



One-e-App News

VOLUME I, ISSUE II

MAY 5, 2006

Dates to calendar....

CORE Meeting Update!

The May 18th CORE training has been cancelled due to scheduling conflicts. The May training has been rescheduled to June 14th. Training for July will be scheduled at that time.

9:00 a.m.—4:00 p.m.

UCSF Building

Help Desk

Tickets for March!

3/1/06—3/27/06

San Mateo 262

Santa Cruz 34

Santa Clara 25

Alameda 71

Fresno 12

Questions regarding Healthy Kids? Give the California Health Collaborative a call.

Nidia Salas: 559.244.3618

Blanca Gonzalez-Flores: 559.244.4545

Dalila Agustin: 559.244.4544

You can also access the CAA Resource

manual at the following website:

[http://www.dhs.ca.gov/health-e-](http://www.dhs.ca.gov/health-e-app/)

app/

Resources and Trainings available to you

Medi-Cal In A Nutshell

On April 13th, Johnie Belford of the Fresno County Employment and Temporary Assistance Department, provided her “Medi-Cal in a Nutshell” training. This insightful training included information ranging from the basics to practical tips from the ETA experts.

Johnie explains how our One-e-App electronic Medi-Cal applications are printed by the state and then sent back to her for processing. Of course this can mean a longer turn around time for families.

Having knowledge of how our other partners operate, means you have a better understanding of the system itself. We recommend Johnie’s training to better understand the Medi-Cal program. You leave with a handy portfolio filled with an official Medi-Cal application, health coverage fact sheets and other valuable resources. Her email address is:

jbelford@co.fresno.ca.us

Enhancements and other updates...

Evaluation Questions

We’ve heard nothing but positive feedback on the Evaluation Questions. According to many CAAs, most clients are willing to cooperate. Thank you for gathering this important information as part of the interview process!

System Changes....

• Data Gathering and Flow

In the past One-e-App asked for the Citizenship information at the beginning portion of the application and SSN’s were required. Now SSN’s are optional (please continue to gather them when available and possible); The Citizenship question is asked in a special screen. This removes the issue of citizenship and SSN for the parents who are not applying for coverage; in turn we hope to alleviate any concerns that the parents may have in completing an application

Two new screens added are “Potential Eligibility for Additional Programs” and “Additional Information”. The first screen will display all possible eligibilities; the second asks for information (only for those applying for coverage) that will help One-e-App better determine “Preliminary Eligibilities” to be sent for final determination.

We hope that you find the new method of data gathering and the flow of the application to be positive.



Tips for the month

City Misspellings
When entering city information, click on “city” to select from the list in One-e-App. This will eliminate misspellings and more importantly, delays in the application process.

- Screenshots
1. Hold down the “Ctrl” key on the keyboard and press the “Print Screen” key.
 2. Open Microsoft Word®.
 3. Right-click and choose “Paste” in the empty portion of the document.
 4. A screenshot of the issue that you are reporting will be displayed.
 5. Save the document.
 6. Send it in an e-mail to Michael (measaretto.hecap@phfe.org)

• Changes to the application Search Results Screen

The search results screen now displays the name of the person who submitted the application. Knowing this is very important as that is the person who completed it and has gathered the documentation to be sent on to the appropriate program. As a general rule, that is the person to talk to if there are any questions, comments, or concerns on an application.

• Phone Numbers field in User Profile

If you have an extension and not a direct dial number for your desk, please advise us of your extension so that we may update One-e-App with this information. Any time that a letter may be printed, your contact information may be a part of the letter.

Please notify Michael (320-0241) or Suzanne (320-0240) of your extension so that it may be updated.

Comments or suggestions? Tell us what you think about the newsletter? Are there other One-e-App issues you’d like us to cover? Write to spasmore.hcap@phfe.org.