



One-e-App

Social Interest Solutions

What it is

- Applying for health, social services and other support can be a cumbersome process for individuals and families. In the current environment it can mean waiting in long lines, completing multiple paper forms (supplying much if not all of the same information each time), traveling to different locations and navigating an incredibly complex maze of referrals and programs. One-e-App is a web-based solution, managed by Social Interest Solutions, that helps streamline the application process for families and program administrators by providing one electronic application that collects and stores information, screens and delivers data electronically, and helps families enroll in a wide range of public and private programs.

How it works

- One-e-App uses a “Turbo Tax”-like process to screen and enroll applicants in a range of health, social services and other support programs, including Medicaid, CHIP, SNAP, TANF, and a broad range of other federal, state and local programs. It streamlines the application and retention processes by providing one electronic application that asks only necessary questions, collects and stores information, screens and delivers data, signature and documents electronically to help families secure needed services. One-e-App is currently used in four states: Arizona, California, Indiana, and Maryland. It will soon be used in Florida as well. It interfaces with multiple State, county and other systems, creating a completely electronic submission of applications wherever possible. One-e-App is also available directly to applicants, allowing them to initiate and complete applications themselves at a time and location of their choosing. One-e-App simplifies annual renewals for many programs by eliminating or reducing the need to re-submit verification documents for renewals or future applications as the documentation is already stored in the system.

Successes

- To date, One-e-App has screened 9 million people and helped them submit 11 million applications to health and other programs. The communities using One-e-App have documented the value of the technology on a number of fronts:
 - **One-e-App significantly reduces application processing time allowing children to get connected with health coverage more quickly.** In Arizona, health centers report that One-e-App reduced processing times for Medicaid from 45 days to 16

days. In California, an independent evaluator found that One-e-App reduced Medicaid processing times by 6 days, and one county reported a 50% decrease in time from application submission to final determination for Medicaid.

- **One-e-App increases approval rates by improving the quality of submitted applications.** One-e-App's extensive data validations substantially increase the quality of the completed application compared to paper applications. Arizona's health centers reported a 40% improvement in Medicaid approval rates for applications submitted electronically using One-e-App.
- **One-e-App facilitates enrollment and retention for families.** One-e-App provides a one-stop process, greatly reducing the likelihood that a family will be delayed in completing the process or fail to complete the process at all, thus inhibiting access to needed care. One-e-App provides multiple access points, including a public access version that gives applicants the option to complete the application from their home, office, or local library or school. Finally, One-e-App provides tools to aid in retention, including electronic storage of documents and data (so it doesn't have to be collected again at the time of renewal) and automated reminders during the renewal window.

Challenges

- In many states, the application process for children's health coverage is handled by different State agencies and/or community partners using different applications, processes, and systems. One of the biggest challenges in streamlining access for children is bringing together these often disparate players and looking for opportunities to simplify and integrate systems to enroll not just the children, but their parents and others as well. While challenging, this reality also creates the opportunity to utilize technology to bridge the gaps, and One-e-App was designed specifically to address this challenge.

Implementation

- Implementation costs are determined by a number of factors, including the number of organizations involved in an implementation, the number of programs to be included, and the level of customization and integration desired. Social Interest Solutions employs a train-the-trainer model and local system administration tools, thereby empowering local communities to manage their own ongoing training and user needs.

For more information:

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