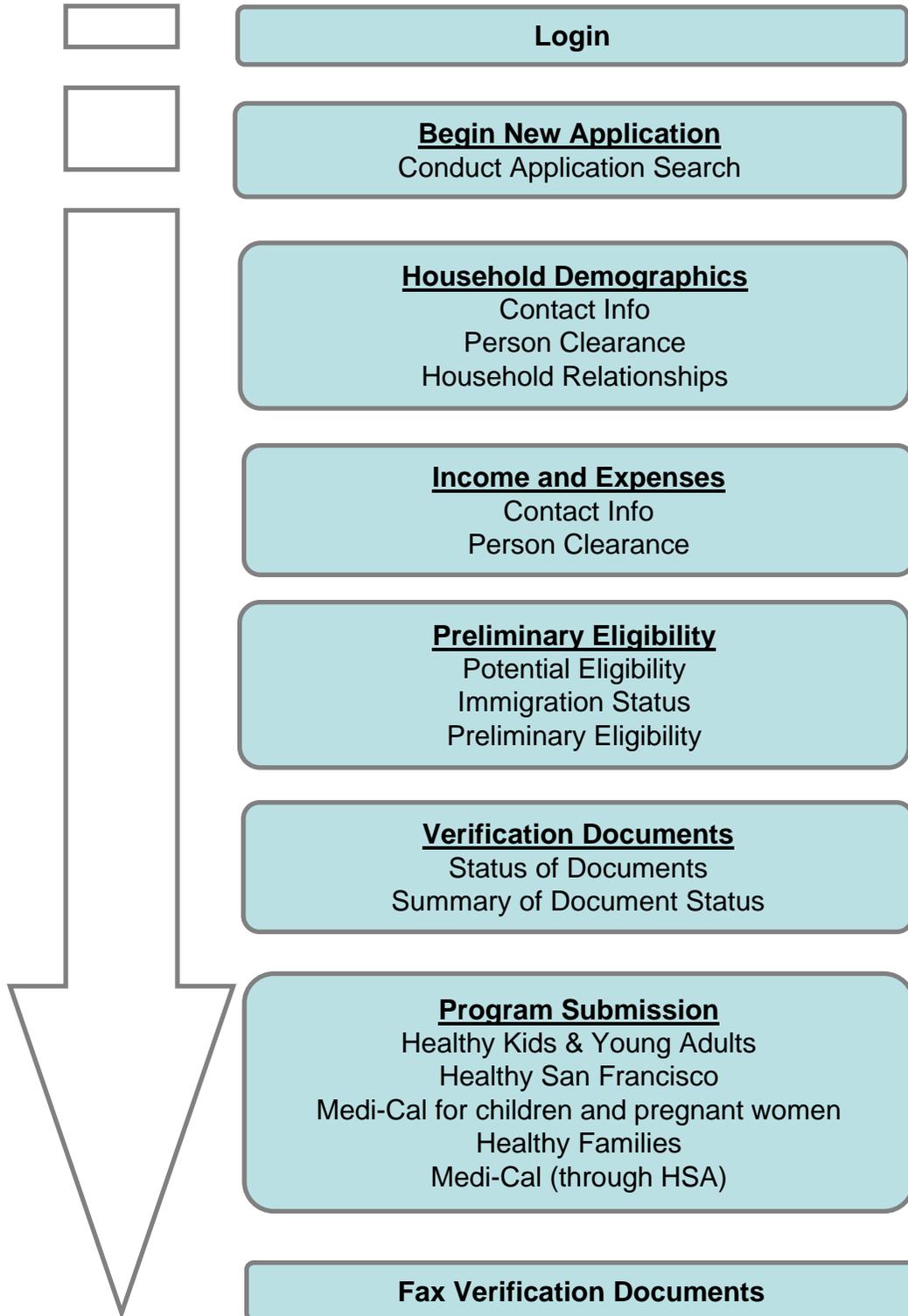
One-e-App is currently used in seven California counties to screen and electronically route applications to programs such as Medi-Cal, Healthy Families, Healthy Kids and county indigent care. One-e-App offers counties the flexibility to choose which programs they would like to include, and each of the 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).

### Overview of One-e-App

One-e-App is web-based tool used by application assistors to submit applications electronically to various programs. The following flowchart illustrates the different components of the One-e-App process as it functions in the City and County of San Francisco.



The following flow chart outlines the steps of creating and submitting a new application in One-e-App. This training manual covers these steps in detail.



# Requirements for One-e-App Assistors in San Francisco

- *One-e-App enables the assistor to submit applications to a variety of state and local coverage programs on behalf of a household and enroll persons into HSF. Training is required to ensure that the assistor can successfully refer and submit applications to existing local and state programs and enroll an applicant in Healthy San Francisco via One-e-App.*
- ***Please contact the One-e-App system administrator at your organization and provide proof of completion of the following steps to obtain a password for One-e-App in San Francisco.***

Step	Training	Process
1	<b>Certified Application Assistor Training</b>	<i>Assistors at current One-e-App enrollment sites must demonstrate proof of training and obtain a Certified Application Assistor (CAA) number from the State of California. For more information, contact the Healthy Families CAA Help Desk at 800-279-5012.</i>
2	<b>Health-e-App Training</b>	<i>Users must complete Health-e-App web-based training and obtain a valid Health-e-App password (available after completing the Health-e-App training). To become a Health-e-App user, contact the Health-e-App help desk at 866-861-3443 to receive a link to take online training and an initial password to Health-e-App.</i>
3	<b>Healthy Kids and Young Adults Application Assistor Training</b>	<i>Please contact Corinna Mok, at SFHP at <a href="mailto:cmok@sfhp.org">cmok@sfhp.org</a> (415-615-4257) regarding information on upcoming trainings for Healthy Kids and Young Adults application assistors.</i>
4	<b>Healthy San Francisco Application Assistor Training</b>	<i>Centralized trainings on Healthy San Francisco will be held on a quarterly basis for new CAAs. To obtain information on the next training session, please contact Sheri Lee, at <a href="mailto:sheri.lee@sfdph.gov">sheri.lee@sfdph.gov</a></i>
5	<b>One-e-App User Training</b>	<i>Contact the One-e-App superuser at your enrollment site to receive training and a One-e-App training manual. To access the training site, please go to <a href="https://thecenter.oneeapp.net">https://thecenter.oneeapp.net</a>. The new assistor must demonstrate competence in One-e-App to the super user before completing training. Competence is demonstrated by enrolling a participant in HSF in the training version of One-e-App, as well as by completion of 20 hours of training in the training environment.</i>

# One-e-App Assistor Checklist

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*Please Complete the Following Checklist to Ensure You are Ready for Applicants!*

- I completed all of the requirements for assistors, attended the HSF Eligibility Training and Healthy Kids Trainings, have a CAA number and requested a password to the One-e-App training environment from my system administrator
- My system administrator provided me with a log-on and password to the training environment
- I requested and received a copy of the One-e-App training manual from my site's One-e-App Super User
- I attended a One-e-App training on-site lead by my clinic's Super User using standard curriculum
- I have practiced enrolling sample scenarios in the One-e-App training environment for at least **15-20** hours and can successfully submit an application to Health-e-App and complete enrollment in Healthy San Francisco in the training environment
- I have demonstrated to the Super User at my site that in the training I can complete a test scenario, demonstrate proficiency with faxing verification documents, etc, and verify enrollment for Healthy San Francisco applicants
- My super-user requested a log-in and password for the One-e-App production site from my system administrator on my behalf
- I have reviewed the One-e-App Program Support guidelines and know where to go for assistance

## CAA Referral and Submission Process in San Francisco

- The assistor’s role in the submission process varies according to the applicant’s linkage in One-e-App.
- For some programs, the assistor can not submit an application via One-e-App, but should refer the applicant to an enrollment site for the program.
- The goal is to connect the family to all programs for which they are eligible.

<u>Program</u>	<u>Referral</u>	<u>Submission</u>	<u>Enrollment</u>
<b>AIM (Aid to Mothers)</b>	Refer applicant to AIM 1-800-433-2611 www.aim.ca.gov	None	None
<b>Children’s Health Disability Program (CHDP)</b>	If your site is not a CHDP Provider, refer child to a CHDP Provider for CHDP related services.	If the enrollment site is a CHDP Provider, submit to Gateway via One-e-App at the point of service.	None
<b>Cancer Detection Program (CDP)</b>	Please refer applicant to a CDP Provider for CDP related services. Breast/Cervical Cancer: <b>1-800-511-2300</b> Postrate Cancer <b>1-800-409-8252</b>	None	None
<b>Family Pact (FPACT)</b>	Refer individual to a Family PACT Provider for family planning related services. <b>1-800-942-1054</b>	None	None
<b>Healthy Families</b>	None	Submit to Health-e-App via One-e-App for both the HF and MC for children	None
<b>Medi-Cal for Children and Pregnant Women</b>	None	Submit to Health-e-App via One-e-App for both the HF and MC for children	None
<b>Healthy Kids and Young Adults</b>	None	Submit via One-e-App to San Francisco Health Plan	None
<b>Healthy San Francisco</b>	None	Submit via One-e-App with verification documents	Performed in One-e-App
<b>Medi-Cal (Share of Cost, Restricted)</b>	None	Submit to H.S.A. with other Medi-Cal applications for pick-up	None

## How do I fax in verification documents?

- To complete the application process, you must fax or send your verification documents (e.g., income, rights and declarations, proof of residency) after submitting an application in One-e-App. Where you send documents depends on which program you are submitting an application to. Look for the program you are submitting to and follow the instructions below.
- **IMPORTANT NOTE:** For Medi-Cal through San Francisco Human Services Agency, you must include the universal summary, entire application and verification documents for pick-up by HSA. **Only sites without regular pick-ups should fax to Medi-Cal.** See the next page for more details.

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

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

Medi-Cal HSA Fax #                415-558-2807

Program	Where to Send
Healthy Kids & Young Adults	Fax to One-e-App (within 24 hours of submission)
Healthy San Francisco	Fax to One-e-App (within 24 hours of submission)
Healthy Families	1) Fax to Health-e-App (within 24 hours of submission) AND 2) Fax to One-e-App
Medi-Cal for children and pregnant women (through SPE)	1) Fax to Health-e-App (within 24 hours of submission) AND AND 2) Fax to One-e-App
Medi-Cal (through SF Human Services Agency)	1) Fax to One-e-App (within 24 hours of submission) AND 2) Deliver application, universal summary, and verification documents to H.S.A: If your site is NOT a regular pick-up site for Medi-Cal applications: -Fax Universal Summary only to HSA to <b>1-415-558-2807 AND</b> -Send tracking e-mail to Alex Salinas at H.S.A. ( <a href="mailto:Aristides.Salinas@sfgov.org">Aristides.Salinas@sfgov.org</a> ) with Application ID, Date, and Family Size to request a pick-up If you are a pick-up site for Medi-Cal applications, leave materials for pick-up.
CHDP	Fax to One-e-App

# How do I fax/send in verification documents?

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**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. Both 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 “Health-e-App Fax Cover”.

# How do I fax/send in verification documents?

## Step 2: Fax/Send 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 appropriate cover sheet (permanent or temporary)
- 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.

For Medi-Cal applications through the San Francisco Human Services Agency, you must also deliver the full application to the HSA office by following the instructions below:

- Print One-e-App Universal Summary
- Copy Verification Documents
- Print Medi-Cal Signature Forms (210, 219, etc.) and obtain applicant signature
- Collate all the above materials and deliver to HSA via one of the following methods:
  - If your site is a pick-up site for Medi-Cal applications, consolidate materials for applicant and include in group for pick-up
  - If your site is NOT a pick-up site for Medi-Cal applications, you must:
    - Fax Universal Summary only to HSA to **1-415-558-2807**
    - Send tracking e-mail to Alex Salinas at H.S.A. ([Aristides.Salinas@sfgov.org](mailto:Aristides.Salinas@sfgov.org)) with Application ID, Date, and Family Size to request a pick-up

## How do I fax/send in verification documents?

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- **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.