

UTAH CLICKS
and
YOU

BABY YOUR BABY
and the
ONLINE APPLICATION SYSTEM

May, 2006

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I. OVERVIEW

Utah Clicks, an online application system, was developed to provide another means for women* to apply for some state programs. It is hoped that the ease of the online system will encourage women to make application thereby improving access to the involved programs. The following programs are currently available through this web-based online system: Medicaid, Children with Special Health Care Needs, Baby Watch/Early Intervention, Head Start and Baby Your Baby (BYB). Other programs, including WIC and CHIP, will be added in the near future.

Women may make application online in either English or Spanish for the above programs through any computer with Internet access including computers in most public libraries around the state. Once a woman has completed an online application, she may submit it electronically to an appropriate agency or print out her completed application and take it to the office she has selected.**

The BYB site receiving an electronic application can either print out the application and continue to process it as if it were a standard paper application or can process the application online including submission to Medicaid. The BYB worker can also go online and complete an application on behalf of the applicant, submit it to that office, manage it and then submit it electronically to Medicaid. An applicant can hand-carry into her local BYB office an application she completed online and printed out. At the BYB office the information on the application will need to be re-entered into Utah Clicks unless the applicant is willing to have the BYB worker enter her user name and password and submit the application to the office. Otherwise, the application will need to be managed as a standard paper application. Paper applications will still be accepted and should be utilized if the system is down. Application for BYB can also be done by phone including entering an online application on behalf of a client as long as proof of pregnancy is received prior to mailing out the eligibility card (Pink Card). This can be accomplished through receipt of a faxed, mailed or hand delivered copy of the client's pregnancy test that was performed at a CLIA certified/CLIA waived lab.

Utah Clicks simply provides another means for a woman to make application for BYB. Only determination of the start date for BYB eligibility has been altered by the online process. In the past, the start date was always the date you completed the application for the woman in your office. With the online process, it is possible for a woman to electronically submit her application days or weeks before it is actually reviewed and approved whether in person or by phone. Therefore, the start date for BYB eligibility now begins the date you receive a completed, eligible application AND you have a copy of the applicant's proof of pregnancy. Until both of these requirements are met, eligibility cannot be determined. Do not use as the start date for eligibility the date the application was submitted online as that could result in an unfairly shortened period of presumptive eligibility. Otherwise, **all of the rules and regulations that have previously governed the Baby Your Baby Program remain unchanged.** For information regarding BYB policy, please continue to utilize the Perinatal/Baby Your Baby Program Qualified Provider Manual (the red folder). For more information on Utah Clicks, please contact the Utah Department of Health, Reproductive Health Program nurse consultant (see list of contacts on page 38).

*Throughout this document, the applicant will be referred to as "the woman" or "women". However, any family member may make application for the programs within the Utah Clicks system.

**The various programs within the system may have different offices, policies and regulations. This manual will deal only with the policies and regulations that are associated with Baby Your Baby (Presumptive Eligibility for Prenatal Medicaid or PE).

II. THE CONSUMER SIDE

A. UTAH CLICKS HOME PAGE

Women may hear about Utah Clicks through several means. She may hear about it on the radio or TV, through your office, from print material or from her provider. Utilizing any computer with Internet access, the woman opens her Internet browser and enters the following Internet address (URL): www.utahclicks.org and is taken to the home page for Utah Clicks (Figure #1). There all of the programs available online are listed. The woman can click on the highlighted “What is ...” question next to each program to receive a brief summary of that program. She then clicks on the “Get Started!” button at the bottom of the page and is taken to “Create Your Family’s Account”.

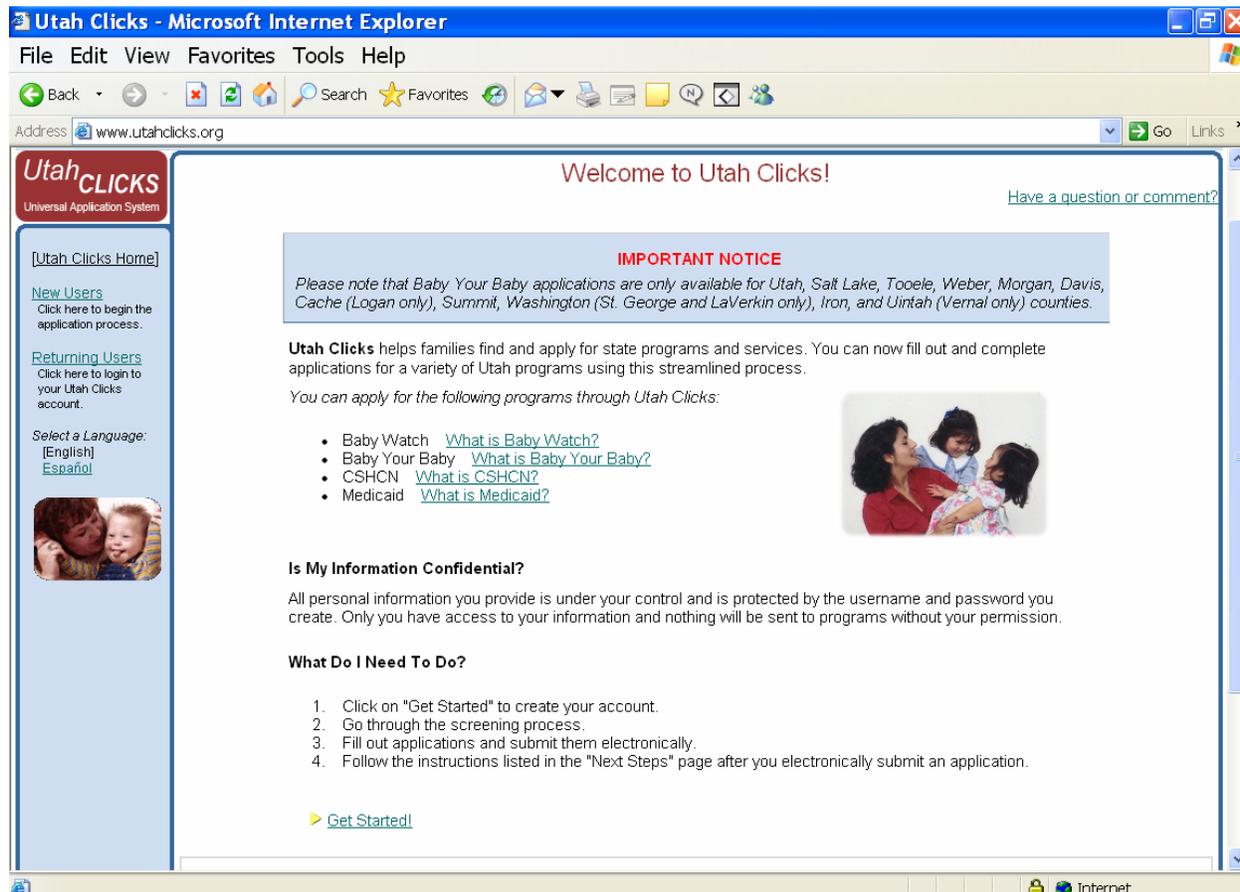


Figure #1 Utah Clicks Home Page

B. CREATE YOUR FAMILY’S ACCOUNT

After clicking on “Get Started” at the bottom of the home page, the woman is taken to a page entitled “Create Your Family’s Account” to enter information to create her account (Figure #2). This includes entering a user name and password. User names must be at least 6 characters in length and are case sensitive. Her password must be at least 8 characters long and include at least one number. It is also case sensitive. There is also a question to help the woman remember her password should she forget it.

Once the applicant has created her account, she may log out at any point in the process and return to it at a later time. She will need to re-enter the system at the home page. On the left side of that page she will click on “Returning User” (see Figure #1, page 5). On the next page she will enter the user name and password and then continue with the application process.

The screenshot shows a web browser window with the address bar displaying https://www.utahclicks.org/Secure_UAS/consumer/edit_account.cfm. The page title is "Create Your Family's Account". On the left, there is a navigation menu for "Utah Clicks Home" with links for "New Users" and "Returning Users", and a language selection option for "English" and "Español". The main content area contains a form with the following sections:

- Your Information**: Fields for First Name, Last Name, Email Address, and Confirm Email Address.
- User Name**: A field with a note: "The user name must be at least 6 characters in length AND cannot contain spaces."
- Password**: Fields for Password and Re-type Password, with a note: "The password must be at least 8 characters long AND contain one character and one number."
- Forgotten Password Help**: A section with a note: "The password reminder question will be asked if you forget your password." It includes a dropdown menu for "Password Reminder Question" (currently showing "-- SELECT QUESTION --") and an "ANSWER" field.
- Create Account**: A button at the bottom of the form.

At the top of the form, there is a blue box with the text: "To begin, enter the requested information below to create your account. This account will allow you to return later and check the status of your applications. If you don't have time to complete the UAS in one session, your account will also let you login and pick up where you left off."

Figure #2 Create Your Family’s Account

C. ENTERING HOUSHOLD MEMBERS INTO THE SYSTEM

After completing the information needed to initiate her account, the woman answers questions to establish household members. She should list all in her household. Later in the process there are questions specific to household size as required for BYB. However, all need to be listed initially so they can be screened by the computer for possible Medicaid eligibility. (See Figures #3 and #4 for examples of the webpages for the Adult and Child Information pages.) When entering birth dates for each family member, it is important to utilize the format noted under and to the right of the text box. Also, after entering each member of the household, click on “Save Adult Information” at the bottom of the left column. The information will then appear at the top of right hand side of the next page under “Adults in Your Household”. If a mistake has been made, simply click on the “Edit/Delete” area beside the individual with incorrect information and you will be returned to the previous page. Simply change the error(s) in the appropriate text box(es), click “Save Adult Information” and continue.

When you have entered all of the adult members of the household, again click on “Save Adult Information”. Another blank “Adult Information” page will appear. Click on “Finished” in the upper right column. This will move you to the next set of questions - the “Child Information” section (see Figure #4).

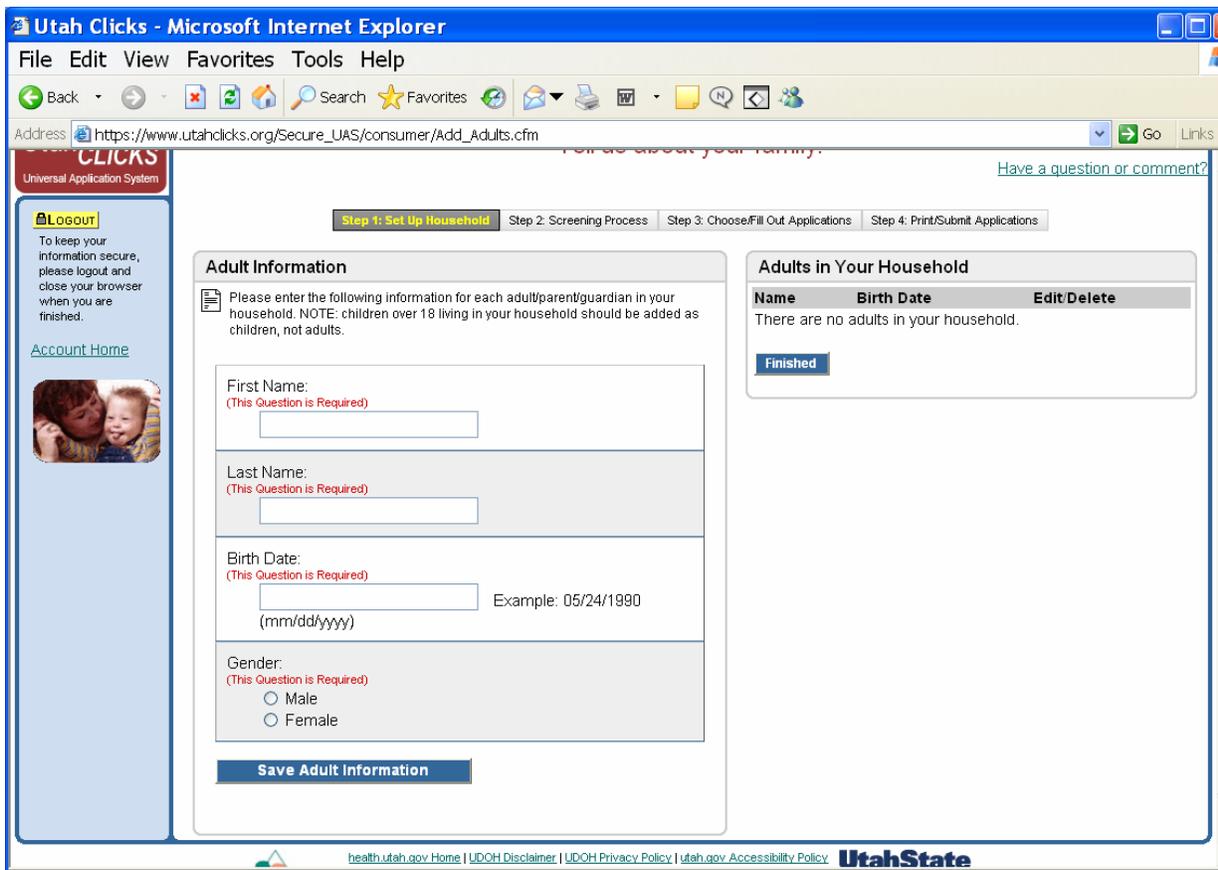


Figure #3 Adult Information

If there are no children in the household, simply click on “Finished” on the upper right hand side of the page to move to the next set of questions. If there are children in the household, enter the information as you did on the “Adult Information” page. In the “Child Information” section, please note that you are asked to select the father/guardian of the child and the mother/guardian of the child. Family members previously entered will be among the selections. If the mother does not know or does not wish to disclose the father of the baby, you can skip that question. However, in the right hand column you will be asked whether or not you meant to skip that question. If you intentionally skipped the question, continue by either selecting “Save Child Information” to enter another child or click on “Finish” to go to a new set of questions.

The screenshot shows a web browser window titled "Utah Clicks - Microsoft Internet Explorer". The address bar shows the URL: https://www.utahclicks.org/Secure_UAS/consumer/Add_Children.cfm. A notification at the top states: "The information for Ima Webshot was successfully added." Below this, there are two main sections:

Child Information

Please enter the following information for each child in your household including children over the age of 18.

First Name: (This Question is Required)

Last Name: (This Question is Required)

Birth Date: (This Question is Required) Example: 05/24/1990 (mm/dd/yyyy)

Gender: (This Question is Required)

Male

Female

Please select the Father or Guardian of this child:

Lives outside household [Add Parents/Guardians to Household](#)

Please select the Mother or Guardian of this child:

Lives outside household [Add Parents/Guardians to Household](#)

Save Child Information

Children in Your Household

Name	Birth Date	Edit/Delete
Ima Webshot	08/24/2003	Edit Delete
Father:	-- Not Specified --	
Mother:	Justfor Webshots	

NOTE: One or more of the children listed above does not have a parent specified. Before continuing, it is recommended that all children be associated with a Father/Guardian and a Mother/Guardian. If this is not possible, for example a parent is deceased, or lives outside the household, then it is alright to continue. Otherwise, please click the "Edit" button to specify a parent.

Finished

Figure #4 Child Information

D. FAMILY MEMBER(S) TO BE SCREENED

Once the household size has been determined, the computer asks which members are to be screened (Figure #5). If the woman does not wish to have certain household members considered for any of the programs, she can unclick their name(s). However, it is recommended that all family members be screened to allow the computer to recommend the highest number of programs for which the family may wish to apply. After clicking on “Continue”, the computer performs a basic screening for all household members that were checked for all programs included in the system. These questions are very general. From the applicant’s responses to these questions, the computer recommends programs the applicant may wish to apply for. However, even if the computer does not recommend a certain program, the applicant is still given the opportunity to complete an application for it under the “Select Applications” section (see Figure #6, page 11).

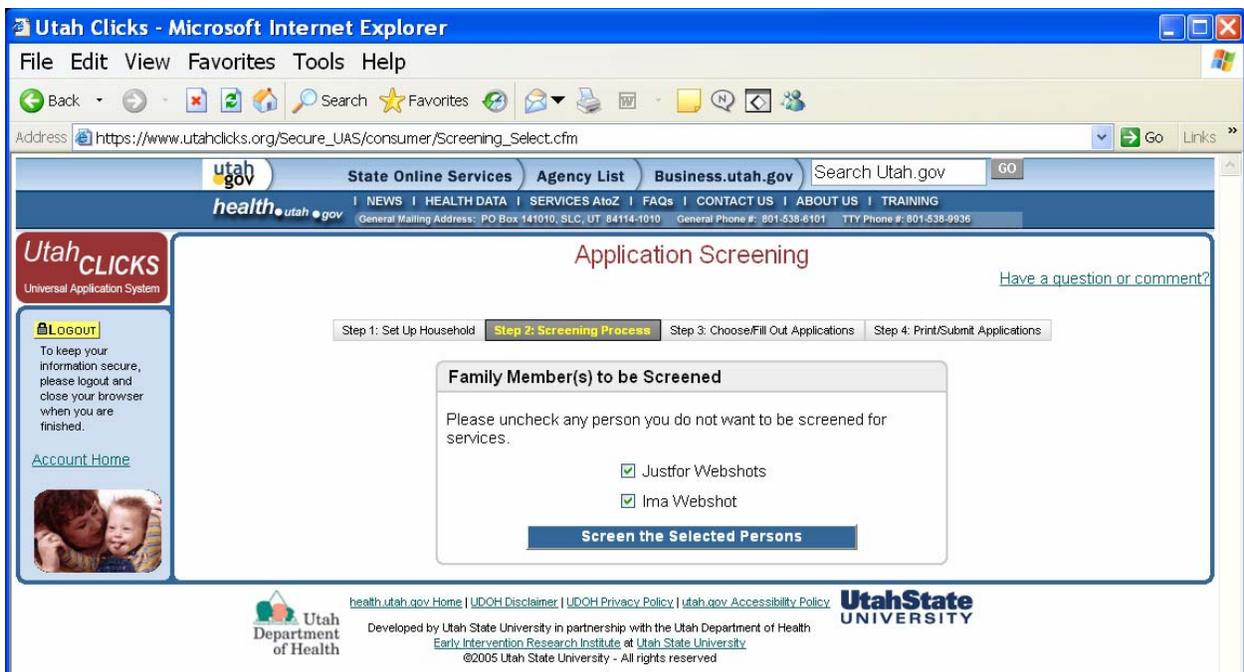


Figure #5 Application Screening

E. GETTING HELP WITH QUESTIONS OR COMPUTER GLITCHES

If the applicant does not understand a question, she can click on a small question mark icon by that question and a pop-up box with a more detailed explanation will appear. If the applicant has problems with the computer program (i.e., it will not load the next set of questions or a similar technical problem), there is a box in the upper right hand side of each page labeled “Have a question or comment” (see Figure #5, page 9). If she clicks on that box, a text box appears. She can explain her problem and it will be sent to the programmers.

F. SELECT APPLICATIONS

Once the applicant has answered all of the general screening questions, a page displaying a list of applications she has completed is shown (Figure #6). All programs for which the woman may be eligible are checked under the column labeled “Fill Out Application”. If a program has not been checked for which the woman wishes to apply, she can simply click on the box beside the program. If you are filling out the application on behalf of the client and do not have time to complete all of the checked applications (Medicaid applications can be quite lengthy), simply unclick the box beside all programs except BYB. If you forget to do this and hit “Continue” at the bottom of the page, simple hit the “Back” button at the top of your Internet page until you have returned to this page; unclick the other applications and then click on “Continue” at the bottom of the page.

Once you have “unclicked” all applications except BYB, the next sets of questions to be answered are the same as those on the paper BYB application. This section will include questions regarding household size and income that are specific to Baby Your Baby.

Utah Clicks - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://www.utahclicks.org/Secure_UAS/consumer/App_Select.cfm

utah.gov State Online Services Agency List Business.utah.gov Search Utah.gov GO

health.utah.gov NEWS | HEALTH DATA | SERVICES AtoZ | FAQs | CONTACT US | ABOUT US | TRAINING
General Mailing Address: PO Box 141010, SLC, UT 84114-1010 General Phone #: 801-638-6101 TTY Phone #: 801-638-9936

Utah CLICKS Universal Application System

Logout
To keep your information secure, please logout and close your browser when you are finished.
Account Home

Select Applications [Have a question or comment?](#)

Step 1: Set Up Household Step 2: Screening Process **Step 3: Choose/Uncheck Out Applications** Step 4: Print/Submit Applications

The following is a list of applications that you or your family can apply for. You may fill out any of the applications listed below even if the person may not be eligible. Click the "Continue" button to fill out the applications you have selected.

Application	Person	Fill Out Application
Baby Watch What is Baby Watch?	✓ Ima Webshot may be eligible.	<input checked="" type="checkbox"/>
Baby Your Baby What is Baby Your Baby?	✓ Justfor Webshots may be eligible.	<input checked="" type="checkbox"/>
CSHCN What is CSHCN?	Ima Webshot may not be eligible . Check the box if you still want to apply.	<input type="checkbox"/>
Medicaid What is Medicaid? Family Application	✓ Your family may be eligible. Please select the name that will be listed as the head of household for this application. <input checked="" type="radio"/> Justfor Webshots <input type="radio"/> Ima Webshot	<input checked="" type="checkbox"/>

Continue

Figure #6 Select Applications

G. ACCOUNT HOME PAGE

When all of the BYB questions have been answered, the next screen (Figure #7) will be the applicant's account page. From this page the woman may view and/or print any/all of the applications and submit them. If she does not wish to submit an electronic application, she can simply print out her application and take it with her to her BYB appointment. It is recommended that applicants always make a copy of their application(s) for their records. See page 16 for instructions regarding the content of the "Links" section.

Utah Clicks - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://www.utahclicks.org/Secure_UAS/consumer/Start_Page.cfm

utah.gov State Online Services Agency List Business.utah.gov Search Utah.gov GO

health.utah.gov NEWS | HEALTH DATA | SERVICES AtoZ | FAQs | CONTACT US | ABOUT US | TRAINING

General Mailing Address: PO Box 141010, SLC, UT 84114-1010 General Phone #: 801-538-8101 TTY Phone #: 801-538-9936

UtahCLICKS Universal Application System

Logout

To keep your information secure, please logout and close your browser when you are finished.

[Account Home]

Edit Your Account

Application Process

Change Household

Select Applications

Submitted Applications

View Completed Questions

Select a Language: (English) Español

Account Home Page

Have a question or comment?

Step 1: Set Up Household Step 2: Screening Process Step 3: Choose/Fill Out Applications Step 4: Print/Submit Applications

CONGRATULATIONS! You have finished answering the questions needed for your applications! REMEMBER: You still need to electronically submit your applications before they can be processed. Follow the instructions below:

Please fill out our simple 8 question survey!

Your Applications

Listed below are the applications you selected to fill out when you last went through the application process:
NOTE: To view applications, pop-up blockers may need to be disabled.

Baby Your Baby	Justfor Webshots	View/Print	Submit
----------------	------------------	------------	--------

This application has not been submitted.

Links

- Go through the application process
- Make changes to persons in your household
- Find applications for which you or your household may be eligible
- Select different applications
- View all applications you have electronically submitted
- Edit Your Account
- View Completed Questions

Figure #7 Account Home Page

H. UAS LEGAL NOTICE

Upon clicking on the “Submit” button, the applicant is presented with a page of legal information (what can/cannot be done with her information, etc.). After reading, she simply scrolls to the bottom of this page and clicks “I Accept” (Figure #8). The system will not advance until the “I read this legal notice” button has been clicked.

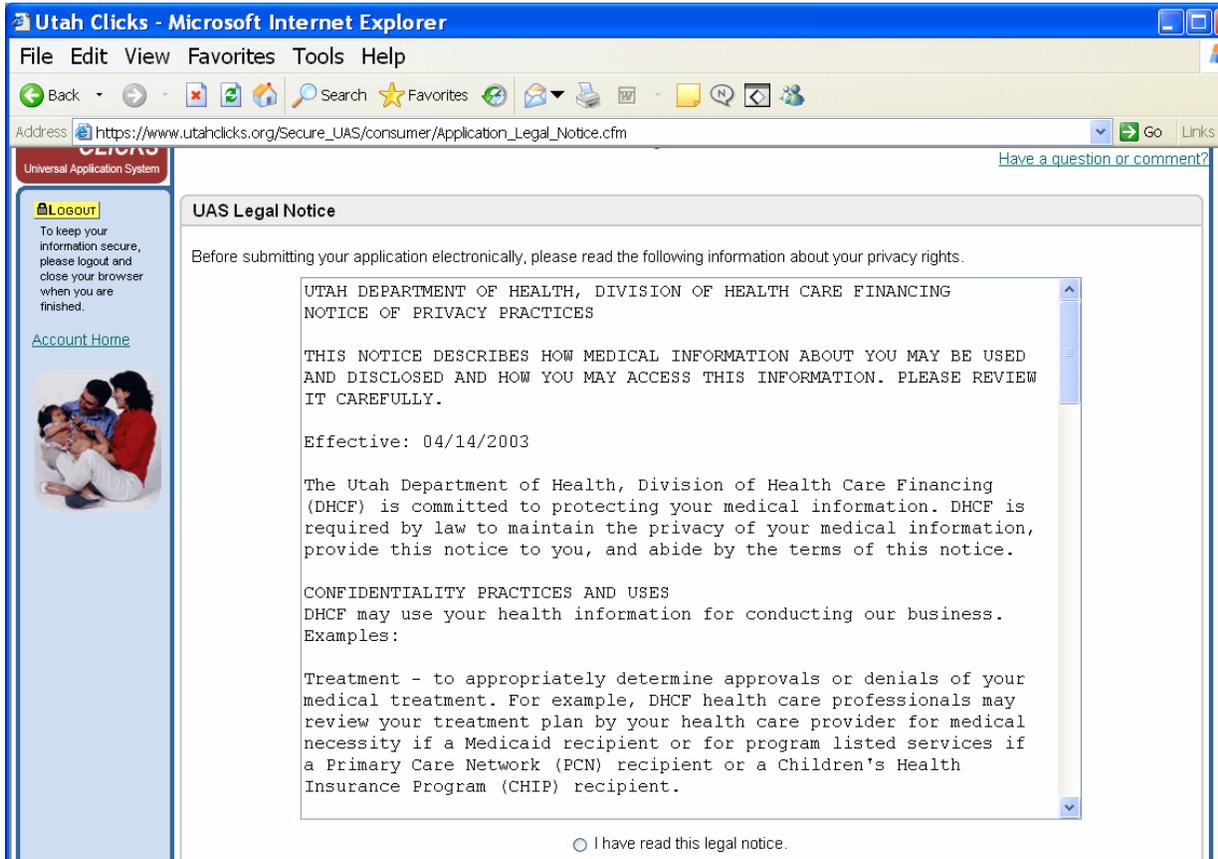


Figure #8 UAS Legal Notice

I. CHOOSE AN OFFICE

This page is a list of offices to which the woman may electronically submit her application (Figure #9). The offices are listed by city with the local health department in whose district the city is located listed second. The woman clicks in the circle in front of the office to which she wishes to submit her application and then clicks on “Send My Application to the Selected Office” at the bottom of that page. Her application is then automatically submitted to that office.

Utah Clicks - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://www.utahclicks.org/Secure_UAS/consumer/Site_Routing.cfm

CLICKS
Universal Application System

[Have a question or comment?](#)

Choose an Office

Application: **Baby Your Baby** Your zip code is: **84114**
Currently, only the following offices are available to accept your application:

<input type="radio"/> Cedar City - Southwest Utah Public Health Department 260 East DL Sargent Dr. Cedar City, UT	<input type="radio"/> Coalville - Summit County Health Department	<input type="radio"/> Farmington - Davis County Health Department 50 East State Street, Room 211 Farmington, UT
<input type="radio"/> Heber City - Wasatch City/County Health Department . 55 South 500 East Heber City, UT	<input type="radio"/> Kamas - Summit County Health Department 110 North Main Kamas, UT	<input type="radio"/> LaVerkin - Southwest Utah Public Health Department . 708 North 195 West LaVerkin, UT
<input type="radio"/> Logan - Bear River Health Department 655 East 1300 North Logan, UT	<input type="radio"/> Ogden - Weber-Morgan Health Department 477 23rd St. Ogden, UT	<input type="radio"/> Park City - Summit County Health Department
<input type="radio"/> Provo - Utah County Health Dept. 151 S University Ave, Suite 2800 Provo, UT	<input type="radio"/> Richfield - Central Utah Health Department	<input type="radio"/> Salt Lake City - Salt Lake Regional Medical Center Takes applications only for women planning on delivering at this hospital, 1050 East South Temple, First Floor Salt Lake City, UT
<input type="radio"/> Salt Lake City - St. Mark's Family Medicine This agency accepts applications only from women planning on receiving prenatal care at this site. , 1250 East 3900 South #260 Salt Lake City, UT	<input type="radio"/> Salt Lake City - University of Utah OB Clinic at S. Main This agency accepts applications only from women planning on receiving prenatal care at this site. , Salt Lake Valley Health Dept., 3195 S. Main Salt Lake City, UT	<input type="radio"/> Salt Lake City - University Sugarhouse Family Health Clinic 1138 East Wilmington Ave. Salt Lake city, UT
<input type="radio"/> Salt Lake City - Utah Department of Health Accepts applications for Salt Lake County residents only	<input type="radio"/> St. George -Southwest Ut. Public Health Department 168 North 100 East St. George, UT	<input type="radio"/> Tooele - Tooele County Health Dept. 151 N. Main Tooele, UT

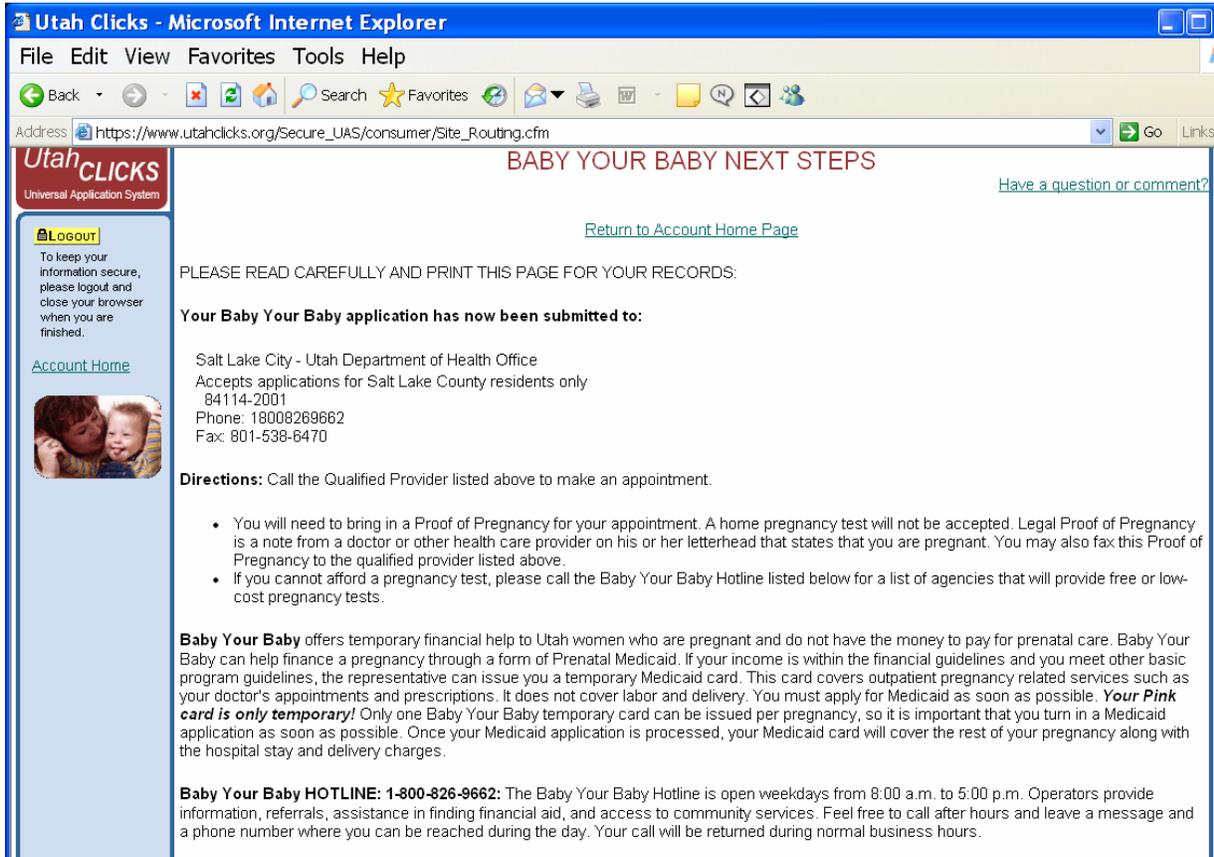
Logout
To keep your information secure, please logout and close your browser when you are finished.

[Account Home](#)

(Figure #9) Choose an Office

J. BABY YOUR BABY NEXT STEPS

Once the application has been electronically submitted, the woman is taken to a page entitled “Next Steps” (Figure #10). The office contact information appears at the top of the page and she is instructed to call that office and schedule an appointment to complete her BYB application. Instructions for the other programs on the system are different.



Utah Clicks - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://www.utahclicks.org/Secure_UAS/consumer/Site_Routing.cfm

Utah CLICKS
Universal Application System

[Have a question or comment?](#)

[Return to Account Home Page](#)

PLEASE READ CAREFULLY AND PRINT THIS PAGE FOR YOUR RECORDS:

Your Baby Your Baby application has now been submitted to:

Salt Lake City - Utah Department of Health Office
Accepts applications for Salt Lake County residents only
84114-2001
Phone: 18008269662
Fax: 801-538-6470

Directions: Call the Qualified Provider listed above to make an appointment.

- You will need to bring in a Proof of Pregnancy for your appointment. A home pregnancy test will not be accepted. Legal Proof of Pregnancy is a note from a doctor or other health care provider on his or her letterhead that states that you are pregnant. You may also fax this Proof of Pregnancy to the qualified provider listed above.
- If you cannot afford a pregnancy test, please call the Baby Your Baby Hotline listed below for a list of agencies that will provide free or low-cost pregnancy tests.

Baby Your Baby offers temporary financial help to Utah women who are pregnant and do not have the money to pay for prenatal care. Baby Your Baby can help finance a pregnancy through a form of Prenatal Medicaid. If your income is within the financial guidelines and you meet other basic program guidelines, the representative can issue you a temporary Medicaid card. This card covers outpatient pregnancy related services such as your doctor's appointments and prescriptions. It does not cover labor and delivery. You must apply for Medicaid as soon as possible. **Your Pink card is only temporary!** Only one Baby Your Baby temporary card can be issued per pregnancy, so it is important that you turn in a Medicaid application as soon as possible. Once your Medicaid application is processed, your Medicaid card will cover the rest of your pregnancy along with the hospital stay and delivery charges.

Baby Your Baby HOTLINE: 1-800-826-9662: The Baby Your Baby Hotline is open weekdays from 8:00 a.m. to 5:00 p.m. Operators provide information, referrals, assistance in finding financial aid, and access to community services. Feel free to call after hours and leave a message and a phone number where you can be reached during the day. Your call will be returned during normal business hours.

Figure #10 Baby Your Baby Next Steps

K. FINISHING THE APPLICATION PROCESS

The woman's account page will indicate which applications have been submitted and the date and time of the submission. She can also view her application from her account page (Figure #11). Applicants can return to their account pages as previously described and make corrections as needed and re-submit the corrected applications. On the right side of the account page under "Links", a woman can make changes to her household, find other applications for programs for which she/her household may be eligible (allows the applicant to go through the screening questions again), select different applications (allows the applicant to go back and complete applications previously recommended but not completed at the time she made her BYB application), view all applications she has electronically submitted, edit her account (this link allows the applicant to change her password) and view completed questions (this is a list of the responses the applicant made to all of the questions on the application[s]). She can also complete a short questionnaire regarding her experience with Utah Clicks. A woman can make as many BYB applications as she desires. She is not "locked out" for a period of time following submission of a BYB application.

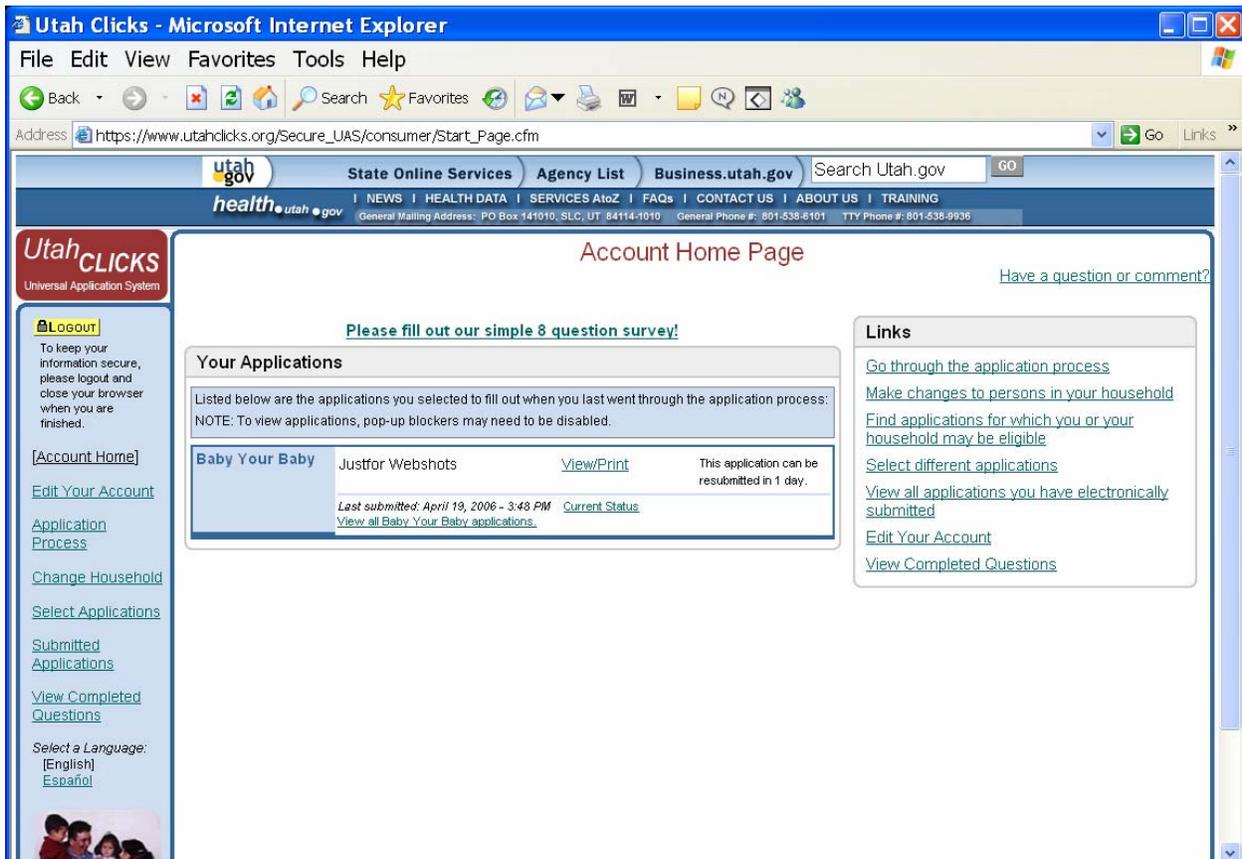


Figure #11 Account Home Page

At this point the applicant portion of the BYB application process is complete. The woman (or worker if the application is being submitted on her behalf by the BYB worker), simply clicks on "Logout" in the left side bar. Logging out is important as it secures the information in the database from unauthorized use.

III. BABY YOUR BABY - WORKER SIDE

A. LEVELS OF ACCESS

There are varying levels of access in the database and access to these levels is based on the type of security level that was requested for you by the program manager. Each level of access permits different management possibilities. At the top of the security hierarchy are the programmers of the database – Utah State University’s Early Intervention Research Institute personnel. Next come the various program managers for each of the programs included in the system - for Baby Your Baby it is the Utah Department of Health, Reproductive Health Program’s nurse consultant (see “Contacts” in Appendix A, page 38). The next level of management is the Regional Administrator. This level is appropriate for agencies with multiple sites. Office Managers are in the next level. This level is generally utilized for agencies with one site but multiple workers. Intake worker sits at the bottom of the hierarchy and is not currently being utilized.

Each worker can access his/her own level in the database plus those below. It is not possible to access portions of the database above one’s assigned level. Thus, the program manager can create new offices and regions; assign and delete regional and office managers and intake workers and open all applications on the BYB portion of the system. The regional administrator can assign and delete intake workers, assign applications to workers, reassign applications to other offices and work any application coming into his/her region. The regional administrator cannot create new offices and regions or assign and delete regional and office managers. Office managers can assign and delete intake workers, assign applications to workers, reassign applications to other offices and work any application coming into his/her office. The office manager cannot create new offices and regions or assign and delete regional administrators and office managers. The intake worker can receive applications and work assigned applications. He/she cannot assign applications to other workers, reassign applications to other offices and work any application other than those in his/her own box.

B. GETTING ACCESS TO THE SYSTEM

Before you can view electronic applications or manage them, you must first gain access to the system. This must be done on your behalf by the BYB Program Manager. This individual will request access to the appropriate security level in the Utah Clicks database for you from the system host, currently Utah State University's Early Intervention Research Institute. The program manager will send you an e-mail with a user name and password needed to activate your account. Shortly thereafter, you will receive an e-mail from the database host. In that e-mail is a very long Internet address (URL). Click on it. You will be taken to Utah Clicks and asked to enter "the password your supervisor gave you". This is the password in the e-mail the program manager sent you. Enter it. Remember, it is case sensitive! You will then be asked to change that password. You **MUST** do this to activate your account. No one but you will have access to the password you enter. Please write it down but keep it in a secure area. Remember, the Utah Clicks database contains numerous names, addresses, phone and social security numbers as well as income, etc. Also, remember that when you are working with the database, if you leave your desk – **LOG OUT!** Walking away from your desk with the program open also leaves the door open for anyone to access information in the system. You must maintain strict confidentiality of this database!

Once you have activated your account, you can view and manage BYB applications. When you return to Utah Clicks to view and manage electronically submitted applications, you will enter the home page via the Internet address (URL): www.utahclicks.org On the left hand side of the home page, click on "Returning Users" (see Figure #12).

The screenshot shows the Utah Clicks Home Page. At the top, there is a navigation bar with links for 'State Online Services', 'Agency List', and 'Business.utah.gov'. A search bar is located on the right side of the navigation bar. Below the navigation bar, there is a 'Welcome to Utah Clicks!' message. To the right of this message is a link that says 'Have a question or comment'. Below the welcome message is an 'IMPORTANT NOTICE' box. The notice states: 'Please note that Baby Your Baby applications are only available for Utah, Salt Lake, Tooele, Weber, Morgan, Davis, Cache (Logan only), Summit, Washington (St. George and LaVerkin only), Wasatch, Iron, and Uintah (Vernal only) counties.' Below the notice, there is a section titled 'Utah Clicks helps families find and apply for state programs and services. You can now fill out and complete applications for a variety of Utah programs using this streamlined process.' This is followed by a list of programs: 'Baby Watch', 'Baby Your Baby', 'CSHCN', and 'Medicaid'. Each program has a link to 'What is [Program Name]?'. To the right of this list is a small image of a woman holding a baby. Below the list of programs is a section titled 'Is My Information Confidential?' which states: 'All personal information you provide is under your control and is protected by the username and password you create. Only you have access to your information and nothing will be sent to programs without your permission.' Below this is a section titled 'What Do I Need To Do?' with a list of four steps: 1. Click on "Get Started" to create your account. 2. Go through the screening process. 3. Fill out applications and submit them electronically. 4. Follow the instructions listed in the "Next Steps" page after you electronically submit an application. On the left side of the page, there is a sidebar with a 'Utah Clicks' logo and the text 'Universal Application System'. Below the logo are links for '[Utah Clicks Home]', 'New Users', and 'Returning Users'. There is also a language selection section with 'English' and 'Español' options. At the bottom of the sidebar is a small image of a family.

Figure #12 Utah Clicks Home Page

You will then need to enter the user name found in the e-mail the program manager sent you and the new password you entered when you activated your account (see Figure #13).

[utah.gov](#) | [State Online Services](#) | [Agency List](#) | [Business.utah.gov](#) | Search Utah.gov

[health.utah.gov](#) | [NEWS](#) | [HEALTH DATA](#) | [SERVICES AtoZ](#) | [FAQs](#) | [CONTACT US](#) | [ABOUT US](#) | [TRAINING](#)
(General Mailing Address: PO Box 141010, SLC, UT 84114-1010) General Phone #: 801-636-6101 TTY Phone #: 801-636-9936

UtahCLICKS
 Universal Application System

[Utah Clicks Home](#)
[New Users](#)
 Click here to begin the application process.
[Returning Users]
 Click here to login to your Utah Clicks account.
 Select a Language:
[\[English\]](#)
[Español](#)



Welcome to Utah Clicks!
[Have a question or comment?](#)

IMPORTANT NOTICE

Please note that Baby Your Baby applications are only available for Utah, Salt Lake, Tooele, Weber, Morgan, Davis, Cache (Logan only), Summit, Washington (St. George and LaVerkin only), Wasatch, Iron, and Uintah (Vernal only) counties.

Returning Users Login

Please enter your login information below.
 User names and passwords are case-sensitive.

User Name:
 Password:
[Forget Your Password?](#)

To view PDF documents, you will need Adobe Acrobat Reader: 

Install the latest browser for added security:
 





Figure #13 Returning Users Login

The next page is your own account page and will be labeled with your database access level – regional administrator, office manager or intake worker (see Figure #14). Please note that if you are a regional administrator you may first be taken to a page with the various offices in your region. At that page select the office whose applications you wish to manage and click on it. You will then be taken to an inbox for that site. Please note - Depending on how your particular agency/site is set-up, your pages may open in a slightly different manner.

Utah CLICKS
Universal Application System

Logout
To keep your information secure, please logout and close your browser when you are finished.

[Program Home](#)
[Office Administration](#)
[Office Home](#)
[Unassigned Applications](#)
[Search](#)
[Reports](#)

Office Administration - Baby Your Baby, Park City - Summit County Health Department
[Have a question or comment?](#)

Statistical Overview

Unassigned Applications (Non-archived)	0
Number of applications submitted today	0
Average number of applications submitted per day	1

[More Statistics](#)

Park City - Summit County Health Department Intake Workers

Click the intake worker name to manage their applications.

Apps	Name	Username		
0	Sylvia White (Manager)	carose	Edit	Delete

[Add Intake Workers](#)

Number of Applications in Status
(for non-archived applications)

Denied - Applicant failed to follow through.	0
Denied - Applicant does not live in Utah or intend to live in Utah	0
Approved	0
Assigned	0
Received	0
Denied - Applicant is on CHIP	0
Denied - Applicant is not pregnant	0
Pending	0
Denied - Applicant no longer interested	0
Denied - Applicant earns too much money for his/her household size	0
Denied - Incomplete or inaccurate information on application	0
Denied - Applicant is already on Medicaid	0
Reviewed	0
Denied - Applicant not a US citizen or legally admitted for permanent residence by BCIS	0
Denied - Applicant has already received the one Baby Your Baby card allowed per pregnancy	0
Total number of applications in status:	0

Figure #14 Sample Baby Your Baby Worker Account Page

C. ASSIGNING APPLICATIONS – FOR REGIONAL ADMINISTRATORS AND OFFICE MANAGERS

At the top left hand side of your own Regional Administrator or Office Manager home page is an area labeled “Statistical Overview” (see Figure #14). Under that heading is “Unassigned Applications”. On the left side bar is also a heading labeled, “Unassigned Applications”. By clicking on either of these areas you will be presented with a list of electronically submitted applications that have not yet been assigned to any worker (see Figure #15).

The screenshot displays the 'Unassigned Applications (Non-archived)' interface. On the left is a navigation sidebar with 'Logout', 'Program Home', 'Office Administration', 'Office Home', 'Unassigned Applications', 'Search', and 'Reports'. The main content area features a table of applications. The table has columns for Applicant, Application, View, Submitted, and Status. A single application is shown for 'Garbo, Greta' with status 'Pending'. Below the table is a legend with four items: an envelope icon for 'not viewed/opened', an envelope with a checkmark for 'viewed/opened', a green checkmark for 'resolved', and a yellow warning triangle for 'exceeded maximum days allowed'. At the bottom, there are links for 'health.utah.gov Home', 'UDOH Disclaimer', 'UDOH Privacy Policy', 'utah.gov Accessibility Policy', and the Utah State University logo.

Figure #15 Unassigned Applications (Non-archived)

To assign an application to a worker, click on the box in front of the applicant’s name that you wish to assign. At the bottom of the list of applications is a drop down menu labeled, “Select Intake Worker”. Click on it and in the drop down menu that will appear highlight the worker to whom the checked application is to be assigned and then click on “Assign to this Intake Worker”. The application will vanish from the “Unassigned Applications” area and appear in the selected worker’s box. You can also assign applications to other workers from your own in box following the same procedure. Intake workers are not able to assign applications to another worker.

D. YOUR INBOX - FOR REGIONAL ADMINISTRATORS AND OFFICE MANAGERS

Getting to your inbox -

To access an application to manage it, first enter the Utah Clicks home page at www.utahclicks.org. In the left side bar (the light blue rectangle on the left side of the home page), click on “Returning User” and enter your user name and password (see Figures #12 & 13, pages 18 & 19). You will be taken to a page labeled “Office Administration–Baby Your Baby- (your office’s name, for example: Cedar City, Southwest Utah Health Department)” [see Figure #14, page 20]. On that page, go down to the left hand side of the page and under “Intake Workers”, click on your name. The next page you see will be labeled “Applications for (your name)”. All of the unarchived applications assigned to you will be listed (see Figure #16 below).

The screenshot shows the 'Utah Clicks' interface. The main heading is 'Applications for Patricia Morley (Non-archived)'. Below this is a table with columns: Applicant, Application, View, Submitted, and Status. One application is listed: 'Webshots_Justfor' by 'Webshots_Justfor', submitted on 04/19/2006 3:48 PM, with a status of 'Reviewed'. The application icon is a closed envelope with a yellow triangle and exclamation point. Below the table is a section for assigning applications to an intake worker, with a dropdown menu set to '-- Select Intake Worker --'. A legend at the bottom explains the icons: a closed envelope means not viewed, an open envelope means viewed, a green checkmark means resolved, and a yellow triangle with an exclamation point means the application has exceeded its maximum days in an unresolved status.

Figure #16 Applications for

Navigating your inbox -

There are 5 headings in the “Applications for (your name)” box: “Applicant”, “Applications”, “View”, “Submitted”, and “Status” (see Figure #16). In front of the applicant’s name is an empty square. When selecting an application to assign, you will need to click on that box to let the computer know which application you are assigning. The little envelope in front of the applicant’s name indicates whether or not the application has been viewed. The envelope in front of unviewed applications is closed. Once it has been viewed, it will open. A green ✓ in front of the envelope indicates an application that has already received a resolution status (see pages 24-26 for information on resolutions status). An exclamation point in a yellow triangle in front of the envelope indicates that the application has remained in an unresolved status over 5 days.

Under “Applicant” the name of the applicant is listed. It is in light blue and underlined. Clicking on the name will take you to the “Manage Application” page. Under the heading “Application” the application’s language is noted (English or Spanish) along with the type of application – it will always say Baby Your Baby. The next heading is “View”. Clicking on the

icons beneath that heading will allow you to open the actual electronically submitted application. (See “Viewing an applicant’s Baby Your Baby application” below for details on opening the application in a readable format.) The date and time that the application was electronically submitted appears under “Submitted”. The heading on the far right of the box that is labeled “Status” indicates the application’s current status: received, reviewed, assigned, pending, approved or one of the reasons for denial.

Viewing an applicant’s Baby Your Baby application –

There are 2 icons under “View” (see Figure #16, page 22). One has red print and is a PDF file and the other has green print and is an Excel document. Ignore the green Excel file. If you open it, simply click it closed. It is merely a long list of the applicant’s responses but lacks the formatting of the BYB application. You will want to utilize the red PDF file to view the application. To open and view the application in the same format as the paper application, click on the icon. It takes awhile for the completed application to appear but it will be identical to the paper BYB application with which you are familiar. If the application is blank, hit F5 on your keyboard and the application information should appear.

WARNING! The application is built as a pop-up. If you have a pop-up blocker on your computer you will need to temporarily disable it or you will not be able to view the application. If you do not know how to do this, please speak with your office’s information technology personnel.

The PDF file is a read only file. Therefore, you may only view the application. Changes cannot be made to the application. This is to safeguard the applicant’s information – only she can change it by going in to her account page and clicking on the appropriate link on the right hand side under “Links”. Even if you were to type on the PDF document, the changes would be deleted when you close the file.

Assigning applications to other workers -

From your “Applications for (your name)” page, as a regional administrator or office manager you may also assign an application to another regional administrator, office manager or intake worker. (See the instructions under “III, C. Assigning Applications for Regional Administrators and Office Managers” on page 21). If a regional administrator or office manager assigns an application to a specific worker, the “Status” on the “Unassigned Applications” page and “Current Status” on the “Manage Applications” page will change to “Assigned”.

E. MANAGING AN APPLICATION FOR REGIONAL ADMINISTRATORS, OFFICE MANAGERS AND INTAKE WORKERS

In your in box, click on the blue underlined name of the client whose application you want to manage. *Note: As a Regional Administrator or office manager you can also manage an application from the “Unassigned Applications” area under “Statistical Overview” on your “Office Administration” page. Simply click on the applicant’s name and proceed as follows.* You will be taken to a page labeled “Manage Applications”. All of the various functions you need to manage the client’s application - “Change Status,” “Add Notes,” “Archive,” “History” and “Reassign” - are on this page. You can either scroll down the page or use the links at the top of the page to find the appropriate area.

The screenshot displays the 'Manage Application' interface. At the top, there are navigation links for 'Return to Unassigned Applications (Non-archived)', 'Change Status', 'Add Notes', 'Archive', 'History', and 'Reassign'. The main content is divided into sections: 'Applicant Information' (Greta Garbo, Baby Your Baby, English, 122 main st cedar city, UT 84720, 435-800-1111), 'Application Status' (Current Status: Pending), 'GENERAL STATUS OPTIONS' (Denied - Applicant failed to follow through), and 'RESOLVED STATUS OPTIONS' (Approved). Each status option section includes a dropdown menu and a 'Change to Selected' button. A sidebar on the left contains a 'Logout' button and a 'Program Home' link. The bottom of the page has 'Add Notes' and 'Archive/Unarchive' buttons.

Figure # 17a Manage Application

Applicant information –

Under this heading is the applicant’s name, application type (again, it is always BYB), application language and the 2 icons including the red PDF file needed to view the application in the standard BYB application format. The applicant’s address is also noted and, if applicable, the applicant’s e-mail is present.

Changing the application status –

Beneath the “Applicant Information” section the current status is displayed in the “Application Status” area. When you change an applicant’s status, the change will appear in this area. There are 2 types of status change categories: “General Status Options” and “Resolved Status Options” (see Figure #17a).

General Status Options (see Figure #17a):

The five categories under this heading are not final. They can be changed by the worker. They are:

- Denied – Applicant failed to follow through
- Denied – Applicant no longer interested
- Denied – Incomplete or inaccurate information on application
- Pending
- Reviewed

After submitting an electronic application, the application comes into the BYB office labeled simply “Received”. Once a worker opens the application, the status can be changed to “Reviewed”. After reviewing the application, if the worker is not ready to make a determination, for example, the proof of pregnancy has not been received, the status can be changed to “Pending”. Once the impediment to final determination has been resolved, the status can be changed.

After submitting an electronic application, it is the applicant’s responsibility to call the Baby Your Baby office to schedule an appointment to complete her application. This follow-up can be done in person or via phone at the discretion of the Baby Your Baby worker. If after a period of time established by the office (perhaps 1 or 2 weeks) the applicant has not contacted the office, it is desirable to remove the application from your inbox to prevent a long list of applications from collecting in it. This is done by archiving the application (see page 28 for instructions). However, applications in “Received”, “Reviewed” or “Pending” status cannot be archived. Therefore, it is necessary to assign one of the denied status options listed above. If the “orphaned” application appears complete, the first option above, “Denied – Applicant failed to follow through” would be the best option. If however, the “orphaned” application appears incomplete (some applications have been submitted with only a name and very little else), the third option above would be best, “Denied – Incomplete or inaccurate information on application”. However, you could also use the first option if you so desire. There is no hard or fast rule as to which of those 2 options should be used. From time to time an applicant will decide after submitting her application that she is simply no longer interested in getting on Baby Your Baby. In these cases, obviously, the second option, “Denied – Applicant no longer interested” is the most appropriate. If at a later time the applicant does follow-up, provides the lacking information or decides that she now is interested, her status can be changed. However, review the information on the application to assure it is still accurate, especially the income, if the month a final determination is to be made is different from the month the applicant submitted her application. To change an applicant’s status to one of those listed above, click on the down arrow under “General Status Options” and, in the drop down menu that will appear, highlight the appropriate status. Once highlighted, click on the box below the drop down menu labeled “Change to Selected General Status”. The new status should appear next to the heading “Current Status”.

Please note: If after assigning a “General Status Option”, you reassign the application to another worker, the application’s status will return to “Assigned” in the new worker’s inbox. However, the General Status Option” you had assigned it, for example” Pending”, will remain in the “Application History” section (see page 28).

Resolved Status Options (see Figure #17b, page 26):

There are 8 possible resolved status categories:

- Approved
- Denied – Applicant does not live in Utah or intend to continue to live in Utah

- Denied – Applicant earns too much money for his/her household size
- Denied – Applicant has already received the one Baby Your Baby card allowed per pregnancy
- Denied – Applicant is already on Medicaid
- Denied – Applicant is not pregnant
- Denied – Applicant is on CHIP
- Denied – Applicant is not a US citizen or legally admitted for permanent residence by BCIS

These categories are the same as those on the back of the paper Baby Your Baby application. As with the “General Status Options”, to select one, click the down arrow below the “Resolved Status Options”. In the drop down menu that appears, highlight the selected status and then click on the box below labeled “Change to Selected Resolved Status”. The new status will appear next to the heading “Current Status”. **Once selected, the resolved status cannot be changed.** If you inadvertently change an application to an incorrect resolved status, you will need to contact the Baby Your Baby online program manager (see contact list on page 38) to have the status changed. When calling the program manager to request a change, please specify the applicant’s name and desired corrected status. If the change is to a denial reason, please specify which of the above denial reasons is correct.

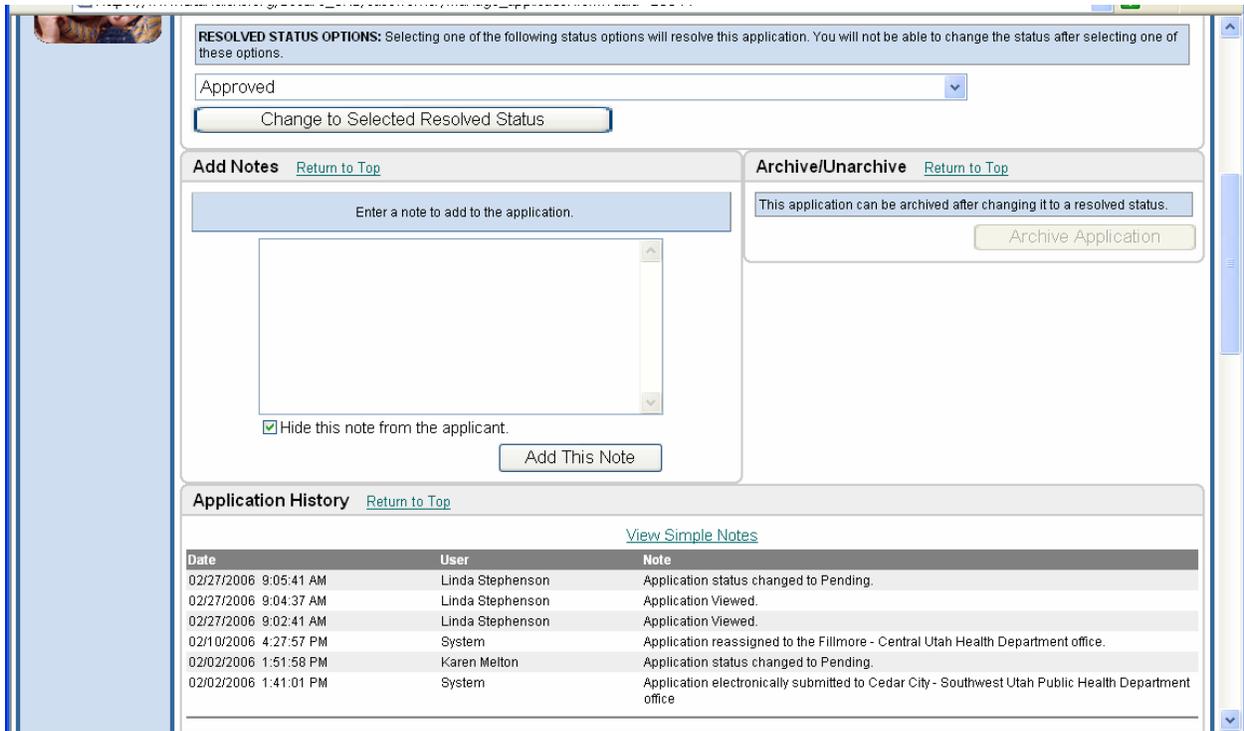


Figure 17b Manage Application – Resolved Status Options, Add Notes, Application History & Archive/Unarchive

Add notes –

The “Add Notes” section located immediately below the “Resolved Status Options” may be utilized to share information with the applicant, other BYB workers or with Medicaid. Messages are typed in the text box. To share information with the applicant, it is necessary to unclick the “Hide this note from the applicant” box. You may find it helpful to add a note to the applicant in cases where she has failed to call for an appointment. This message will then appear on the

applicant's account page for her viewing. However, this attempt to contact the applicant is not required. When sharing information with other workers or with Medicaid, there is no need to share the information with the applicant and you simply can leave the "Hide this note from the applicant box" checked. All notes whether to Medicaid or another worker should always be of a professional nature as would be the case with any chart notes. Remember upon completing the note to click on the box labeled "Add This Note." Unless it is clicked, your note will not be saved. The text of your note will then appear in the "Application History" section further down the page.

If you approve an application, a note to Medicaid is required. Essential information needed to enter the application into Medicaid's computer system is not present on the locked PDF file of the application. This missing information is provided to Medicaid in the "Add Notes" section. The approved application will automatically be sent to Medicaid via the Utah Clicks system. Do not fax or mail a hard copy of an application submitted online to Medicaid. Mailing or faxing a copy of an electronically approved application will only create confusion and more work for Medicaid.

Required Medicaid Note for Approved Applications (formerly known as the "Buni Note") –

The following information does not appear on the print out of the PDF Baby Your Baby application: eligibility dates, WIC referral (#12)*, response to attestation question (#13)*, interpreter use and information, medical verification of pregnancy (#14)*, estimated date of delivery (#15)*, certification of eligibility by the BYB worker (#16)*, reason for denial (#17)*, Baby Your Baby Office name and address and the BYB worker's name and phone number. Some of this information is required by Medicaid to enter the approved application into their computer system. This required information must be entered manually by the BYB worker as a note under the "Add Notes" section on the "Manager Applications" page. Either before or after you change the applicant's status to "Approved" under the "Resolution Status Options" area, enter the following information in the order below under "Add Notes". After entering the information, be sure to click on "Add This Note" under the text box or the note will not be saved. Since this note is interoffice "chatter", there is no need to unclick the "Hide this note from the applicant box". **This note is required for all approved applications. Without it, the application cannot be entered into Medicaid's computer resulting in denied claims for reimbursement!****

Date of Note – Medicaid

Eligible from: thru:

Estimated Due Date (EDD or EDC)

If you entered a program number ("dummy number"), list it

Indicate changes to the electronic application such as corrections of misspelled names, corrections to addresses, phone numbers, social security numbers, etc.

Enter your name (BYB worker), agency (for example: Southeastern UT Health Dept. – Blanding) and phone number

*Refers to the number of the question on the paper BYB application.

**It is hoped that as the result of a scheduled enhancement to the system in the fall of 2006, the information required in this note will be in a drop down menu making entry of this data easier.

The following information although not present on the electronic application, should not be entered into the note – WIC referral, interpreter use and verification of pregnancy. Medicaid is not interested in WIC referrals or interpreter use and assumes you would never approve an application for which you had no medical proof of pregnancy. However, the BYB Program still requires the BYB worker to make WIC referrals, note if an interpreter was utilized and it is still a federal regulation that the applicant’s pregnancy must be medically verified – you just do not need to include it in the Medicaid note. The information for #13 on the BYB application (“I have provided the answers to the above questions. I swear that the answers I have given are complete and correct.”) is now asked of the applicant after she selects the office to which she wants her application sent. She reads the legal disclaimer and then the two statements noted above. If she agrees with the statements, she types her name in the box provided and her application is submitted. If she does not type in her name, her application will not be submitted.

Application history –

Also on the “Manage Applications” page is the section entitled “Application History” (see Figure #17b, page 26). This area allows you to view any notes you have added and can serve as a check to make sure they have been saved. It also provides a complete history of the dates and times an application’s submission, assignment, viewing, reassignment, status changes and the person(s) responsible for the activity.

Archiving/Unarchiving applications –

Once the applicant’s status has been changed to any of the reasons for denial under either the “General Status Options” or “Resolved Status Options” or has been “Approved”, the application may be archived (see Figure #17b, page 26). Remember, applications left in “Received”, “Reviewed”, “Assigned”, or “Pending” cannot be archived and will remain in your inbox. It is recommended that you archive an application once you have denied it under either the “General Status” or “Resolved Status” categories or approved it. Maintaining a long list of unarchived applications in your inbox can become cumbersome. If you do not manually archive approved or denied applications, it will automatically be archived after 30 days and vanish from your inbox.

When the status of an application permits archiving, the “Archive/Unarchive” bar will be highlighted. Simply click on the “Archive Application” bar below the box and the application will disappear from your inbox.

If at a later time you need to find an archived application, go to your “Administration Page” if you are a regional administrator or “Manage Offices” if you are an office manager. In the left side bar, click on “Search”. You can also access the “Search” button from your own inbox as can intake workers. (See “Searching for Applications” on page 30.)

To unarchive an application, after locating the application through an archive search, in the “Archive Search Results” field, click on the client’s name (See Figure #19 on page 31). This will take you to the “Manage Application” page. Scroll down to the “Archive/Unarchive” area and click on “Unarchive”. You may then manage the application (See page 24-29).

Reassigning applications – for Regional and Office Managers -

From time to time a woman may submit her application to the wrong office. She may simply have clicked the wrong button; did not know where her closest office was or there may not have been an office available online that was near her. It is also possible that the applicant anticipated

moving to the area covered by the office to which she submitted her application. In any case, it is wise to attempt to contact the applicant – whether by phone or through a note on her account page - to see if reassigning the application is in her best interest. However, this contact is not required. Please closely observe the applicant’s confidentiality when attempting to contact her.

If it is determined that the application does need to be reassigned, in your box, click on the applicant’s name. This will take you to the “Manage Applications” page. Scroll down the page to the heading “Reassign Application to Another Office”.

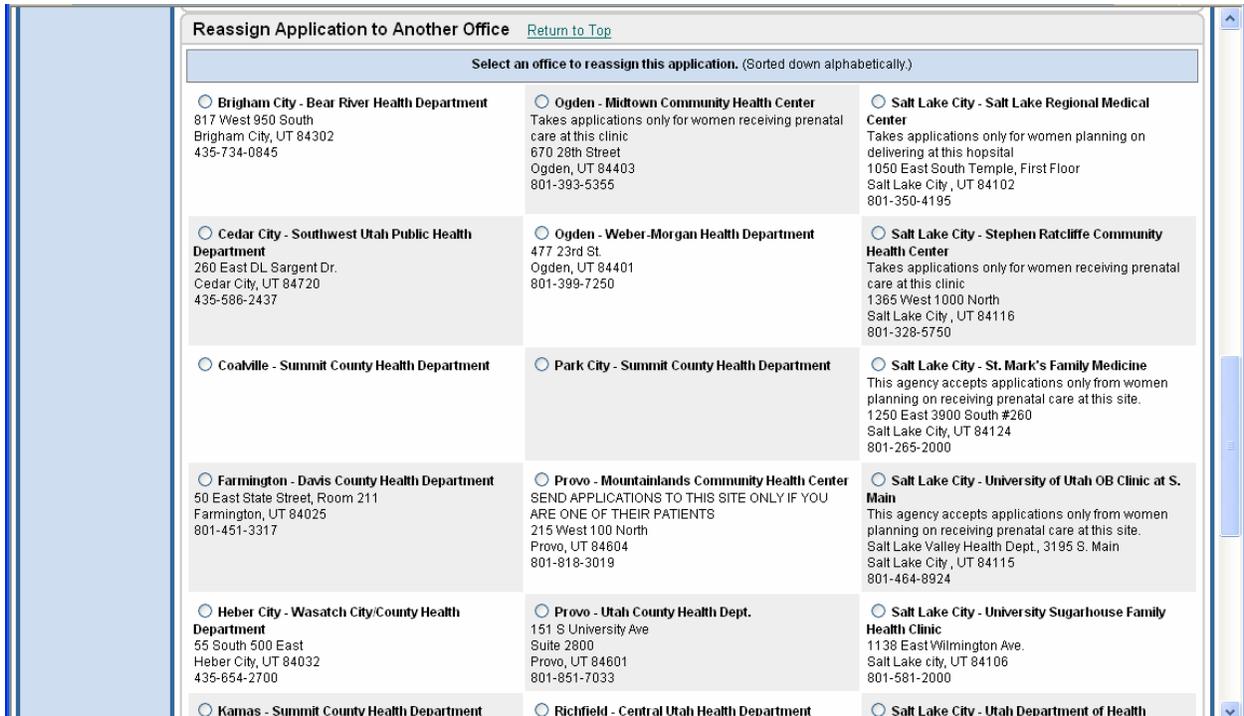


Figure #17c Reassign Application to Another Office

Click on the office to which you want the application sent and, at the bottom of that section, click on “Reassign This Application to the Selected Office” (not visible in Figure #17c). The application will disappear from your inbox and reappear under the “Unassigned Applications” section of the office to which you reassigned it.

F. SEARCHING FOR APPLICATIONS

All levels of access to the database may search for both unarchived (those applications still in the unassigned area or in someone’s inbox) and archived applications for which they have clearance in the system. In other words, if you are an intake worker, you may only search for applications with which you have worked but office managers and regional administrators can access not only applications with which they have worked but also those of other office managers or intake workers within their agency. To begin a search, click on “Search” in the left side bar of your inbox or on the “Manage Applications” page. On the next page you will need to specify whether the search is to focus on unarchived applications (“Applicant Search”) or archived applications (“Archive Search”).

Searching the Archives

When the “System Search” page opens, under “Search Type” click on “Archive Search” (see Figure 18).

The screenshot shows the 'System Search' interface. On the left is a navigation sidebar with 'Logout', 'Program Home', 'Manage Offices', '[Search]', and 'Edit Account'. The main content area is titled 'System Search' and contains a 'Search for Applicants/Archived Applications' section. A text box explains that partial information can be used for searches, such as entering 'John' to find all last names containing 'John'. Under 'Search Type', 'Archive Search' is selected. The form includes fields for First Name (Greta), Last Name (Garbo), SSN (with format 123456789), Email, Zip Code, Street, City, and Phone (with format 123-456-7890). A 'Date Range for Search' section has two empty date fields. At the bottom are 'Perform Search' and 'Clear Search results' buttons. The footer contains links to health.utah.gov Home, UDOH Disclaimer, UDOH Privacy Policy, and utah.gov Accessibility Policy, along with the Utah State logo.

Figure #18 System Search - Archive Search

The system will permit you to search all archived applications for your program. You will not need to complete all the information on the search page. You can search with partial information if needed. For example, if you are searching for an archived applicant’s file with the last name of “Johnson”, you can enter “John” and Utah Clicks will search for all last names containing the word “John”. There is also an option of searching by social security number or for a range of dates. After entering the appropriate information, click on “Perform Search” at the bottom of the page.

Under “Archive Search Results” the information will be displayed in same formatting as an application listed under “Unassigned Applications” or in your inbox. By clicking on the applicant’s name, you will be taken to the “Manage Applications” page and can continue per previous instructions in this section (See Figure #19 below).

[Clear Search results](#)

Archive Search Results [Return to Top](#)

Click on the applicant's name to manage the application.

Show applications per page. Applications 1 - 1 of 1 First | Previous - Next | Last

Applicant	Application	View	Submitted	Status
Webshots_Justfor <i>Previous Intake Worker(s): Patricia Morley</i>	English - Baby Your Baby		04/19/2006 3:48 PM	Denied - Applicant f

Applications 1 - 1 of 1 First | Previous - Next | Last

Legend
[Return to Top](#)
 This application has not been viewed/opened.
 This application has been viewed/opened.
 This application has been resolved. The status has been changed to a resolved status.
 The time this application has been in this status has exceeded the maximum days allowed.
 (Move cursor over exclamation point to view an explanation.)

Utah
Department
of Health

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[Early Intervention Research Institute at Utah State University](#)
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UtahState
UNIVERSITY

Figure #19 Archive Search Results

Applicant Search

To search for an application that is still in a worker's in box or is unassigned, click on "Search" in the left side bar. When the "System Search" page opens, under "Search Type", click on "Applicant Search". If an application is found under "Applicant Search", it will be displayed on the "Applicant Search Results" page. It will provide you with the applicant's name, address, phone number and e-mail. It will also note the type of application (always Baby Your Baby), the electronic submission date and name of the office to which it was submitted.

close your browser when you are finished.

[Program Home](#)
[Manage Offices](#)
[Office Home](#)
[Search](#)
[Edit Account](#)



Search Type: Applicant Search
 Archive Search

First Name: Street:
Last Name: City:
SSN: City:
Format: 123456789
Email:
Zip Code: Phone:
Format: 123-456-7890

Date Range for Search
Search for applications submitted between: and
Format: mm/dd/yyyy

[Clear Search results](#)

Applicant Search Results [Return to Top](#)

Show addresses per page. Addresses 1 - 1 of 1 First | Previous - Next | Last

Your search found 1 records.

Greta Garbo

Contact Information History:
History of all changes made to contact information:
122 main st
cedar city, UT 84720
phone: 435-800-1111

Submitted Applications: [View Applications](#)

Application	Date	Office
Baby Your Baby	02/02/2006	Fillmore - Central Utah Health Department

Addresses 1 - 1 of 1 First | Previous - Next | Last

Figure #20 Applicant Search

By clicking on "View Applications" you will be taken to a page labeled "Applications for (applicant's name)". On that page it is possible to either click on the applicant's name and be taken to the "Manage Application" page or click on the PDF icon and open the actual application.

G. SPANISH APPLICATIONS

Applications can be completed in English or Spanish. The appropriate language can be selected on the home page of Utah Clicks in the left side bar by clicking on either “English” or “Spanish” (see Figure 12, page 18). When you are managing the application, the language in which the application was submitted is noted after the applicant’s name in the “Unassigned Applications (non-archived)” section (see Figure #15, page 21) or after the applicant’s name in your own inbox (see Figure #16, page 22). If you are not Spanish-speaking, it is suggested that you print out the application and place it beside the paper version of the Baby Your Baby application. The question numbers are the same on the English and Spanish applications. You should be able to simply compare the two versions of the application to recognize the responses and to add the information for questions #12 through 17 on the paper BYB application.

H. REPORTS

On the home page of Utah Clicks or on your inbox page, in the left side bar is a heading labeled “Reports”. Clicking on this heading will take you to a page entitled “Baby Your Baby Reports”. You may also click on “More Statistics” under the “Statistical Overview” section on your management page (in the same area as “Unassigned Applications”). The following reports will be available to you depending on your level of access to the database:

Statistics for Applications Submitted
Application to Caseworker Distribution

Under each heading is a description of the report. On the right of the report title you are given a choice of how you wish to view the data – by chart or table. Place a checkmark in front of the viewing method desired and then click on the “View This Report” button. Remember that your site will not have data from which to generate these reports until you have entered a sufficient number of applications to make the results meaningful. (See Figure #20 below.)

The screenshot shows the 'Site Application Submission Statistics' page. At the top, there is a navigation bar with 'utah.gov' and 'health.utah.gov' logos, and a search bar. Below the navigation bar, there is a 'Logout' button and a 'Program Home' link. The main content area is titled 'Site Application Submission Statistics' and includes a 'Reports' link. The statistics section is divided into four main categories: 'Yearly Totals', 'Monthly Totals', 'Specified Date Range', and 'Week Day Comparisons'. Each category contains dropdown menus for selecting years and months, and buttons for 'Generate Graph' and 'Generate Chart'. The footer includes the Utah Department of Health logo and the Utah State University logo.

Figure #21 Site Application Submission Statistics

IV. IMPLEMENTING UTAH CLICKS

Now that you have a good idea of how the system works, how can you “put it together” and make it work for you and your clients?

To start with, you will need to consider how using Utah Clicks will impact your work flow. If a woman calls inquiring about BYB or simply states she is pregnant and can't afford prenatal care, who is going to tell her about Utah Clicks – You? Your receptionist? Someone else in your office? That individual will need to be somewhat familiar with the system and know its Internet address (URL) and how your site is listed in the submission area. Are you going to have the woman make an online application and submit it to your office? Will you review it ahead of time and call her to schedule an appointment or do you want your receptionist to schedule that appointment when the woman makes her initial call? Once the application has been submitted, do you want to review the woman's application with her and obtain her history by phone interview? Does the woman have to come in at all if she has a copy of her proof of pregnancy and can fax it to you? If a woman comes into your office for BYB and she has not already submitted an online application to you, are you going to enter her information into Utah Clicks for her? Do you have space in your office where the woman can utilize a computer with Internet access and complete the application onsite and submit it to your office for immediate review? If a woman hand-carries a completed application into your office, will you: work that application as a standard paper application; re-enter the information into Utah Clicks; or obtain the woman's user name and password and submit her application to your office? These are some of the work flow issues you will want to address as you embark on this new phase of BYB. Below are some scenarios that may be helpful in designing your program.

Four Possible Scenarios

#1 An online application is submitted to your office with no previous contact with the applicant

A woman may hear about applying for BYB online through her own health care provider, on TV, through print media, etc. After completing her online application she may simply submit it to your office and it appears in the unassigned application section in your online Utah Clicks inbox. You can either call the woman to facilitate making an appointment to review her application or you could write an online note to her reminding her to call for an appointment (see page 26-27). However, you are not required to do either of the above as it is the woman's responsibility to call you. Remember that after submitting her application, the woman was reminded on the “Next Steps” page (see page 15) to call the office to which she submitted her application to make an appointment to finish the process. If the woman calls, you can then follow your office protocol to complete the application process. If the woman fails to call after an extended period of time (2 weeks, 1 month – whatever you feel is reasonable), on the “Manage Application” page change the application status under “General Status Options” to “Denied – Applicant failed to follow through” and archive her application. Remember you can always unarchive it later should the applicant call (see page 28).

#2 A woman calls for an appointment, completes an application online and submits it to your office

You have found the above woman's application in your inbox and know that she has an appointment. You can review her application, print out a copy and change the application status

to “Reviewed” under the “General Status Options” section on the “Manage Application” page (see page 25 for instructions) or you can wait until the applicant arrives for her appointment to review it while she is present - if you are doing follow-ups in person - or review it with her by phone if you are providing that option to applicants. Remember to review all online applications closely as women often do not proof their applications prior to submission and there may be mistakes, typos and missing information in them. Be sure to note all corrections in the note to Medicaid if you approve the application (see page 27 for instructions). If you approve the application, add the Medicaid note and change the status to “Approved” in the “Resolved Status Options” section. You will not need to mail or fax a copy of the application to Medicaid. If denied be sure to provide the woman with a copy of her application indicating the reason for that denial just as you do with a paper application.

#3 The woman arrives in your office (or calls for a phone appointment) for her BYB appointment without submitting an online application

You could simply do a standard paper application. **OR**

Instead of doing the application by hand, open Utah Clicks to the home page and click on “Get Started!” – you don’t need to login for this. Read the questions to the applicant and enter them in the appropriate areas. You will need to issue the woman a user name and password. Be sure to share that information with her so she can return to her account page later. On the applicant’s “Account Home Page”, print out two copies of her application – one for her and one for your records. Submit her application to your site. Log off. Return to the home page and under “Returning Users” log on as yourself. Find the application under the unassigned application section. Either manage it from there or assign it to yourself – it’s your preference. Go to the “Manage Application” page (see instructions on page 24) and proceed as instructed under Section E, “Managing an Application for Regional Administrators, Office Managers and Intake Workers”. Again, if you approve the application, remember to add the note to Medicaid. You will not need to fax or mail a copy of the application to Medicaid as it will be imported into the Utah Clicks inbox of the Medicaid worker automatically. By entering the woman’s information online versus doing a paper application, you also make her aware of other programs for which she or other family members may be eligible. You can utilize the “Applicant Account Information Form” to provide that information to her (see Appendix B, page 39).

#4 A woman hand-carries in an application she did online but printed out rather than submit it electronically

You could work the application as a standard paper application. However, if you do a paper application, remember that you will need to fax and mail a copy of that application to Medicaid. You could also obtain the woman’s user name and password, with her permission, and submit her application to your site and proceed as instructed under Section E, “Managing an Application for Regional Administrators, Office Managers and Intake Workers” (see page 24). You could also re-enter her information into Utah Clicks as in Scenario 3, however, that is very time consuming.

IV. REMINDERS

ALWAYS REMEMBER TO LOG OFF WHEN YOU ARE NOT AT YOUR COMPUTER TO PREVENT UNAUTHORIZED ACCESS TO THE DATABASE!

Remember to review all online applications closely for mistakes, typos and missing information and list corrections in the note to Medicaid if you approve the application (see page 27 for instructions).

**REMEMBER TO ADD THE NOTE TO MEDICAID FOR ALL APPLICATIONS APPROVED
ONLINE!** (see page 27)

If you have questions on how to implement Utah Clicks or need training in its utilization, call the nurse consultant for the Reproductive Health Program at the Utah Department of Health (see Appendix A, page 38).

V. APPENDICES

A. CONTACTS

BYB QUESTIONS REGARDING WRONG SSNs, NAMES, ELIGIBILITY DATES, etc.:

Nanette Waters - 801-538-6155 ext. 419 or 1-800-662-9651 ext. 419

If not available, leave a voice mail and she will return your call as quickly as possible.

CLIENT QUESTIONS REGARDING PAYMENT / BILLING:

Constituent services – Randa Pickle – 801-538-6417

PROVIDER PAYMENT ISSUES / QUESTIONS (Including questions from private providers, local health departments and community health centers):

Medicaid Operations (Information Line) – 1-800-662-9651 or 801-538-6155

HMO QUESTIONS:

Health program Representatives (HPR) –

Wasatch Front representatives - see attached list

Rural areas - check with the local health departments

If unable to resolve an issue via the HPR, contact Julie Olson at 801-538-6358

MEDICAID ELIGIBILITY QUESTIONS:

Jacky Stokes – 801-538-6418

BABY YOUR BABY POLICY OR PROCEDURAL QUESTIONS FOR BOTH PAPER & ONLINE APPLICATIONS:

Debby Carapezza – Nurse Consultant Reproductive Health Program & Program Manager for Utah Clicks Baby Your Baby Applications

Utah Department of Health, CFHS/RHP

P.O. Box 142001

Salt Lake City, UT 84114-2004

Phone: 801-538-9946

Fax: 801-538-9409

E-mail dcarapezza@utah.gov

Revised: June 27, 2006

B. Your Utah Clicks Account

APPLICANT'S NAME _____

During your telephone appointment today, your Baby Your Baby application was filled out. However while completing your application for Baby Your Baby, the computer showed that you might also want to apply for the following programs checked below. These programs may also be of help to you or other members of your family.

- Medicaid**
- Baby Watch**
- Children with Special Health Care Needs**
- Head Start**

You can make application for the above program by going online at any computer that can connect with the Internet – even computers in most libraries. If you are not able to complete the application checked above by computer, you can call the numbers listed below to talk to someone about how to fill out an application.

- Medicaid 1-800-662-9651
- Baby Watch 1-800-961-4226
- Children with Special Health Care Needs 1-800-829-8200
- Head Start 801-538-9312

If you wish to complete the additional applications by computer, follow the steps below:

Open the Internet

Enter the following Internet address (URL): www.utahclicks.org

On the left hand side of the home page for Utah Clicks, click on “Returning User”

On the returning user page enter the following user name: _____

In the boxed marked “ Password” type in: _____

You will be taken to your “**Account Home Page**”. If you want to change your password on your Account Home page on the right hand side of the screen click on “**Edit Your Account**”. Follow the instructions. Only YOU will know the new password, so be sure to remember it!

On your “**Account Home Page**” on the right hand side of the screen under “**Links**” click on “Find applications for which you or your household may be eligible”.

You may be asked a few additional questions. Some of them you may have already answered. Answer the questions, if needed, or if they are already completed simply click on “**Continue**”.

You will be taken to “**Select Applications**” page. By clicking on “**Continue**” at the bottom of the page you will be asked the additional questions needed to complete the other applications checked on this page. **You will not need to resubmit your Baby Your Baby application.**

C. Your Utah Account, Spanish

SU CUENTA EN UTAH CLICKS

NOMBRE DEL SOLICITANTE _____

Durante su cita del teléfono de hoy, su aplicación para el programa Mime a su Bebe (Baby your Baby) fue completada. Sin embargo mientras estaba completando su aplicación para el programa Mime a su Bebe (Baby your Baby), la computadora mostró que usted también podría querer solicitar inscribirse en los programas siguientes que se muestran abajo. Estos programas también pueden ser de ayuda para usted o para otros miembros de su familia.

- Medicaid**
- Programa observador del bebé (Baby Watch)**
- Niños con Necesidades de Cuidado de Salud Especiales**
- Programa Head Start**

Usted puede inscribirse en los programas anteriores en línea usando cualquier computadora que se pueda conectar con el Internet – incluso las computadoras en la mayoría de las bibliotecas. Si usted no puede completar la solicitud verificada en la computadora, usted puede llamar los números enumerados abajo para hablar con alguien sobre cómo rellenar una solicitud.

- Medicaid 1-800-662-9651
- Programa Baby Watch (observador del bebe) 1-800-961-4226
- Niños con Necesidades de Cuidado de Salud Especiales 1-800-829-8200
- Programa Head Start 801-538-9312

Si usted desea completar las solicitudes adicionales en la computadora, siga los pasos siguientes:

Abra el Internet

Entre a la siguiente dirección de Internet (URL): www.utahclicks.org

En el lado izquierdo de la página UtahClicks, pulse el botón llamado “Usuario Recurrente”

En la página del usuario recurrente donde aparece Nombre del Usuario escriba: _____

En el espacio donde dice “Clave” escriba: _____

Su recordatorio para la clave de ingreso es:

Usted lo llevará a su “la Página Principal de su Cuenta.” Si usted quiere cambiar su clave en su página principal de su Cuenta en el lado de la mano derecha de la pantalla pulse el botón adelante “Edite Su Cuenta.” Siga las instrucciones. ¡Sólo USTED sabrá la nueva clave, así que esté seguro de recordarla!

En su “la Página Principal de su Cuenta” en el lado de la mano derecha de la pantalla bajo “Enlaces” pulse el botón “Defina Su Hogar” para que encuentre formas de inscripciones en la que usted o su hogar pueden ser elegibles.

A usted se le puede hacer algunas preguntas adicionales. Algunos de ellas que usted ya puede haber contestado. Conteste las preguntas, si es necesario, o si ya están contestadas simplemente pulse el botón “Continuar.”

La computadora le mostrará la pagina “Selección de Aplicaciones” Pulsando el botón adelante “Continuar” al fondo de la página usted se le preguntará preguntas adicionales necesarias para completar las otras inscripciones chequeadas en esta página. **Usted no necesitará volver a llenar su solicitud al programa Mime a su Bebe (Baby your Baby).**