



# One-e-App TIPS Sheet March 2022

## One-e-App Document Upload/Faxing and User Accounts

The purpose of this tip sheet is to:

1. Ensure enrollers are using the correct URL when logging into OEA;
2. Ensure enrollers are uploading and faxing documents correctly;
3. Ensure that a clinic’s scanner/fax settings are appropriate for document upload;
4. Ensure that enrollers know how to request new user passwords and delete accounts.

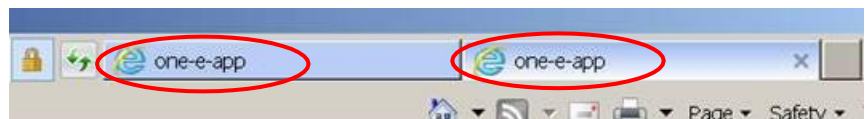
### **TIP #1: ENSURE ENROLLERS USE THE CORRECT ONE-E-APP URL**

A Google search for “One-e-App” may provide more than one result, as there are more than one version of the One-e-App system used by counties throughout the State of California. Make sure you are using the following URL created specifically for the MHLA Program which is:

<https://www.assistedoneeapp.org>

- Save this link to your computer and inform all enrollers in your agency to use **only** this URL for One-e-App enrollments into MHLA. The MHLA program strongly recommends not using a Google search to locate the One-e-App URL for MHLA.
- **IMPORTANT! DO NOT HAVE MORE THAN ONE OEA SESSION OPEN IN YOUR BROWSER AT THE SAME TIME.** Performing two One-e-App functions at the same time in two separate browsers can create issues with both applications, so be sure to only work on one application at a time in One-e-App.

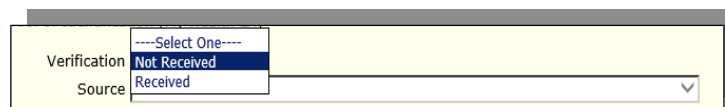
Please don't do this....



### **TIP #2: ENSURING PROPER UPLOAD OF DOCUMENTS IN ONE-E-APP**

It is important to verify prior to submission of a MHLA application that all documents have been uploaded properly and are viewable. Below are the following steps to ensure that your application is submitted with viewable documents.

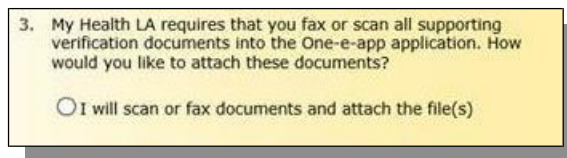
- **Step 1: Document Verification: Received vs Not Received.** It is essential that every enroller correctly indicates on the Document Verification screen which of the required supporting documents have been provided by the applicant. For each of the required documents: has the enroller received supporting verification documents from the applicant? Does the enroller plan to upload the document right away as part of the application process? If the answer is **YES** to both questions, the enroller must select **‘Received’** in the Document Verification Screen. If the answer to either of these questions is **NO**, i.e. the enroller has **not** received all required documents, or has received the documents, but intends to upload them at a later date, the enroller should select **‘Not Received.’**



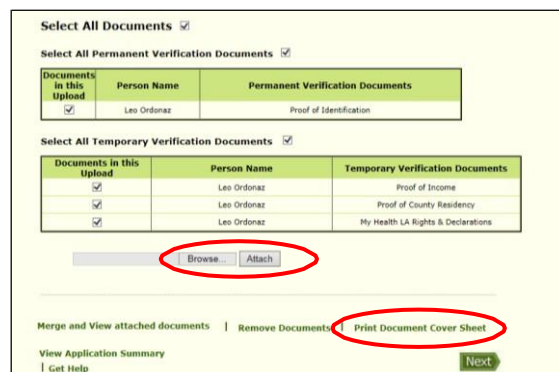
By selecting 'Received,' the enroller is telling the OEA system not only that they have ALL required documents for submission of the application, but also that the enroller intends to upload the document on the same day into OEA. If the enroller selects 'Received' but did not upload all supporting documents, the enroller runs the risk of the application being flagged for review and possible denial. Denial occurs because the application is found to be out of compliance with MHLA eligibility rules, as it was submitted to the MHLA Program without ALL supporting documents.

If the enroller does **NOT** intend to upload the documents on the same day, or the enroller does not have all the required documents, the enroller must **pend** the application by selecting 'Not Received' under the Document Verification screen. The application will stay in pending status up to 30 days, until the enroller returns to the Document Verification screen, changes 'Not Received' to 'Received' and submits the application with all documents included. This will change the application status from Pending to Approved. Monthly Grant Funding is payable for the entire month regardless of when the application was submitted in that month.

- **Step 2: Completing the Application Process.** The next step to ensure proper upload of documents is click the "radio" button next to the phrase, 'I will scan or fax documents and attach the file(s)' and indicate, "Yes, I have read and agree to the terms above." Next, click the "Submit to MHLA" arrow at the bottom of the screen. This will take the enroller to the "Attach Scanned Documents to My One-e-App Application" screen where the enroller can either upload the documents or print the fax cover sheet. Because scanning can provide a higher quality image, it is recommended that enrollers use the scanning option if it is available to the enroller.



- **Step 3: Attaching Scanned Documents.** In the next screen, the enroller can choose to either:
  - 1) SCAN and upload documents through the "Browse/Attach" feature (click "Select All Documents")
  - or 2) FAX documents by selecting the "Print Document Cover Sheet" link at the bottom of the screen (see additional instructions under TIP #4).



**TIP #3: SCANNING: ENSURE YOUR SCANNER SETTINGS ARE APPROPRIATE FOR DOCUMENT UPLOAD.**

- **Step 1:** Adjust your scanner to ensure your image is clear but file size does not exceed **7MB**.
- **Step 2:** Resolution of image should not exceed **150 DPI**.

**TIP #4: FAXING: ENSURE YOU ARE FOLLOWING ALL STEPS FOR PROPER FAXING.**

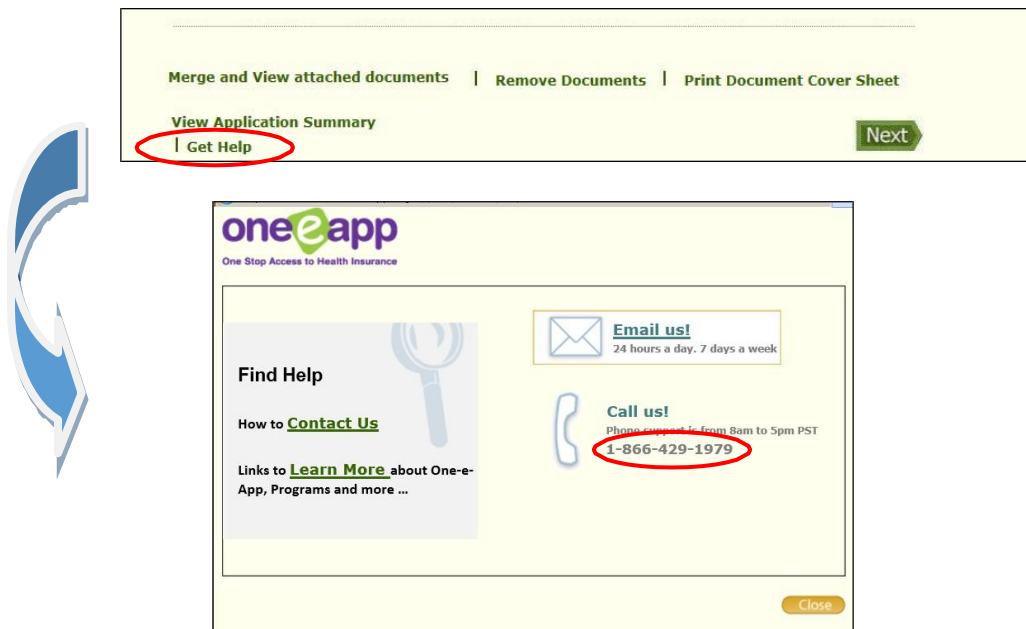
- **Step 1:** Select the “Print Document Cover Sheet” to bring up the Temporary and Permanent Document Cover Sheets.
- **Step 2:** Mark an “X” on the boxes next to the documents being faxed.
- **Step 3:** Arrange the documents behind the appropriate cover sheet and send the set of two fax cover sheets (Permanent and Temporary) documents in each transmission.

➤ **REMEMBER!** - Applications submitted to the MHLA Program without **ALL supporting documents will be flagged for review and could be denied.** To ensure that all documents are uploaded correctly and clearly visible for each application, **it is highly recommended that all enrollers view each uploaded image prior to exiting the application.** Enrollers can review document images by selecting the “Scan” or “Fax” link at the far right end of the document selection box as indicated below. If documents are blank or unreadable, the enroller should remove the illegible documents and re-scan or fax the correct documents using the process in this TIPS sheet. DPI and Scanner settings should also be checked (See Tip #3).

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

➤ **NEED HELP?** - If the enroller has correctly set their equipment for scanning or faxing documents (i.e., not to exceed 7 MB or 150 DPI) and are still not seeing the documents in OEA as expected, the enroller should click on the [Get Help](#) link at the bottom of most OEA screens. A pop up will appear

with Alluma's phone number (866-429-1979) to call OEA support. Call and report the problem immediately. The enroller will receive a ticket number from Alluma and should send this ticket number along with the Application and Person ID to the appropriate Subject Matter Expert (SME) or by calling the SME line so that MHLA Eligibility Review Unit (ERU) can follow-up with Alluma and flag this person as someone who should not be denied. As soon as the issue is resolved and the enroller should upload all documents immediately. Enrollers are also advised to document the issue along with the OEA ticket number in the case comments as a flag for the ERU.



#### **TIP #5: DO NOT SHARE OEA PASSWORDS; REQUESTING NEW USER ACCOUNTS AND DELETING ACCOUNTS**

- **Requesting a New OEA User Account:** To request a One-e-App account for a new enroller, complete the OEA User Application and submit it to the DHS Help Desk at: [helpdesk@dhs.lacounty.gov](mailto:helpdesk@dhs.lacounty.gov). Ensure that the enroller indicates the type of user account being requested:
  - System Administrator
  - Certified Enrollment Counselor (CEC).
  - CEC Supervisor

The OEA User Application can be found on the MHLA Website at: <http://dhs.lacounty.gov/mhla> under the "For DHS and Community Partners" link, Program Info, Enrollment & One-e-App/50+ Transition and clicking on OEA Enroller Application.

- **NOTE:** In general, each clinic site is allowed 15 One-e-App User Accounts per site. If your clinic wishes to request more than 15 log-in accounts, please email your SME and follow these steps:
  - **Step 1:** Before requesting new/additional user accounts, review your current OEA user list and check for duplicates and unused/inactive accounts (email your SME if you do not have a current list). Request account deletion for any unused accounts (see below).
  - **Step 2:** To request additional user accounts over your 15 person maximum, email your SME and include reason for your request, e.g., new hires, etc.

- **Requesting to delete a OEA User Account:** In the event your agency has staff who are no longer employed by your agency or no longer require OEA access, please ensure that their account(s) are removed by completing the OEA User Application and indicate the type of request as, “Deleted (Remove)” user.
- **IMPORTANT! – Do NOT Share Your OEA Password or Access information with ANYONE.** Under the OEA System User Agreement and Code of Ethics, each OEA User agreed to the following: *“Under no circumstances will OEA Users disclose their OEA username and passwords. OEA Users agree to notify the MHLA Program anytime they believe their username and password has been compromised or suspect that someone has knowledge of their password.”* Each new OEA User is required to request his/her own OEA account. If the MHLA program learns that an enroller is sharing his/her password, OEA access for that enroller will be deactivated.

**TIP #6: ASKING FOR PASSWORD RESETS**

There are two ways in which an enroller can be “locked-out” of their OEA account.

- **Disabled Account:** The account has been “locked” as a result of too many failed attempts to login (either with the wrong username or password).

REMINDER: OEA will disable your account if you have more than four (4) failed login attempts. You can avoid this by stopping before you reach the maximum failed attempts and clicking on, “[Click here](#) if you have forgotten your password” on the User Login screen. This will allow you to activate your account by answering the “Secret Question” that you selected upon your initial login.

- **Inactive Account:** The account has become “locked” by the System Administrator for a User who will be away from work for a period of time but is expected to return.

In either case, contact your agency’s System Administrator and request that they activate your account in OEA. S/he can also confirm your username.

- **Disabled Account or Inactive System Administrator Account:** The account must be re-activated by DHS. Email the DHS Help Desk at [helpdesk@dhs.lacounty.gov](mailto:helpdesk@dhs.lacounty.gov) with the following information:
  1. **Subject line:** OEA Password Reset
  2. **Body of email:**
    - a. OEA account user contact information (email and phone number)
    - b. OEA user account login name
    - c. OEA user account facility name
- **NOTE:** The SME line will handle password resets for urgent calls (i.e. when an applicant is at the clinic waiting to apply). SME line hours of Operation: Monday – Friday 8am- 5pm (Pacific Standard Time) Phone: 1-833-714-6500