How to Conduct a Renewal in One-e-App
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Overview: How To Renew An Application in OEA

Overview: How To Renew An Application in OEA

- **This presentation provides an overview on how to:**

  1. Understand How To Complete a Renewal in OEA
  2. Learn how to handle Medical Home changes in OEA during Renewal
  3. Run a report in OEA to tell you who is renewing

- **MHLA requires an annual renewal** for all enrolled participants. Participants who do not renew by the last day of their renewal month are automatically disenrolled by the OEA system.

- Renewal can be completed **90 days prior to the end of their eligibility date**. OEA counts 90 *actual* days prior to the term date, which may not be exactly 3 months.

- **Only a CEC or CEC Supervisor** can complete a renewal.

Overview: How To Renew An Application in OEA

1. **Renew.** Regardless of whether using the Renew/Modify or Due for Renewals feature, after clicking the renew/modify link, the next screen is the "Application History for App ID". Check the box to the left of the Application ID and click "Renew".

2. **Select Reasons to Modify Renewal.** Two boxes are automatically checked, but you can check mark any other reason that applies. Select the "Next" button. You will now start the application.

3. **Begin Application.** Each application screen will carry-over information from the previous application(s). Review the information with participant(s) and update as needed.

> **Note! View Application Summary:** You can click on **"View Application Summary"** to see the previous application's information. This could be useful to review if information needs to be updated.

Dashboard

Your OEA Dashboard is your personal starting point for all OEA functions.

To conduct an application renewal, select the Renew/Modify Application link.

OEA Search Screen

Search for an Application

Before beginning a new application, you must perform a search to find out whether the applicant(s) already exists in the system. Please specify at least two criteria or a unique identifier by which you would like to search.

Search Type [Exact Match ∨]

Result Type [Application View ∨]

Unique Identifier
- Application ID
- Person ID
- SSN

Person Detail
- First Name
- Middle Name
- Last Name
- Suffix [------Select One------ ∨]
- Gender ○ Male ○ Female
- Date of Birth
- Mothers Maiden Name

Contact Detail
- Phone 1
- Phone 2
- E-Mail Address 1
- E-Mail Address 2

The search results can be further filtered by person's place of birth, the assistor's name, the application date range and/or the Eligible Program Name.

➕ **Person Place of Birth**

➕ **Application Assistor**

➕ **Date Range**

➕ **Eligible Program Name**

Search | Reset

To begin a renewal application first search for the applicant. An application search can be accomplished through several methods;

- Unique identifier: such as person or application ID

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

- Assistor/Enroller or application date range.

Search Results Screen

Submitted Applications

The Search Results Screen displays the application you search for. Select the box on the most recent application displayed on the Submission Date.

On the next screen select the App ID box and select Renew.

Application History for Application ID: 19002201913600098

Please select the application you would like to renew or modify.

19002201913600098 (Original Application)

Person Name	Date of Birth	Person Type	Creation Date	Submission Date
Levi Gonzales	1/1/1990	Adult	6/3/2018	6/3/2018
Isabella Gonzales	11/11/1990	Adult	6/3/2018	6/3/2018

Search | View Document Archive | Renew
Get Help
Application ID: 19002201913600098

Select Reason for Modification (Renewal)

This next screen asks for the reason for the renewal because a renewal is a form of application modification that requires a reason. Two reasons are pre-selected. You can simply click Next to move to the next screen.

From this point you will proceed to the Consent to Share Information screen and proceed as you would with a new application (Instructions can be found in the OEA Training, "How to Conduct Enrollments in One-e-App").

Overview: How To Renew An Application in OEA

- **Information previously entered about the applicant is retained** in the OEA system (i.e. name, date of birth, address, etc) and does not need to be entered again.

- **The enroller can update new information** as s/he completes the application.

- **All required documents need to be uploaded again at renewal, except for proof of identification,** which does not need to be uploaded again.

Overview: How To Renew An Application in OEA

o **Remember To Review any Notes added to the application***
for information/ instructions regarding the status of the
application from the eligibility auditors.

*** In this example, the notes indicate that a
correction is required. This correction can
be made during renewal period.**

Overview: How To Renew An Application in OEA

○ Effective May 2019, upon renewal, a participant's new enrollment period will be for 365 days of MHLA coverage _plus_ any additional remaining days at the end of the month that coverage ends for a participant.

In other words, for all applications, including renewals, OEA will show the participant has coverage through the end of the month coverage ends.

For example If someone's original coverage period is 10/15/2017 – 10/14/2018, and the participant renews on 9/15/2018. **The new coverage period will be 10/15/2018 – 10/31/2019**.

Medical Home Changes During Renewal

Medical Home Changes During Renewal

- During the renewal period the participant has a choice to **select their current or a new medical home.**

- During the Medical Home Selection if a new Medical Home is selected, **the enroller will need to select the new Medical Home and click the "Save" button** before clicking "Next". "Future MH" shows at Application Submission Details

- **If the Medical Home is not being changed, the enroller can simply click "Next."** It is not necessary to click "Save".

- The Medical Home Change will become effective the **first day of the following month.**

Medical Home Changes During Renewal

Medical Home Changes During Renewal

- A "**Closed**" Medical Home is one that is not accepting new participants. The OEA system does not allow an enroller to select a closed medical home for the participant's renewal unless the participant is currently enrolled in the same "closed" medical home.

- A participant may change from a "**Closed**" to an "**Open**" medical home.

- If a Participant wants to change their medical home from an "**Open" medical home to another "Open" medical home**, the enroller can make that change directly in OEA.

- As always, the Medical Home change is effective **the first day of the following month.**

- **Reminder:** A participant who **requests to disenroll** from the MHLA program is enrolled in the program through the end of the month that the disenrollment request is made.

Renewal Letters
(30, 60 and 90 Days)

Renewal Letters

o **An enrolled MHLA participant will receive a postcard** that his/her renewal is coming due at 90-, 60-, and 30-days prior to the date that their renewal is due.

o **The postcard includes instructions to contact their Medical Home** to schedule an appointment for a renewal.

o **The postcard indicates that a Participant can change Medical Homes for any reason** at their renewal/

o **A renewal can be processed at any Medical Home** and a participant can select any Medical Home upon renewal.

o **Make sure your clinic staff are prepared** to see patients who show up with their Renewal Postcard!

Sample Program Renew Notice

<Day>, <Date>
Application ID: <App Id#>
Member ID: <Member ID#>

<Applicant First Name><Applicant Last Name>
<Street Address>
<City>, <State>, <Zip Code>

PROGRAM RENEWAL NOTICE
Your My Health LA Services will soon expire – renew today!

Dear <Applicant First Name>,

It is time for you to renew with the My Health LA (MHLA) Program. Unless you respond immediately to schedule an appointment, your program services will end on **<MHLA Insurance Term Date>**.

To renew, please call your medical home, **<Assigned Medical Home>** at **<Medical Home phone #>** to schedule an appointment. You can also make an appointment at a new Medical Home if you wish to change Medical Homes at this time.

Appointments to renew fill up quickly. To make sure you do not lose your *MHLA* services, or your *medical home* and *doctor*, schedule your renewal as soon as possible. Remember to bring the following documents to your renewal appointment.

1. **PICTURE ID**, such as a California DMV issued ID, ,Consular ID, or other government issued ID.
2. **PROOF OF LOS ANGELES COUNTY RESIDENCY**, such as a recent rental agreement or utility bill.
3. **PROOF OF HOUSEHOLD INCOME**, such as recent pay stubs, or statement of income from your employer.

How Do I Run A Report In OEA That Tells Me Who Needs To Renew?

How Do I Run A Report In OEA That Tells Me Who Needs To Renew?

o There are a few important features in OEA that allow the Community Partner (CP) to know who is due for a renewal.

1. Medical Home Summary Reports

2. "Due for Renewals" Feature

3. Renew/Modify feature

How Do I Run A Report In OEA That Tells Me Who Needs To Renew?

1. Medical Home Summary Reports

o **The System Administrator can run a Medical Home Summary** report for all their clinic sites or individual clinic sites. This report will provide enrollment start & end dates that can be used to view who is coming up for a renewal.

o For example: Run a report of approved applications dated from the beginning of the Program to current date.
   For example (Assume today is 7/1/2015)- NOTE THE **END DATE**:
   o Enrollment from 7/5/2014 – **7/4/2015** = Need to renew.
   o Enrollment from 7/5/2014 – **7/4/2016** = Has already renewed.

Medical Home Summary Report Screen
(Can only be accessed by System Administrator)

Welcome to **one@app** Raymond Plaza !

My Mailbox Min
- 0 Tickler(s) *(Last 30 days)*
- 0 Remiders(s) *(Last 30 days)*
- 0 Messages(s) *(Last 30 days)*

My Account Min
- Change Password
- Change Secret Question
- Modify My Profile
- Set/Change Default Location
- Change Font Size

arch for an Application...

Search

plication Assistance...
- onduct Application Search
- rint/Re-print forms

treach...
- iew Messages
- iew Ticklers
- iew Faxes

ministration...
- eset Password
- roadcast Messaging
- ccess One-e-App Reports
- eset Application Status
- iew Scanned Documents
- iew Notes
- ledical Home Summary

Medical Home Summary

Organization: HERALD CHRISTIAN HEALTH CENTER

Medical Home: -----Select All-----

Disposition Status: Approved

Date Range:

From 05 01 2018

To 05 23 2019

Your search criteria returned 99 records. Click *Save to Excel* to save records into a .CSV file.

View Summary

Save to Excel

For complete instructions on downloading and reading the Medical Home Summary Report see "OEA Tips Sheet - Medical Home Summary" on the MHLA website at: http://dhs.lacounty.gov/mhla. For access to the "For DHS and Community Partners" link use: Username: mhlacpp. Password: Lacounty1.

How Do I Run A Report In OEA That Tells Me Who Needs To Renew?

2. "View Potential Renewal Persons" Feature

- **This feature allows enrollers to search** for a list of potential renewals or individual participants by:
  - Assistor (enroller)
  - Clinic site
  - Application ID
  - Person ID
  - First/Last Name
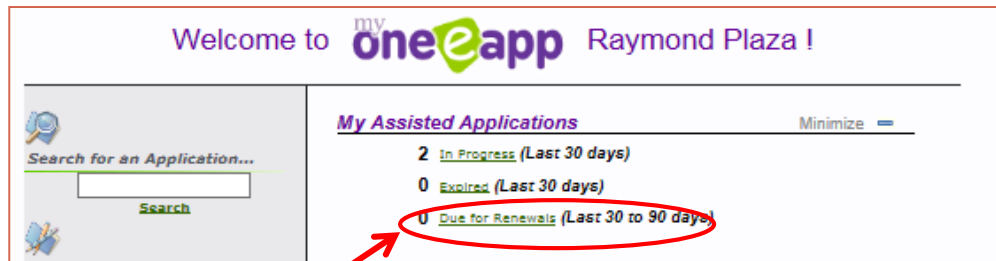
- **This feature is available** on the CEC/CEC Supervisor dashboard by clicking the "Due for Renewals" link.

- **The enroller can start** the renewal process on this screen.

- **The Termination Start and End Date** range is key.

- **The enroller will enter the date range** for when eligibility will end (e.g., 10/01/2015 – 10/31/2015).

View Potential Renewal Persons Feature Screen Shot

Important: When enrollers search by name and date range, the search may return several participants with similar/same names. **It is critical to verify participant information so that you renew the right individual!**

How Do I Run A Report For Who Needs To Renew?

3. Renew/Modify Application Feature

Submitted Applications

		Applicant Name	Date Of Birth	Submitted By	Submission Date	Program Name	Retrieve Document Cover Sheet	Application ID	Person ID
☐	⊞		3/13/2000	Paula Ramos	6/26/2014	Medi-Cal - Restricted No Share of Cost	Fax		
☐	⊞		3/13/2000	Paula Ramos	6/26/2014	My Health LA	Fax		

○ **Check** the box to the left of the name and click on the Renew/Modify link and proceed with the renewal.

Current Enrollment Status   Minimize —

Program Name	Status	Coverage Period	Termination Date	Termination Reason
Medi-Cal - Restricted No Share of Cost	Approved	N/A	N/A	N/A
My Health LA	Approved	08/29/2015 - 08/27/2016	N/A	N/A

○ **Check** that the latest application is within the 90 day period before the eligibility ends using the PID to see Current Enrollment Status/Enrollment History.

Enrollment History   Minimize —

Application ID	Program Name	Status	Coverage Period	Termination Date	Termination Reason
19002201424000119	Medi-Cal - Restricted No Share of Cost	Completed	N/A		
19002201424000119	My Health LA	Completed	08/29/2014 - 08/28/2015	08/28/2015	N/A
19002201516000134	My Health LA	Completed	08/29/2015 - 08/27/2016	08/27/2016	N/A

○ **Ensure** the application is **Approved.**

Export Results to Excel

Add Notes | **Search**

View Clipboard | **Begin New Application** | **Renew/Modify**

○ **Select Review/Modify**

Modification/Renewal vs Update in OEA

Modification Vs. Update in OEA

o **Modification** should **only** be used when the enroller wishes to make a change to an application:
  o Add a household member
  o Add a spouse/child
  o Change household member

o **Update Applicant Data** should be used to update demographic information such as:
  o Name
  o Date of Birth
  o Gender
  o Address
  o Telephone numbers
  o Email address
  o Preferred language
  o Other updates available!

Renew/Modify

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
☐				Nadia R Mora	9/25/2014	Medi-Cal - Restricted No Share of Cost	Fax				100.00		N/A
☑				Nadia R Mora	9/25/2014	My Health LA	Fax				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 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 : **0**

Total number of submitted persons : **2**

Export Results to Excel

Add Notes | **Search**

View Clipboard | **Begin New Application** | **Renew/Modify** ⬅
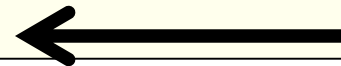
Remember! **You can only modify an application for a participant assigned to your Medical Home.**

Updating Applicant Data

Updating Applicant Data

o **Click on the participant's name.**

o **Click on the relevant check boxes to make needed changes.**

o **Once changes are made, click the Save button at the bottom of the screen.**

Questions?

Program Advocates

Subject Matter Experts (833-714-6500)

MHLA Website
http://dhs.lacounty.gov/mhla
Click on "For DHS and Community Partners"
Username: mhlacpp
Password: Lacounty1