
N-FOCUS Major Release

MLTC

December 10, 2017

A Major Release of the N-FOCUS system is being implemented December 10, 2017. 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

Processing Function Initial and Renewal (New)

The Processing function has been split into two functions, Processing Initial and Processing Renewal. The former Processing function was renamed “Processing Initial” and “Processing Renewal” function was added.

The screenshot shows the 'N-FOCUS - Detail Office Position' window. The 'Position' section includes fields for Number (60889080), Office (LINCOLN - ACCESSNEBRASKA CUSTO), Class (SOC SVCS WORKER), FTE (1.00), Status (Active), and Function (INTERVIEWING/PROCESSING). A dropdown menu is open for the Function field, showing options: INTERVIEWING/PROCESSING, LEAD SPECIFIC, PROCESSING INITIAL (highlighted in red), and PROCESSING RENEWAL (highlighted in red). The 'Currently Filled by:' section lists CURIOUS GEORGE, Logon DSSZ944, and As of 12-22-2010. The 'Supervisor Position' section is checked for 'Self Supervised Position' and lists CURIOUS GEORGE as the supervisor. The 'Position Previously Filled by:' section is empty. The window title bar shows '08-04-2017 11:52:09'.

Splitting the processing function into initial and renewal required updates to some of the alerts and work tasks.

The work tasks listed below will be received by those who are assigned to the “Processing Initial” function.

- Application Received
- Application Recd (User)-MLTC
- Medicaid Supplemental Application Received
- Application Rcv'd- Add a Person
- Initial Application Ready for Review
- Alerts exist
- Case processing over 45 days
- Case pending over 60 days
- Case pending over 90 days

These work tasks will be received by those who are assigned to the “Processing Renewal” function.

- Renewal Form Received –Intv Not Required
- Online Renewal Form Received
- Renewal Overdue – MLTC

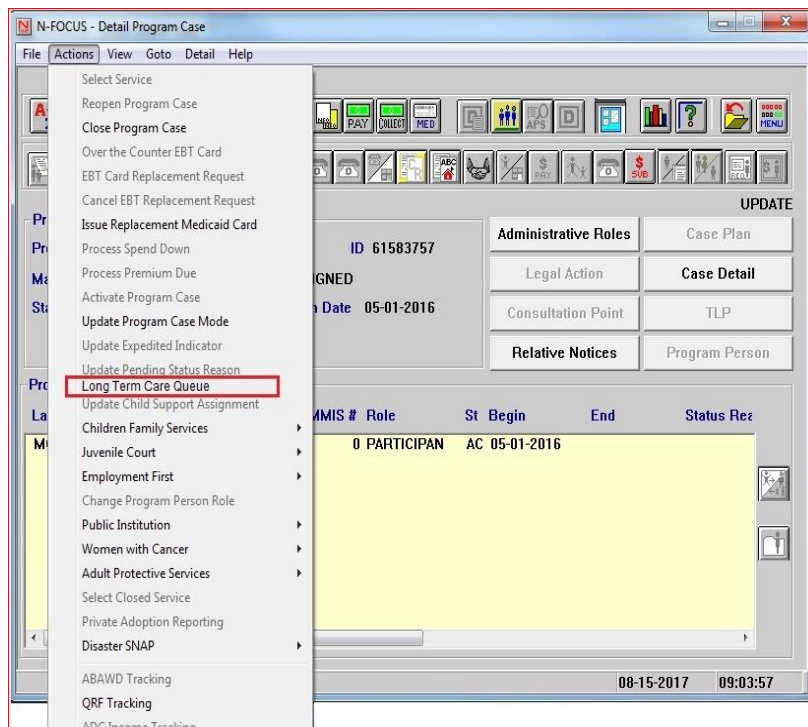
- Desk review
- Desk Review for FFC renewal
- Desk Review for MAGI Renewal
- Renewal form not Received
- Application Received for Renewal
- Renewal Ready for review
- Alerts exist
- Case pending over 45 days
- Case pending over 60 days
- Case pending over 90 days

When staff access the work task manager it auto assigns the next a work task in the queue and then auto assigns all other related work tasks for that master case. There will be times when an initial processor may get renewal related work task or a renewal processor may get initial application related work task. If this work should go to a different function (Initial/Renewal), there are manual work tasks that can be used to move the work to the correct processor.

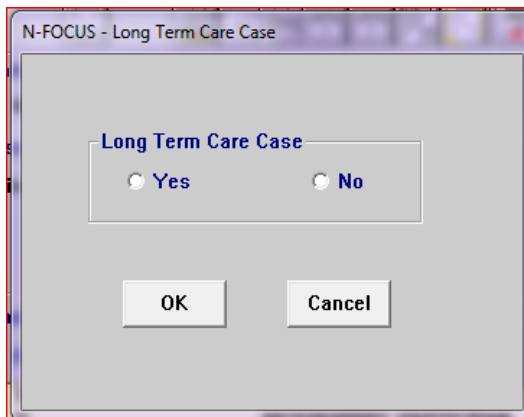
Long Term Care Queue (New)

A new Long Term Care queue (LTC) queue has been created. This queue will allow the work for cases identified as LTC to be managed by a group of specialized staff.

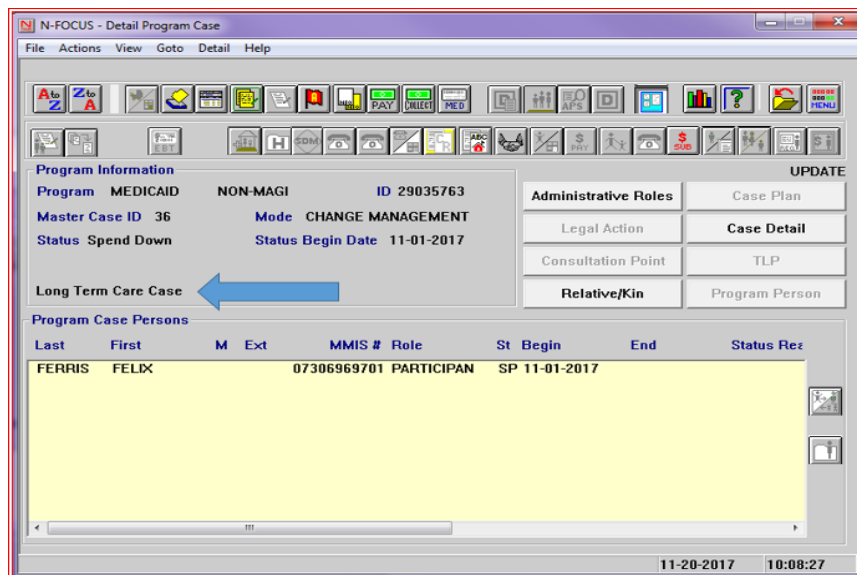
Program cases are added to the LTC queue by setting the long term care indicator. The long term care indicator is manually added or removed from the program case by selecting “Long Term Care Queue” from the Action menu drop-down list, in the Medicaid detail program case window.



Once “Long Term Care Queue” has been selected from the drop down list, a message box will display asking the user if this is a long term care queue case with Yes/No radio buttons.



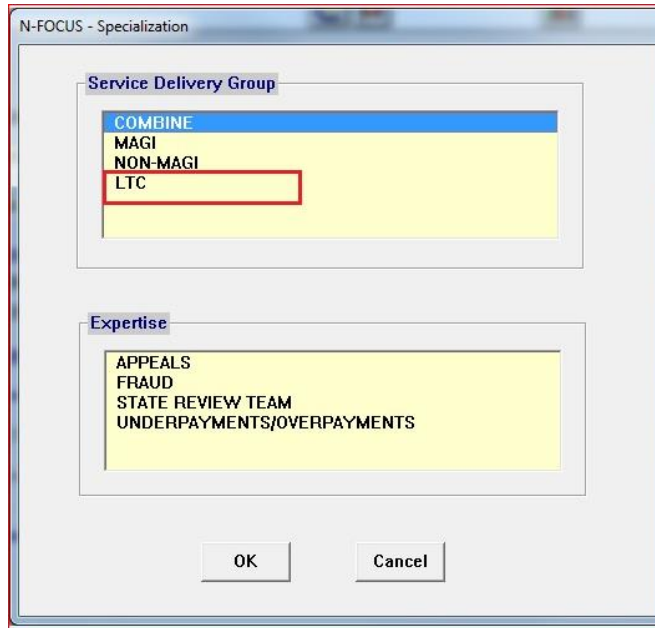
If the worker selects yes, the indicator is now set and the worker will see “Long Term Care Queue” display in the program information section of the detail program case window.



Note: When the indicator is removed, “Long Term Care Queue” will no longer display.

The LTC indicator does not have to be removed if the program case needs to be assigned to a specific worker. When the case is assigned alerts will get created as they do for all assigned cases. Once the assignment has been removed and the program case is returned to universal mode the work task will be created with the LTC service delivery group. The indicator should only be removed when it has been determined that the case no longer meets the set criteria for being in the LTC queue.

If the LTC indicator is set on any program case, the work tasks created will have the LTC service delivery group. The LTC service delivery group will route those tasks to staff whose specialization is LTC. (See screen print on next page.)



Alerts

Assigned Case Alerts (Change)

These alerts will only be created for an assigned case. New work task have been created to replace these alert and alerts exist work task.

- Desk Review
- Desk review FFC
- Desk review MAGI
- Renewal Form Not Received

Work Tasks (New)

These new work tasks will replace some the desk review alerts that had been created with an alerts exist task for cases that are universal.

- Desk review
- Desk Review for FFC renewal
- Desk Review for MAGI Renewal
- Renewal form not Received

This new work task will replace the application rec'd work task that was created when an application was tied with the reason of renewal Application Rec'd –Renewal.

This new work task will be manually created when a program case needs to be directed to a renewal processor.

- Renewal Ready for review

Updated of the “Case ready for Final Processing-MLTC” work task:

- Initial Application Ready for Review

ACCESSNebraska Electronic Application

Forgot/Change Password Characters (Change)

ACCESSNebraska passwords will now be limited to 20 characters for both the registration process and the forgot/change password function.

Change Report (Fix)

With this release, the complete address will display on the Change Report Nursing Facility Summary.

Nursing Facility Summary	
Was this Medicaid patient admitted or discharged to this Nursing Facility? Did they have some other type of change?	Discharged/Transfer
Who was discharged?	Harry Potter
Date Discharged	08/01/2017
Medicare Payment Begin Date	
Medicare Payment End Date	
Discharged From	ABC Nursing Home 1234 Main Street PO Box 1234 C/O Nursing Home Eagle, NE 68347
Current Residence/Transferred to	Home Harry Potter 123 G St Eagle, NE 68347
Comments:	

Correspondence

Monthly Account Statements for Collections (Change)

The Monthly Account Statement (formerly Monthly Billing Statement) has been changed to consolidate all Accounts Receivable owed by the same Responsible Party for the same Program on to one statement.

The Monthly Account Statement will list each outstanding Accounts Receivable, any transactions made within the previous 90 days, the current balance owed and the amount due.

If the Repayment portion cannot be fully listed on the first page it will be on a second page so the client has a page to return with their payment.

This applies to all Accounts Receivable types including Claim Items and Economic Assistance programs benefits.

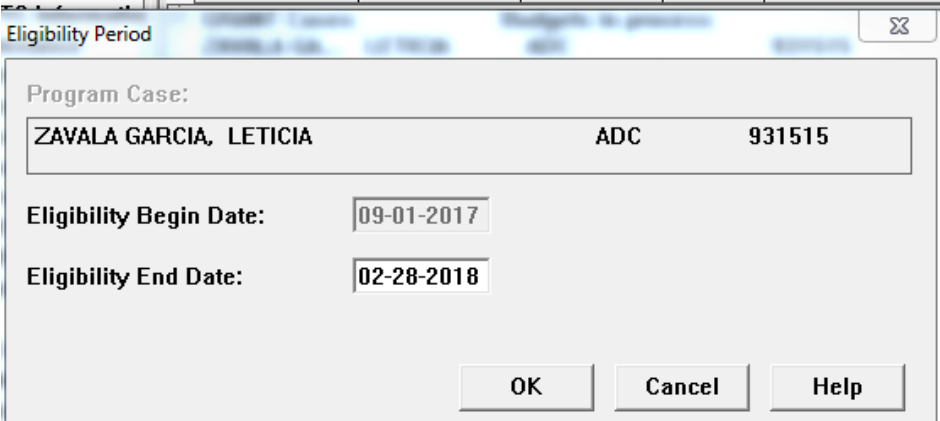
The Monthly Account Statement is sent when there is no active Recoupment on the Accounts Receivable.

N-FOCUS Tips

Closing Windows in Expert System

When you are processing in the Expert System there are two things that you should **NEVER DO**:

- Use the **ALT F4** to get off a window
OR
- Use the **X** at the top right of any window.



The screenshot shows a dialog box titled "Eligibility Period" with a close button (X) in the top right corner. The dialog contains the following information:

Program Case:		
ZAVALA GARCIA, LETICIA	ADC	931515

Below the table, there are two date fields:

Eligibility Begin Date: 09-01-2017

Eligibility End Date: 02-28-2018

At the bottom of the dialog, there are three buttons: OK, Cancel, and Help.

Both of these actions will cause issues with the case that you are processing. You will not notice an issue but certain data for this case will not get set correctly. This then will cause issue for the next person running this case or for our MESA processing.

PLEASE never use the ALT F4 OR the X to leave a window in the Expert System.