



One-e-App News

VOLUME 1, ISSUE III

JUNE 21, 2006

Dates to calendar....

OERU Meeting Update!

The OERU meeting dates have changed. OERU will now meet on the second Monday of the month.

See dates below.....

July 10th

August 14th

September 11th

October 9th

November 13th

December 11th and so forth

High Volumes!

The following CAA's have demonstrated record breaking volumes when it comes to application submittal into One-e-App:

Blanca Magana
Norma Romero
Raquel Torres
Socorro Valdez

Congratulations to you, and to all of the CAA's for your continued hard work and dedication to the families of Fresno County.

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-app/>

A "Waiting List" Policy for Healthy Kids

On May 31st, a letter, along with the new Healthy Kids "Waiting List" Policy, was distributed to all OERU partners from JoAnn Esquibel.

Effective June 1st, all CAA's began again to enroll all eligible children into the Healthy Kids program. CAA's are advised to inform their clients that for children 6-18, there is a waiting list for the Healthy Kids program, but to encourage enrollment in other programs, such as, Emergency (restricted) Medi-Cal and the Kaiser program.

Every CAA is required to read and understand the Healthy Kids "Waiting List" Policies and Procedures. This will ensure that the families are well informed, and have a clear understanding, if they are candidates for the "waiting list".

The letter reminds CAA's to pay close attention to accuracy and to obtain all information needed to secure approval. As a CAA, you are an important link to health care benefits for these families, so your close attention to detail will make all the difference in a successful application submittal.

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★ *Tip for the Month!* ★
★
★ Do you know who the Super User's are? ★
★
★ Raquel Torres / 570-1249 ★
★ Johnie Belford / 454-2573 ★
★
★ You may call them if you have ★
★ questions or experience prob- ★
★ lems. If they are not able to ★
★ assist or cannot be reached, you ★
★ may also call Michael Casaretto ★
★ with Fresno HCAP at 320-0241. ★
★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Enhancements and other updates...

Medi-Cal Release Form

The Fresno County Employment and Temporary Assistance requires that the new "Release of Information" form be completed as part of the One-e-App application process. The form is to be completed on all applications.

To complete the form the CAA will fill in the following items:

- Case Name = Full Client Name
- Case ID = One-e-App Application ID
- Worker Name = CAA Name
- Worker Number = CAA Number
- Worker Phone Number = CAA Office Phone Number

The bottom portion is to be completed by the applicant.

- Name = Printed Name
- Signature
- Date

Please fax the document to Johnie Belford at (559) 454-2909 and as part of your other fax documents at all times. In Healthy Kids faxes please include it as part of the "Permanent Documents".

Doctors Missing from Provider Listing

Many CAA's have asked about why a doctor in an area is missing from the "Provider List" in One-e-App. This happens for 2 reasons.

1. Because the doctor has may not be accepting new patients.
When that occurs, the doctor is removed from the list of available providers.
The best thing for the client in this situation is to choose a doctor that is closest to them and then contacting either the doctor or Health Net after they have received their approval letter to see if a change of provider can be made.
2. A doctor does not have a contract with Health Net to provide Healthy Kids services.

Potential Eligibility

To clarify questions on the new Data Gathering and Flow method:

- The "Potential Eligibility" screen is the first screen after the calculation is completed. This shows all of the programs that the client may be eligible for. This will include programs that you may not be planning for the client to be applying for.
- Once you complete the next screen which is the citizenship information, you will receive a closer match for the programs the client may be applying for in the "Preliminary Eligibility" screen. Then you can move on as you would normally do.

For technical difficulties (i.e., data transfer errors, log-in difficulties, etc.) contact Michael Casaretto at (559) 320-0241, or mcasaretto.hcap@phfe.org

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 spassmore.hcap@phfe.org, mcasaretto.hcap@phfe.org or nforbes.hcap@phfe.org.



