

One-e-App (OEA) Tips Sheet – Person Clearance Screen

March 2022



The purpose of this tip sheet is to clarify the process of the Person Clearance Screen. Through careful person clearance, we are trying to avoid 1) giving one person two Person ID numbers, or 2) mistaking a new person who is trying to apply for someone who is already known to OEA. Making these mistakes has payment implications for clinics and continuing care implications for patients. This is how to correctly conduct person clearance in OEA.

What is a Person ID?

The Person ID is a unique number assigned to each unique individual on an OEA application. This number is automatically generated by the OEA system. Each individual in the OEA system should only have one Person ID associated with him/her. The screen shot below is the Person Clearance screen where the enroller determines whether the applicant in front of him/her has an existing Person ID in OEA, meaning they are already known to the MHLA Program.

How Do I Do Person Clearance in OEA?

In the Person Clearance screen example below, there is a 96% chance that the person you are enrolling has already been enrolled in OEA. Given the information provided by the applicant in comparison to the information on the Person Clearance screen, the must decide whether your applicant is the same person on the Person Clearance screen, and therefore already known to OEA.

- The new applicant in front of you is named Johnny Pike; Date of Birth 1/11/1970; Place of Birth Belize.
- The existing application is for Johnny Pike; Date of Birth 1/1/1970; Place of Birth Argentina.

In this example, the new applicant is **NOT** the same individual with an existing record; we know this because of differences in 1) date of birth and 2) place of birth. It is important to always confirm the information with the applicant. Since the new applicant is not the same individual on the Person Clearance screen, this new applicant must receive a new Person ID. This is accomplished by clicking on the radial button for “The person is not known to One-e-App”¹.

What if the applicant in front of me IS already known to OEA?

If during the Person Clearance process, you encounter the following scenario:

- The new applicant in front of you is named Johnny Pike; Date of Birth 1/11/1970; Place of Birth Belize.
- The existing records that comes up on the Person Clearance screen are;
 - John Pike; Date of Birth 1/1/1970; Place of Birth Belize and
 - Johnny Pike; Date of Birth 1/1/1960; Place of Birth Belize

In this example, the new applicant **IS A MATCH** with an existing OEA record; we know this because of the reasonable match in name, date of birth and place of birth. Slight differences in participant information (e.g., date of birth) should be verified with the applicant. If the new applicant is the same individual on the Person Clearance screen, select the existing record from the Person Clearance screen in OEA to avoid creating a duplicate Person ID for the new applicant.

This is accomplished by clicking on the radial button for the correct individual on the table displayed when OEA finds a match in the Person Clearance screen².

Match Found, Check Application Status

Before continuing with the application, it is important to check the prior application status to determine whether the participant is enrolled or disenrolled.

Enrolled: If participant is enrolled and this application is not yet eligible for renewal (i.e., within 90 days of their eligibility end date), please stop the application and refer the participant back to their existing medical home (if different from your agency). The participant cannot create a new application if an application already exists. If enrolled and the application is within the renewal period, you can continue the application because during the renewal period the participant can renew their MHLA eligibility at any medical home of their choice.

Disenrolled: If participant is disenrolled, a new application can be created at any medical home. You can continue with the application you started.

Person ID: Unique Identifier

OEA is designed for a participant to keep their unique Person ID throughout their MHLA history – s/he keeps the same Person ID year after year. If you are modifying or renewing an application, the participant whose application is being modified or renewed will show a match on the Person Clearance screen. The participant has already been assigned a Person ID and a new one should not be generated.

The MHLA program has encountered multiple applications where two participants with the same name but different dates of birth or places of birth were erroneously given the same Person ID. This is very difficult to fix and affects payment for the clinics. For this reason, it is particularly important to carefully check the information on the Person Clearance screen before proceeding with the application.

One-e-App Person Clearance

 **Notes**

Please review the results of the One-e-App person clearance and indicate whether the person has used One-e-App to apply for health care assistance programs. If you select a name below, the associated Person ID will be applied to the individual in this application.

Re-run Person Clearance with Expanded Search

The system has run person clearance by using the default parameters. If you cannot find one or more persons on the application and believe that they should exist in the system, please click the above button to rerun the person clearance search with the expanded search criteria.

Johnny Pike

	Score	Person Name	Person ID	Current Application ID	Date Of Birth	Place Of Birth	Gender
<input type="radio"/>	96.7	John Pike	31900201017246143	19002201426100263	1/1/1970	Belize	Male
<input type="radio"/>	92.5	Johnny Pike	31900201006251148	19002201425100041	1/1/1960	Belize	Male

The person is not known to One-e-App

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Person Clearance Greyed-Out

Search

Score	Person Name	Person ID	Current Application ID	Date Of Birth	Place Of Birth	Gender
100.0	Roberto Ruvalcaba Ruiz	3190020174904215619002201605502982	7/20/1971	Mexico	Male	
The person is not known to One-e-App						

Citlaly Ruvalcaba

Score	Person Name	Person ID	Current Application ID	Date Of Birth	Place Of Birth	Gender
100.0	Citlaly Ruvalcaba	31900201751042152	19002201504206289	11/30/2001		Female
The person is not known to One-e-App						

Roberto Ruvalcaba

Score	Person Name	Person ID	Current Application ID	Date Of Birth	Place Of Birth	Gender
100.0	Roberto Carlos Ruvalcaba	3190020175004215419002201504206289	6/28/2006			Male
The person is not known to One-e-App						

Note: Indicates that the person is a potential match based on SSN and/or address and other household members.

In some cases, you may see that the radial button is “greyed-out” and OEA won’t allow you to select persons to move forward in the application.

In this case, click on the ‘Search’ link above the results table and you will be able to select the person(s) and complete the application.

IMPORTANT: If you still have a problem/question (e.g., the radial button remains greyed-out or you believe the person already has a PID but does not appear) contact the SME line for further assistance.

REMEMBER: Only click on ‘Person is not known to One-e-App’ if you are certain that the search result is **not** the person you are screening. This action will create a new PID, which should **only** be done if the person is not known or new to OEA.

OEA Duplicate Applications Preventive System Feature

This update to the OEA system should help prevent the creation of duplicate PIDs that can then have an impact on the medical home’s MGF. Please see the sample scenario below for an explanation on what to expect.

If an enroller from “Clinic A” creates an application in OeA for the person below:

Name – James Watson Status – Approved for MHLA

Re-run Person Clearance with Expanded Search
The system has run person clearance by using the default parameters. If you cannot find one or more persons on the application and believe that they should exist in the system, please click the above button to rerun the person clearance search with the expanded search criteria.

James Watson

Score	Person Name	Person ID	Current Application ID	Date Of Birth	Place Of Birth	Gender
No matching records were found.						

The person is not known to One-e-App

Note: Indicates that the person is a potential match based on SSN and/or address and other household members.

View Application Summary | Get Help
Application ID: 19002201914000025

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And if Mr. Watson decides to go to “Clinic B” and the enroller tries to create another application with the same information as James Watson, OeA will display the match of the applicant with the same demographic information (100% match) on the file clearance page.

One-e-App Person Clearance



Please review the results of the One-e-App person clearance and indicate whether the person has used One-e-App to apply for health care assistance programs. If you select a name below, the associated Person ID will be applied to the individual in this application.

Re-run Person Clearance with Expanded Search

The system has run person clearance by using the default parameters. If you cannot find one or more persons on the application and believe that they should exist in the system, please click the above button to rerun the person clearance search with the expanded search criteria.

James Watson

Score	Person Name	Person ID	Current Application ID	Date Of Birth	Place Of Birth	Gender
100.0	James Watson	31900201002140197	19002201914000025	1/1/1987	México	Male

The person is not known to One-e-App

Note: Indicates that the person is a potential match based on SSN and/or address and other household members.

If the CEC chooses to assign a new PID (selecting that this person is not known to One-e-App), a pop up will indicate that a matching record already exists and OeA will automatically send an email to the Eligibility Review Unit (ERU) requesting approval for a new PID. Once the request is sent for approval, a pop will show that the

1 Getting Started	2 Your Household	3 Household Income	4 Other Information	5 Preliminary Eligibility	6 Additional Information	7 Program Information	8 Next Steps
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One-e-App Person Clearance



Message from webpage

OeA found a match for James Watson in our system. Please select the matched Person ID (PID) after careful analysis. If you want to assign a new PID, you would need approval from Program Analyst to generate new PID. Please click on "OK" to send the request for approval. Click "Cancel" to stay on the page and assign existing PID.

son has used One-e-App to apply for health care to the individual in this application.

one or more persons on the application and person clearance search with the expanded search

Score	Person Name	Person ID	Current Application ID	Date Of Birth	Place Of Birth	Gender
100.0	James Watson	31900201002140197	19002201914000025	1/1/1987	México	Male

The person is not known to One-e-App

Note: Indicates that the person is a potential match based on SSN and/or address and other household members.

[View Application Summary](#) | [Get Help](#)
Application ID: 19002201914000033





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decision is pending. User can stay on the same page for the request to be approved or can save and close the application.

ERU will receive the automatic email and have a workload where these records will be displayed. ERU will review that application and either approve or deny the request for the user to generate a new PID for the applicant. If the request is approved, user will pick up the application and assign a new PID. If the request is denied, user will select the existing PID and continue with the application submission. Please remember that our ERU hours are Monday through Friday from 8:00-5:00 p.m.