

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.

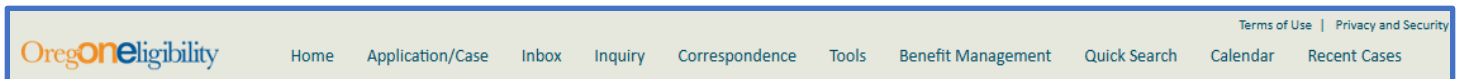
Step-by-Step Instructions

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.

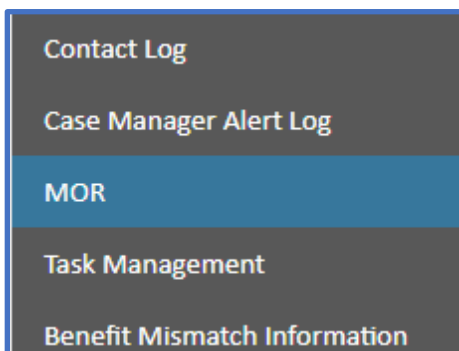
Assigned Worker Information						
Individual Name	Person #	User Type	Worker Name	Worker ORN	Office Name	ODDS Case
N/A	N/A	LTC Network	EW Name	OR0123456	VEC	N/A
JOHN DOE 72	AB234CD	Case Manager	CM Name	P0987654	1234 - District	No

[View Assigned Worker History](#)

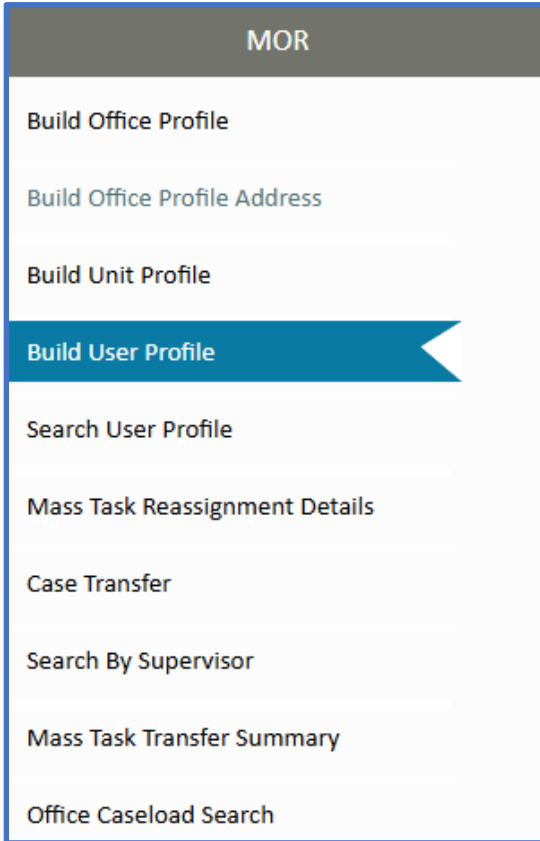
2. Select Tools, from the main toolbar at the top of the screen.



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

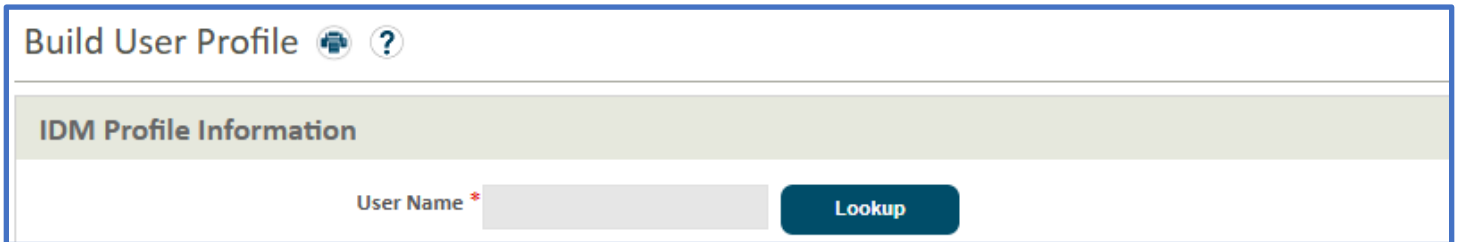


4. Select **Build User Profile**, from the left toolbar.



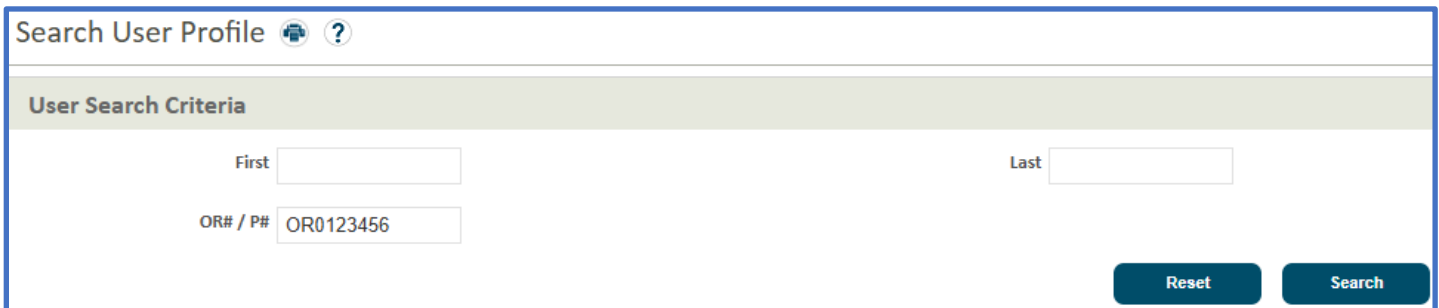
A screenshot of a software interface's left toolbar. At the top is a dark grey header with the text "MOR". Below it is a list of menu items: "Build Office Profile", "Build Office Profile Address", "Build Unit Profile", "Build User Profile", "Search User Profile", "Mass Task Reassignment Details", "Case Transfer", "Search By Supervisor", "Mass Task Transfer Summary", and "Office Caseload Search". The "Build User Profile" item is highlighted with a blue ribbon-like effect.

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



A screenshot of the "Build User Profile" screen. The title bar shows "Build User Profile" with printer and help icons. Below the title bar is a section titled "IDM Profile Information". At the bottom of this section is a text input field labeled "User Name *" and a dark 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 shows "Search User Profile" with printer and help icons. Below the title bar is a section titled "User Search Criteria". It contains three input fields: "First", "Last", and "OR# / P#". The "OR# / P#" field contains the text "OR0123456". At the bottom right are two dark blue buttons: "Reset" and "Search".

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

The screenshot shows a web interface titled "Search User Profile" with a close button (X) in the top right corner. Below the title is a "User Search Criteria" section with input fields for "First", "Last", and "OR# / P#". The "OR# / P#" field contains the value "OR0123456". There are "Reset" and "Search" buttons. Below this is the "Search Result" section, which states "Your search returned 1 result" and includes navigation links "< Prev 1 Next >". A table displays the search results with columns for OR# / P#, First, Last, Status, and Email. The table contains one row with the following data: OR# / P# is "OR0123456", First is "EW FIRST NAME", Last is "EW LAST NAME", Status is "Active", and Email is "EW EMAIL ADDRESS@ODHS.OREGON.GOV". A "Submit" button is located at the bottom right of the interface.

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

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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