
N-FOCUS Major Release

MLTC

December 4, 2016

A Major Release of the N-FOCUS system is being implemented December 4, 2016. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section.

Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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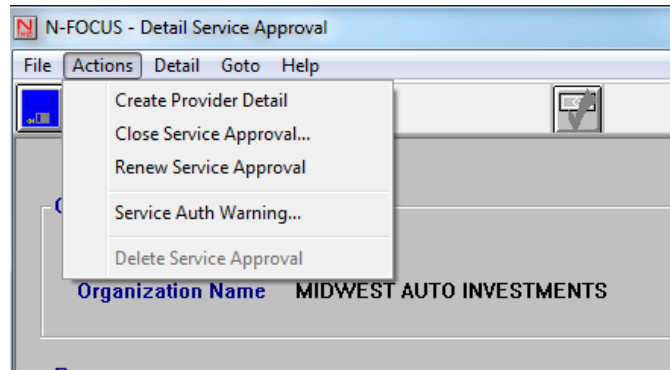
General Interest and Mainframe

Master Case Restriction Update (Change)

When the person is closed and their Household status changed to Out in one Master Case, N-FOCUS will now check to see if they are in the Household and/or pending or active in other Restricted Master Cases. If they are in the Household or Pending or Active in another Restricted MC, the Restriction on the Person will remain.

Service Authorization Warning Action (Change)

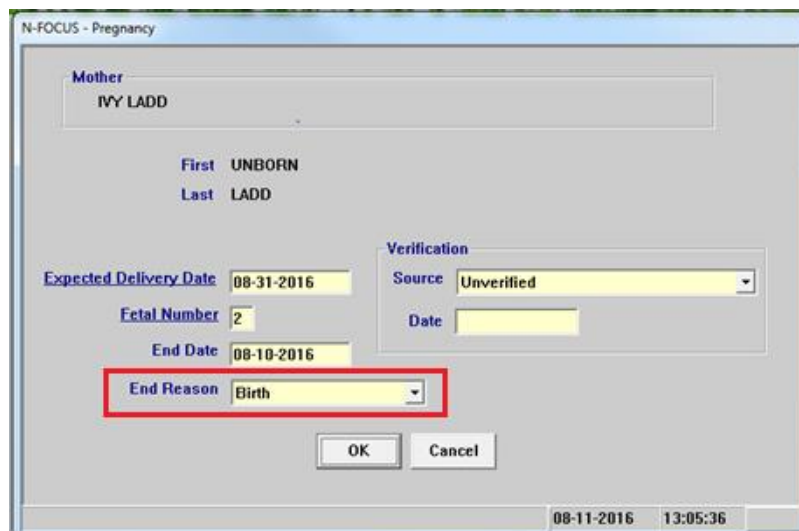
The Service Authorization Warning function located on the Detail Service Approval and Detail Provider windows has been deleted. Service Authorization Warning...has been removed from the Detail Service Approval and Detail Provider windows.



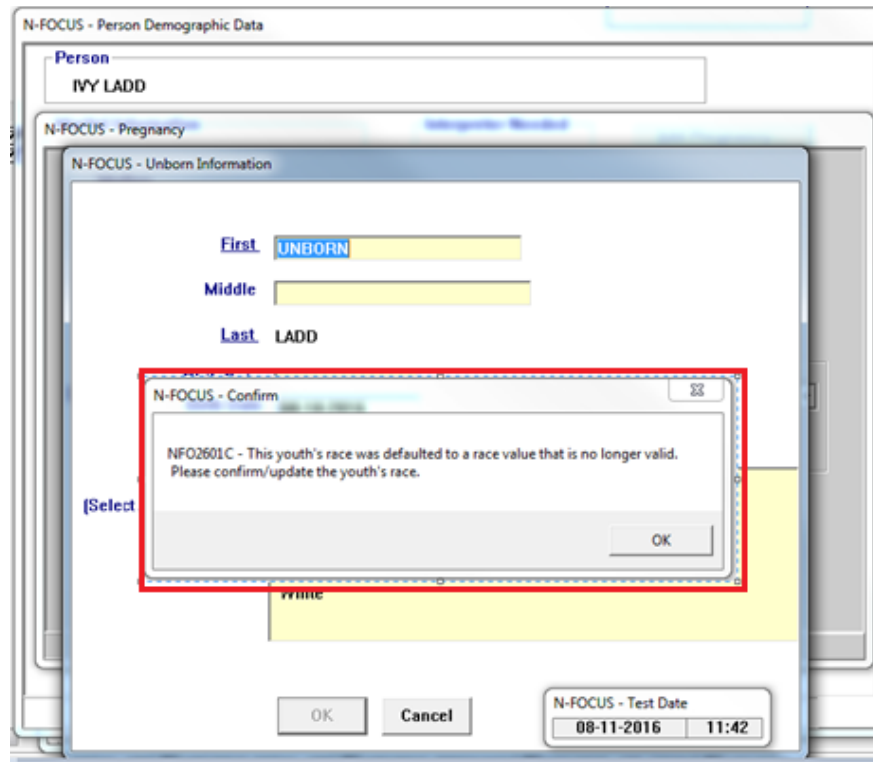
Person Demographics Selection of Race (Change)

The following changes have been made to Person Demographics:

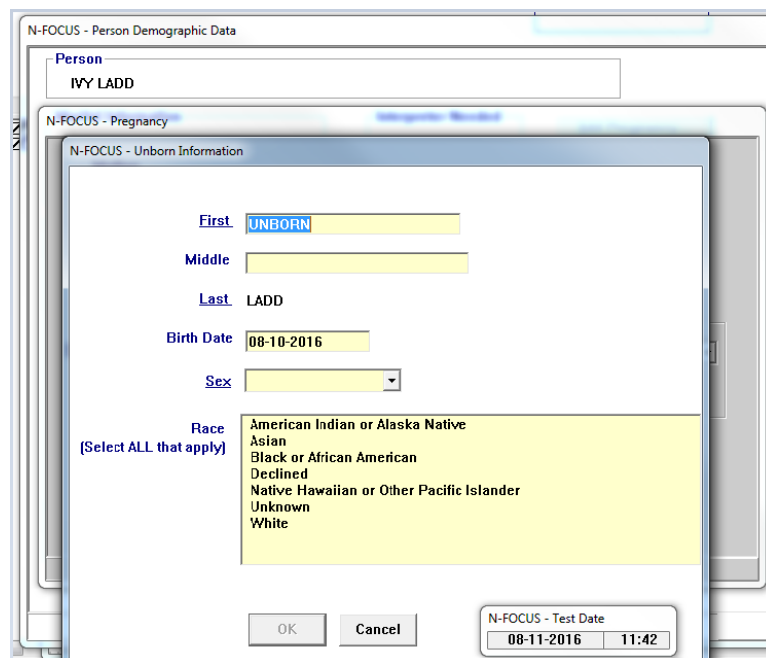
- The Race of "Other" will no longer carry over from a mother to a child through a pregnancy.
- The worker will update the Pregnancy to "Birth" and clicks OK.

A screenshot of the N-FOCUS - Pregnancy window. The window title is "N-FOCUS - Pregnancy". The form displays the following information: "Mother" (IVY LADD), "First" (UNBORN), "Last" (LADD), "Expected Delivery Date" (08-31-2016), "Fetal Number" (2), "End Date" (08-10-2016), "End Reason" (Birth), "Verification Source" (Unverified), and "Date" (empty). The "End Reason" dropdown menu is highlighted with a red box. At the bottom, there are "OK" and "Cancel" buttons. The status bar at the bottom right shows the date "08-11-2016" and time "13:05:36".

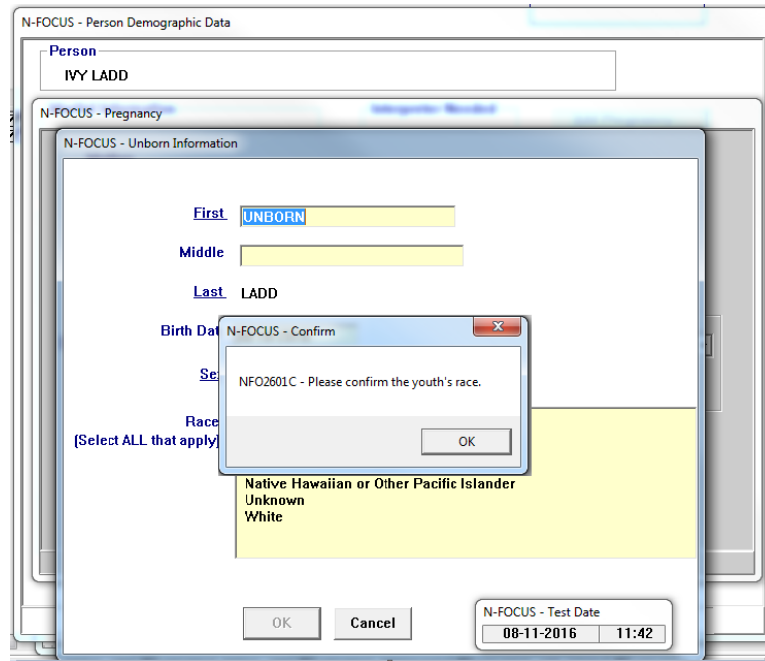
- A message indicating the youth's race is no longer valid and to update the youth's race will display.



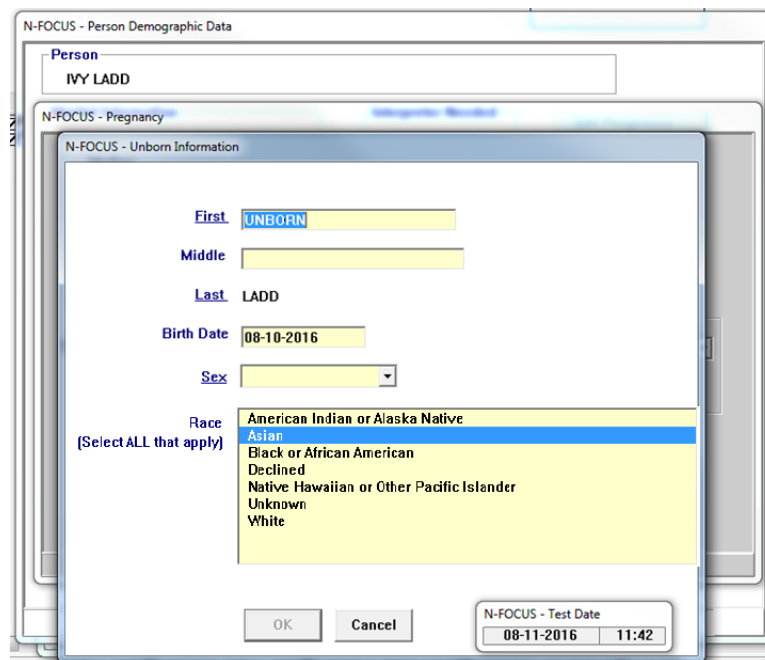
- Select the OK button on the Message.
 - The Unborn Information window with the Race options available will display.



- If a youth has an appropriate race that was copied from the mother, the following confirmation message will display.
- Click the OK button on the confirmation window.



- The Unborn Information window will display.
- Click OK to complete.



Developmental Disabilities

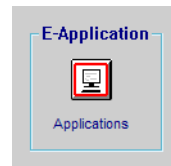
Processing Client Application on N-FOCUS (New)

Application Management

A new office position function, Application Management Developmental Disabilities (AAP MGMT DD) has been created. This position will be responsible for processing new DD Applications, including tying the application to the correct Program Case. Once the application has been processed, it will then be assigned to the appropriate DD Worker by management.

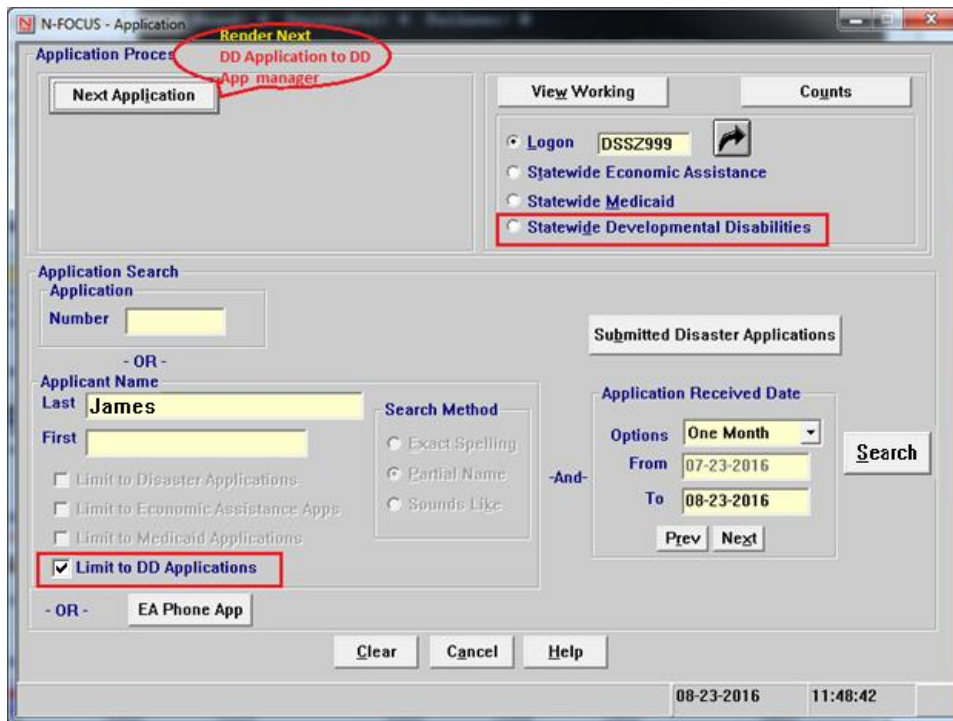
Application Window (Change)

Changes have been made to the Application window to accommodate the processing of DD Applications. To access the Application window, select the E-Application icon from the Main Menu.



Workers with a designation of AAP MGMT DD will select the Next Application push button to view the next DD application to be processed.

Note: Applications will be processed based on the received timestamp.

A screenshot of the N-FOCUS Application window. The window title is "N-FOCUS - Application". In the top left, there is a "Next Application" button. A red circle highlights a "Render Next" button with the text "DD Application to DD App manager" below it. On the right, there are "View Working" and "Counts" buttons. Below these are radio buttons for "Logon DSSZ999", "Statewide Economic Assistance", "Statewide Medicaid", and "Statewide Developmental Disabilities", with the last one selected and highlighted by a red box. The "Application Search" section includes fields for "Application Number", "Applicant Name Last" (filled with "James"), and "Applicant Name First". There are checkboxes for "Limit to Disaster Applications", "Limit to Economic Assistance Apps", "Limit to Medicaid Applications", and "Limit to DD Applications" (checked and highlighted by a red box). There is also an "EA Phone App" button. The "Submitted Disaster Applications" section has an "Application Received Date" section with "Options" set to "One Month", "From" set to "07-23-2016", and "To" set to "08-23-2016". A "Search" button is next to it. At the bottom, there are "Clear", "Cancel", and "Help" buttons. The status bar at the bottom right shows "08-23-2016 11:48:42".

View Working Pushbutton Statewide Developmental Disabilities (New)

The View Working pushbutton will provide a list of e-applications that are in Working Status for the Logged On Worker. Select the State Wide Developmental Disabilities radio button to further filter the list to include only DD Applications.

Counts Pushbutton (Tip)

The Counts Pushbutton will provide statistical information regarding the number of electronic application in Working Status for the Logged On worker.

Note: The Logon ID can be changed, should you wish to view Counts that have been assigned to a different Logon ID. Supervisors may want to do this to check if an absent employee has any E-Apps left in Working Status.

- When viewing the Counts for the Logon ID, the number of applications in Working Status will display.
- When viewing the Counts for Statewide Universal or a specific Office, the number of electronic applications in Submitted or Working Status for the Statewide Universal Caseload or a specific Office will display.

N-FOCUS - Application Counts

Electronic Application counts for Logon DSSZ952

Working 5

Close

N-FOCUS - Application Counts

Electronic Application counts for Office 141

Submitted 12

Working 4

Close

Application Search Section (Change)

The Application Search section of the Electronic Application window allows for search of an Electronic Application regardless of Status. The search criteria can consist of a specific Application Number or an Applicant's Name and the Application Received Date.

Note: With this release, the search criteria can also be limited to DD Applications.

Application Search

Application Number

- OR -

Applicant Name

Last

First

Search Method

Exact Spelling

Partial Name

Sounds Like

Limit to Disaster Applications

Limit to Economic Assistance Apps

Limit to Medicaid Applications

Limit to DD Applications

- OR -

Submitted Disaster Applications

Application Received Date

Options

From

To

Authorization for Disclosure of PHI Form (New)

To view the clients authorization for the Disclosure of Protected Health Information (PHI) select the PHI Authorization icon to view a PDF of the signed authorization.



Note: If the applicant did not complete the Authorization form, an error message indicating “File Not Found” will display.

Application Received Date Options (Change)

When searching by an Applicant Name, you must include information in the Application Received Date fields. Select the Options of One Week, One Month, Six Months or Enter Dates. The From and To fields will default based on the current date. You can also enter custom dates, with a range of no longer than six months.

The Prev and Next buttons will adjust the dates to the Previous or Next date range based on the Options selected from the drop down.

Electronic Applications that match your search criteria will display on the List Electronic Application window.

Records Request Correspondence

To create a Records Request correspondence, follow these steps:

1. From the Detail Program Case window, select the Correspondence icon.



The Search Correspondence window will display.

N-FOCUS - Search for Correspondence

PROGRAM CASE DIANE BROWN
ID#: 4859 DIANE BROWN DDSC

Correspondence

Date Range

End Date of 12-05-2016

with a range of 180 + days

giving a begin date of 06-08-2016

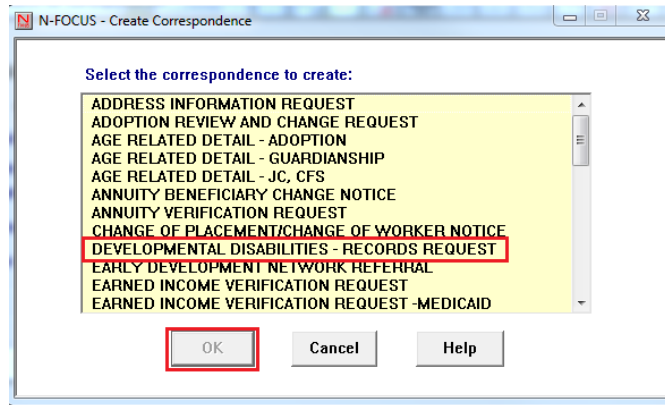
Type

[NONE]

Search **New** Clear Cancel Help

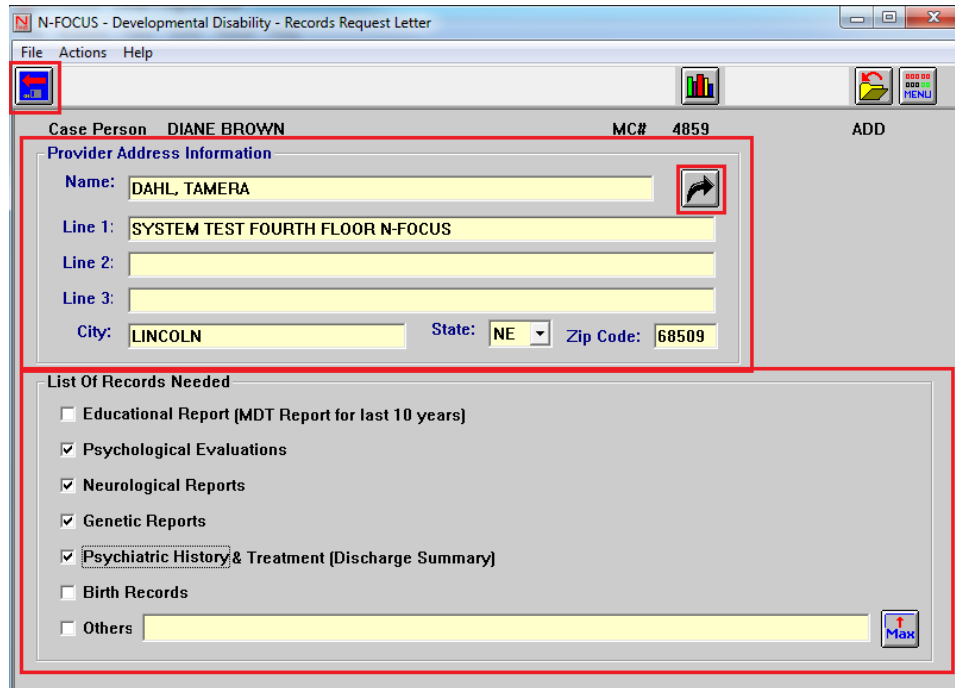
2. Select the New button.

The Create Correspondence window will display.



3. Select the Developmental Disabilities – Records Request option.
4. Click OK.

The Developmental Disability Records Request Letter window will display.



5. Enter information as appropriate for the request.
 - a. **Provider Address Information**
 - i. Select the Out Select Arrow to locate a provider who is on N-FOCUS.
 - ii. If the provider is not on N-FOCUS, enter the information required (Name and Address information) as appropriate. This information may be obtained from the DD Application.
 - b. **List of Records Needed**
 - i. Select each check box as appropriate for the request.
 - ii. If “Others” is selected, be specific regarding the information being requested.
6. Select the Save and Close icon.

The Search Correspondence window will display.

7. Select the Cancel button to return to the Detail Program Case window.

Printing the Records Request Correspondence

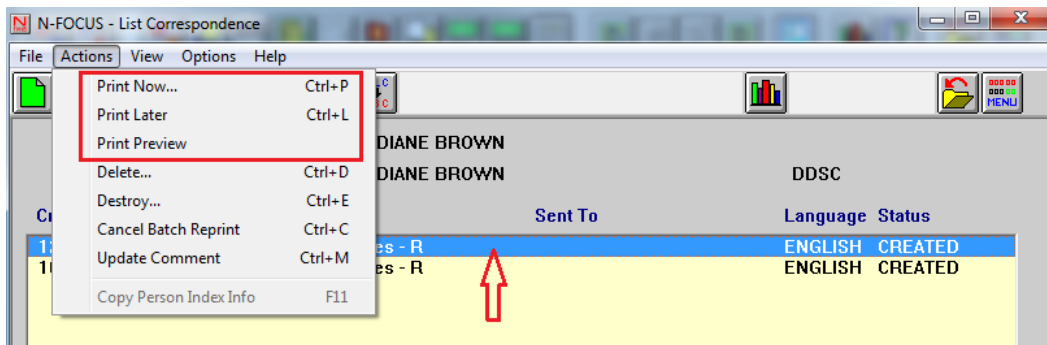
To Print Now, Print Later or Print Preview the Records Request Correspondence, follow these steps:

1. From the Detail Program Case window, select the Correspondence icon.

The Search Correspondence window will display.

2. Select the Search button.

The List Correspondence window will display. This list will show all of the correspondence that has been created for the Program Case.



3. Select the correspondence row to print.
4. Select the Actions menu.
5. Select the appropriate Print Option.

Delete or Destroy Correspondence

To delete or destroy correspondence, follow these steps:

1. Navigate to the List Correspondence window.
2. Select the Actions menu.
3. Select the Delete or Destroy option as appropriate.
 - a. Delete – This option will permanently delete the correspondence from the Correspondence List.
 - b. Destroy – This option can only be used for correspondence that is in Print Local or Reprint Local Status

Interfaces

VLP/SAVE Interface (Fix)

Prior to this fix, if any Medicaid participant had a valid immigration status per the VLP/SAVE interface then all participants were given a “Ready to budget” status.

Changes have been made to ensure that each participant’s citizenship/immigration information is reviewed, and only those with an eligible immigration status will be given a “Ready to Budget” status. Workers will be required to add the immigration information into the US Citizenship/Immigration module in the expert system, for participants with no VLP/SAVE information or those with a “Pending” VLP/SAVE indicator.

When the information from the VLP/SAVE interface indicates that a participant does not have a valid immigration status, workers should refer to the guidance regarding instances posted on MERL to determine what action to take next.

ACCESSNebraska

CBI Display Changes on Electronic Applications and Earned Income Forms

Current Benefit Summary Page

- When CBI is launched from the **ACCESSNebraska Menu**, the **Current Benefit Summary** page (Program List) will continue to be the first page displayed. Changes on this page are limited to the Left-hand Navigation tabs. New tabs will be added for:
 - Earned Income Verifications
 - Correspondence
 - Electronic Applications

The screenshot displays the 'Benefits Inquiry' interface for Master Case Number 327. It features a left-hand navigation menu with tabs for 'Benefit Summary', 'Program List', 'Verification Requests', 'Earned Income Verifications', 'Correspondence', and 'Electronic Applications'. The main content area shows a table of benefits with columns for Month/Year, Status, and Amount. The programs listed include Child Care (CC), Assistance to Aged, Blind, Disabled Payment (AABDP/AMT), Low Income Home Energy Assistance Program (LHEAP) - Other Assistance, Supplemental Nutrition Assistance Program (SNAP), Medicaid (MED), and Aid to Dependent Children (ADC). Each program has a 'Case Detail' link next to it.

Program	Month Year	Status	Amount
Child Care (CC)	February 2017	Pending	\$0.00
	January 2017	Pending	\$0.00
	December 2016	Pending	\$0.00
Assistance to Aged, Blind, Disabled Payment (AABDP/AMT)	February 2017	Pending	
	January 2017	Pending	
	December 2016	Pending	
Low Income Home Energy Assistance Program (LHEAP) - Other Assistance	February 2017	Active	\$0.00
	January 2017	Active	\$0.00
	December 2016	Active	\$0.00
Supplemental Nutrition Assistance Program (SNAP)	February 2017	Active	\$473.00
	January 2017	Active	\$473.00
	December 2016	Active	\$473.00
Medicaid (MED)	February 2017	Active	\$0.00
	January 2017	Active	\$0.00
	December 2016	Active	\$0.00
Aid to Dependent Children (ADC)	February 2017	Active	\$252.00
	January 2017	Active	\$252.00
	December 2016	Active	\$252.00

- When a **Case Detail** link is clicked, the **Case Information (Case Detail)** page for the appropriate program will be displayed (no changes to current functionality). Notices (correspondence) will be removed from the list.

CC Case Detail
CRUZ TRAYISO Program Case Number: 9566819

Case Information
Next Review Date: 04-30-2015

Month Year	Closed	Case Status	Fee Amount
June 2015			
May 2015	Active		\$0.00
April 2015	Active		\$0.00

Case Participants

Month	Name	Date of Birth	Status	Status Reason
June 2016	SAMMY TRAYISO	08-24-2009	Closed	Case Review Not Completed
May 2016	SAMMY TRAYISO	08-24-2009	Active	
April 2016	SAMMY TRAYISO	08-24-2009	Active	

Correspondence

Verification Requests Summary Page

- The heading on this page will change to 'Verification Requests Summary'. No other changes.

Earned Income Verifications Page

- When the 'Earned Income Verification' tab is clicked, the new **Earned Income Verification Summary** page will display:
 - All Program Case Earned Income Verification correspondences associated with programs included in the Program List page.
 - And all Earned Income Verification correspondences associated with an ARP who is a Participant (status, etc. roles) in any program included in the Program List page. This provides for earned income verification forms to display that are created at the master case level.
- Disclaimer when no earned income verifications are found
 - No earned income verifications to display.
- Earned Income Verifications will be grouped by Master Case.
- Within each "group", EI Verifications will be displayed in descending date sequence.

Earned Income Verifications Summary

Master Case Number: 327
Master Case Name: BEV SANDS

Type	Sent To	Mail Date
Verf - Earned Income - EA - New Employment	HAMILTON COUNTY COURT	09-20-2015
Verf - Earned Income - EA - Terminated Employment	MMB STAFFING	09-20-2015

Master Case Number: 322
Master Case Name: LITHY SCHIRAK

Type	Sent To	Mail Date
Verf - Earned Income - EA - Ongoing Employment	GARDEN COUNTY COURT	09-20-2015
Verf - Earned Income-Medicaid	DAWSON COUNTY COURT	09-20-2015
Verf - Earned Income-Medicaid	B & R	09-20-2015
Verf - Earned Income-Medicaid	ABC COLLECTIONS	09-20-2015

Correspondence Page

- When the 'Correspondences' tab is clicked, the new Correspondences page will display correspondences associated with programs included in the Program List page.
- Disclaimer when no correspondences are found
 - No correspondence information to display.
- Correspondence will be grouped by MC.
- The data currently displayed for Notices will continue to be displayed for Correspondences (Type, Sent To, Mail Date). In addition, Verification Requests and Earned Income Verifications will also display in Correspondences as they do today under Notice in Case Detail.

The screenshot displays the 'Benefits Inquiry' interface. On the left is a navigation menu with options: Benefit Summary, Program List, Verification Requests, Earned Income Verifications, Correspondence (selected), and Electronic Applications. The main content area is titled 'Correspondence Summary' and shows two sections of correspondence data.

Master Case Number: 327
 Master Case Name: BEV SANDS

Low Income Home Energy Assistance Program (LIHEAP) - Other Assistance Case Detail			
Type	Sent To	Mail Date	
Notice of Eligibility	BEV SANDS	08-29-2016	

Supplemental Nutrition Assistance Program (SNAP) Case Detail			
Type	Sent To	Mail Date	
Notice of Eligibility	BEV SANDS	08-29-2016	

Medicaid (MED) Case Detail			
Type	Sent To	Mail Date	
1095-B Tax Form	BEV SANDS	09-29-2016	
Notice of Eligibility	BEV SANDS	04-07-2016	

Aid to Dependent Children (ADC) Case Detail			
Type	Sent To	Mail Date	
Notice of Eligibility	BEV SANDS	04-27-2016	

Master Case Number: 322
 Master Case Name: LYNN SCHWAK

Medicaid (MED) Case Detail			
Type	Sent To	Mail Date	
1095-B Tax Form	LYNN SCHWAK	09-26-2016	
Self-Earned Income-Medicaid	B & R	09-29-2016	
Self-Earned Income-Medicaid (Optional Employment)	GHARDEN COUNTY COURT	09-20-2016	

At the bottom of the page, there are contact details for Economic Assistance (Toll Free: 800/368-4278) and Medicaid (Toll Free: 1-855-632-7633).

EA Electronic Applications Page

- When the 'Electronic Applications' tab is clicked, the new **Electronic Applications** page will display *registered Electronic Applications* that are associated with programs included in the Program List page that have a submit date of 12/4/2016 or later.
 - Electronic Applications will be grouped by Master Case.
 - Economic Assistance (masked)
 - Economic Assistance Phone (masked)
 - MLTC and DD Electronic Applications will not be displayed at this time.
 - This would indicate which programs were tied to the application. An Abbreviated program title will display.
- Disclaimer for header
 - Electronic applications submitted 12/04/2016 or later will be displayed. Please note that the following application types will not be shown.
 - {all other e-applications, DD and MLTC that will not display}
- Disclaimer when no electronic applications are found
 - No electronic applications to display.

The screenshot shows the 'Benefits Inquiry' page on the Official Nebraska Government Website. The page title is 'Benefits Inquiry' and it features the ACCESS Nebraska and DHHS logos. The main content area is titled 'Electronic Applications Summary' and includes a disclaimer: 'Electronic applications submitted 12/04/2016 or later will be displayed. Please note that the following application types will not be shown: Developmental Disabilities, Disaster SNAP, Healthcare Nebraska, Healthcare Phone, Medicaid Online Renewal Form, Medicaid Phone Renewal Form, Paper Application.' The page displays two Master Case Numbers: 322 and 327. For Master Case Number 322, the Master Case Name is LYNN SCHANK, and the table lists two Economic Assistance applications. For Master Case Number 327, the Master Case Name is BEV SANDS, and the table lists three Economic Assistance applications. A sidebar on the left contains navigation links: Benefit Summary, Program List, Verification Requests, Earned Income Verifications, Correspondence, and Electronic Applications. The footer contains contact information for Economic Assistance, DHHS ACCESSNebraska Customer Service Center, and Medicaid.

Confirmation Number	Application Type	Applicant Name	Received Date	Programs
5563328	Economic Assistance	LYNN S	09/22/2016	SNAP
5563340	Economic Assistance	LYNN S	12/05/2016	SNAP

Confirmation Number	Application Type	Applicant Name	Received Date	Programs
5563328	Economic Assistance	BEV S	09/22/2016	CC
5563329	Economic Assistance	BEV S	12/05/2016	SNAP
5563327	Economic Assistance	TRACY S	12/05/2016	AMC/PMT

[Upload Improperly Tied Program Case to an Existing Electronic Application \(Fix\)](#)

This is a fix to check for already assigned confirmation numbers and to not allow them to be used again for paper applications if previously used for an electronic application.

[Check Out Cases with Large Family Size \(Fix\)](#)

Case check out on large family sized households receiving Medicaid has been fixed.

[Remove Resend Indicator if PIN Letter Sent Via Email \(Fix\)](#)

If a PIN request is made via ACCESSNebraska and the result is to mail the PIN letter, if prior to the mailing of the PIN letter the user enters ACCESSNebraska again and makes the PIN request and receives the PIN via email, the paper mailing will be canceled.

Client Preferences Verify E-Mail Address (Fix)

An additional check to ensure that the email address submitting personal information to confirm and email address is received. Currently, the email confirmation will be sent to the ARP whose email has been submitted for verification. The process checks for the ARP personal information for a match of what is provided during the verification process.

The issue was that if an email was sent to ARP A and ARP B information was entered and is verified, ARP B's email would be verified because we did not check that the verified action was received from the email address the verification link was sent to. Now, the ARP information must also match the email address link was sent to.

Alerts

Renewal Form Received on Closed or Denied Case (Change)

Previously no alerts or work task were generated for cases that received a renewal form and the case was closed or denied status. Alerts and work task will now be generated if a renewal form was received within 90 days from the date the case was either closed or denied.

Correspondence

Accounts Receivable Demand Letters (Change)

Demand letters for all Accounts receivable for programs have the following wording changes:

- Monthly Billing Statements sent to clients and providers with outstanding amounts due in Accounts Receivable have been changed.
- The Monthly billing Statements are now called Monthly Account Statements,
 - The main change on the Monthly Account Statements is the listing of all transactions in the previous 90 days,
- All Claim Item Accounts Receivable have been changed to Repayment Method to be Recoupment and the Repayment amount is defaulted to 50%.
 - If the client requests more be withheld from future payments it will display that amount.

Developmental Disabilities Records Request (New)

The Developmental Disabilities Records Request correspondence is now available through the Create Correspondence function of N-FOCUS.

To create this document, select the Correspondence icon from the DD Program Case window.



The screenshot shows a software window titled "N-FOCUS - Developmental Disability - Records Requested Letter". The window has a menu bar with "File", "Actions", and "Help". Below the menu bar is a toolbar with several icons. The main area of the window is divided into sections. At the top, it displays "Case Person TESTING CHILD" and "MC # 12345678". Below this is a section titled "Provider Address Information" which contains several text input fields: "Name:", "Line 1:", "Line 2:", "Line 3:", "City:", "State:" (with a dropdown menu showing "NE"), and "Zip Code:". There is also a "List of Records Needed" section with a list of checkboxes: "Educational Reports (MDT reports for last 10 years)", "Psychological Evaluations", "Neurological Reports", "Genetic Reports", "Psychiatric History & Treatment (Discharge Summary)", "Birth Records", and "Others". The "Others" checkbox is followed by a text input field and a "Max" button. At the bottom right of the window, the date "08-22-2016" and time "12:14:18" are displayed.

The Developmental Disability – Records Requested Letter window will display.

Complete the fields as appropriate and select Save and Close.

Note: If the List of Records Needed option of Other is selected, document the information that is being requested in the text box. This text box will hold a total of 250 characters.

Developmental Disabilities Records Request

With the December 2016 release, Developmental Disabilities will have the ability to create a Records Request on N-FOCUS. Please refer to the Developmental Disabilities section of this document for detailed instructions.

Document Imaging

Document Imaging Icon on Detail Program Case Window (Change)

The Document Imaging Icon has been added to the Detail Program Case window.



Expert System

MAGI Tax Year Selection for Budgeting (Fix)

Previously MAGI budgeting was restricted to using a tax year that was no more than 2 years old. This restriction has been removed and the rules were updated to look for a current tax year, if none was found look for a future year to use, if no future year found then use the most recent year entered.

N-FOCUS Tips

MLTC – MAGI Medicaid Budgeting – Contributions

The income type of Contributions – Money should not be counted in MAGI budgets. If this has been entered for another program, MLTC workers can exclude the income via the calculate window. When the budget is run, the income will appear in the Fluctuating Unearned Income tab. Select the calculation method of “Exclude.”