State of California—Health and Human Services Agency
Department of Health Services

California Department of Health Services

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Medi-Cal Eligibility Branch Information Letter No.: I 04-07

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS

SUBJECT: HEALTH-E-APP ACCESS

The Department of Health Services (DHS) invites county Medi-Cal departments to use Health-e-App for initial eligibility screening for children's health coverage through the Medi-Cal, Healthy Families (HFP), and local health insurance programs. Counties may also transmit to the Single Point of Entry (SPE), those applications where children are found ineligible for no-cost Medi-Cal and are screened to the HFP.

Background. Health-e-App is an Internet-based application for children's health coverage that is hosted and operated by the SPE. Community-based organizations are currently using Health-e-App to assist families in applying for health coverage. Applications submitted via Health-e-App are transmitted to SPE for initial eligibility screening for the HFP and Medi-Cal programs. Applications screened to Medi-Cal are returned to the county for a final eligibility determination via overnight courier service.

Since its initial rollout in January 2001 Health-e-App has operated successfully for community-based organizations. The State recently modified the screening logic to allow counties to use Health-e-App to conduct preliminary eligibility screenings for local health insurance programs. This allows the benefits of Health-e-App, such as improved customer service and efficiency, to be available to children that apply at the county.

Program Screening Functionality. Health-e-App offers a real-time eligibility screening when the user selects "Calculate." Based on the household income, the children will be screened to the Medi-Cal, HFP, or local health insurance programs. Based on the outcome of the initial screening, the user can "Submit" the application for a final determination.

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Although Health-e-App offers improvements in terms of efficiency, accuracy, and customer service, it is not intended to supplant the basic county function of determining Medi-Cal eligibility. County users should not "Submit" applications for children screened to Medi-Cal since counties are responsible for conducting no-cost Medi-Cal eligibility determinations. If the child appears to qualify for Medi-Cal, county users shall quit the application using Health-e-App's "Suspend" feature, and follow existing protocol for enrolling those children in Medi-Cal. Counties should ensure that county eligibility staff do not submit an application to SPE that is screened to Medi-Cal, because to do so would result in unnecessary costs and delay the processing of the application.

If the preliminary eligibility screening results in potential HFP eligibility, the county may 'Submit' the application to the SPE using Health-e-App. County eligibility staff shall limit their use of Health-e-App to initial applications and continue to use the existing transmittal process for HFP Bridging.

County staff may experience an increase in workload if the counties choose to assist applicants with the selection of HFP health/dental plans and premium payment. DHS advises the counties that any new workload must be performed within existing county administration allocations.

If the child's household income exceeds 250 percent of the Federal Income Guidelines, Health-e-App will inform the user that the child may be eligible for the local health insurance program. With the parent's consent, county users may assist the applicant by submitting Health-e-App's income screening results and 'Application Summary' to the local health insurance program.

Login Instructions. The county should identify one official contact for Health-e-App County Access. The official contact shall be designated as the "Super User" with the ability to create Eligibility Worker (EW) accounts and view the EW workloads. The official contact will receive the Health-e-App Quick Reference Guide that contains instructions to log into the Health-e-App and steps to ensure that applications are submitted properly.

Counties that want to access Health-e-App should send an email to HeA@dhs.ca.gov with the designated contact person's name, phone number, street address, and email address. DHS will phase-in county users to gradually reach statewide access in an effort to monitor the increased usage of Health-e-App and avoid a sudden stress on the system.

If you have any questions, please visit www.dhs.ca.gov/health-e-app or contact Mr. Manuel Urbina at murbina@dhs.ca.gov or (916) 552-9521.

Original signed by

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Medi-Cal Eligibility Branch