



One-e-App News

VOLUME II, ISSUE II

AUGUST 2007

Dates to calendar....

CAA Meeting Schedule ...

2nd Thursday of every month 9:00 a.m.—11:00 a.m.



One-e-App Tip

During the application process, if you accidentally exit out of One-e-App for any reason whatsoever, One-e-App will automatically save the information up to that page. All you need to do is log into One-e-App, conduct an application search and resume your application.

For technical difficulties (i.e., data transfer errors, log-in difficulties, etc.) contact Suzanne Passmore at (559) 320-0240, or spassmore.hcap@phfe.org

Comments or suggestions? Tell us what you think about the newsletter? Are there other One-e-App topics or issues you would like us to cover?

Write to:

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

or call us at (559) 320-0240

Need Help With Transportation? Our CAA's Can Help!

Since the launch of One-e-App in September of 2005, health insurance enrollment for children 0-18 has increased significantly. Now that we are reaching families who need access to health care the most, how do we help them utilize these services when they face certain barriers, such as transportation? The County Outreach Retention & Enrollment (CORE) group has taken this task head on!

It was discovered shortly after families were enrolled in health care programs, the use of health care services was not as high as anticipated. With help from Fresno CORE, a survey was conducted and found that most of the families who didn't use health care services had little or no transportation and because of language barriers, had no knowledge of how the public transit system worked. After many meetings of planning, discussions and collaboration with the Fresno County Office of Governments (COG), the group designed a resource manual for all CAA's to use when facing a family with transportation needs. They also designed a tip card to include their CAA's name and number, their physician's name, number and address, and simple tips to keep in mind for the family when planning a day trip on the bus. The CAA's were trained in the use of this new resource at the June CAA meeting. As a practice for process improvement, this new tool will be monitored and evaluated for effectiveness. Our thanks go to Josie Sanchez and Amy Gomez for their excellent training. Fresno HCAP salutes the dedication of our CAA's to add another service to help their families use their health insurance.



Left to right: Pat Mendoza, Chris Torres, Doug Mosel, Raquel Torres, Amy Gomez & Heidi Sonzena



Left to right: Norma Forbes, Michael Casaretto, Johnie Belford, Debbie Blankenship, Estela Lara & Blanca Magana



Left to right: Suzanne Passmore, Socorro Valdez, Marjorie Woolley and Josie Sanchez.

Enhancements and other updates...

Application Reconsideration

Application Reconsideration is a tool that is to be used only when the family requests for an application to be reconsidered for Medi-Cal and/or Healthy Families. When the family receives a preliminary determination of eligibility for Healthy Kids and/or Kaiser Permanente Child Health Plan, they may request to be "reconsidered" for Healthy Families or Medi-Cal. The tool is not to be used at the discretion of the CAA.

Farewell from Michael Casaretto

In the over two years that we have worked together in the OERU Collaborative, I have grown a great fondness for you the CAA's and CAA organizations. All of you work so hard for the sake of the families. As of Tuesday July 31st, I will be leaving Fresno HCAP and embarking on the completion of an educational goal that I have had for a long time. I will begin law school in early August in Virginia Beach, VA. As I travel across the country, I will be consistently reminded of the wonderful time that I have had working with you. You (the CAA's) were the reason I was here and I appreciate you making it enjoyable. If you would like to keep in contact, please feel free to email me at: michaelcasaretto@gmail.com.

Thank You,

Tip for the Day

If you are in doubt during an application and feel something may not look right, call your Super CAA's and confirm before moving forward. Chances are your instincts may be right.