
N-FOCUS Major Release

MLTC

August 11, 2019

A Major Release of the N-FOCUS system is being implemented August 11, 2019. 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

Production Support Documentation System (New)

N-FOCUS Production Support is using a new system to document your calls and issues. This system is called “State of Nebraska Service Portal”. All State Agencies will be converting to this system of logging incidents as they are ready.

When you call in we will be asking for your N-FOCUS Logon ID, BF Number and your Name as we no longer have this information available to us.

A built in feature of Service Portal is a system automated e-mail with a link to the incident request when it is created and another one when it is resolved. Even when the incident is created and resolved within the same action two e-mails will be sent. These are just for your information and require no action on your part. An e-mail will also be created when the incident is assigned to another person, if comments are added, or if the status is changed. These e-mails are automatically created by the new system.

If we have to escalate your call to another team, you may get an e-mail saying it was resolved but then another e-mail saying it was reopened and assigned.

This is an example of what the e-mails will look like:

service.desk@nebraska.gov Sanborn, Gloria
 Title: DHHS NFOCUS - ARP

Incident Request [IR817242] Has Been Created For You

service.desk@nebraska.gov Sanborn, Gloria
 The following Incident has been resolved:

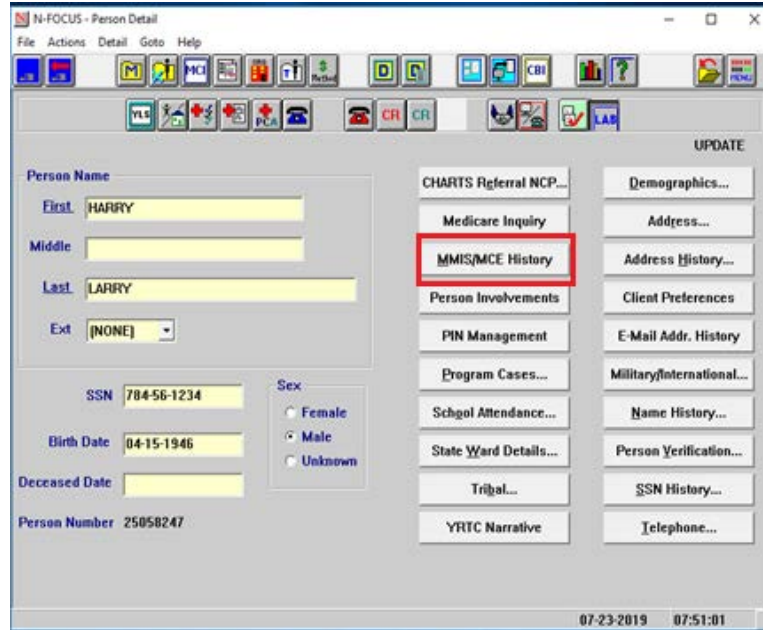
Incident Request [IR817242] For Gloria Sanborn Has Been RESOLVED

It will take us some time to learn this new system so please be patient with us.

Person Detail MMIS History (Change)

The MMIS/MCE History button has been added to the Person Detail.

Note: This button was previously named the MMIS History button.



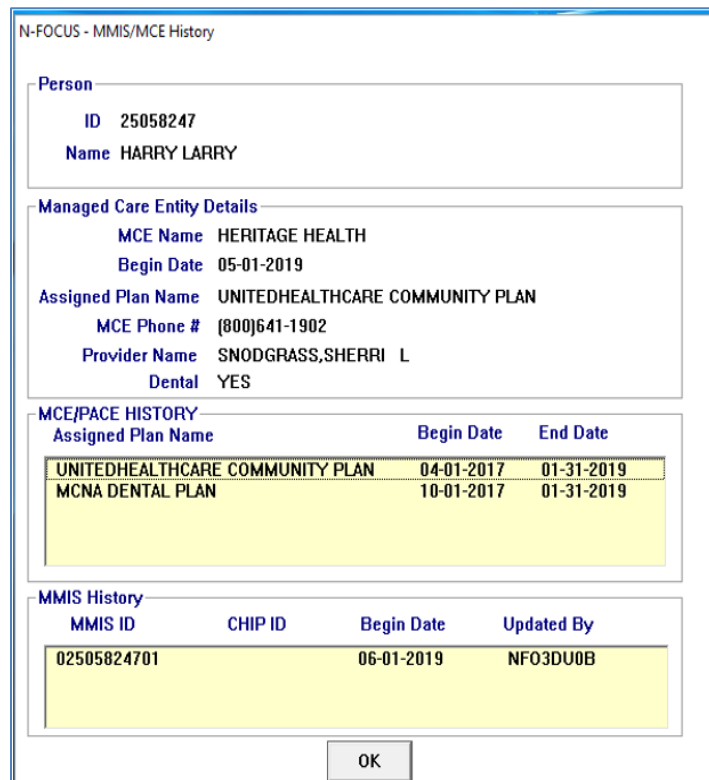
The screenshot shows the 'N-FOCUS - Person Detail' window. The 'MMIS/MCE History' button is highlighted with a red box. The window contains various fields for person information and a list of buttons for different actions.

Person Name	First	Middle	Last	Ext
	HARRY		LARRY	[NONE]

SSN: 784-56-1234
Sex: Female, Male, Unknown
Birth Date: 04-15-1946
Deceased Date:
Person Number: 25058247

Buttons: CHARTS Referral NCP..., Medicare Inquiry, **MMIS/MCE History**, Person Involvements, PIN Management, Program Cases..., Schgol Attendance..., State Ward Details..., Tribal..., YRTC Narrative, Demographics..., Address..., Address History..., Client Preferences, E-Mail Addr. History, Military/International..., Name History..., Person Verification..., SSN History..., Telephone...

Selecting this button will open the MMIS/MCE History window.



The screenshot shows the 'N-FOCUS - MMIS/MCE History' window. It displays the following information:

Person
ID: 25058247
Name: HARRY LARRY

Managed Care Entity Details
MCE Name: HERITAGE HEALTH
Begin Date: 05-01-2019
Assigned Plan Name: UNITEDHEALTHCARE COMMUNITY PLAN
MCE Phone #: (800)641-1902
Provider Name: SNODGRASS,SHERRI L
Dental: YES

MCE/PACE HISTORY

Assigned Plan Name	Begin Date	End Date
UNITEDHEALTHCARE COMMUNITY PLAN	04-01-2017	01-31-2019
MCNA DENTAL PLAN	10-01-2017	01-31-2019

MMIS History

MMIS ID	CHIP ID	Begin Date	Updated By
02505824701		06-01-2019	NF03DU0B

OK

The MMIS/MCE History window displays the MMIS ID history, and will also include the following information for PACE or the Managed Care Entities:

- **MCE Name:** Heritage Health or PACE will display, based on the plan type the ARP is current assigned to.
- **Begin Date:** The begin date of the plan.
- **Assigned Plan Name:** Name of the plan the ARP is current assigned to.
- **MCE Phone #:** Phone number for the plan the ARP is current assigned to.
- **Provider Name:** Name of the Primary Care Provider the ARP is assigned to.
- **Dental:** Default value of is No. Yes will display when the ARP is assigned to a dental plan.
- **MCE/PACE History:** Displays history for the Heritage Health, Dental and Pace plan that the ARP was assigned to.

Note: The Managed Care Entity Details section will be blank when the Case Person is not assigned to a plan or pending a plan assignment.

[Detail Program Service Window \(Change\)](#)

Note: The new options on the Detail Program Service window primarily affect the Children and Family Services program.

The Detail Program Service window displays information about a Program Service as it relates to a specific Service Type. With this release, the following options have been added to the Detail Program Service Window because of the Family First Prevention Services Act (FFPSA).

QRTP Eligible – This option indicates the service is for placement of a child at a Qualified Residential Treatment Program (QRTP) accredited placement.

Limited IV-E Exempt – This option indicates the service is for a placement of a child at a placement setting that is exempt from the limits to IV-E, based upon the Family First Prevention Services Act (FFPSA) regulations.

Note: The QRTP Eligible and Limited IV-E Exempt cannot be checked at the same time.

With Parent in Facility Eligible – This option indicates the service is for placement of a child with the parent in a Residential Substance Use facility.

Prevention IV-E Eligible – This option indicates the service is approved by Children and Family Services as a Prevention service.

Prevention Level – This option indicates the level of Prevention IV-E Eligibility for the service. (i.e. Promising, Supported, Well Supported).

Note: The Prevention Level field is only active when the Prevention IV-E Eligible option is checked.

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Document Imaging

New Category

A new Category “QRTP Placement” will be added to document imaging. There will be 2 sub-categories: “Placement Assessment” and “Placement Extension Approval”.

This new Category will be part of the CFS program categories (Protection & Safety).

ACCESSNebraska Electronic Application

Planned Outage for Healthcare Phone Application/Renewal (New)

Medicaid Phone Application and Medicaid Phone Renewal will now have an early submit message for when there is a change made to the application or renewal. This will inform the worker that the application will need to be submitted by a certain date & time or the draft application will be deleted.

Medicaid Renewal

NEBRASKA
Good Life. Great Mission.

Planned Outage

There are some changes being made to the renewal form. If you start a renewal, it will need to be submitted by 8:00 PM on April 6, 2019.

Renewals that are started but not submitted by that date will be deleted and you will need to complete a new renewal form when it becomes available again on April 7, 2019.

CONTINUE

Alerts

Alert 618 Medicaid Reopened. (New)

The Medicaid Reopened alert will be created when a Medicaid case is reopened and there is an associated PAS case. The alert is directed to the PAS worker. The case should be reviewed to see if the PAS case should be reopened.

Expert System

Reopen a TMA-G Program Case (New)

A worker will be allowed to reopen a TMA-G Program Case with the following is true:

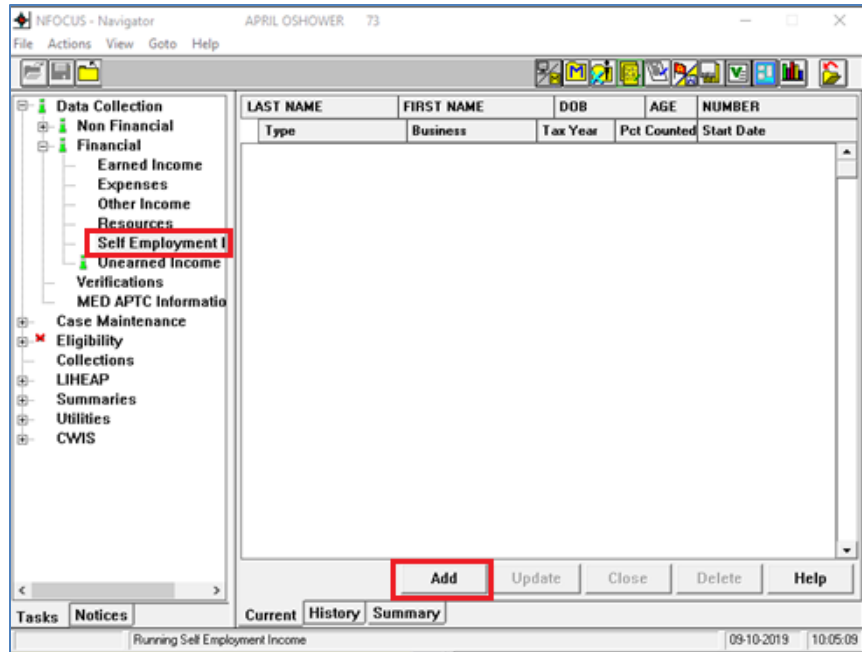
- The TMA-G Program case was open in the month immediately preceding the month the TMA-G Program is being open for
- The month being reopened is not beyond the original 5- month TMA-G eligibility period

Note: When attempting to reopen a TMA-G Program Case, the that program is not listed to be reopened, one of the above requirements has not been met.

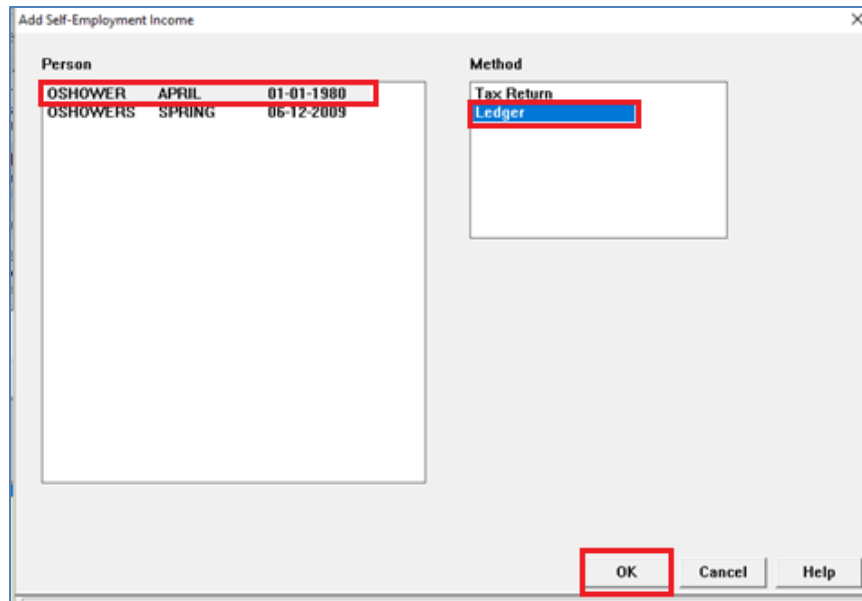
Add Self Employment Ledgers (Change)

Self-employment correspondence has been moved to Expert System with this release. Creating a self-employment ledger from the mainframe will now be disabled.

1. Select Add from the Data Collection>Financial> Self-Employment task



The Add Self-Employment Income window will display.



2. Select the appropriate Person.
3. Select Ledger as the Method.
4. Click OK.

The Add SE Income From Ledger window will display.

Add SE Income From Ledger

Business | Ledger

Describe the SE Income: Child Care

Self Employment from Farming? Yes No

Business has Expenses? Yes No

Business Begin Date: 07-26-2019

Business Owner Name: April O'Shower

Business Name: Sweet Memories

Business Addr 1: 4444 S 44

Business Addr 2:

Business Addr 3:

Business City: Lincoln Business State: NE

Business Zip5: 68516 Business Zip4:

Help

Next OK Cancel Help

5. Enter the following information:
 - a. Business Begin Date
 - b. Business Owner Name
 - c. Business Name
 - d. Business Addr 1, 2 and 3 as appropriate
 - e. Business City
 - f. Business State
 - g. Business Zip5
 - h. Business Zip4

Note: The entered information will be transferred to the Self Employment Correspondence that can be sent to the Household.

The first time Self-Employment information is entered, the Add or Next buttons will not enable unless the top part of the ledger is completed.

Note: If Yes was selected for Business Has Expenses, then the 49% deduction will automatically be calculated when adding the total receipts.

6. Select OK to exit the Add SE Income From Ledger window, OR Create SE Ledger Correspondence if a copy is to be sent to the Household.

Add SE Income From Ledger

Business Ledger

Month of Receipt	Total Receipts	Total Expenses	Net Income	Estimate/Actual
08-2019	500.00	245.00	255.00	Actual

Month of Receipt: 09-2019 Total Receipts: 100.00 Total Expenses: 49.00 Estimate/Actual: Estimated Verification: Employer Records/Statement

Economic Assistance should not enter Expenses.
Budgeting will calculate Expense amounts of 49% for each income amount.

Add Ledger **Create SE Ledger Correspondence** Help

Next OK Cancel Help

The Create SE Ledger Correspondence window will display.

Create SE Ledger Correspondence

Month of Receipt	Total Receipts	Total Expenses	Net Income	Estimate/Actual
08-2019	500.00	245.00	255.00	Actual
09-2019	100.00	49.00	51.00	Estimated

From: 08-2019 To: 09-2019

Average number of hours worked for self employment: 20

Weekly
Or
 Monthly

OK Cancel Help

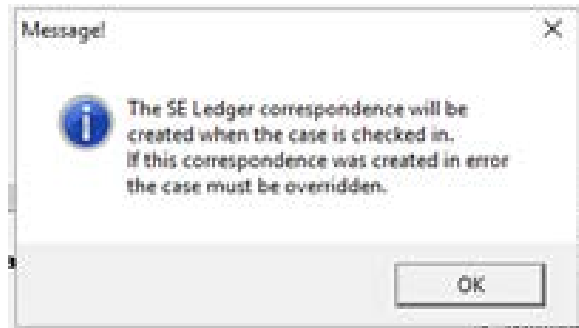
7. Enter the following information:

- Select the months to be displayed in the Self-Employment Correspondence.
- Select the average number of hours worked for Self-Employment
- Select Weekly or Monthly

8. Click OK.

The following message will display:

The SE Ledger correspondence will be created when the case is checked in.
If this correspondence was created in error the case must be overridden.



9. Click OK.

Update Self Employment Income (Change)

The IRS has made recent updates to the tax forms for the 2018 tax year:

- Form 1040 has removed many of the line item listings for income and adjustments and placed them on a new and separate document called *Schedule 1 (Form 1040) – Additional Income and Adjustments to Income*.
- *Capital Gains* amounts are now listed on line 13 of Schedule 1, instead of line 13 on *Form 1040*
- *Other Income* amounts are now listed on line 21 of Schedule 1, instead of line 21 on *Form 1040*
- Line number 29 (*Depreciation of your home*) on *Form 8829* has now been updated to line number 30

These updates have required label changes to the 'Self-Employment Income from Tax Return' screens in Expert System that apply to the actions of Adding and Updating SE Income from Tax Returns:

- The tab formerly labeled *Form 1040* now appears as *Sched 1 Form 1040*
- The window title for *Sched 1 Form 1040* which was formerly *FORM 1040* is now *Form 1040 - Schedule 1* when tax year 2018 or later is selected
- The line number for Depreciation of the home under the *Sched C and Form 8829* tab which was formerly 29 is now showing as 30 for tax years 2018 and later

The help text for the two affected tabs will also be updated to reflect these tax form updates.

Note: No matter what tax year is selected on the first part of this window (Business tab), the updated tab label of *Sched 1 Form 1040* will always show. All tax years prior to 2018 will show the window title *FORM 1040*, as opposed to the newly updated window title for 2018 and beyond titled *Form 1040 – Schedule 1*.

Note: To access the Add SE Income from Tax Return windows, from the Expert System Navigator, select Financial>Self Employment Income. From the Business Tab, enter the appropriate Tax Year to review in order to populate the remaining tabs.

Add SE Income From Tax Return

Business | Sched F | **Sched C and Form 8829** | Sched C-EZ | Sched E and Form 4835 | Sched 1 Form 1040

SCHEDULE C - PROFIT OR LOSS FROM BUSINESS OR PROFESSION

Depletion	+ Line 12:	<input type="text"/>
Depreciation	+ Line 13:	<input type="text"/>
PA / CC - Deductible Portion of Meal/Entertainment Expense	+ Line 24(b):	<input type="text"/>
SNAP - disallowed items from line 27 - See HELP button for more details	+ Line 27:a	<input type="text"/>
PA / CC- disallowed items from line 27 - See HELP button for more details	+ Line 27:a	<input type="text"/>
Tentative Profit or Loss	+ Line 29: if profit	<input type="text"/>
	+ Line 29: if loss	<input type="text"/>
PA / CC - Business Use of home	- Line 30:	<input type="text"/>
SNAP Shelter as a cost of doing business - See HELP button for more details	-	<input type="text"/>

FORM 8829

PA - Depreciation of the home allowed on IRS Form 8829 + Line 30

FSP 1040 Supplement - Payments on Principal of the Purchase Price -

Help

Next OK Cancel Help

Add SE Income From Tax Return

Business | Sched F | Sched C and Form 8829 | Sched C-EZ | Sched E and Form 4835 | **Sched 1 Form 1040**

Form 1040 - Schedule 1

SNAP - Capital Gain or Loss - Only if Items Sold in Normal Course of Business	+ Line 13	<input type="text"/>
	+ Line 13: if loss	<input type="text"/>
Other Income - Only if Amount is Positive	+ Line 21:	<input type="text"/>
FSP 1040 Supplement - Payments on Principal of the Purchase Price	-	<input type="text"/>

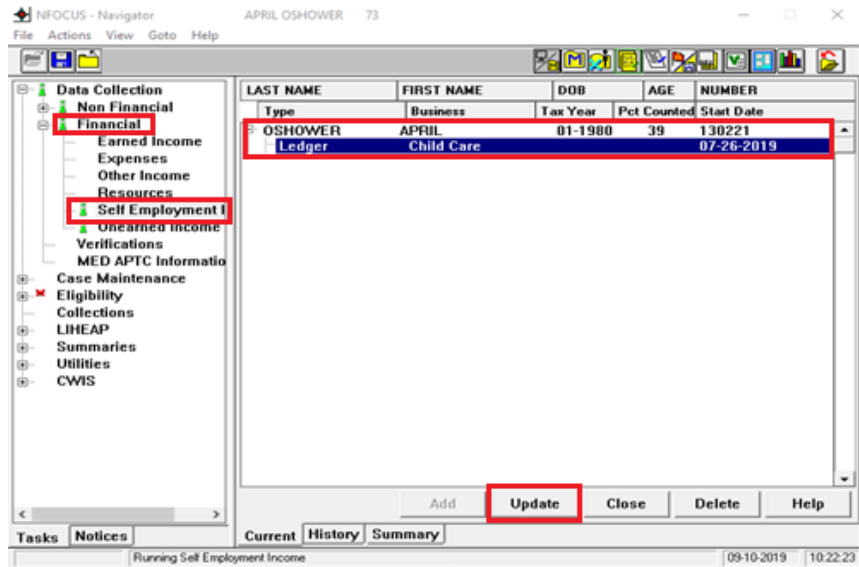
Help

Next OK Cancel Help

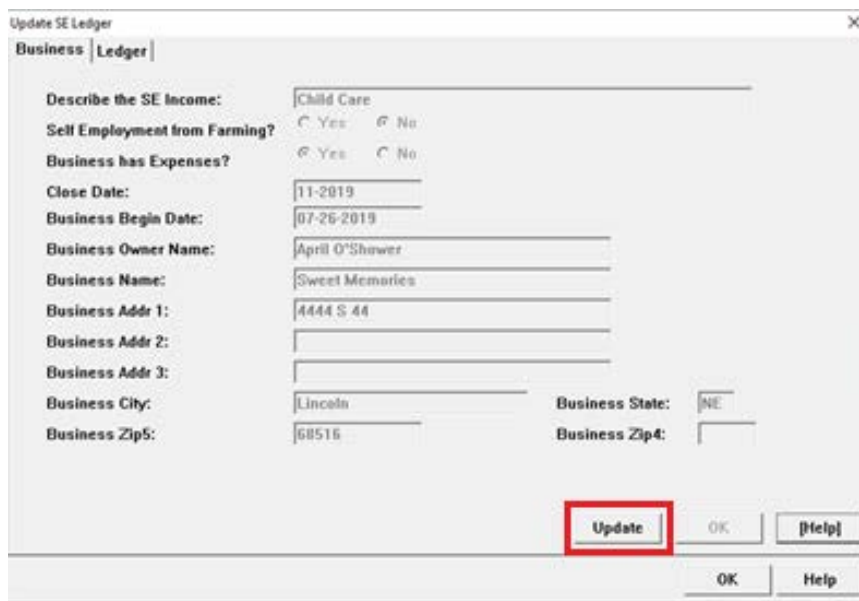
Update Self-Employment Business Information (Change)

To update self-employment business information follow these steps:

1. Navigate to the Data Collection>Financial>Self Employment Income task.
2. Highlight the row to be updated.
3. Click Update.



The Updated SE Ledger window will display.



4. Click Update.

The Business Name and Address fields will enable.

5. Enter the changes.
6. Click OK.
7. Select the Ledger Tab.

Month of Receipt	Total Receipts	Total Expenses	Net Income	Estimate/Actual
10-2019	150.00	73.50	76.50	Estimated

8. Enter the following:
 - a. Month of Receipt
 - b. Total Receipts
 - c. Total Expenses automatically populates when Business has Expenses is Yes.
9. Click OK.

All of the Self-Employment Ledgers display on the Add SE Income From Ledger window.

Month of Receipt	Total Receipts	Total Expenses	Net Income	Estimate/Actual
10-2019	150.00	73.50	76.50	Estimated

- If no other changes are needed, click OK to return to the Navigator window.
- If correspondence is to be sent to the client, click the Create SE Ledger Correspondence button.

10. When the Create SE Ledger Correspondence button is selected, the Create SE Ledger Correspondence window will display.
11. Complete fields as appropriate.
12. Click OK to send the correspondence.

Note: When adding a new Ledger to an existing Self-Employment Income task, Click OK on the Add SE Income from Ledger window to enable all available months.

NFOCUS Tips:

Data Integrity

It is very important to maintaining the integrity of the data contained on NFOCUS that workers Do NOT enter false or fake data in fields. This includes but is not limited to the following:

- **Email Field** – Entering None or No Email in the field. If the client does not have an email, leave the field blank.

Closing Medicaid Participants or Cases

Medicaid participants or cases cannot be closed for the current month or for a previous month. If the participant(s) has been determined ineligible, close for a future month allowing timely and adequate notice.