



One-e-App News

VOLUME III, ISSUE I

MARCH 2008

One-e-App Quick Tips

How to re-print a Health-e-App Fax cover sheet

There are several reasons why one might have to re-print fax cover sheets:

- The CAA encounters a data transfer error and the screen to print this page never appears;
- The CAA accidentally clicks forward before printing the Health-e-App cover sheet;
- The CAA needs to re-submit new documents or added documents.

First conduct an application search. This is important because you can only re-print Health-e-App fax cover sheets on applications that have been submitted.

Write down the application identification number and do the following:

1. Select "Health-e-App Fax Cover" option in the main menu
2. Search by application ID by entering the application ID number you just noted; then click "search"
3. Under the column titled "Retrieve Fax", click on the word "Fax"

Congratulations! You have successfully retrieved the Health-e-App Fax cover sheet!



For technical difficulties (i.e., data transfer errors, log-in difficulties, etc.) contact Joe Farmer at (559) 320-0241 or Josie Sanchez at (559) 320-0338. Please send newsletter suggestions to Suzanne Passmore, spassmore.hcap@phfe.org or (559) 320-0240.

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?

What Is The Buzz On OERU?

As we are all too aware, the Governor's budget cuts in OERU funding last year forced many of our partners to face the unthinkable: cutting services to families who need help the most in obtaining health coverage and laying off employees who provided these services. We feared this decision would leave a devastating impact. But not for long!

Fresno HCAP has always recognized the value of our CAAs in the clinics and community-based organizations because we see first hand the compassion that is shared when it comes to helping people. The families of Fresno County have benefited greatly by CAA support and advocacy and we see no reason to stop now. That is why 8 original members have re-grouped to resurrect a new coalition called OERU III! They are:

- Centro Binacional para el Desarrollo Indígena Oaxaqueño
- West Fresno Health Care Coalition
- Sequoia Community Health Centers
- Fresno Health Consumer Center
- Clovis Unified School District
- Fresno Center for New Americans
- Centro La Familia
- Fresno HCAP

After strong collaborative efforts, Fresno HCAP submitted a joint grant application for all 8 organizations to the Kaiser Permanente Northern California Region-Fresno Area for funding to support CAAs. The grant application paid off and the award is \$75,000 with a potential second \$75,000 available based upon performance.

We approached our partners at HealthNet and they offered to match Kaiser's award to \$120,000! It shows what can be accomplished when you stick together and never give up hope.

An exciting new beginning for OERU III and a quest for sustainability for our CAAs has begun!

Enhancements and other updates...

Fresno HCAP Is Growing!

We are proud to announce the hiring of Josie Sanchez as Program Manager and CAA for Fresno HCAP as well as Joe Farmer as our IS Specialist. Both team members started with us in late 2007 and are valuable assets to the organization.

Welcome Joe and Josie!



New Changes in One-e-App Training!

As a result of a very successful CORE training in November, CAAs from Sequoia, Marjorie Mason Center and Children's Hospital tackled creating a process for "CAA Training". What makes this training different from before? Take a look:

- A step-by-step guide on how to become a CAA and One-e-App certified
- A new updated One-e-App training manual
- Training evaluation forms (we want to know what you think!)
- An interactive One-e-App training session with games and prizes!
- Much more!

We are scheduling a dry run of this training with the November CORE team to get feedback on how well we interpreted the needs of the CAAs. Keep your eyes and ears open for new updates on this project!