

# How to Find an Eligibility Worker's Email Address in the ONE System

When an LTC Network Worker is assigned to a case, their information will appear in the Assigned Worker Information section of the Case Summary. Use the OR or P number listed in this section to find the correct email address in the Eligibility Worker's ONE MOR Profile. This is especially important if the Eligibility Worker works for a different organization than the Case Manager. Searching in the local email address book may not provide the worker's preferred email address. Please email the worker rather than using Teams or IM.

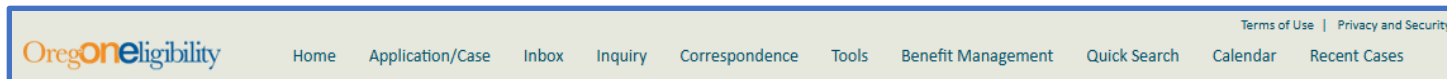
## Step-by-Step Instructions

1. Find the OR or P number in the Assigned Worker Information section of the Case Summary. The User Type for an Eligibility Worker will be LTC Network, and the OR or P number will be in the Worker ORN column.

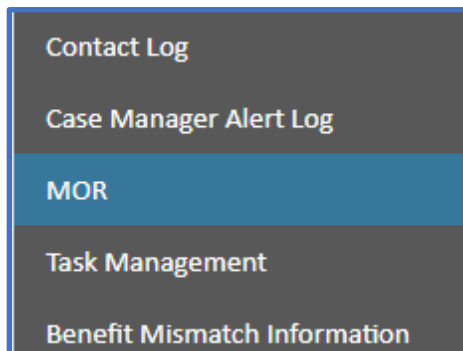
| Assigned Worker Information |          |              |             |            |                 |           |
|-----------------------------|----------|--------------|-------------|------------|-----------------|-----------|
| Individual Name             | Person # | User Type    | Worker Name | Worker ORN | Office Name     | ODDS Case |
| N/A                         | N/A      | LTC Network  | EW Name     | OR0123456  | VEC             | N/A       |
| JOHN DOE 72                 | AB234CD  | Case Manager | CM Name     | P0987654   | 1234 - District | No        |

[View Assigned Worker History](#)

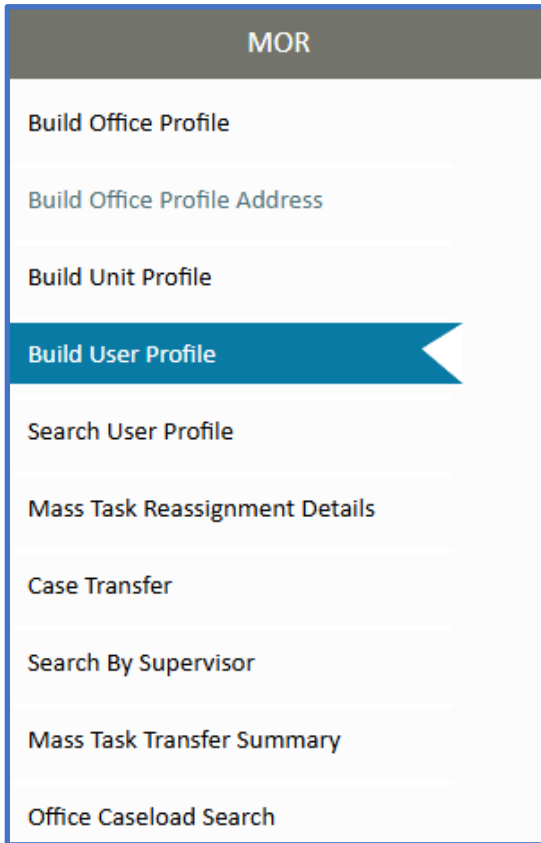
2. Select Tools, from the main toolbar at the top of the screen.



3. Select **MOR**, from the dropdown list. MOR stands for Manage Office Resources.

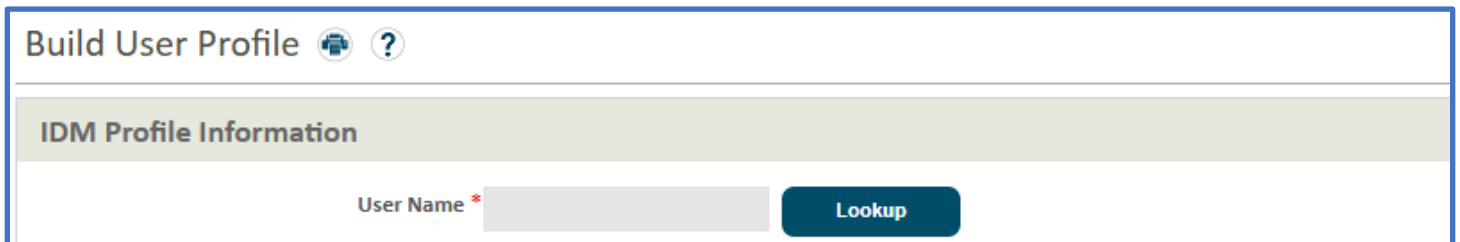


4. Select **Build User Profile**, from the left toolbar.



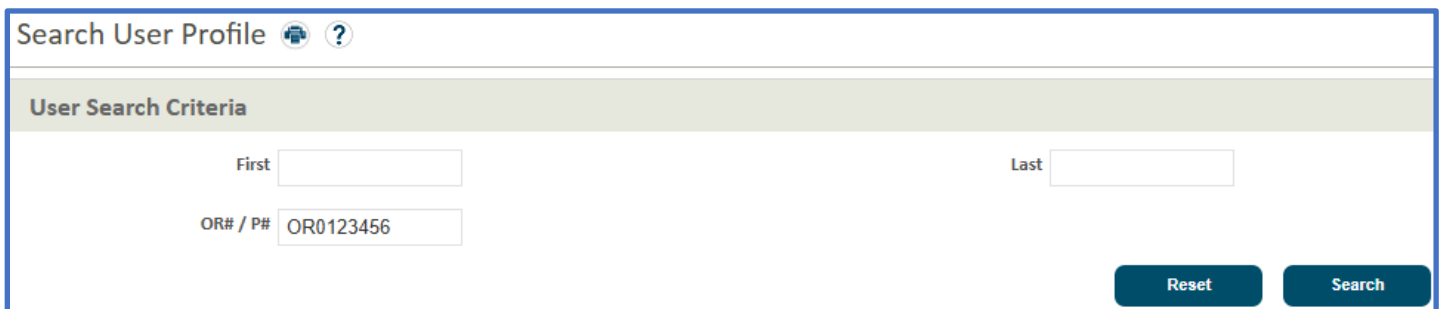
A screenshot of a web application's left toolbar. At the top is a dark grey header with the text "MOR". Below it is a list of menu items: "Build Office Profile", "Build Office Profile Address", "Build Unit Profile", "Build User Profile", "Search User Profile", "Mass Task Reassignment Details", "Case Transfer", "Search By Supervisor", "Mass Task Transfer Summary", and "Office Caseload Search". The "Build User Profile" item is highlighted with a blue background and a white chevron pointing to the right.

5. Select the **Lookup** button, to open the **Search User Profile** screen.



A screenshot of the "Build User Profile" screen. The title bar says "Build User Profile" with a printer icon and a help icon. Below the title bar is a section header "IDM Profile Information". Under this header is a form with a label "User Name \*" followed by a text input field. To the right of the input field is a blue button labeled "Lookup".

6. On the **Search User Profile** screen, enter the OR number or P# from the **Assigned Worker** screen and select **Search**.



A screenshot of the "Search User Profile" screen. The title bar says "Search User Profile" with a printer icon and a help icon. Below the title bar is a section header "User Search Criteria". Under this header is a form with three input fields: "First" (with a text input), "Last" (with a text input), and "OR# / P#" (with a text input containing "OR0123456"). At the bottom right of the form are two blue buttons: "Reset" and "Search".

7. The **Search Result** section will show the preferred email address for the Eligibility Worker.

Search User Profile

User Search Criteria

First

Last

OR# / P# OR0123456

Reset

Search

Search Result

Your search returned 1 result

< Prev 1 Next >

| OR# / P#  | First         | Last         | Status | Email                            |
|-----------|---------------|--------------|--------|----------------------------------|
| OR0123456 | EW FIRST NAME | EW LAST NAME | Active | EW EMAIL ADDRESS@ODHS.OREGON.GOV |

Submit

8. Select the **X** in the upper right corner of the popup to exit the screen.

Contact [APD Medicaid Financial Eligibility Training](#) with any questions, accessibility requirements, or clarification needs.

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