
NFOCUS Major Release

Economic Assistance

December 11, 2022

A Major Release of the N-FOCUS System is being implemented December 11, 2022. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections and addresses all the Divisions, MLTC, EA, CFS and DD.

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

ACCESSNebraska: N-FOCUS workers responsible for case activity received through the Web Based Electronic Application should read this section.

Home and Community Based Services: N-FOCUS workers who work directly with DD or AD/TBI 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 Developmental Disabilities Programs.

Expert System: All N-FOCUS workers with responsibilities for case entry for AABD, ADA Payment SNAP, LIHEAP, LIHWAP, CC, FL, MED, Retro MED should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (i.e., 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 may be documented in both the primary location that describes the entire process in addition to being in the Alerts, Work Tasks and Correspondence sections.

Interfaces, Document Imaging and N-FOCUS Tips sections will be added as appropriate for the release.

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General Interest and Mainframe

Detail Program Service Window (Change)

The Detail Program Service window has been updated to include a "Tribal Eligible" check box for Tribal Workers to create a Service Referral for that particular service.

N-FOCUS - Detail Program Service

Service
Long PARENTING TIME/SUPERVISED VISITATION
Short PARNT TIME/SUPRVSED VISIT

Program CHILDREN AND FAMILY SERVICES

IV-E Payment Med Eligible SNA Automatic Claim Notice Send to EVW Tribal Eligible
 ORTP Eligible Limited IV-E Exempt With Parent in Facility Eligible Prevention IV-E Eligible

Service Approval Type Services Contract Prevention Level

Days Service Available Per Year [NONE] DD Discount Percentage

Description
SUPERVISED AND MONITORED VISITS BETWEEN PARENTS AND THEIR CHILDREN OR BETWEEN SIBLINGS. ENGAGE, TEACH, AND ROLE MODEL NURTURING PRACTICES. IMPROVE STABILITY OF FAMILY MEMBERS AND FAMILY UNIT.

Dates
Begin 07-01-2016
End
Proposed End

OK Cancel Propose Close Close PST Help

Current Children and Family Services Program that are Tribal eligible as of 12/11/2022 are:

- Parenting Time/Supervised Visitation (8873)
- Parenting Time Service Prep (6373)
- In-Home Family Support (7171)
- In Home Service Prep (6582)
- Out of Home Family Support (7443)
- Out of Home Service Prep (3386)
- Healthy Families of America (HFA) (7702)
- Family Center Treatment (FCT) (9474 ,5549)
- Trauma Focused Cognitive Behavioral Therapy (TFCBT) (9759)

Note: Any additional services that the field wants to be added to the Tribal Eligible list will need an Update Existing Service Type Form submitted with the Tribal Eligible check box marked.

Employment First Education Level Completed (Fix):

An issue had been reported by TANF policy where they were seeing instances where the "Education Level Completed" in the Employment First Program Case was being updated to an alternate level instance by persons who should not be updating the level, often by Protection and Safety worker IDs. Research found that this was occurring when changes were made to the Program Case status of other mainframe-based Program Cases (Closed, Opened or Reopened).

This has been fixed to prevent the Employment First Education Level Completed entry from being updated when mainframe-based program cases are acted upon.

Child Care Auto-Populate Service Authorization Description (Change)

When the following Child Care Services are selected for a Service Authorization, the description on the Service Authorization will be auto populated with specified text:

- Service Code: 6529 - Enrollment Fee
- Service Code: 3223 - CC Special Need
- Service Code: 6805 - FA/CPR Reimbursement
- Service Code: 8903 - Infant Care
- Service Code: 4456 - Overtime
- Service Code: 9946 - Preschool Care
- Service Code: 6520 - Quality Incentive Payment
- Service Code: 6613 - Reimbursement
- Service Code: 6679 - Toddler Care
- Service Code: 2456 - Travel Time
- Service Code: 8775 - Family in Home Care
- Service Code: 4907 - In-Home CC Special Need
- Service Code: 3580 - School Age Care
- Service Code: 7964 - Activity Fee
- Service Code: 5641 - Transportation Child Care

Many of these Child Care Services have auto-populated descriptions, but with this release the descriptions will be updated to the following:

Service Code: 6529 - Enrollment Fee

A one-time enrollment fee of \$25/15 is approved for NAME OF CHILD. Bill according to the terms of the agreement for the time the child attends. The Department will pay only for the number of occurrences approved.

Service Code: 3223 - CC Special Need

Child Care is authorized for the time both PARENT #1 is NEED FOR SERVICE at PLACE and PARENT #2 is NEED FOR SERVICE at PLACE, up to HOURS/WEEK, including travel time.

In the event a need for service ends, care may continue as authorized for up to 3 months while seeking employment. Bill accordingly to the terms of the agreement for the time the child attends. The Department will pay only for the number of hours approved above. Care may continue as authorized during a temporary change.

Service Code: 6805 - FA/CPR Reimbursement

PROVIDER received a 50% reimbursement in the amount of \$XX.XX for pediatric first aid/CPR certification for all staff members who completed the training.

Service Code: 8903 - Infant Care

Child Care is authorized for the time both PARENT #1 is NEED FOR SERVICE at PLACE and PARENT #2 is NEED FOR SERVICE at PLACE, up to HOURS/WEEK, including travel time.

In the event a need for service ends, care may continue as authorized for up to 3 months while seeking employment. Bill accordingly to the terms of the agreement for the time the child attends. The Department will pay only for the number of hours approved above. Care may continue as authorized during a temporary change.

Service Code: 4456 – Overtime

Overtime is authorized for the time both PARENT #1 is NEED FOR SERVICE at PLACE and PARENT #2 is NEED FOR SERVICE at PLACE, up to HOURS/WEEK.

Service Code: 9946 - Preschool Care

Child Care is authorized for the time both PARENT #1 is NEED FOR SERVICE at PLACE and PARENT #2 is NEED FOR SERVICE at PLACE, up to HOURS/WEEK, including travel time.

In the event a need for service ends, care may continue as authorized for up to 3 months while seeking employment. Bill accordingly to the terms of the agreement for the time the child attends. The Department will pay only for the number of hours approved above. Care may continue as authorized during a temporary change.

Service Code: 6520 - Quality Incentive Payment

A one-time Quality Incentive Payment of \$100/50 is authorized for PROVIDER's completion of FOOD/WORKSHOP/VIDEO Program.

Service Code: 6613 – Reimbursement

LEAVE BLANK --No text will be auto-populated

Service Code: 6679 - Toddler Care

Child Care is authorized for the time both PARENT #1 is NEED FOR SERVICE at PLACE and PARENT #2 is NEED FOR SERVICE at PLACE, up to HOURS/WEEK, including travel time.

In the event a need for service ends, care may continue as authorized for up to 3 months while seeking employment. Bill accordingly to the terms of the agreement for the time the child attends. The Department will pay only for the number of hours approved above. Care may continue as authorized during a temporary change.

Service Code: 2456 - Travel Time

LEAVE BLANK --No text will be auto-populated

Service Code: 8775 - Family in Home Care

In-Home Child Care is approved for NAMES OF ALL CHILDREN for the time both PARENT #1 is NEED FOR SERVICE at PLACE and PARENT #2 is NEED FOR SERVICE at PLACE, up to HOURS/WEEK, including travel time.

In the event a need for service ends, care may continue as authorized for up to 3 months while seeking employment. Bill accordingly to the terms of the agreement for the time the child attends. The Department will pay only for the number of hours approved above. Care may continue as authorized during a temporary change.

Service Code: 4907 - In-Home CC Special Need

In-Home Child Care is approved for NAMES OF ALL CHILDREN for the time both PARENT #1 is NEED FOR SERVICE at PLACE and PARENT #2 is NEED FOR SERVICE at PLACE, up to HOURS/WEEK, including travel time.

In the event a need for service ends, care may continue as authorized for up to 3 months while seeking employment. Bill accordingly to the terms of the agreement for the time the child attends. The Department will pay only for the number of hours approved above. Care may continue as authorized during a temporary change.

Service Code: 3580 - School Age Care

Child Care is authorized for before and after school and days when school is out for the time both PARENT #1 is NEED FOR SERVICE at PLACE and PARENT #2 is NEED FOR SERVICE at PLACE, up to HOURS/WEEK, including travel time.

In the event a need for service ends, care may continue as authorized for up to 3 months while seeking employment. Bill accordingly to the terms of the agreement for the time the child attends. The Department will pay only for the number of hours approved above. Care may continue as authorized during a temporary change.

Service Code: 7964 - Activity Fee

Summer activity fees (up to 3 occurrences) of \$25 or 5/month are approved for NAME OF CHILD for the summer months of June, July, and August. Bill according to the terms of the agreement for the time the child attends. The Department will pay only for the number of occurrences approved.

Service Code: 5641 - Transportation Child Care

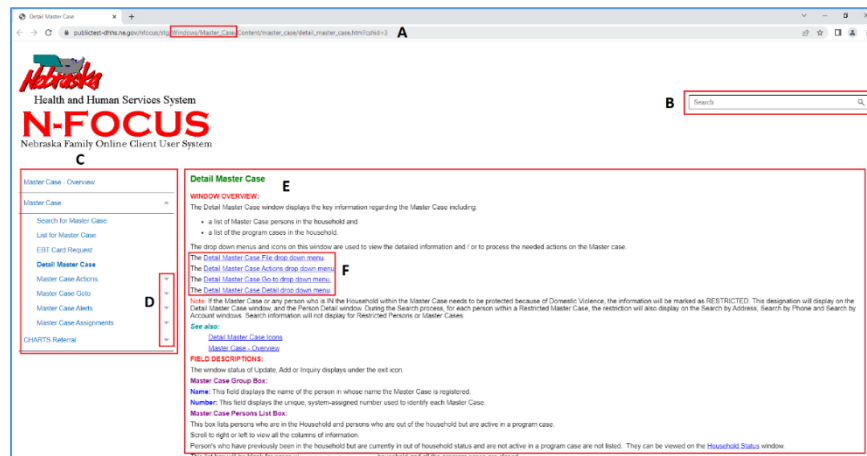
Transportation Child Care to and from home is approved for NAME OF CHILD up to ONE WAY TRIPS per week. Bill accordingly to the terms of the agreement for the time the child attends.

[NFOCUS Online Help Display \(Change\)](#)

The appearance of help documentation has changed with the December 2022 release.

Window Help Topics

The following screen print shows the display for Window Help:



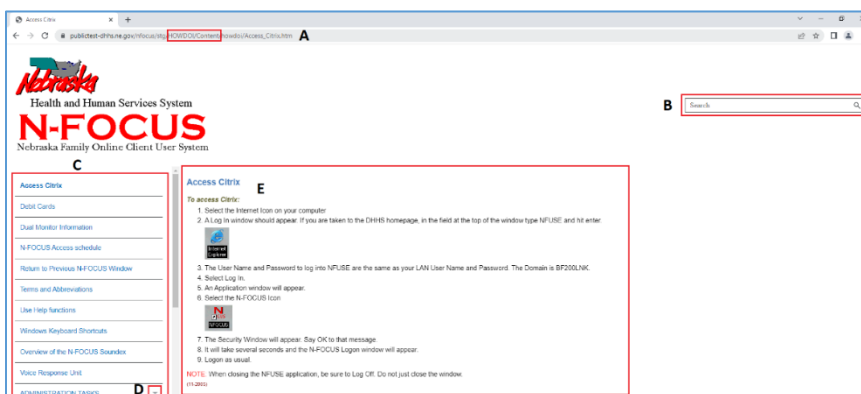
Note: When selecting Help>Window Help the help topic for the window you are on will display.

A	The window address indicates the Help Project you are viewing. In this example, you are viewing the Windows Help>Master Case Project.
B	You can search for topics within the Project you are viewing by entering search criteria in this field. Note: The Search function is used to search a specific word(s) within the total contents. Every topic that contains the words used in the search criteria will display. Click on the title to open the topic.
C	The Topic Tree displays all the topics that are within the Project. Click each topic to view the information on the right side of the help window. Note: The Topic Tree may not display immediately when you open Window Help. If you do not see the Topic Tree, maximize the window.

D	Within the Topic Tree there may be multiple groups of topics. Click the twisty (triangle) to display additional topics.
E	This section contains the help topic information.
F	Within the text of the help topic, you may see links that will take you to additional information when the link is clicked. The link may take you to additional Window Help or related How Do I Help.

How Do I Help Topics

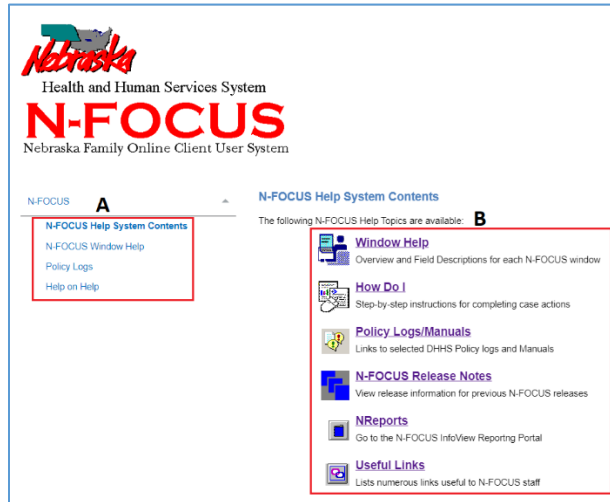
The following screen print shows the display for How Do I Help:



A	The window address indicates the Help Project you are viewing. In this example, you are viewing the How Do I Project.
B	You can search for topics within the Project you are viewing by entering search criteria in this field. Note: The Search function is used to search a specific word(s) within the total contents. Every topic that contains the words used in the search criteria will display. Click on the title to open the topic.
C	The Topic Tree displays all the topics that are within the Project. Click each topic to view the information on the right side of the help window. Note: The Topic Tree may not display immediately when you open Window Help. If you do not see the Topic Tree, maximize the window.
D	Within the Topic Tree there may be multiple groups of topics. Click the twisty (triangle) to display additional topics.
E	This section contains the help topic information. Note: Within the text of the help topic, you may see links that will take you to additional information when the link is clicked. The link may take you to additional Window Help or related How Do I Help.

Contents, Policy and Help on Help Topics

To view Contents, Policy Help and Help on Help topics, select the Help menu and the appropriate option (Contents, Policy Help, Help on Help) The following screen print shows the Help window that will display. From this window you will search for the specific topic.



Both sections (A & B) contain links. Click the appropriate link to view the Help topic.

Note: There is a Search function on this page as well. It works in the same manner as discussed in the Window and How Do I Help sections.

Links within Help Topics

Due to the upgrade of the Help system, some of the links within the Help Topics are not currently working properly. These are being worked on. In the meantime, use the Search function to locate the topic if the link is not active.

ACCESSNebraska

Change Report Marital Status Verbiage (Update)

The verbiage for reporting a new marriage or new divorce has been updated on Change Report (CR). The verbiage has been updated from 'Name of Bride' and 'Name of Groom' and 'Name of Wife' and 'Name of Husband' respectively to 'Name of First Spouse' and 'Name of Second Spouse' for both entries.

Alerts

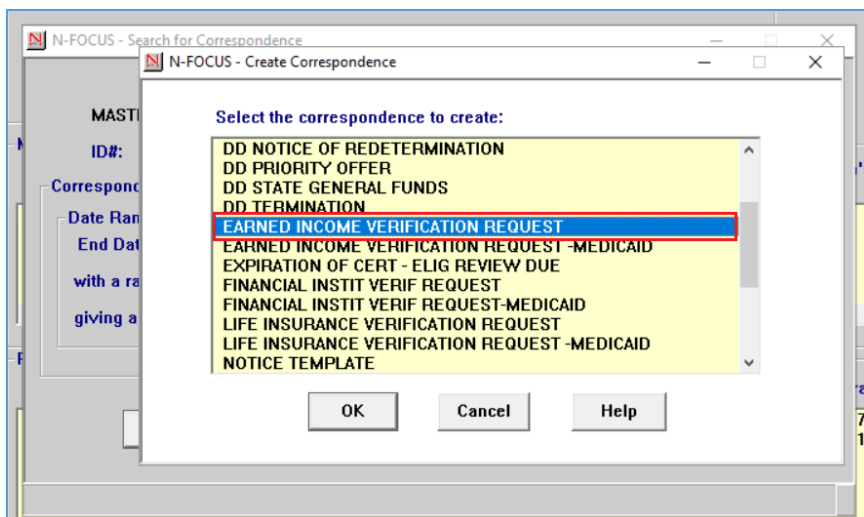
Alert #383 Refugee Time Limit (Update)

Updated the alert to reflect the 12-month time limit.

Correspondence

Leave of Absence Form (New)

The Leave of Absence Form is found in the Create Correspondence window under Earned Income Verification Request. The worker will send out this form when a Household reports a Leave of Absence from their employment.



N-FOCUS - Earned Income Verification

File Actions Help

Verification type: Earned Income Verification Request - Ongoing Employment

Sent to Provider: Earned Income Verification Request - Leave of Absence

Client Information

Household Members	SSN	Status	Birth Date
JAMES RODES	515-36-5874		04-01-2020
MARY RODES	512-52-5855		01-01-1980

*** YOU MUST PRINT THIS FORM LOCALLY AND ENCLOSE APPROPRIATE MATERIALS WHEN MAILING.

11-18-2022 08:06:24

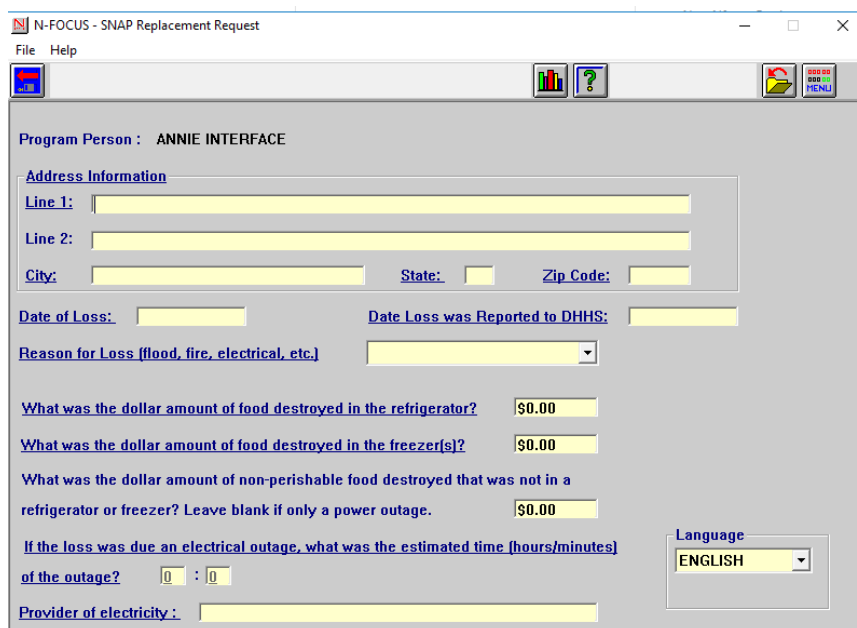
SNAP Replacement Request (New)

The SNAP Replacement Request correspondence is available for when a Household call in to request a SNAP replacement due to flood/fire/electrical/other issue. This correspondence is accessed from the SNAP Detail Program Case window. This correspondence is Print Local only.

Complete the fields as appropriate.

Note: The address where the loss occurred is not always the same address as the Program Person's residence.

If the loss was to a power outage only, the field for the question "What was the dollar amount of non-perishable food destroyed that was not in a refrigerator or freezer?" is left blank.



The screenshot shows a software window titled "N-FOCUS - SNAP Replacement Request". The window contains a form with the following fields and sections:

- Program Person:** ANNIE INTERFACE
- Address Information:**
 - Line 1: [Text Field]
 - Line 2: [Text Field]
 - City: [Text Field] State: [Text Field] Zip Code: [Text Field]
- Date of Loss:** [Text Field] **Date Loss was Reported to DHHS:** [Text Field]
- Reason for Loss (flood, fire, electrical, etc.):** [Dropdown Menu]
- What was the dollar amount of food destroyed in the refrigerator?** \$0.00
- What was the dollar amount of food destroyed in the freezer[s]?** \$0.00
- What was the dollar amount of non-perishable food destroyed that was not in a refrigerator or freezer? Leave blank if only a power outage.** \$0.00
- If the loss was due an electrical outage, what was the estimated time (hours/minutes) of the outage?** [Text Field] : [Text Field]
- Provider of electricity:** [Text Field]
- Language:** ENGLISH [Dropdown Menu]

Expert System

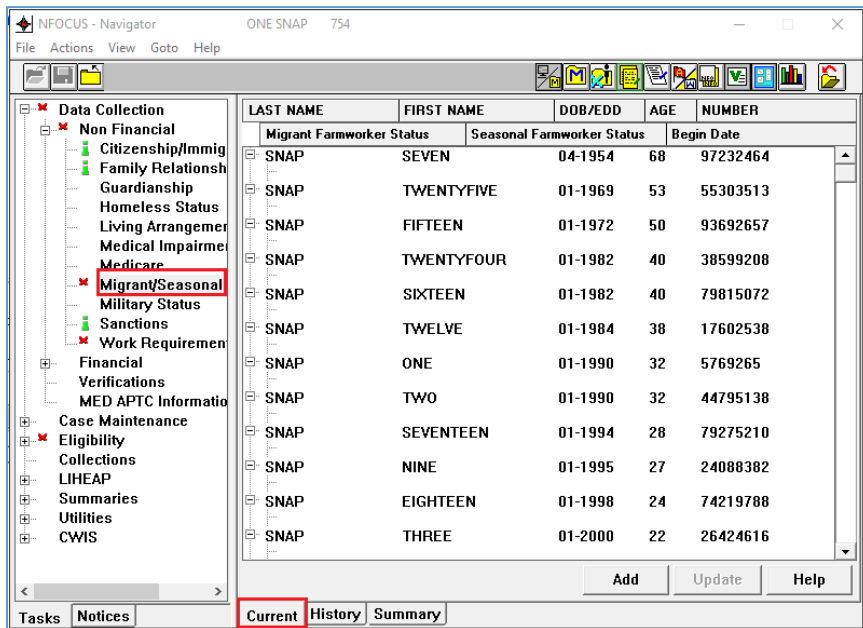
Migrant/Seasonal Farmworker Status (Update)

The Migrant/Seasonal Farmworker (MSFW) window is accessed from the Non-Financial task.

Current Tab Overview

The Current window lists all status entries of MSFW statuses for persons in active or pending status in a SNAP program case. The Current window opens when the MSFW task is selected (double click) on the Navigator Window.

Note: This window is display only. To change the information, use the Action buttons.



The screenshot shows the NFOCUS - Navigator application window. The 'Current' tab is active, displaying a table of MSFW status entries. The table has columns for LAST NAME, FIRST NAME, DOB/EDD, AGE, and NUMBER. Below the table are buttons for Add, Update, and Help. The 'Current' tab is highlighted in the bottom navigation bar.

LAST NAME	FIRST NAME	DOB/EDD	AGE	NUMBER
SNAP	SEVEN	04-1954	68	97232464
SNAP	TWENTYFIVE	01-1969	53	55303513
SNAP	FIFTEEN	01-1972	50	93692657
SNAP	TWENTYFOUR	01-1982	40	38599208
SNAP	SIXTEEN	01-1982	40	79815072
SNAP	TWELVE	01-1984	38	17602538
SNAP	ONE	01-1990	32	5769265
SNAP	TWO	01-1990	32	44795138
SNAP	SEVENTEEN	01-1994	28	79275210
SNAP	NINE	01-1995	27	24088382
SNAP	EIGHTEEN	01-1998	24	74219788
SNAP	THREE	01-2000	22	26424616

First Row Field Descriptions:

- **Last Name:** This field displays the last name of the person whose MSFW status has been entered.
- **First Name:** This field displays the first name of the person whose MSFW status has been entered.
- **DOB:** This field displays the person's date of birth.
- **Age:** This field displays the person's current age.
- **Number:** This field displays the person's unique system generated Agency Related Person (ARP) number.

Second Row Field Descriptions:

- **Migrant Farmworker Status:** This field displays the person's current migrant farmworker status (Yes or No).
- **Seasonal Farmworker Status:** This field displays the person's current seasonal farmworker status (Yes or No).
- **Begin Date:** This field displays the date the status update began.

Action Buttons:

- **Add:** Select the Add button to open the Add Migrant/Seasonal Farmworker window.

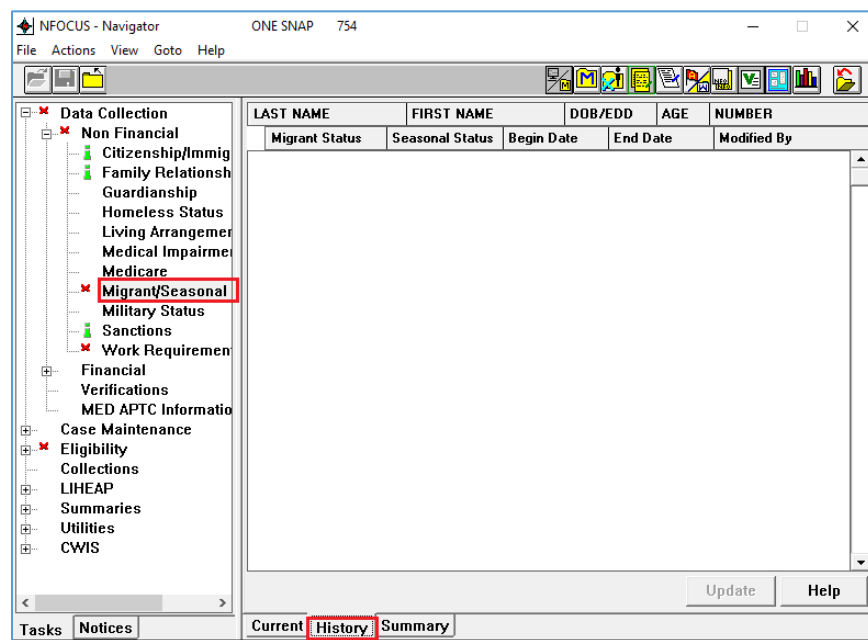
Update: The Update button is enabled when the row of MSFW status is highlighted. Select the Update button to open the Update Migrant/Seasonal Farmworker window.

Help: The Help button displays the help information for the active Non-Financial task.

History Tab Overview

The Migrant/Seasonal Farmworker (MSFW) - History window lists all status entries of MSFW statuses for persons in closed or denied status in a SNAP program case.

Note: This window is display only. To change the information, use the Action buttons.



Action Buttons:

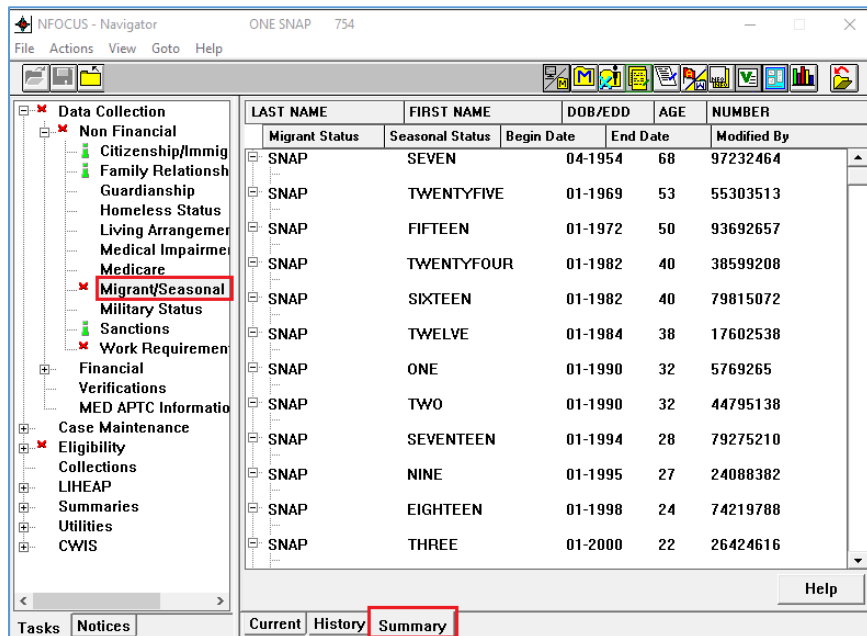
Update: The Update button is enabled when the row of MSFW status is highlighted. Select the Update button to open the Update Migrant/Seasonal Farmworker window.

Help: The Help button displays the help information for the active Non-Financial task.

Summary Tab Overview

The Migrant/Seasonal Farmworker (MSFW) - Summary window lists all people who have a MSFW status entry.

Note: This window is display only.

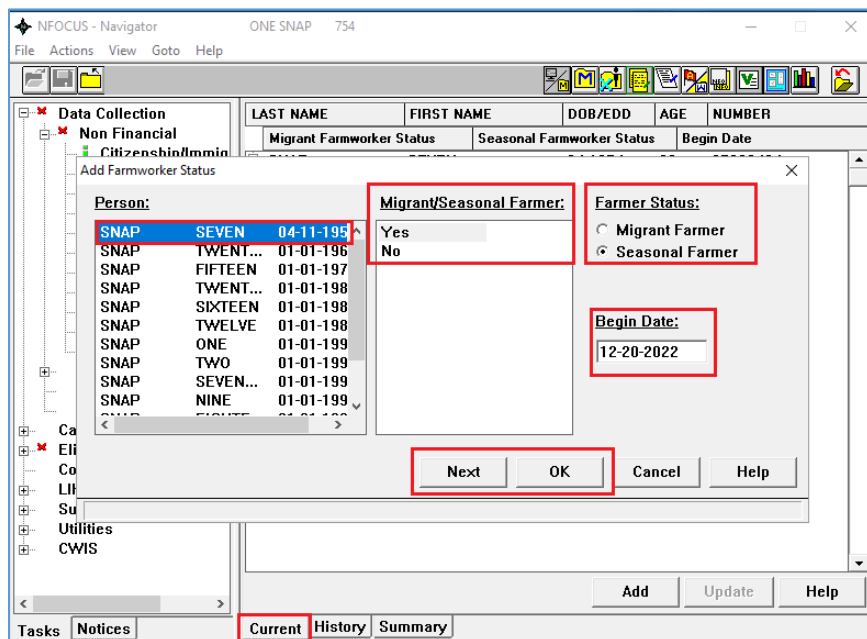


Action Buttons:

Help: The Help button displays the help information for the active Non-Financial task.

Add Farmworker Status Overview

The Add Migrant/Seasonal Farmworker (MSFW) window is accessed from the Migrant/Seasonal Current tab. This window lists all people from the Current tab who do not have a MSFW status entry. Only one person can be selected at a time to add information.



- Select the name from the Person column
- Select either Yes or No in the Migrant/Seasonal Farmer column to indicate whether the selected person is a migrant or seasonal farmworker.
 - This selection is mandatory.
- Selecting Yes:
 - Indicates the selected person is either a migrant or seasonal farmworker
 - It is required to select one of the two radio buttons under the Farmer Status heading:
 - Migrant Farmer
 - Seasonal Farmer
 - Enter a valid date (MMDDYYYY) for the Begin Date to save the entry
 - Entering a valid date is mandatory
- Selecting No:
 - The Farmer Status radio buttons and Begin Date field will disable.

Note: Once all mandatory fields have been completed, the OK action button will enable. If there are one or more persons who need statuses added from the Person list, the Next button will also enable.

If the OK button is selected, the window will close. If the Next button is selected, the window remains open, and the user will complete the same steps for each additional person on the list until the OK button is selected.

Action Buttons:

- Next:** Select the Next button to add additional persons from the Person list who need a Migrant/Seasonal Farmworker status entry.
- OK:** Select the OK button to save the Migrant/Seasonal Farmworker status entry for the selected person.
- Cancel:** Select the Cancel button to close the Add Migrant/Seasonal Farmworker window without saving any data.
- Help:** The Help button displays the help information for the active Non-Financial task.

Update Farmworker Status Overview

The Update Migrant/Seasonal Farmworker (MSFW) window from the Current tab allows users to update existing status entries for people currently pending or active in a SNAP program case.

The Update Migrant/Seasonal Farmworker window from the History tab allows users to update existing status entries for people currently closed or denied in SNAP.

Note: Only one person can be selected at a time, by selecting their name from the Person column.

It remains mandatory to select either Yes or No in the Migrant/Seasonal Farmer column.

Yes - It remains mandatory to select either the Migrant Farmer or Seasonal Farmer radio button under the Farmer Status heading.

No - The Farmer Status radio buttons and Begin Date field will disable.

Note: Once all mandatory fields have been completed, the OK action button will enable.

Action Buttons:

OK: Select the OK button to save the updated Migrant/Seasonal Farmworker status entry for the selected person.

Cancel: Select the Cancel button to close the Update Migrant/Seasonal Farmworker window without saving any data.

Help: The Help button displays the help information for the active Non-Financial task.

[Do Not Allow Cooling Pay Provider YES when Included in Rent Selected](#)

A logic update was made with the August 2022 release which required the worker to select either 'Included in Rent' or 'Non-Participating Provider' if the Pay Provider selection was marked as 'No'.

As it is possible to select the 'Included in Rent' or 'Non-Participating Provider' prior to selecting to Pay Provider 'Yes' or 'No', N-FOCUS has been updated with this release to default the "Pay Provider" to 'No' for the Heating option if the worker marks 'Included in Rent' for Heating. The same default will occur for Cooling option if the worker marks 'Included in Rent' for Cooling (as shown in the screenshot below).

Last Name	First Name	Pgm Case Num	Pgm Begin Dte
OLDCASE	OLLY	12503744	01-01-2013

Case Information

Dwelling Type: House

Physical Address: 45 S 35 EST CRAB ORCHARD NE 68332

Current Saved Dwelling Type: House

Heating: Natural Gas (selected), Fuel Type: Electricity (selected), Pay Provider: No (selected), Included in Rent: Non-participating Provider:

Cooling: Electricity (selected), Pay Provider: No (selected), Included in Rent: Non-participating Provider:

Change Date: 11-14-2022

Type	Fuel Type	Current Provider	Acct Num	Begin Date	End Date
Heating	Natural Gas	ALL THE FUELS	546	12-01-2019	
Cooling	Electricity	ALL THE FUELS	546	12-01-2019	

Add HeatingProvider Add CoolingProvider Update Provider Close Provider

Refugee Resettlement updated 8-month max to 12-month max for ADC Budgeting (Change)

Logic related to the allowed length for an RRP ADC Program Case's eligibility period has been updated to allow a maximum of 12 months. The previous logic had allowed a maximum of 8 months (See screenshot below).

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: RRP, ROLAND ADC 55334818
- Eligibility Begin Date: 08-01-2022
- Eligibility End Date: 07-31-2023

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

Note: The Eligibility End Date field is editable to a date earlier than the 12-month time frame when instances exist where a client may not be eligible for a full 12 months in Nebraska.

If the worker attempts to update the Eligibility End Date: to a date that is more than 12 months from the Eligibility Begin Date, the below Warning Message will be presented and will require the worker to enter a valid Eligibility End Date: or to cancel from the budgeting process.

The screenshot shows the same "Eligibility Period" dialog box as above, but with a "Message" dialog box overlaid on top. The message dialog contains a yellow warning triangle icon and the following text:

The ADC Eligibility Period cannot be longer than 6 months. Refugee Resettlement cannot be longer than 12 months.

An "OK" button is visible at the bottom right of the message dialog.

LIHEAP Other Assistance Water Request Provider (Fix)

An issue was identified when a worker was entering a LIHEAP Other Assistance WATER request. If the Program Case had a previous utility provider entered that provides a fuel type that matches the new LIHWAP Service type, but may not have been current for the date of request on the new Other Assistance – WATER request, NFOCUS would allow the request to be completed and budgeting to be run.

N-FOCUS has been updated to now require that a 'current' utility provider, which provides the correct 'utility type' (water and or wastewater) be selected when entering a Water request in the Other Assistance task.

Note: If an Other Assistance request is entered for a Non-WATER request type, the requirement for a 'valid provider' is handled through the LIHEAP 'Case Info/Prov' task and budgeting will not be permitted if the Red X exists on that task.

NFOCUS Tips

Save ID

If you need to have a SAVE ID, please have your supervisor send an e-mail to DHHS NFOCUS Production Support
DHHS.NFOCUSProductionSupport@nebraska.gov

Pregnancy

- If there is already an unborn, check the Expected Date of Delivery.
- If this is for a pregnancy that ended, terminate this pregnancy.
- Add a new pregnancy for the new Expected Date of Delivery.
- Never just change the Expected Date of Delivery for a new pregnancy.

Calling Production Support

When you call, Please be ready to provide the following information:

- BF number if you are not using a laptop
- RA number if you are on VPN and have opened N-FOCUS through VPN
- Citrix if you have opened Citrix and then N-FOCUS
- N-FOCUS User ID
- MC Number
- Issue

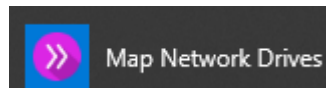
Error Cases Reset

Error Cases that have not been reset during the day will be reset at night so they will be ready to be worked the next day.

Logon

If you log onto N-FOCUS and it gives an error stating the N Drive is missing do the following to set the N Drive:

- Go to the Start Menu
- Run Map Network Drives



Locked out of LAN or Outlook

If you get locked out of LAN or Outlook, use password station to reset your password.

<https://passman-dhhs.ne.gov/AIMS/PS/>