

One-e-App Tips Sheet – Documents Received and Uploaded - Revised 03/2022



The purpose of this tip sheet is to clarify the process for how to properly submit a completed application and how to pend an application that is not yet complete. This will avoid unnecessary disenrollments due to Incomplete Application.

STEP ONE The Document Verification Screen

Verification: Received versus Not Received. This screen is where the enroller indicates whether the applicant has given the enroller the necessary supporting documents and whether they plan to immediately upload them. Has the enroller received the document from the applicant? Does the enroller plan to upload the document right away as part of the application process? If yes to both, under Verification select **'Received,'** if the enroller has not received the document, or has received the document, but plans to upload the documents at a later time or date, select **'Not Received.'**

By selecting 'Received' on the above selection, you are telling the OEA system not only that you have the documents, but that you are going to upload documents the same day into OEA. If you select 'Received' and submit the application but you do not upload the supporting documents, you run the risk of this application being flagged to be denied. Denial will occur because the application is incomplete without all supporting documents. If you do not intend to upload the documents the same day immediately pend the application by selecting **'Not Received'** under Verification. The application will stay in pending status until you return to the Document Verification screen in the application and change the **'Not Received'** to **'Received'**, submit the application and upload the documents. This will change the application from Pending to Approved with the date that the Received update was made. Any visit in the month that a complete application is submitted is payable.

A screenshot of a web form. On the left, there are labels 'Verification' and 'Source'. To the right of 'Verification' is a dropdown menu with a blue highlight on 'Not Received' and 'Received' as an option below it. To the right of 'Source' is a text input field with a dropdown arrow on the right side.

STEP TWO: Submit to MHLA Screen

In this screen you will select "I will scan or fax documents and attach the file(s)." This option will take you to the "Attach Scanned Documents to My One-e-App Application" screen and you will be able to either upload documents or print the fax cover sheet.

A screenshot of a yellow box containing text. The text reads: "3. My Health LA requires that you fax or scan all supporting verification documents into the One-e-app application. How would you like to attach these documents?" Below this text is a radio button followed by the text "I will scan or fax documents and attach the file(s)".

STEP THREE: Attach Scanned Documents Screen

On this screen you have the opportunity to either 1) upload scanned supporting documents through the browse and attach feature or 2) print the Print Document Cover Sheet to fax documents to the system.

Select All Documents ☐

Select All Permanent Verification Documents ☐

Documents in this Upload	Person Name	Permanent Verification Documents	SCAN
<input type="checkbox"/>	Yogi Bear	Proof of Identification	10/15/2014

Select All Temporary Verification Documents ☐

Documents in this Upload	Person Name	Temporary Verification Documents	SCAN	SCAN	SCAN
<input type="checkbox"/>	Yogi Bear	Proof of Income	10/15/2014	10/15/2014	10/15/2014
<input type="checkbox"/>	Yogi Bear	Proof of County Residency			
<input type="checkbox"/>	Yogi Bear	My Health LA Rights & Declarations			

Merge and View attached documents | Remove Documents | Print Document Cover Sheet

IMPORTANT TIPS ABOUT SCANNING!

- Adjust your scanner to ensure your image is clear but file size does **not** exceed **7 MB**.
- **Otherwise file will not attach** -
- Resolution of image should not exceed 150 ppi.
- **Otherwise file will not attach** -
- If you are attaching one file to both Permanent and Temporary documents click on "Select All Documents."
- Ensure documents are uploaded correctly by clicking here to view images. If documents are incorrect, remove documents and re-upload.

IMPORTANT TIPS ABOUT FAXING!

- Select Print Document Cover Sheet to bring up the Temporary and Permanent Document Cover Sheets.
- Mark an X on the boxes next to the documents being faxed.
- Arrange the documents behind the appropriate cover sheet and send the set of two fax cover sheets (Permanent and Temporary) documents in each transmission.
- **IMPORTANT! Ensure faxed documents appear on the "Attach Scanned Document" screen as FAX with Date. Review the documents to ensure they are legible and the correct documents.** If documents are incorrect or unreadable, remove documents and re-fax the correct documents.

one e app Document Cover Sheet
Temporary Documents

Application ID: 19002201428600039

Primary Informant: Yogi Bear
Other Persons:
Address: 1100 1/2 Corporate Center Dr, Monterey Park, California, 91754
Phone:
Date: 10/15/2014

Please mark an "X" in the check box next to each document you are faxing. Example
Please include the verification documents along with Fax Cover Sheet. Fax number (916)779-9079

Documents Attached

☒ My Health LA

☐ Proof of Income (Yogi Bear)

☐ Proof of County Residency (Yogi Bear)

☐ My Health LA Rights & Declarations (Yogi Bear)

OEA "GET HELP":

If you are having problems faxing or scanning (for example if you are faxing or scanning and not seeing the documents in OEA as you would expect to) please click on the **Get Help** link. A pop up will appear to call OEA support. Call and report the problem immediately. You will receive a ticket number from Alluma. If you are not able to upload/scan documents, send this ticket number along with the Application and Person ID to your Subject Matter Expert (SME) so he/she can follow-up with Alluma and flag this person as someone who should not be denied. As soon as the issue is resolved and you are able to upload, upload all documents immediately.

One-e-App Help Center - Windows Internet Explorer provided by LAC+HS

https://www.asistatoneeapp.org/app/Pop_Gethelp.aspx?

one e app
One Stop Access to Health Insurance

Find Help

How to **Contact Us**

Links to **Learn More** about One-e-App, Programs and more ...

24 hours a day, 7 days a week

Phone support is from 8am to 5pm PST
1-866-429-1979