One-e-App - CEC Supervisor Guide
Revised April 2022

The CEC Supervisor Dashboard

Below is the Dashboard for the CEC Supervisor User in One-e-App.

Section – Application Assistance

1. **Begin Application** – An application can be started after searching for whether the applicant has an application already. This link takes you to the Conduct Application Search feature.

2. **Conduct Application Search** – This link is used to search for individual applications. An application search can be accomplished through several methods:

   - Unique identifier such as person or application ID

   - Personal detail such as first/last name, gender, date of birth (DOB) and mother's maiden name

- Applicant's contact information such as their phone number or email address or

- Assistor or application date range

Exact or Scored Match search:

Search Type Exact Match
Scored Match
☐ Save current selection as my default selection

The exact match will search for only the information provided such as John Doe, male, DOB 01/01/1980. If there is no match, no application will be returned.

The scored match will return results that are similar to the information provided along with a score (94.1 or 89.3) showing a similar application. For example, a search of John Doe, male, DOB 1/7/1980 may return a result of John Doe, male, DOB 1/1/1980 with a score number to let the user decide whether the two are the same person. This is where the use of a mother's maiden name is recommended to narrow a search result where an applicant's name, gender and DOB are the same. Below is an example of an application match.

Search Result - Match Found

Click the applicant's name to see Medical Home, Coverage period and disposition. See screen below.

Click on the Application ID number to view the Application Summary. This summary has application details.

Submitted Applications

	Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Cover Sheet	Application ID	Person ID	Score	Notes
☐	Greg Iles	1/1/1980	Jorge Staff	7/24/2014	Medi-Cal - Restricted No Share of Cost	Fax	19002201420400123	31900201032204142	100.00	
☐	Greg Iles	1/1/1980	Jorge Staff	7/24/2014	My Health LA	Fax	19002201420400123	31900201032204142	100.00	

Clicking this icon will show you whether there are uploaded documents, more information under View Scanned Documents

Program Disposition Details

	Applicant Name	Program Name	Disposition	Disposition Date	Medical Home	Denial/Disenroll Reasons	Coverage Period	Disenrollment Date	Comm
	Iles, Greg	Medi-Cal - Restricted No Share of Cost	Pending	N/A	NORTHEAST COMM- WILMINGTON	N/A	N/A	N/A	N/A
▶	Iles, Greg	My Health LA	Reinstated	07/25/2014	NORTHEAST COMM- WILMINGTON	N/A	07/24/2014 - 07/23/2015	N/A	N/A
	Iles, Manny	Medi-Cal - Restricted No Share of Cost	Pending	N/A	NORTHEAST COMM- WILMINGTON	N/A	N/A	N/A	N/A

3. **Print Blank Forms** – This link takes you to blank forms you can print.

Print Blank Forms

You can print the following blank forms.

Program Name	Document
My Health LA	Sample Affidavit
My Health LA	Employer Statement
My Health LA	In-Kind Income Affidavit
My Health LA	Profit and Loss Statement
My Health LA	My Health LA Rights and Declarations

Language

4. **Renew/Modify Application** – This link takes you to the Conduct Application Search. For detailed information on renewing and modifying applications, visit the MHLA Website MHLA Webpage under "One-e-App Renewal Materials" at: http://dhs.lacounty.gov/mhla. Click on the "Program Info" link and "Enrollment & One-e-App/50+ Transition" link.

5. **Search Disenrolled Patients** – This link takes you to the Conduct Application Search. The following screen will give you the results along with the disenrollment date and reason.

Disenrolled Participants Search Results

Click box and the "Generate Notice" link.

Disenrolled Participants

	Person Name	Date of Birth	Disenrollment Date	Reason for Disenrollment	App ID	MSN	Person ID	Enrollment Start Date
☐	Alaina Butler	2/12/1989	7/18/2014	Member's Request	19002201408600058	2	31900201012086147	7/12/2014
☐	Alaina Butler	2/12/1989	7/18/2014	Member's Request	19002201408600058	2	31900201012086147	7/12/2014

Note: Each ⓟ indicates a renewal application which has started and not completed through final eligibility review.

Search | Generate Notice

Next

Another method to determine eligibility: when you conduct a general Conduct Application Search you can click on the applicant's name. The screen that follows will give you more applicant information.

Submitted Applications

	Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Document Cover Sheet	Application ID	Person ID	Score	Notes	View Documents
☐	Alaina Butler	2/12/1989	Susan J Thomas	6/5/2014	Medi-Cal - Restricted No Share of Cost	N/A	19002201408600058	31900201012086147	100.00	🖐	N/A
☐	Alaina Butler	2/12/1989	Susan J Thomas	6/5/2014	My Health LA	N/A	19002201408600058	31900201012086147	100.00	🖐	N/A
☐	Alaina L Butler	6/18/2000	Susan J Thomas	6/18/2014	Not Preliminarily Eligible for Programs in One-e-App County	N/A	19002201416800872	31900201111168148	100.00	🖐	N/A

Click on the name.

The following screen will give you disposition and coverage

Program Disposition Details

Click the arrow on the first table column for more detailed information.

	Applicant Name	Program Name	Disposition	Disposition Date	Medical Home	Denial/Disenroll Reasons	Coverage Period	Disenrollment Date	Comments
▸	Butler, Nigel	My Health LA	Disenrolled	07/01/2014	N/A	N/A	06/18/2014 - 07/01/2014	07/01/2014	N/A
▾	Butler, Alaina	My Health LA	Disenrolled	07/18/2014	N/A		07/12/2014 - 07/18/2014	07/18/2014	N/A

Application(s)							
19002201408600058 (Disenrolled)	Disenrolled	07/18/2014	Primary	Participant has DHS Primary Care Provider.	07/12/2014-07/18/2014	07/18/2014	

6. **Attach Scanned Documents** – This link takes you to the Conduct Application Search. Conduct an application search. Below are three options to view application documents. Upload documents through Option 3 only.

Submitted Applications

		Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Document Cover Sheet	Application ID	Person ID		Score	Notes		View Documents
☑	➕	Jorge C	1/1/1980	Jorge Staff	7/24/2014	My Health LA	Fax	19002201420400628	31900201077204147	🏳	100.00		🖐	🛏

Note: Each Ⓡ indicates a renewal application.
Note: Each ⓟ indicates a renewal application which has started and not completed through final eligibility review.
Note: Each 🛏 indicates a link to view verification documents.
Note: Each ▢ indicates program closed application(s)/person(s).
Note: Each ▢ is a link to a person's application summary.
Note: Each ➕ is a link to add a person to the clipboard.
Note: Each 🏳 is a link to application workflow history.
Note: Each ▮ indicates IDR pending application(s)/person(s).

Total number of applications in progress : 0
Total number of determined applications pending submission : 1
Total number of submitted persons : 1

Export Results to Excel
Add Notes | Search | View/Attach Scanned Documents
View Clipboard

Three options:

1. Click this icon and the uploaded/faxed documents appear.

2. Click hand icon and click on the green links in the next screen.

3. Checkmark the box and click on the link View/Attach Scanned Documents. You will be taken to the screen below.

Attach Scanned Documents to My One-e-App Application

You will need to provide several documents to verify the information you ent[...]
Scanned Documents will list the types of proof required for the person(s) en[...]
information you entered into the system. You can upload scanned document[...]
your application. Please use the *Browse* button to locate the document and t[...]
document to the system.

Maximum file size per upload: 7MB

Application ID: 19002201420400628

Select All Documents ☐

Select All Permanent Verification Documents ☐

Documents in this Upload	Person Name	Permanent Verification Documents	FAX 07/24/2014
☐	Jorge C	Proof of Identification	☑
☐	Jorge C	My Health LA Rights & Declarations	☑

Select All Temporary Verification Documents ☐

Documents in this Upload	Person Name	Temporary Verification Documents	FAX 07/24/2014
☐	Jorge C	Proof of Income	☑
☐	Jorge C	Proof of County Residency	☑

[Browse...] [Attach]

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

View Application Summary
| Get Help

[Next]

Upload documents

Click the box, browse your computer drive for the document, open and then attach.

View Documents

Click on the green link to see the application's documents. The link displays the date and whether the documents were uploaded or faxed.

7. **Print Document Coversheet (Faxing Only)** – This link takes you to the Conduct Application Search. Conduct an application search. This Coversheet is only for **faxing purposes**. It is not needed to upload scanned documents.

Submitted Applications

Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Document Cover Sheet	Application ID	Person ID		Score	Notes	View Documents
☐	Harry Bosch	1/1/1966	Jorge Lopez	6/26/2014	Medi-Cal - Restricted No Share of Cost	Fax	19002201417600230	319002010361761471	▶	100.00	🕮	N/A
☑	Harry Bosch	1/1/1966	Jorge Lopez	6/26/2014	My Health LA	Fax	19002201417600230	319002010361761471	▶	100.00	🕮	N/A

Note: Each **R** indicates a renewal application.
Note: Each **P** indicates a renewal application which has started and not completed through final eligibility review.
Note: Each ▬ indicates a link to view verification documents.
Note: Each ▬ indicates program closed application(s)/person(s).
Note: Each ▶ is a link to application workflow history.
Note: Each ▬ indicates IDR pending application(s)/person(s).

Total number of determined applications pending submission : **0**
Total number of submitted persons : **2**

Export Results to Excel
Add Notes | Search
View Clipboard | Begin New Application | Print Document Cover Sheet

Click the box and the link "Print Document Cover Sheet."

Pop- up: Document Cover Sheet for faxing purposes only.

[🖶 💾 🔄 ▾ | 🔍 ⬆ ⬇ | 1 / 2 | ⊖ ⊕ 87.3% ▾ | 🖵 ⛶ | Find _____ ▾]

oneeapp
One Stop Access to Health Insurance

Document Cover Sheet
Temporary Documents

8639557

Application ID : **19002201417600230**

LACSSTEMP

Primary Informant : **Harry Bosch**

Other Persons :

Date : 8/8/2014
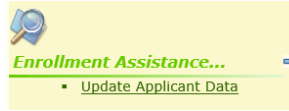
Address : **313 N Figueroa St, Los Angeles, California, 90012**

Phone : **(H)(626)299-6363**

8. **Print/Reprint Forms** – This link will take you to the same information as the Print Blank Forms link. Please refer to the Print Blank Forms link (above) for direction.

Section - Enrollment Assistance

Enrollment Assistance...
- Update Applicant Data

Update Applicant Data – The purpose of this link is to update information on an application. This update does not affect the application's eligibility period. You can update the following information: the applicant's address, telephone numbers, email address, applicant's name and preferred language. This link takes you to the Conduct Application Search. Conduct an application search. Once identified click on the name and you are taken to the screen below.

Click on the boxes to make changes. Once changes are made click the Save button at the bottom of the screen.

Section - Caseload
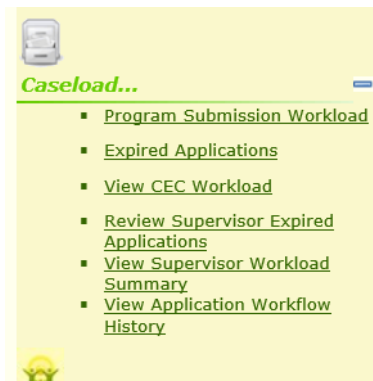
1. **Program Submission Workload** – This link will show your own OEA application production history. This is the same function as clicking on your dashboard for submitted applications.

   Assignment - You have the capability of assigning a pending application to another assistor through this link. See the directions below.

Click the box for the application being assigned and click Assign.

Applications Pending Submission

	Application ID	MSN	Applicant Name	Preliminary Eligibility	Coverage Type	System Name	
☐	19002201415400427	1	Little, Frank	My Health LA	Primary	One-e-App	
☐	19002201415400427	2	Little, Sara	Healthy Kids	Primary	One-e-App	

🟡 Add Notes   🔴 Remove   🟠 Assign

Applications Submitted

Application ID	Applicant Name	Submission Status	Submission Date	Preliminary Eligibility	Coverage Type	System Name	Documents	
19002201420100327	Leo, Ralph	Successful	7/21/2014	Medi-Cal Restricted, No Share of Cost	Primary	One-e-App	N/A	
19002201420100327	Leo, Dorothy	Successful	7/21/2014	Medi-Cal Restricted, No Share of Cost	Primary	One-e-App	N/A	
19002201420100525	Half, Robert	Successful	7/21/2014	Medi-Cal Restricted, No Share of Cost	Primary	One-e-App	N/A	
19002201420100624	Pike, Joe	Successful	7/21/2014	Medi-Cal Restricted, No Share of Cost	Primary	One-e-App	N/A	
19002201420100624	Pike, Jessica	Successful	7/21/2014	Medi-Cal Restricted, No Share of Cost	Primary	One-e-App	N/A	
19002201420100673	Half, Robert	Successful	7/21/2014	Medi-Cal Restricted, No Share of Cost	Primary	One-e-App	N/A	
19002201420200267	Q, Jorge	Successful	7/23/2014	Medi-Cal Restricted, No Share of Cost	Primary	One-e-App	N/A	
19002201420200267	Q, Jorge	Successful	7/23/2014	My Health LA	Secondary	N/A	N/A	
19002201420200564	M, Jorge	Successful	7/22/2014	Medi-Cal Restricted, No Share of Cost	Primary	One-e-App	N/A	
19002201420200564	M, Jorge	Successful	7/22/2014	My Health LA	Secondary	N/A	N/A	

Note: Each 🖱 is a link to a Re-print forms.
Note: Each ▮ indicates Reconsider Program(s).

Assign Applications of Jorge Lopez

Date Received	Applicant Name	Application ID	Assign Application To
6/27/2014	Little, Frank	19002201415400427	Lopez, Jorge (CEC) ▼

Get Help   [Next]

Select who you are assigning the application and click Next. The assignment is complete.

2. **Expired Applications** – This link will show your own OEA expired applications. You are able to see this information under My Assisted Applications, Expired.

3. **View CEC Workload** – This link will show your own OEA applications in progress. You are able to see this information under My Assisted Applications, In Progress.

4. **Review Expired Supervisor Applications** – This link will show your staff expired applications. Expired applications are applications not submitted after 30 days. As a CEC Supervisor you have the ability to close an expired application or return the expired application to the worker. See the example below.

Expired Applications

		Due Date	Applicant Name	Assistor Name	App ID	Program	MSN	Reason	App Status
☑		8/2/2014 8:14:46 AM	Chan, Hue	Camron Thissen	19002201416800120	N/A	1	Expired	Close Application
☐		7/21/2014 11:49:35 AM	Gonzalez, Jacob	Ernesto Reynoso	19002201417000654	Healthy Kids	4	Expired	Return to Worker
☐		7/21/2014 11:49:36 AM	Gonzalez, Jane	Ernesto Reynoso	19002201417000654	Healthy Kids	5	Expired	
☐		7/21/2014 11:49:36 AM	Gonzalez, Jack	Ernesto Reynoso	19002201417000654	Healthy Kids	6	Expired	

Note: Each R indicates a renewal application.
Note: Indicates Application has been expired before due date.

Total no. of Expired Applications: 2

5. **View Supervisor Workload Summary** – This link allows you to see your staff workload summary.

Supervisor Workload Summary

User Name Jorge Staff
Program All
☐ Save current selections as my default settings

🛡Search 🛡Reset

Jorge Staff (Certified Enrollment Counselor)

Interviews in Progress: **0**

Program Name	Persons Determined Preliminarily Eligible	Persons Submitted
Healthy Kids	0	0
My Health LA	1	5

Select your staff member from the drop down menu.

Click on either number for a list of applications.

You can also assign workload to another CEC through this screen. See assignment process above.

Applications Pending Submission

|	Application ID	MSN	Applicant Name	Preliminary Eligibility	Coverage Type	System Name	
☐	19002201420400628	1	C, Jorge	Medi-Cal Restricted No Share of Cost	Primary	One-e-App	👆

🟡 **Add Notes**   🔴 **Remove**   🟠 **Assign**

Applications Submitted

Application ID	Applicant Name	Submission Status	Submission Date	Preliminary Eligibility	Coverage Type	System Name	Documents	
19002201420400123	Iles, Greg	Successful	7/24/2014	Medi-Cal Restricted, No Share of Cost	Primary	One-e-App	N/A	👆
19002201420400123	Iles, Greg	Successful	7/24/2014	My Health LA	Secondary	N/A	N/A	👆
19002201420400123	Iles, Manny	Successful	7/24/2014	Medi-Cal Restricted, No Share of Cost	Primary	One-e-App	N/A	👆
19002201420400123	Iles, Manny	Successful	7/24/2014	My Health LA	Secondary	N/A	N/A	👆
19002201420400289	S, Humberto	Successful	7/24/2014	My Health LA	Secondary	N/A	N/A	👆
19002201420400560	B, Jorge	Successful	7/24/2014	Medi-Cal Restricted, No Share of Cost	Primary	One-e-App	N/A	👆
19002201420400560	B, Jorge	Successful	7/24/2014	My Health LA	Secondary	N/A	N/A	👆
19002201420400628	C, Jorge	Successful	7/24/2014	My Health LA	Secondary	N/A	📥	👆

6. **View Application Workflow Summary** – This link takes you to Conduct Application Search feature. A better feature to search for your workflow is through your dashboard's submitted application feature, or to search for your staff workflow through the View Supervisor Workflow Summary.

Section – Outreach
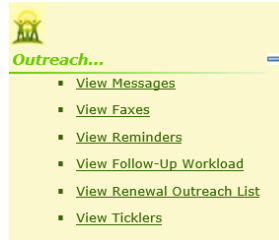
1. **View Messages** - This link allows you to see Broadcast messages sent by your agency's System Administrator.
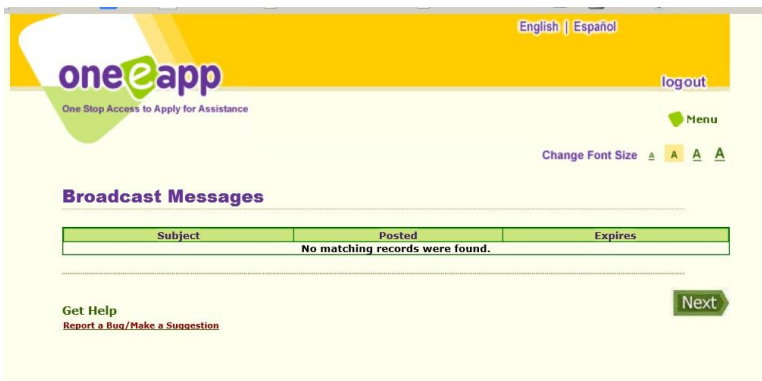
2. **View Faxes** – This link takes you to the Conduct Application Search feature. A better search of faxes is through the View Scan Document link described below. It has instructions on viewing faxed and scanned documents.

3. **View Reminder** – This link takes to your own Reminders. This reminder feature allows the user to create a reminder but only with applications that are In Progress.

Click the box and click Reminders.

Add Reminder   *Ray A*

Due Date 8 | 11 | 2014

Remind the applicant to bring in his income and county residency information.

⊠ Close   ⊠ Save

Enter the information in the box and click Save. Below is how you will see the reminders.

Reminders

	Applicant Name	Reminder Messages	Due Date	Application ID
☐	Ray A	Remember to ask the applicant Ray A to bring in his income information.	8/11/2014	19002201422200091
☐	Ray A	Remind the applicant to bring in his income and county residency information.	8/11/2014	19002201422200091

4. **View Follow Up Workload** – This link allows you to see your own application workload. A better workload summary is through your dashboard's submitted application history.

5. **View Renewal Outreach List** – This link allows you to search for staff applications by assistor, applicant, or date range. The table will identify the application termination date, organization, medical home and applicant's phone number. Searching by termination date is a useful way of identifying participants who will be coming up for renewal.

View Potential Renewal Persons

Organization: Department of Health Services

Assistors: Jorge Staff (Certified Enrollment Counselor)

Medical Home: -----Select One-----

Program Name: My Health LA

Application ID:

Person First Name:

Termination Start Date:

Person ID:

Last Name:

Termination End Date:

Search Reset Select All

	Application ID	Person ID	Person Name	Termination Date	Program	Assistor	Organization	Medical Home	FPL	Spoken Language	Home Phone
☐	1900220142040012331900201032204142		Greg Iles	7/23/2015	My Health LA	Jorge Staff	Department of Health Services	NORTHEAST COMM-WILMINGTON	81.16	English	626-299-6363
☐	1900220142040012331900201033204140		Manny Iles	7/23/2015	My Health LA	Jorge Staff	Department of Health Services	NORTHEAST COMM-WILMINGTON	81.16	English	626-299-6363
☐	1900220142040028931900201052204140		Humberto S	7/23/2015	My Health LA	Jorge Staff	Department of Health Services	VENICE FAMILY-COLEN	27.95	English	626-299-6363

6. **View Ticklers** - This link shows your ticklers. A tickler will be sent and seen by you as the user. Your supervisor can also see your ticklers.

Ticklers

From: All

Tickler Type: All / General / Application Modified

Start Date:

End Date:

Status: Active

New: All

Search Reset

Ticklers created. You can activate or inactivate already created ticklers.

	Application ID	Person Name	Tickler Type	Summary	Status	Start Date	End Date
☐	N/A	Jorge Lopez	General	View Details	Active	7/23/2014	7/23/2014
☐	N/A	Jorge Lopez	General	View Details	Active	7/30/2014	7/31/2014

Add Tickler | Make Active | Make Inactive   Next

Click Add Tickler to create a new tickler

New Tickler

Tickler Type	: General ▼
Summary	: Compatibility View
Description	: Remember to check compatibility view when using a new computer to enroll in OEA.
Start Date	: 08 07 2014
End Date	: 08 31 2014

☒ Add   ☒ Close

This screen allows you to create a new tickler.

Ticklers

From:	All ▼
Tickler Type:	All ▼
Start Date:	
End Date:	
Status:	Active ▼
New:	All ▼

🛡 Search ♥ Reset

	Application ID	Person Name	Tickler Type	Summary	Status	Start Date	End Date
☐	N/A	Jorge Lopez	General	View Details	Active	7/23/2014	7/23/2014
☐	N/A	Jorge Lopez	General	View Details	Active	7/30/2014	7/31/2014
☐	N/A	Jorge Lopez	General	View Details	Active	8/7/2014	8/31/2014

Add Tickler | Make Active | Make Inactive   Next

The new tickler will appear on your list of ticklers.

one-e-app - Windows Internet Explorer provided by LADHS

https://www.assistedoneeapp.info/App/TicklerDetails.aspx?tId=54489

Message from Jessica Lopez

Date Sent	: 8/7/2014
Person Name	: Jorge Lopez
Tickler Type	: TICKGE
Start Date	: 8/7/2014
End Date	: 8/31/2014
Description	: Compatibility View Remember to check compatibility view when using a new computer to enroll in OEA.
CEC	: Jessica Lopez

☒ Close

Clicking "View Details" on the screen above will show this pop up screen.

You will also see the tickler alert on your dashboard.

🔔 **You Have 1 New Ticklers**

My Mailbox   Minimize ▬

1 Tickler(s) *(Last 30 days)*

Section - Administration

Administration...   ▬
- Supervisor Tickler Summary
- View Supervisor Summary
- View Scanned Documents
- View Notes
- Manage Events

1. **Supervisor Tickler Summary** – This link will show a summary of your staff ticklers.

2. **View Supervisor Summary** – This screen shows the workload summary of your CECs.

3. **View Scanned Documents** – This link takes you to the Conduct Application Search feature. Conduct an application search. You can view scanned/faxed documents through the same three options given under section Attach Scanned Documents above.

4. **View Notes** – This link takes you to the Conduct Application Search feature. Search for the application and once the application is found if you see the icon under Notes, there were notes created.

This icon will show when there are notes. The user who created the note can click on the icon and see the note.

Any other OEA user can view the note through the View Application Summary feature. Click the Application ID number above.

5. **Manage Events** – This link allows you to search for or create a new event. This feature allows an agency to track application activity at a particular event. This feature does not affect the chosen medical home.

Select an existing event or create a new

Select Event

Event | -----Select One----- ▾ |
☐ Create New Event

Select Event

Event | -----Select One----- |
U A T
New Test
Enrollment Event!
August 4 Enrollments
Testing 123
Testing 123
My Health La Fair
Enroll Everyone!
Revalidation Testing
Outreach At Homeless Shelter
July 29 Event -cec Sup
July 30 Test -cec Sup
Mhla Simms

Get Help
Report a Bug/Make a Sug

Event Location Details

Event: Enroll Everyone!   [Choose Event]

Event Location(s) : Enroll Everyone!

_____

Edit Location   [Add New]

Please provide information on the location that you would like to add. The Event Location ID must not be more than 8 characters in length.

Event Location ID | 4thepoor |
Event Location Name | Enroll Everyone! |
Event Location Description | An Event To Enroll All The Low Income Applic |

Start Date | 8 | 5 | 2014 | 📅 |
End Date | 8 | 6 | 2014 | 📅 |

Address 1 | 1000 S Fremont Ave |
Address 2 | |
City | Alhambra |
State | California ▾ |
Zip | 91803 | |

🔲 Verify

If you choose an existing event you can click on the green link and the previously entered information will populate. You can edit information if needed.

When an assistor logs into the system they will be prompted to select their location and event. Under location the assistor should select "other location." The event will appear under the Other Location drop down. They can then start with their program enrollment.

Work Location

Please select a work lo

Work Location | -----Select One----- |
Central - LA
CP21
Department of Health
Department of Health Services
LAC+USC_test
Manage Care Services
Monterey Park
Northend Medical
Northend-Arcadia
Northend-Valencia
Test Location
Westside Lomita
Other Location

Get Help

Click on "other location."

Select your event.

Work Location

Please select a work location.

Work Location | Other Location ▾ |
Other Location | -----Select One----- |
Go Live Event
Enroll Everyone!   ation.
Other