

One-e-App (OEA) Tips Sheet – Viewing “Inactive” Applications and Associated Documents, and New Popup Message in OEA

June 2017



The purpose of this Tips Sheet is to:

1. Explain new changes to the OEA system that do not allow enrollers to modify “historical” or inactive applications in the OEA system;
2. Explain how enrollers can still view “historical” or inactive applications and their associated documents following these changes.
3. Explain the purpose of the “Popup message” that enrollers will see when they attempt to search for an application that is not the most recent.

BACKGROUND: Effective March 2017, inactive (i.e. historical, or previous) applications and their associated documents are no longer available to view from the **Search Results** screen if the enroller is attempting to search for an old application using search criteria *other* than the Application ID (i.e., PID, Participant Name, etc.). This is the result of changes made to the OEA system to make it so enrollers cannot modify old or historical applications. Therefore, inactive, historical applications are now “greyed out” and cannot be selected, renewed or modified.

If an enroller attempts to search for a historical (not most recent) application using the Application ID, a “Popup Message” will appear that warns the enroller that s/he is searching for a historical (not most recent) application and instructs the enroller how to either 1) proceed with viewing the historical application or 2) locate the most recent application so that action may be taken on that the most recent App ID.

HOW DO I VIEW OLD OEA APPLICATIONS AND THEIR ASSOCIATED UPLOADED DOCUMENTS?

Historical/inactive applications and their documents are still available to view from within OEA using the **Enrollment History** screen by implementing the steps on the following page:



1. From the **Search Results** screen, click on the '**Person ID**' of an active or current application (noted with a clipboard icon/blue plus sign to the left of the '**Applicant Name**').

Search Results

To retrieve and continue with an application, click on the applicant's name. Applications that you are authorized to coauthor are highlighted in blue.

Applications in Progress

Applicant Name	Date Of Birth	Created By	Creation Date	Application ID	Person ID	Score
No matching records were found.						

Applications Pending Submission

Applicant Name	Date Of Birth	Created By	Creation Date	Program Name	Retrieve Document Cover Sheet	Application ID	Person ID	Score	View Documents
No matching records were found.									

Applications Pending Verification Documents

Applicant Name	Date Of Birth	Created By	Creation Date	Program Name	Retrieve Fax	Application ID	Person ID	Score
No matching records were found.								

Expired or Program Closed Applications

Applicant Name	Date Of Birth	Created By	Creation Date	Program Name	Retrieve Document Cover Sheet	Application ID	Person ID	Score	View Documents
No matching records were found.									

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
	Thomas Stewart	1/1/1980	Daniel A Gonzales	2/26/2016	Medi-Cal - Restricted No Share of Cost	Fax	19002201605600059	31900201002056162	100.00	
	Thomas Stewart	1/1/1980	Daniel A Gonzales	2/26/2016	My Health LA	Fax	19002201605600059	31900201002056162	100.00	
	Thomas Stewart	1/1/1980	Daniel A Gonzales	2/26/2016	Medi-Cal - Restricted No Share of Cost	Fax	19002201605600083	31900201002056162	100.00	
	Thomas Stewart	1/1/1980	Daniel A Gonzales	2/26/2016	My Health LA	Fax	19002201605600083	31900201002056162	100.00	
	Thomas Stewart	1/1/1980	Daniel A Gonzales	3/2/2016	Medi-Cal - Restricted No Share of Cost	Fax	19002201606100067	31900201002056162	100.00	
	Thomas Stewart	1/1/1980	Daniel A Gonzales	3/2/2016	My Health LA	Fax	19002201606100067	31900201002056162	100.00	

NOTE: Scanned documents for active applications can be viewed by clicking on the documents icon. The most current, active application can be modified, updated, or renewed as needed.

2. To view an inactive **Application Summary**, click on the desired application number from the **Applications** section. The **Application Summary** will then be generated in a popup window.

Enrollment History Minimize

Application ID	Program Name	Status	Coverage Period	Termination Date	Termination Reason
19002201605600059	Medi-Cal - Restricted No Share of Cost	Completed	N/A	N/A	
19002201605600059	My Health LA	Completed	05/17/2015 - 05/15/2016	N/A	N/A
19002201605600083	Medi-Cal - Restricted No Share of Cost	Completed	N/A	N/A	
19002201605600083	My Health LA	Completed	05/16/2016 - 05/16/2016	N/A	N/A
19002201606100067	Medi-Cal - Restricted No Share of Cost	Completed	N/A	N/A	
19002201606100067	My Health LA	Completed	05/16/2016 - 05/15/2017	N/A	N/A

Applications

19002201606100067

19002201605600059

3. To view uploaded documents associated with an inactive application, click on the **Application ID number** within the **Enrollment History** section.

Enrollment History Minimize					
Application ID	Program Name	Status	Coverage Period	Termination Date	Termination Reason
19002201605600059	Medi-Cal - Restricted No Share of Cost	Completed	N/A	N/A	
19002201605600059	My Health LA	Completed	05/17/2015 - 05/15/2016	N/A	N/A
19002201605600083	Medi-Cal - Restricted No Share of Cost	Completed	N/A	N/A	
19002201605600083	My Health LA	Completed	05/16/2016 - 05/16/2016	N/A	N/A
19002201606100067	Medi-Cal - Restricted No Share of Cost	Completed	N/A	N/A	
19002201606100067	My Health LA	Completed	05/16/2016 - 05/15/2017	N/A	N/A

4. Next, click on the date of the scan under the **Verification Documents** section to view copies of the original scanned documents. You will then have the option of viewing temporary and permanent documents. The scanned documents will be viewable in a popup window.

Program Disposition Details								
Applicant Name	Program Name	Disposition	Disposition Date	Medical Home	Denial/Disenroll Reasons	Coverage Period	Disenrollment Date	Comments
▶ Stewart, Thomas	My Health LA	Approved	05/17/2015	ARROYO VISTA-EL SERENO HUNTINGTON DRIVE	N/A	05/17/2015 - 05/15/2017	N/A	N/A
▶ Stewart, Diana	My Health LA	Approved	02/26/2016	ARROYO VISTA-EL SERENO HUNTINGTON DRIVE	N/A	02/26/2016 - 04/13/2016	N/A	N/A

Temporary Verification Documents		SCAN
		02/26/2016
Thomas Stewart - Proof of Income		<input checked="" type="checkbox"/>
Diana Stewart - Proof of Income		<input checked="" type="checkbox"/>
Thomas Stewart - Proof of County Residency		<input checked="" type="checkbox"/>
Diana Stewart - Proof of County Residency		<input checked="" type="checkbox"/>
Thomas Stewart - My Health LA Rights & Declarations		<input checked="" type="checkbox"/>
Diana Stewart - My Health LA Rights & Declarations		<input checked="" type="checkbox"/>

HOW DO I PROCEED WHEN I RECEIVE THE "POPUP MESSAGE" THAT TELLS ME I'M TRYING TO VIEW AN OLD/HISTORIC APP ID?

1. A **Popup Message** (see below) will appear during the Search function if the enroller is using an old (not most current) Application ID to conduct the search. The message is an alert that a more recent application is associated with this person.
2. The enroller can still proceed to view the past application's contents, including the documents and notes associated with this old/historical App ID, by clicking 'Cancel'.

IMPORTANT! If the enroller opts to view an old/historical application, the OEA system will not allow the enroller to take any action on that old/historical application (e.g., enroller cannot modify, update, renew, etc.). It is available for viewing-related purposes only.

3. To take an action, the enroller must search for the most recent application. The Popup Message provides the Application ID number for the most current application. The enroller should note the Application ID number and click "OK". OEA will then land on the search screen and the enroller can proceed to search for the most current Application ID and take the desired action on the most recent application.

