One-e-App (OEA) Tips Sheet – Person Clearance Screen
May 2017

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;
    o John Pike; Date of Birth 1/1/1970; Place of Birth Belize and
    o 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 screen[2].

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.
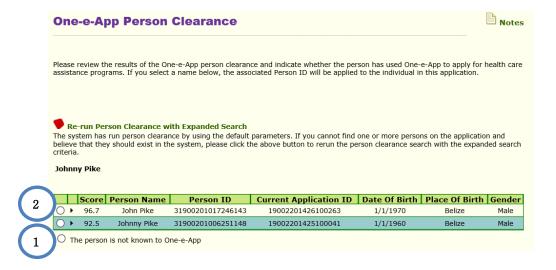
Enrolled: If participant is enrolled and this application is not yet eligible for renewal (i.e., within 90 days of their eligibility end date), please stop the application and refer the participant back to their existing medical home (if different from your agency). The participant cannot create a new 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.
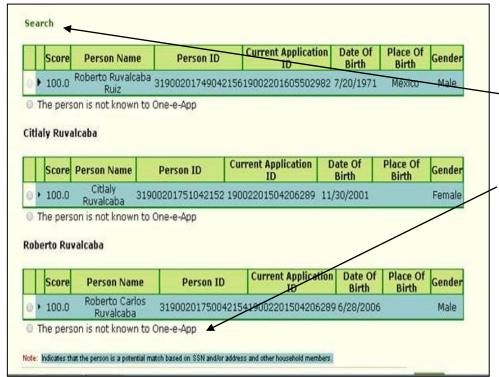
Person ID: Unique Identifier

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
○	▸	96.7	John Pike	31900201017246143	19002201426100263	1/1/1970	Belize	Male
○	▸	92.5	Johnny Pike	31900201006251148	19002201425100041	1/1/1960	Belize	Male
○		The person is not known to One-e-App						

Person Clearance Greyed-Out

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 your Program Advocate.

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.