

Case Manager Homepage and Case Alert Overview

July 28, 2025

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Overview

The Case Manager Homepage provides information to case managers about specific actions taken in ONE that may require the case manager’s attention.

The alerts that are shown on the Case Manager Homepage do not generate automatic notification to case managers in Oregon ACCESS. Case managers will need to go into ONE and review this information. It is recommended that the homepage be checked every day, or at least weekly, for changes occurring on the caseload.

By continually monitoring the Homepage, case managers can prevent provider payment issues and provide timely notice for adverse actions.

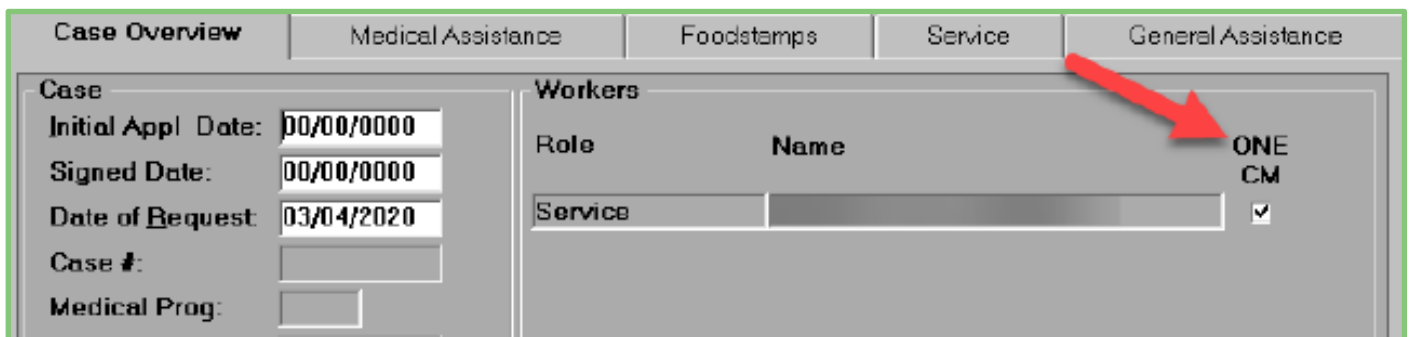
See the [Case Manager Alert Descriptions](#) document for a description of all the alerts.

How Case Manager Information is Sent to ONE from Oregon ACCESS

Information about which case manager is assigned to a case is sent to ONE from Oregon ACCESS.

On the benefit screen in Oregon ACCESS on the Case Overview tab, case managers can see the Workers and their roles. The worker whose name has a checkmark in the ONE CM checkbox will have this individual on their caseload in ONE. Only one worker can have the ONE CM checkbox checked.

The ONE CM checkbox cannot be modified while the case is checked out in Remote



The screenshot shows the 'Case Overview' tab in the Oregon ACCESS system. On the left, there are fields for 'Initial Appl Date', 'Signed Date', 'Date of Request', 'Case #', and 'Medical Prog'. The 'Workers' section on the right lists a worker named 'Service' with a checkmark in the 'ONE CM' checkbox. A red arrow points to the 'ONE CM' checkbox.

Case	Workers
Initial Appl Date: 00/00/0000	Role: Service
Signed Date: 00/00/0000	Name: [Redacted]
Date of Request: 03/04/2020	ONE CM: ☒
Case #: [Redacted]	
Medical Prog: [Redacted]	

The Primary Applicant on the case must be Client Index (CI) Registered, which assigns a prime number, for the information to be sent to ONE.

The ONE CM worker's Oregon ACCESS security profile must contain either an OR # or a P # for information to be sent to ONE.

If the ONE CM checkbox is checked but the case is not listed as assigned to the selected case manager on the Case Manager Homepage, please have the local security administrator verify that the case manager's OR# or P# in their Oregon ACCESS security profile is valid. Please take this step prior to submitting a [CA ticket](#) to the ONE Helpdesk.

Changes to the ONE case manager information accumulates during the day and is sent to ONE each evening. Keep in mind, the individual will not be displayed

on the My Case Load section of the new case manager's homepage until the next day.

Accessing the Case Manager Alerts

There are two ways to access the case manager alerts in ONE: on the Case Manager Homepage or using the Case Manager Alert Log.

Case Manager Homepage

When a case manager first logs into the ONE System, their Homepage will look similar to the screen capture below. There are two sections, Retrieve Cases and My Case Load.

My Case Load

A case manager can see alerts on their Homepage by clicking the arrow to the left of My Case Load (outlined in a red box in the screen capture below). When the arrow faces down the case manager will see their case load and any alerts on the cases.

The screenshot shows the OregonOneEligibility Case Manager Homepage. At the top, there is a navigation bar with links like Home, Application/Case, Inbox, Inquiry, Correspondence, Tools, Benefit Management, Quick Search, Calendar, and Recent Cases. Below the navigation bar, there is a 'Homepage' section with a 'Retrieve Cases' link highlighted by a red box. Below this is the 'My Case Load' section, which contains a table of cases. The table has columns for Select For Action, Individual Name, Individual #, Prime #, Person #, Service Category, Overdue Alerts, New Alerts, Completed Alerts, Missed Appointment, and Earliest Outstanding Alerts. The table lists 15 cases, each with a checkbox and various alert icons. To the right of the table is an 'Alert Legend' section with icons and descriptions for different alert types: Medical TOA Transition, Benefit Termination, Incompatible TOA, Liability Change, Change in Address/Living Situation, Medical Renewal, Pending for Service Eligibility, and Pending Case.

Select For Action	Individual Name	Individual #	Prime #	Person #	Service Category	Overdue Alerts	New Alerts	Completed Alerts	Missed Appointment	Earliest Outstanding Alerts
☐	GREEN, SUSAN 81	900001234	AB123E3L	CD8EF9K	APD					04-25-2023
☐	SMITH, DAUMAN 73	900004385	AB123B8R	CD7EF9R	KPS					04-25-2023
☐	OLIVER, CARA 56	900003950	AB123K9F	CD9EF3S	APD					05-06-2023
☐	MILLS, GWEN 73	900003950	AB123K3F	CD3EF9G	ICP					05-07-2023
☐	HUFFMAN, KAMAL 98	900003950	AB123D5G	CD8EF3F	ICP					05-15-2023
☐	MIDDLETON, LENIMA 97	900009682	AB123K3E	CD8EF3F	APD					05-15-2023
☐	LEE, VERNON 73	900003948	AB123L9F	CD6EF3F	PAC					05-15-2023
☐	RIGGS, LEANN 29	900003847	AB123M9G	CD3EF9T	NFC					05-27-2023
☐	BOWMAN, JAY 88	900002855	AB123O9M	CD2EF9F	APD					06-04-2023
☐	SAWYER, CHERYL 89	900002334	AB123K3F	CD6EF8T	APD					06-04-2023
☐	THOMPSON, JOHN 78	900002833	AB123E3V	CD3EF9T	APD					06-04-2023
☐	WAGNER, ALFRED 102	900001938	AB123L9F	CD6EF3T	APD					06-04-2023
☐	WAGNER, DOROTHY 97	900008366	AB123O9M	CD2EF8T	BPA					06-04-2023

The My Case Load section of the Homepage has several columns. The Individual Name, Individual #, Prime #, and Person # are all ways to identify an individual. The case load is normally listed alphabetically by the individual's last name upon login, unless there are alerts on the case.

If there are alerts on a case, those cases will be at the top the My Case Load section and in order of Earliest Outstanding Alert date, starting with oldest date to newest date. If there are multiple alerts on the same date, those will be alphabetized by last name. Once the alert is marked as complete, the name will go back into alphabetical order.

The Service Category column displays the service category from the SELG record.

The next four columns display alerts: Overdue Alerts, New Alerts, Completed Alerts, and Missed Appointments.

Overdue alerts show when an alert is past due. Alerts are considered overdue when they have not been marked complete within 45 days of being generated. They also change to red text when overdue.

New alerts are when an alert has been created. "New" means 44 days or newer.

Completed Alerts are ones that have been marked as complete and are still within 60 days of the alert being generated.

The Missed Appointment column is specific to alerts for the Missed Appointment. In this column you will see the Missed Appointment Icon in black. This alert can be generated for medical or any other programs.

After 61 days an alert will expire, which means it will disappear from all alert columns.

Alerts Follow the Oregonian, Not the Worker

Alerts will not transfer when there is a case manager change. Alerts follow the person not the worker.

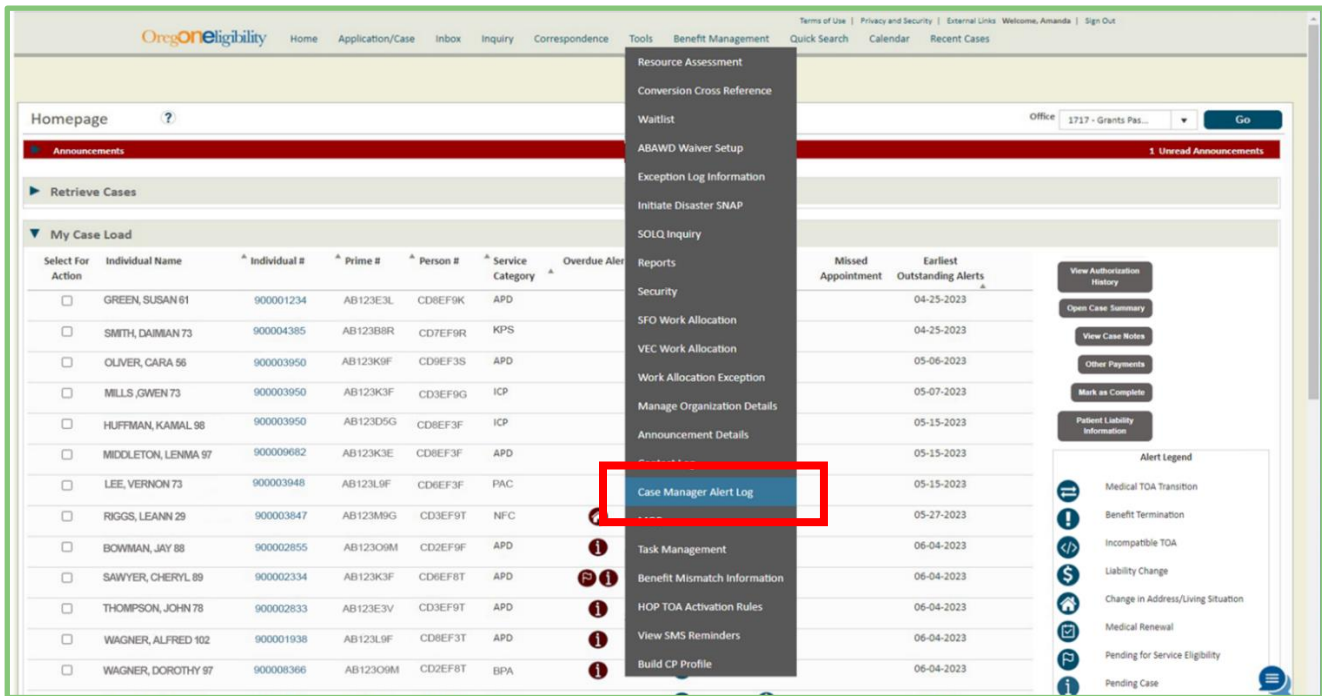
APD Medicaid Financial Eligibility

If there is no alert icon displayed in any of the columns but there is an Earliest Outstanding Alert date, as we see for Vernon Lee in the screen capture below, then there is an alert that has been generated on the case when another case manager was assigned to the case or the case was unassigned. The case manager will need to search for this alert using the Case Manager Alert Log.

☐	MIIDDLETON, LENMA 88	900009682	AB123K3E	CD8EF3F	APD		05-15-2023
☐	LEE, VERNON 95	900003948	AB123L9F	CD6EF3F	APD		05-15-2023
☐	RIGGS, LEANN 56	900003847	AB123M9G	CD3EF9T	APD		05-27-2023

Case Manager Alert Log

The Case Manager Alert Log offers the most search criteria to view alerts. To access the log, select the Tools tab on the top of the ONE Homepage then select Case Manager Alert Log (outlined in a red box in the screen capture below).



The screenshot shows the OregonOneEligibility homepage. The 'Tools' tab is selected in the top navigation bar. A dropdown menu is open, showing various options. The 'Case Manager Alert Log' option is highlighted with a red box. The main content area displays a table of cases with columns for Individual Name, Individual #, Prime #, Person #, Service Category, and Overdue Alerts. The table lists several cases, including GREEN, SUSAN 61, SMITH, DAIMAN 73, OLIVER, CARA 56, MILLS, GWEN 73, HUFFMAN, KAMAL 98, MIDDLETON, LENMA 97, LEE, VERNON 73, RIGGS, LEANN 29, BOWMAN, JAY 88, SAWYER, CHERYL 89, THOMPSON, JOHN 78, WAGNER, ALFRED 102, and WAGNER, DOROTHY 97. The 'Overdue Alerts' column shows various alert icons and dates.

Tools tab allows you to search by specific criteria including:

- Case Manager Office
- Case Office
- Case Manager Name

A search from this screen must include at least one of the following fields:

- Case Manager Office
- Case Manager Name
- Person #
- Individual #

The screenshot shows the 'Case Manager Alert Log' search interface. At the top is a navigation bar with links: Home, Application/Case, Inbox, Inquiry, Correspondence, Tools, Benefit Management, Quick Search, Calendar, and Recent Cases. The main title is 'Case Manager Alert Log'. Below it is a 'Search Criteria' section with several input fields and checkboxes. On the left, there are dropdowns for 'Case Manager Office', 'Case Office', and 'Person #'. On the right, there are dropdowns for 'Case Manager Name' and 'Individual #', and a 'Lookup' button. Below these are two scrollable lists of checkboxes for 'Alerts' (Medical TOA Transition, Benefit Termination) and 'Services' (Other (Non I/DD or BH), I/DD). There is also a checkbox for 'Also show individuals who are requesting services or have an active SELG record (including those closed within the past 6 months)'. At the bottom of the search criteria are 'Generated From' and 'Generated To' date pickers, and 'Reset' and 'Search' buttons. The 'Search Results' section at the bottom displays 'No Results Found'.

Using the Case Manager Alert Log from the Tools tab allows workers to search by any Case Manager Name and for alerts that did not have an assigned case manager when the alert was generated.

Search results can be refined to include only certain Alerts, Alert Status or Services by selecting preferences using the checkboxes.

The Reset button can be used to reset all the search criteria to the default values, if a change to the search criteria is needed.

After selecting all search criteria, press the Search button to see the results.

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In the example in the screen capture below, the search criteria will include the Liability Change alert using the Case Manager Name of Unassigned and Services of Other (Non I/DD or BH). This will show APD individuals with a Liability Change that do not have an assigned case manager in ONE.

Case Manager Alert Log

Search Criteria

Case Manager Office

Case Office

Person #

Alerts

Services

☐ Benefit Termination

☐ Incompatible TOA

☒ Liability Change

☐ Select All

☒ Other (Non I/DD or BH)

☐ I/DD

☐ Also show individuals who are requesting services or have an active SELG record (including those closed within the past 6 months)

Outstanding Alerts

Generated From

Generated To

Case Manager Name

Unassigned

Individual #

Prime #

Alert Status

☐ Select All

☐ New

☐ Overdue

Lookup

Reset

Search

Local Offices could use a search like this to review cases that had an alert before a case manager was assigned to the individual using the ONE CM checkbox in Oregon ACCESS.

The search results could be used to identify cases for which the 512 needs to be touched or to check MMIS to make sure the liability was updated as expected.

Retrieve Cases

Another way to search for alerts is by using the Retrieve Cases section of the Case Manager Homepage (outlined in a red box in the screen capture below). This section will only display alerts for the case manager that is logged into ONE. It can be used to focus on alerts that are higher priority and filter their caseload.

The screenshot shows the OregonEligibility homepage. The top navigation bar includes links for Home, Application/Case, Inbox, Inquiry, Correspondence, Tools, Benefit Management, Quick Search, Calendar, and Recent Cases. Below the navigation bar, there's a 'Homepage' section with a search bar and a 'Go' button. A red banner at the top indicates '0 Unread Announcements'. The 'Retrieve Cases' section is highlighted with a red box. It contains several search filters: Prime #, Individual #, Person #, Services (Select All, Other (Non I/DD or BH), I/DD), Alerts (Select All, Medical TOA Transition, Benefit Termination), Alert Status (Select All, New, Overdue), and a checkbox for 'Also show individuals who are requesting services or have an active SELG record (including those closed within the past 6 months)'. There are also 'Generated From' and 'Generated To' date pickers, and 'Reset' and 'Search' buttons.

Tooltips

Case managers can get a quick look at why an alert has been generated by hovering over the alert icon. A tooltip will be displayed. The tooltip displays more information about the alert.

An example is shown in the screen capture below. In this example, the case manager hovered over the Missed Appointment icon, the tooltip displayed was Missed Appointment – 1 Program 12345609 Medical, 07/11/2023 : 4:30 PM.

The screenshot shows a tooltip displayed over a 'Missed Appointment' icon. The tooltip text reads: 'Missed Appointment - 1 Program, 12345609 Medical, 07/11/2023 : 04:30 PM'. Below the tooltip, there are navigation links: '< Prev 1 Next >'. In the background, there's a table with columns 'Missed Appointment' and 'Earliest Outstanding Alerts'. The 'Earliest Outstanding Alerts' column shows the date '06-15-2023'. To the right of the table, there are two buttons: 'View Authorization History' and 'View Case Notes'.

In this example, the case manager hovered over the Missed Appointment icon, the tooltip displayed was Missed Appointment – 1 Program 12345609 Medical, 07/11/2023 : 4:30 PM.

Tooltips usually include the effective date of the change that created the case alert. This date is helpful when reviewing the case for more details about the alert.

But be aware, these tooltips aren't updated after the alert is generated. They are showing the status only on the date the alert was generated, and the case may have had a change since then. You need to look at the case to see current information and benefits.

The table below shows the alert details that will be shown when hovering over an alert.

Alert Name	Alert Details
Medical TOA Transition	<Previous TOA> to <New TOA>, <Effective Date>
Benefit Denial/Termination	<TOA Code>, <Termination date of closing TOAs>, <Case Mode/Status>, <Effective Date> For denials: 'Termination date of closing TOAs' field will be printed as "N/A"
Incompatible TOA	<Mismatched TOA1>/<Mismatched TOA2>, <Effective Date>
Liability Change	<Previous Amount> to <New Amount>, <Effective Date>
Change in Address/Living Situation	<Effective Date>, <Old Address/L.A.> to <New Address/L.A.>
Medical Renewal	<Current Renewal status>, <Renewal due date>
Pending for Service Eligibility	<Current Service TOA Pending SELG>, due <Date SELG record is due>

Alert Name	Alert Details
Pending Case	<RFI Details, due <F=RFI due date> or Agency Pend or Non-Financial pend.
Missed Appointment	<Appointment Details>, <Case/Program>, <Appointment Date>
Disqualifying Asset Transfer	<current Service TOA with disqualifying transfer penalty> - <disqualifying transfer penalty begin date> - disqualifying penalty end date>

Reviewing Information on Homepage or Case Manager Alert Log

Case managers need to review screens within ONE to view the current information on the case, before taking action on an alert. See the [Case Manager Steps to Take Before Marking Alerts as Complete](#) document for more information on suggested steps.

This can be done by selecting the case in the select for action column and then selecting a button. See the screen capture below. These buttons will be grey until you check the Select for Action checkbox next to an individual’s name, then they will turn blue and can be selected.

Search Results

Select For Action	Individual Name	Individual #	Prime #	Person #	Service Category	Overdue Alerts	New Alerts	Completed Alerts	Missed Appointment	Earliest Outstanding Alerts
☒	BABCOCK, DARCI 94	800012345	AB123J9L	B123J9L	APD					01-13-2024
☐	WADE, EVALINE 91	800023456	CDE2345A	DE2345A	KPS					01-13-2024
☐	HINTON, CARL 90	800054321	EFG123AB	FG123AB	APD					01-22-2024
☐	KAY, KIMBERLY 86	800065432	HIJ1234A	IJ1234A	APD					01-22-2024
☐	CHASE, MIQUEL 90	800098765	KLM1234A	LM1234A	APD					01-30-2024
☐	WANG, ANNIE 76	800013579	ACD123NH	CD123NH	APD					01-30-2024

View Authorization History

Open Case Summary

View Case Notes

Other Payments

Mark as Complete

Patient Liability Information

Some buttons open a new screen, and you lose your search results. Other buttons open a window over your caseload or search screen, and after reviewing the information you can return to the list of individuals you were viewing.

The View Authorization History, View Case Notes, and Patient Liability Information buttons open in a new window. You can use these screens and then close them and return to your dashboard or search results.

The Open Case Summary and Other Payments buttons open to that screen in the case, in the current browser tab. Any search results will be lost, and the search will need to be repeated when the review is finished.

Below you will find more information about each of the buttons.

View Authorization History Button

The View Authorization History button will open the Authorization History screen (see the screen capture below). You can search and view the authorization history information for the individual you selected to review the benefits that have been authorized along with the Notice Reasons, RFIs, Financial Summary, Liability Summary, and disqualifications. When you close the window, you will be returned to the Case Manager Alert Log or your Dashboard, depending on where you started.

Authorization History

Search Criteria

Begin Date

<mm/dd/yyyy>

15

End Date

<mm/dd/yyyy>

15

Individual

Program

Authorization Status

Search

Open Case Summary Button

The Open Case Summary button will open the Case Summary screen (see below) in ONE. It will not be a window over the Dashboard or Case Manager Alert Tool.

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Oregoneligibility

[Home](#)[Application/Case](#)[Inbox](#)[Inquiry](#)[Correspondence](#)[Tools](#)[Benefit Management](#)[Quick Search](#)[Calendar](#)[Recent Cases](#)

Case Summary

Expand All

Returned Mail Received – Initiate Outreach

Submit

Case: 400012345

Case ModeActive

MedicalApproved (Active)

SNAPDiscontinued (Inactive)

Upcoming Renewal08/31/2024

Case Summary Information

Case#	Case Name	Case Mode	Case Status	Office Name	Office County	Branch Code
400012345	WADE, EVALINE 91	Active	Approved	0111 - Baker City DHS Office	BAKER	0111

Outstanding Tasks

Select All

Task ID

Status

Action

Task Name

Queue Type

Assigned To

Due Date

On Hold Reason

On Hold Comments

Applicant Portal Changes

No records found to be displayed.

Assign to Me

Upcoming Appointments

Assigned Worker Information

Individual Name	Person #	User Type	Worker Name	Worker ORN	Office Name	ODDS Case
WADE, EVALINE 91	DE2345A	Case Manager	JANE ROWLING	OR0123456	0111 - Baker City DHS Office	No

View Assigned Worker History

View Case Notes

Document Upload

Proceed To Verification

Continue Previously Selected Action

Perform Intake

Report a Change

Renew/Periodic Report

Non Eligibility Update

View

Add or Reopen Program

Processing Timeframe Extension

View Case Notes Button

The View Case Notes button will open a window (see below) on top of the search results. It will allow you to search and view the case notes. This is a quick way to see the latest actions that have been taken on a case.

When you close the window, you will be returned to the Case Manager Alert Log or your Dashboard, depending on where you started.

APD Medicaid Financial Eligibility

Case Notes Summary

Case Notes Search

Date Range From

<mm/dd/yyyy>

15

To

<mm/dd/yyyy>

15

Updated By

Lookup

Case Mode

Category

☒ Include System Generated Case Notes

Add Note

Reset

Search

Download/Print All

Download/Print Selected

Search Results

Expand All/ Collapse All

☐ Select All

Updated Date Time

Updated By

Category

Duplicate ?

Secured ?

Originally Created By

Originally Created Date

☐ ▼

12/29/2023 21:16 PM

General

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12/29/2023 21:16 PM

Case successfully authorized for MSERV (AP) (12/1/2023 12:00:00 AM-12/31/2023 12:00:00 AM), LTCSERV (AP) (1/1/2024 12:00:00 AM-1/31/2024 12:00:00 AM), LTCSERV (AP) (2/1/2024 12:00:00 AM-), ADLT (TN) (1/1/2024 12:00:00 AM-), MSERV (TN) (1/1/2024 12:00:00 AM-) Authorized by: IN025 - Run eligibility when SELG record is received, IN035 - Reevaluate Medical benefits after AVS response is received

Other Payments Button

The Other Payments button will open the Other Payments Summary in ONE (see below). Here you can review or process medical related payments for the individual. To learn more about medical related payment refer to the [Program Payments and Supports QRG](#).

Other Payments Summary

< Previous

Save

Next >

Medical Related Payments Request

☐ View Inactive Records

For actual payment details information, please see the Benefit Details screen.

Individual Name	Payment Type	Amount	Recurring	Request Status	Authorized?	Start Date	Requested End Date	Actual End Date	Actions
No records found to be displayed.									

+ New Medical Related Payment Request

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Mark as Complete Button

The Mark as Complete button immediately moves the alert to the Completed Alerts column, there is no confirmation required for this action. So, don't select that button until all recommended actions have been completed. As shown in the screen capture below, multiple search results can be selected to Mark as Complete at one time.

Search Results

Select For Action	Individual Name	* Individual #	* Phone #	* Person #	* Service Category	Overdue Alerts	New Alerts	Completed Alerts	Missed Appointment	Earliest Outstanding Alerts
☒	BARCOCK, DARCE 94	800012345	AB123456	BB234567	APD					01-13-2024
☐	WADE, EVALINE 92	800023456	CD234567	DE234567	KPS					01-13-2024
☒	HINTON, CARL 90	800054321	EF623456	FG234567	APD					01-22-2024
☒	KAY, KIMBERLY 86	800065432	HI123456	IJ234567	APD					01-22-2024
☐	CHASE, MIGUEL 90	800087654	KLM12345	LM123456	APD					01-30-2024
☐	WANG, ANNIE 76	800012378	ACD23456	CD123456	APD					01-30-2024

View Authorization History

Open Case Summary

View Case Notes

Close Payments

Mark as Complete

Patient Liability Information

Patient Liability Information Button

The Patient Liability Summary button opens a window over the search results. This is a quick way to review liability information on the case.

Patient Liability Summary

EVALINE WADE

EDG# 1234567

View	Patient Liability Begin Date	Patient Liability End Date	Patient Liability - Client Obligation	SELG Begin Date	SELG End Date	Service Category
☐	12/01/2023	12/31/2023	\$ 836.50	10/02/2023	09/30/2024	Aged and Physically Disabled (CAPS)
☐	01/01/2024	09/30/2024	\$ 848.10	10/02/2023	09/30/2024	Aged and Physically Disabled (CAPS)

Income

Earned Income Details

Individual	Income Type	Amount	Excluded Amount	Countable Amount
No records found to be displayed				

Individual # Hyperlink

There is also an Individual # hyperlink on both the Case Alert Log and the case manager Dashboard. This is a helpful way to open a new tab in your browser and navigate to the Case Summary.

When you select the hyperlink, see red box in the screen capture below, the Individual Summary opens in a new tab

Search Results												
Select For Action	Individual Name	Individual #	Prime #	Person #	Service Category	Overdue Alerts	New Alerts	Completed Alerts	Missed Appointment	Earliest Outstanding Alerts		
☒	BABCOCK, DARCIÉ 94	800012345	AB123J9L	B123J9L	APD					01-13-2024		
☐	WADE, EVALINE 91	800023456	CDE2345A	DE2345A	KPS					01-13-2024		
☐	HINTON, CARL 90	800054321	EFG123AB	FG123AB	APD					01-22-2024		
☐	KAY, KIMBERLY 86	800065432	HIJ1234A	IJ1234A	APD					01-22-2024		
☐	CHASE, MIQUEL 90	800098765	KLM1234A	LM1234A	APD					01-30-2024		
☐	WANG, ANNIE 76	800013579	ACD123NH	CD123NH	APD					01-30-2024		

[View Authorization History](#)
[Open Case Summary](#)
[View Case Notes](#)
[Other Payments](#)
[Mark as Complete](#)
[Patient Liability Information](#)

The search results are still available in the original tab.

Once the Individual Summary is open you can select the hyperlink for the Case #, see red box in the screen capture below.

OregoneEligibility

HomeApplication/CaseInboxInquiryCorrespondenceToolsBenefit ManagementQuick SearchCalendarRecent Cases

Individual Summary

Individual Information

Individual #	800023456	Case #	400012345
ONE Online Account	None		
First/Given Name(s)	EVALINE	MI	S
Last/Family Name(s)	WADE	Suffix	
First Name(s) individual would like us to use	EVALINE	Middle Initial individual would like us to use	
Last Name(s) individual would like us to use	WADE	Suffix individual would like us to use	
Person #	DE2345A	DOB	10/31/1933
Prime #	CDE2345A	Date of Death	
We recognize and respect everyone's gender identity. We use federal data to verify your gender information. Gender Information Summary		Gender Identity	Did not Answer

PMODT Determination

View Disqualification

Manage TANF Time Clock

Manage ABAWD Months

Program Compliance

View Service Eligibility

Manage IPV (eDRS)

Document Upload

EXT Medical

Link To Applicant Portal

After you select the Case #, the Case Summary screen will be displayed, just as if you had completed a quick search for the case.

Oregoneeligibility

[Home](#)[Application/Case](#)[Inbox](#)[Inquiry](#)[Correspondence](#)[Tools](#)[Benefit Management](#)[Quick Search](#)[Calendar](#)[Recent Cases](#)

Case Summary

Expand All

Returned Mail Received – Initiate Outreach

Submit

Case: 400012345

Case ModeActive

MedicalApproved (Active)

SNAPDiscontinued (Inactive)

Upcoming Renewal08/31/2024

Case Summary Information

Case#	Case Name	Case Mode	Case Status	Office Name	Office County	Branch Code
400012345	WADE, EVALINE 91	Active	Approved	0111 - Baker City DHS Office	BAKER	0111

Outstanding Tasks

Select All

Task ID	Status	Action	Task Name	Queue Type	Assigned To	Due Date	On Hold Reason	On Hold Comments	Applicant Portal Changes
No records found to be displayed.									

Assign to Me

Upcoming Appointments

Assigned Worker Information

Individual Name	Person #	User Type	Worker Name	Worker ORN	Office Name	ODDS Case
WADE, EVALINE 91	DE2345A	Case Manager	JANE ROWLING	OR0123456	0111 - Baker City DHS Office	No

View Assigned Worker History

ONE Updates

The updates listed below are described in the document above but listed here as well as a convenience to experienced workers.

March 2024 Updates

- Names, on both the Case Manager Homepage and in the Case Manager Alert Log, will be displayed as Last Name, First Name Age.
- The individual number hyperlink will open the Individual Summary screen in a new tab. In earlier versions the window opened in a screen over the search results.
- There is a new button labeled Patient Liability Information. When the individual checkbox is checked and this button is selected, a window will open over the search results displaying the Liability Summary screen.

July 2024 Updates

- A new condition for the Benefit Termination alert on the Case Manager Dashboard was added to ONE. The Benefit Termination alert for the Case Manager’s dashboard will now generate at authorization when the

primary Medical Type of Assistance and/or services Type of Assistance is terminated or transitions to BHP or PME for the Individual who has an active SELG record and the SELG end date is later than or equal to the Eligibility Run date or is pending for a SELG record. The Case Alerts Descriptions document has been updated to describe this change

December 2024 Updates

- The Benefit Termination alert is now the Benefit Denial/Termination alert. The CM Alert Description document has been updated to note that this alert is now generated for a denial, in addition to a termination.

August 2025 Updates

- The Benefit Denial/Termination alert now include the TOA Code in the tooltip.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the APD Training at APD.Training@odhsoha.oregon.gov or 503-428-1345. We accept all relay calls.



Aging and People with Disabilities

Medicaid Financial Eligibility

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