N-FOCUS Major Release
MLTC
August 13, 2023

A Major Release of the N-FOCUS System is being implemented August 13, 2023. 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.

Table of Contents

Home and Community Based Services 4
Waiver Services Window (Update) 4
Correspondence 4
Verification Requests Due Date (Change) 4
Interfaces 4
Tax Interface IRS Warning (Change) 4
Text Messaging (New) 5
Text Messaging Overview (New) 5
Sending a Text Message (New) 6
Client Preferences (Update) 7
List Text Message Campaign History (New) 7
View Text Message History (New) 8
Add Text Message Campaign (New) 9
Narrative 10
Automated Narrative – Vital Statistics (Change) 10
Automated Narrative- Text Message (New) 11
Alerts 11
Vital Statistic Alerts (Change) 11
MLTC Alert 427 - Birth Certificate (Change) 12
MLTC Alert 428 - SSN Update (Change) 13
MLTC Alert 464 - No SSN (Change) 13
Expert System 13
Alien Number Restriction (Change) 13
Personal Needs Allowance (Change) 13
IUC to MESA (Change) 13
Medicaid Expert System Notice of Action (Change) 16
Long-Term Care Private Pay Days (Fix) 16
N-FOCUS Tips 17
Reminder 17
Logon 17

Pregnancy 17
Duplicate Persons 17

Home and Community Based Services

Waiver Services Window (Update)

Updates have been made to the Waiver Services Window business rules. Workers will now be able to enter future dates for renewals and update the Determination Date and the Determination under the existing Application Date record.

Additionally, the rule that required the Eligibility Determination, Begin, and End Dates must all be prior to the Application Date has been removed.

Correspondence

Verification Requests Due Date (Change)

Medicaid Verification Requests will now default to a due date 30 days from the creation date of the request. No changes were made to EA Verification Requests.

The help text for Alert 462 Verification Due has been updated to reflect the update to the default due date of 30 days from the create date.

Help Text: A Verification Checklist was sent to the client **30** days ago. The alert is displayed on the due date. If appropriate verification has not been returned, close or deny the case.

Interfaces

Tax Interface IRS Warning (Change)

When the Tax icon is selected from the Interface Menu, the IRS warning message will no longer display. The Tax Household Information Request Response window will display.

Note: The Benefit Summary page for MLTC will no longer display the notation *This information may contain Federal Tax Information (FTI)

Text Messaging (New)

Text Messaging Overview (New)

Text message functionality has been added to N-FOCUS. Workers with security access can send an ad hoc (on request) text message campaign to a client. The content of the ad hoc text message has canned/static wording. Some text messages also require a worker to enter additional information of a *callback phone number* and/or *date* to respond. Currently, only divisions EA and MLTC can send an ad hoc text message.

N-FOCUS will display a history tracking of text messages sent plus create an automated narrative for text messages that were successfully delivered to the client.

Note: If a worker sends an ad hoc text message outside the timeframe of 8am-8pm, Monday-Sunday, the text message will not get delivered to the customer until 9:30am the following calendar day. Text messages will not get delivered to the customer on Thanksgiving Day or Christmas Day and instead will be delivered the following day.

The EA ad hoc text messages:

EA900Duplicate Application Rec'd-Interview
EA901Duplicate Application Rec'd-VR
EA902Interview Needed-NOMI
EA903Verification needed
EA904Documentation Received
EA905Benefits Processed
EA906Return Call
EA907Missed Cold Call

The MLTC ad hoc text messages:

MC900	Request for Contact
MC901	Verification Needed
MC902	Documentation Received
MC903	Medicaid Eligibility
MC904	Return Call

Sending a Text Message (New)

The following provides an overview of steps to send a text message to a client through N-FOCUS:

Note: The Client must have a contact Preference type of Text Notification and have a cellular phone number. This is documented from the Person Detail window, Telephone pushbutton.

1. From the Person Detail window, select the Client Preferences pushbutton to open the Client Preferences window. >**Text Message Campaign History.**
2. Select the Text Message Campaign History button to open the List Text Message Campaign History window.

Note: From the List Text Message Campaign History window you can view the logs of all text messages sent to that client (if any exist). The text will display in English or Spanish as it was sent to the client. Select the row and click the Open Icon or double click the row to view then entire message.

3. To send a new text message from the List Text Message Campaign History window, select the new icon. The Add Text Message Campaign window will display.
4. From the Add Text Message Campaign window a select the following:
    a) Select the appropriate Division (EA or MLTC)
    b) Select the appropriate program
    c) Select the text message campaign
    d) Enter additional information if the campaign requires it (i.e., worker callback number or Customer Service Center and/or date).
    e) Click Submit to send the text or click Cancel to return to the List Text Message Campaign History window.

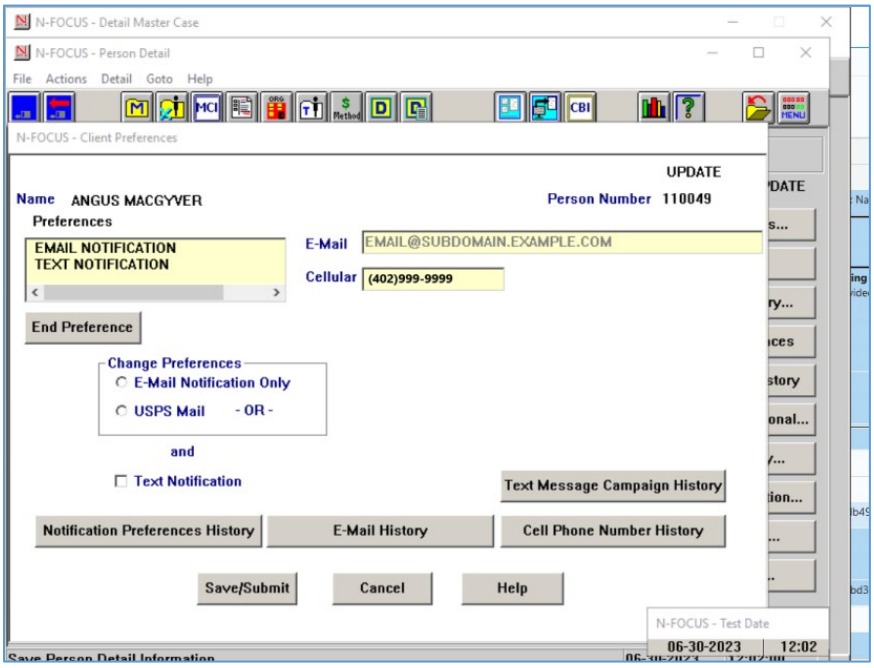
Note: Automated narrative will create in the master case based on the program ID that was selected by the worker if the text message was successfully delivered to the client's cellular phone.

Client Preferences (Update)

The Client Preferences window is an existing window. Since this is where ad hoc texts are launched, a brief overview of the window is included in release notes. The window displays the contact preference information for the Agency Related Person including:

- USPS Mail, E-Mail, or Text Message notification type.
- USPS Mail address history, E-Mail address history, and Cellular number history.
- History of text messages sent and submitting a text message.

See Screen print on next page.



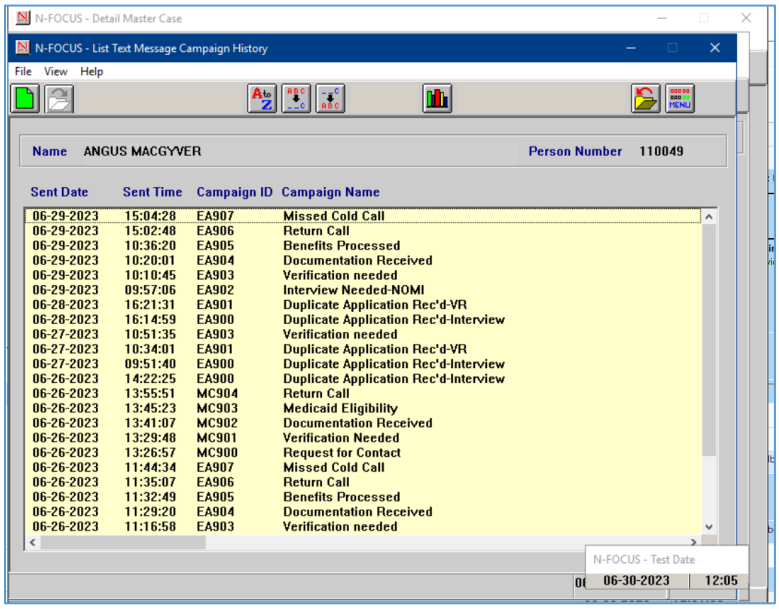
List Text Message Campaign History (New)

The Text Message Campaign History window displays a history of text messages that were sent to an Agency Related Person by a worker or by batch process. The window includes details available on the vendor portal such as the date/time the text was sent, which campaign was sent, delivery status, and more.

Note: The Delivery Status Code has three possible codes (Scroll to the right to see the Delivery Status Codes):

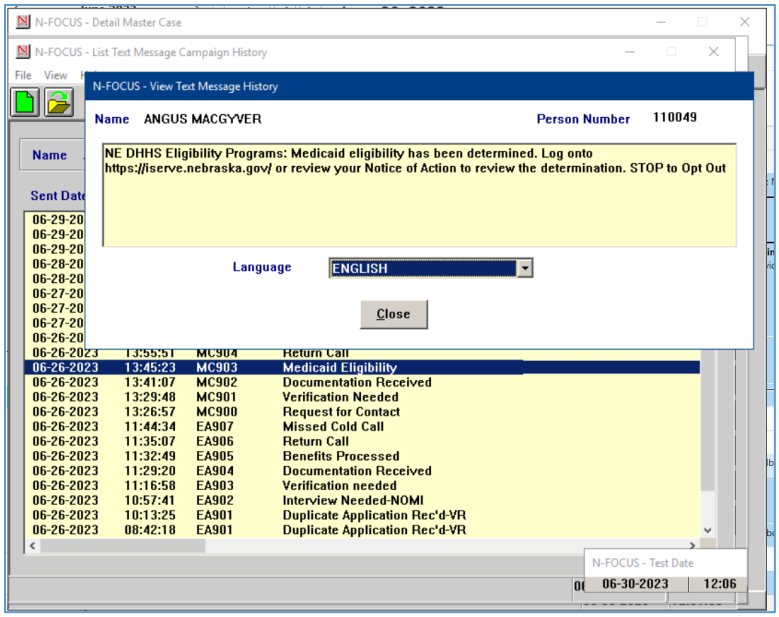
- 0000-Delivered
- 0001- Unknown subscriber (one code of undelivered meaning the handset is not a mobile)

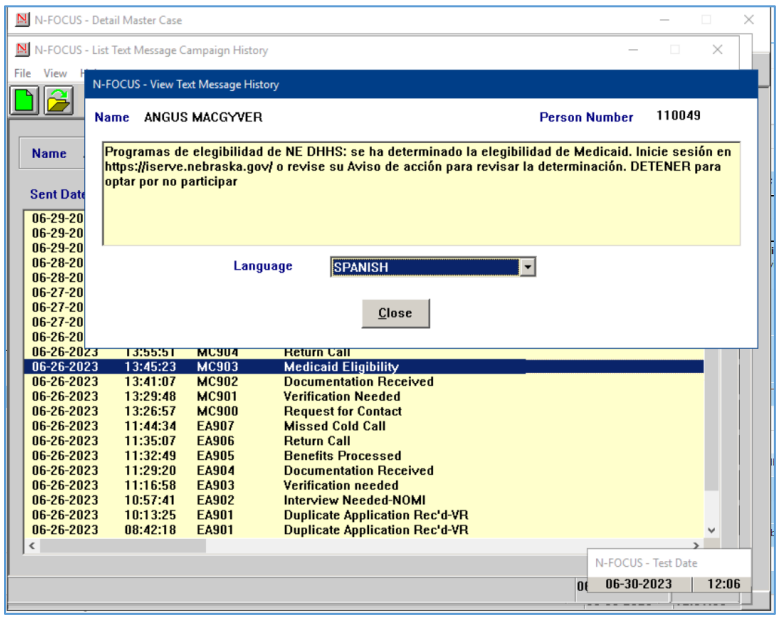
- 9999- Other (grouping of all other undelivered codes). Complete list is located here [google drive error codes](#).



View Text Message History (New)

The View Text Message History window displays the actual verbiage of the text message that was sent to the Agency Related Person. Workers can view the verbiage as English or Spanish language. To view this window, double click on the appropriate row or select the row and click the Open icon.

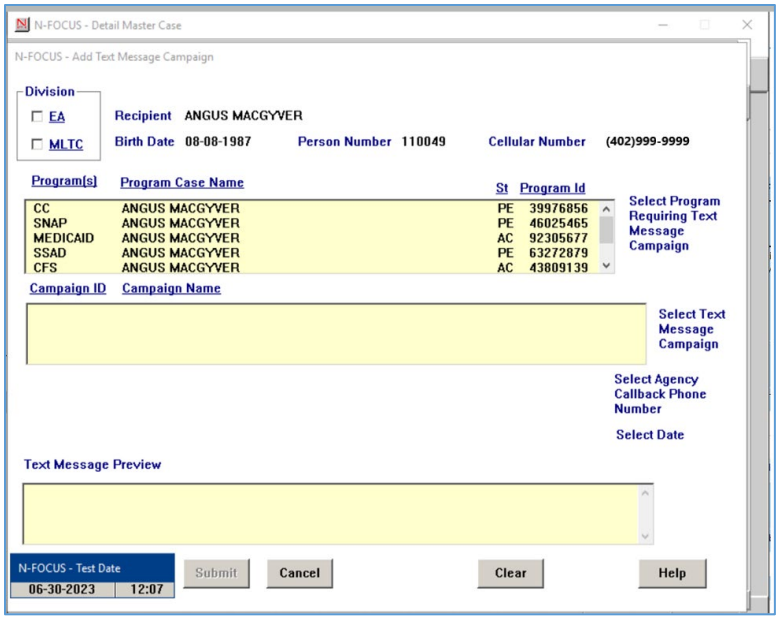




Add Text Message Campaign (New)

The Add Text Message Campaign window is where a worker will select a text message campaign to send ad hoc. Some campaigns will require a callback number, some will require a date, some will require both a callback number and date, some will not allow for either a callback number or date.

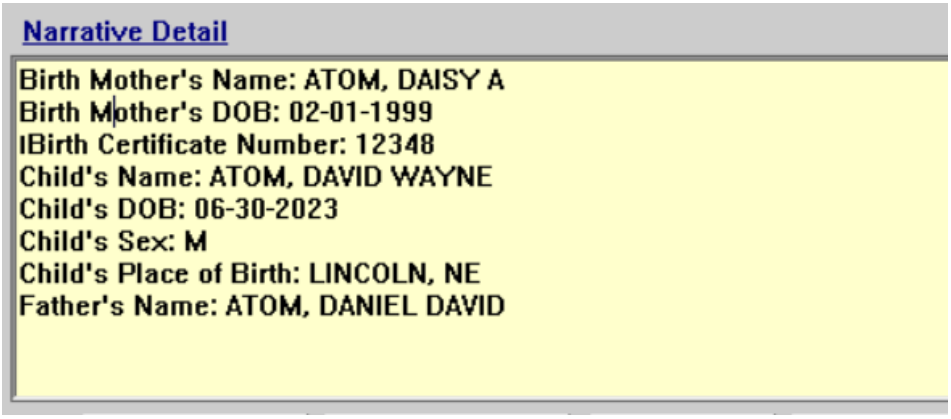
HELP is available in the event a worker needs to refer to the instruction guide for how to send an ad hoc text message.

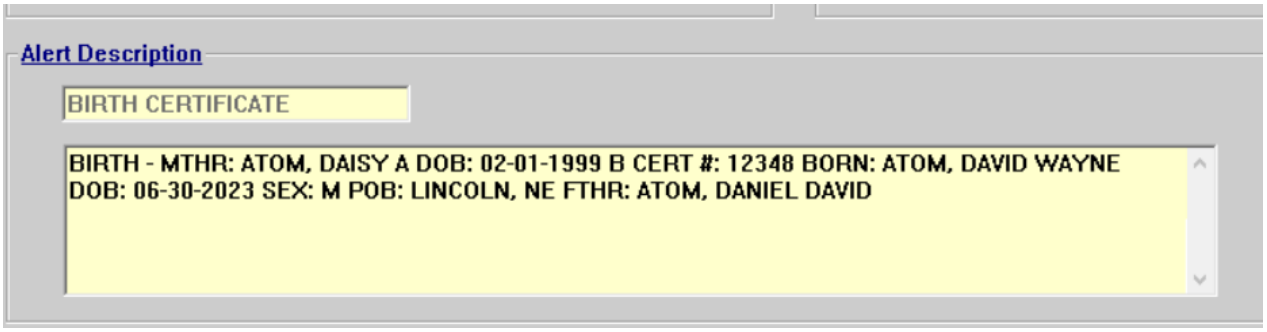


Narrative

Automated Narrative – Vital Statistics (Change)

The Birth Certificate Automated Narrative and Birth Certificate Alerts (EA 240, MLTC 427, IMFC 562) will contain all the information except SSN if SSN was requested for a child.

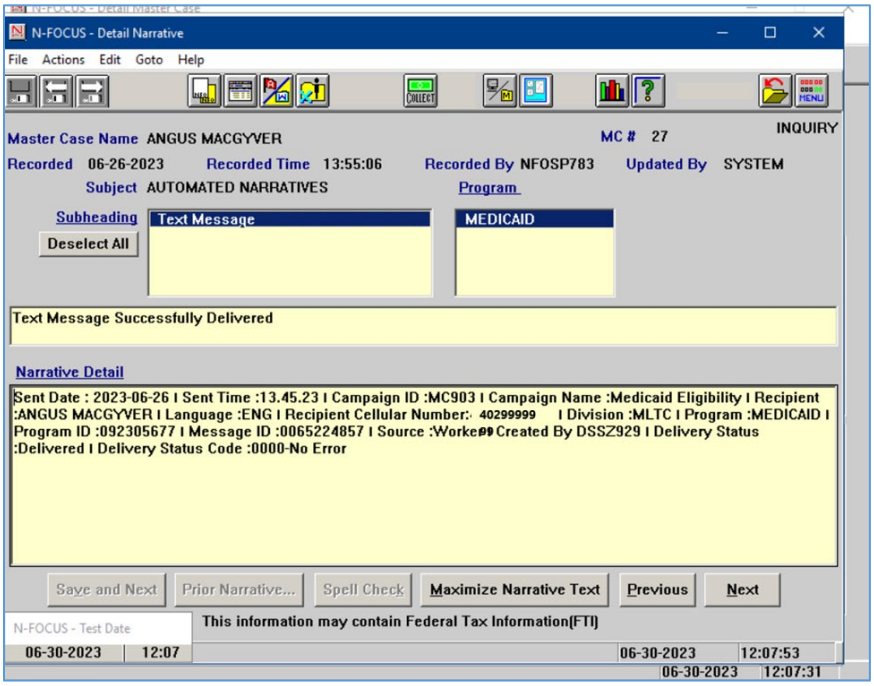




Automated Narrative- Text Message (New)

An automated narrative has a new subheading of Text Message that will create for ad hoc and batch text messages that were successfully delivered to the Agency Related Person cellular phone number. The narrative is created in the Master Case associated to the Program ID that was selected by the worker.

See screen print on the next page.



Alerts

Vital Statistic Alerts (Change)

As per state statute and the direction of Vital Statistics and DHHS Legal, only Child Support Enforcement (CSE) workers may access Social Security Number (SSN) data from a birth records. Based on security profile, workers will notice changes to the Vital Statistics Birth Record Search/Details windows, Alerts and Automated Narratives:

The Vital Statistics

interface has been updated from displaying Social Security Numbers (SSNs) from the birth records, as well as removing the SSN search field. The only authorized workers allowed to view an SSN from the Vital Statistics interface file are Child Support Enforcement (CSE) workers.

Note: Economic Assistance, MLTC and Children and Family workers will no longer be able to view an SSN on Birth Alerts.

The Birth-Current Record details page will now mask the SSN for a Child, Mother, and Father, if applicable, except for CSE workers:

The Search by SSN page will have the SSN disabled when the Birth radio button is selected:

MLTC Alert 427 - Birth Certificate (Change)

The Birth Certificate Alert has been changed to be set as a Lead only. This is being done because it will no longer use SSN to verify the correct person. The alert will generate based on Name, DOB match and Program Cases with a pregnancy listed for that person.

Note: There could be times that this alert is generated on two people with the same Name, DOB, Program Case and have a Pregnancy. The SSN requested, and the parents SSN have been removed from this alert. The SSN has also been removed from the Birth Certificate Narrative.

MLTC Alert 428 - SSN Update (Change)

SSN Update that provides the SSN from Vital Statistics. This alert will be discontinued and no longer generate.

MLTC Alert 464 - No SSN (Change)

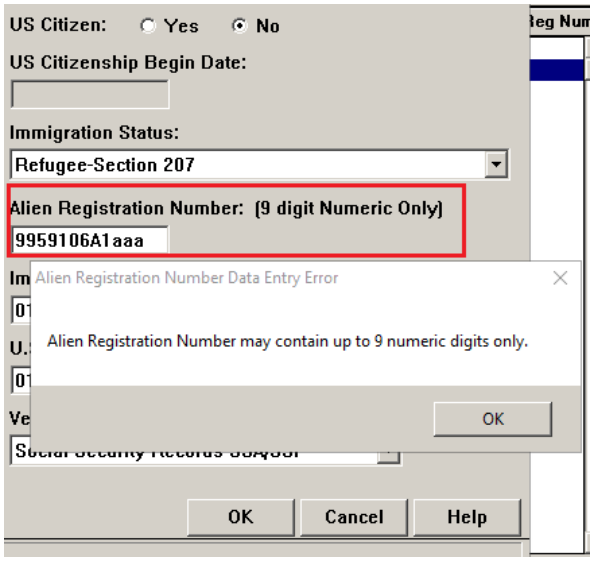
Alerts workers to a person on the system for more than 90 days without an SSN. This alert will be discontinued and no longer generate.

Expert System

Alien Number Restriction (Change)

When entering Alien Numbers in Expert System, a worker may only enter numeric digits and have a limit of 9 digits.

Note: If alpha characters or more than 9 digits are attempted, then a pop up will display stating the 9 numeric character restriction. If less than 9 numeric characters are used, then the system will automatically apply zeros to the left of the entered characters to fill to 9 characters.



Personal Needs Allowance (Change)

The Personal Needs Allowance for clients with a Living Arrangement of Nursing Home/LTC, IMD, or Institution will be increased from $60 to $75 beginning on September 1, 2023

Note: A special MESA run will occur the weekend of August 18th-19th. It will be using the current COLA path and will show COLA in the narrative and on the MESA detail windows.

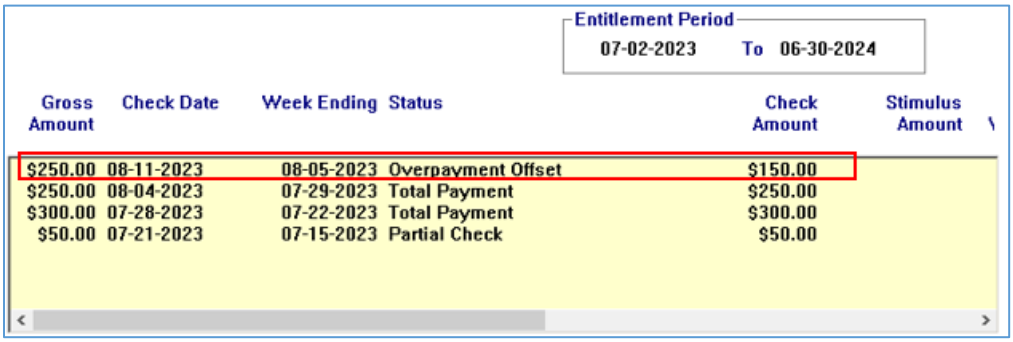
IUC to MESA (Change)

MESA will now recognize weekly IUC payments and include them in monthly MESA budgeting for both EA and MLTC cases.

- If there are any other types of income in the current budget for EA, Alert 259 will generate, and MESA will not process the budget.
- If the IUC benefit reason is Final Payment or Benefits Exhausted for EA, Alert 259 will generate, and MESA will not process the budget.
- If there are any other types of income in the current budget for MLTC, Alert 434 will generate, and MESA will not process the budget.
- If the IUC benefit reason is Final Payment or Benefits Exhausted for MLTC, Alert 434 will generate, and MESA will not process the budget.
- If there are no other types of income in the current budget and no other budgeting questions, (i.e., Parent/Caretaker pop-up) then MESA will average and convert the weekly payments from the 15th of the previous month to the 14th of the current month after the first (initial) payment.
- If MESA cannot run due to budgeting questions (i.e., Parent/Caretaker pop-up) or a level of benefit change for MLTC, then MESA will back out and Alert 442 Budget Not Processed will generate for MLTC and Alert 287 will generate for Economic Assistance.

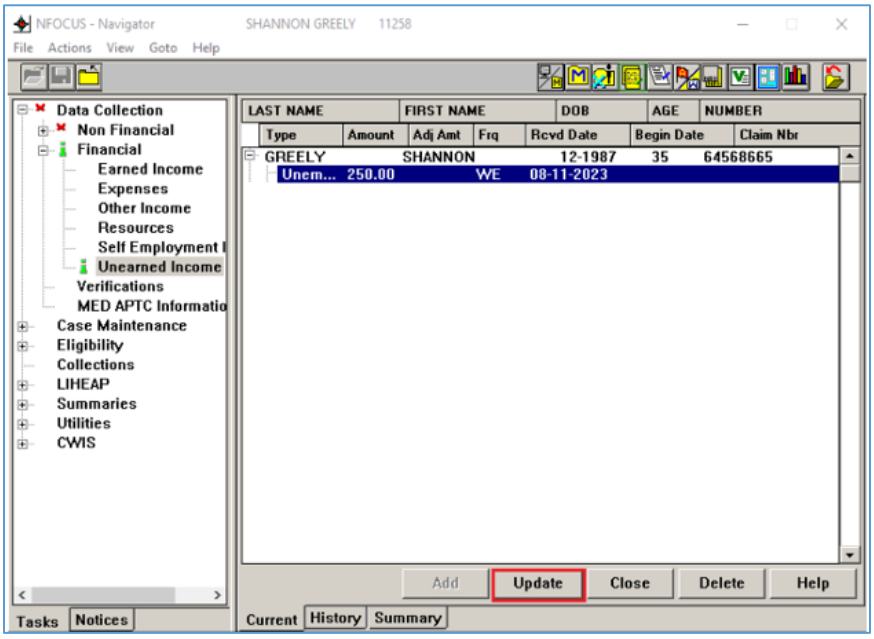
Workaround

The Department of Labor interface populates Overpayment Offsets for non-fraud reasons in the Mainframe showing a gross amount and a check amount.



This information does not populate in Expert System from the information provided by the Department of Labor. When an IUC payment alert is received, a worker must look at the Interface for IUC in the Mainframe and update using the Overpayment Offset Check Amount to update that check in Expert System, if it is different from the gross amount.

See screen prints on following pages.


NFOCUS - Navigator
SHANNON GREELY 11258
File Actions View Goto Help
Data Collection
Non Financial
Financial
Earned Income
Expenses
Other Income
Resources
Self Employment I
Unearned Income
Verifications
MED APTC Informatio
Case Maintenance
Eligibility
Collections
LIHEAP
Summaries
Utilities
CWIS
Tasks
Notices
LAST NAME
FIRST NAME
DOB
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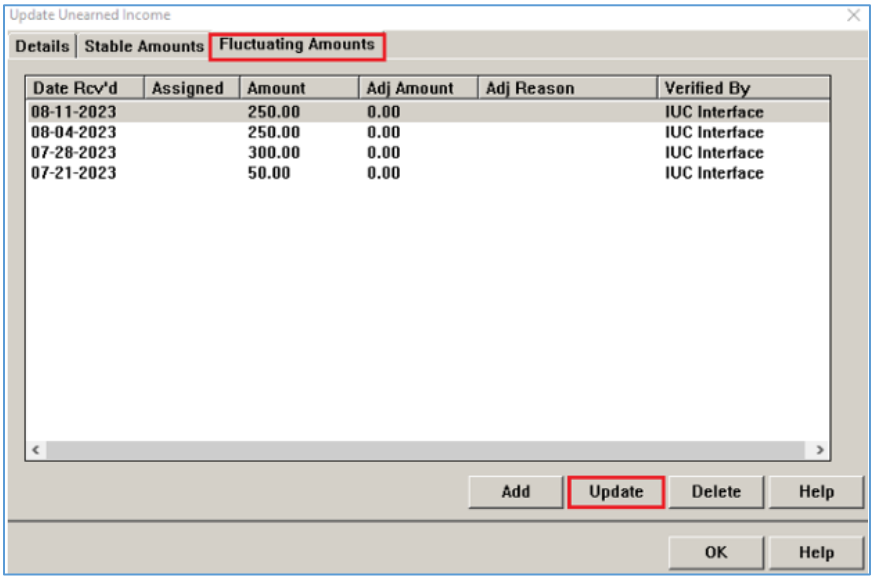
Update Unearned Income
Details
Stable Amounts
Fluctuating Amounts
Date Rcv'd
Assigned
Amount
Adj Amount
Adj Reason
Verified By
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250.00
0.00
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08-04-2023
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07-28-2023
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Add
Update
Delete
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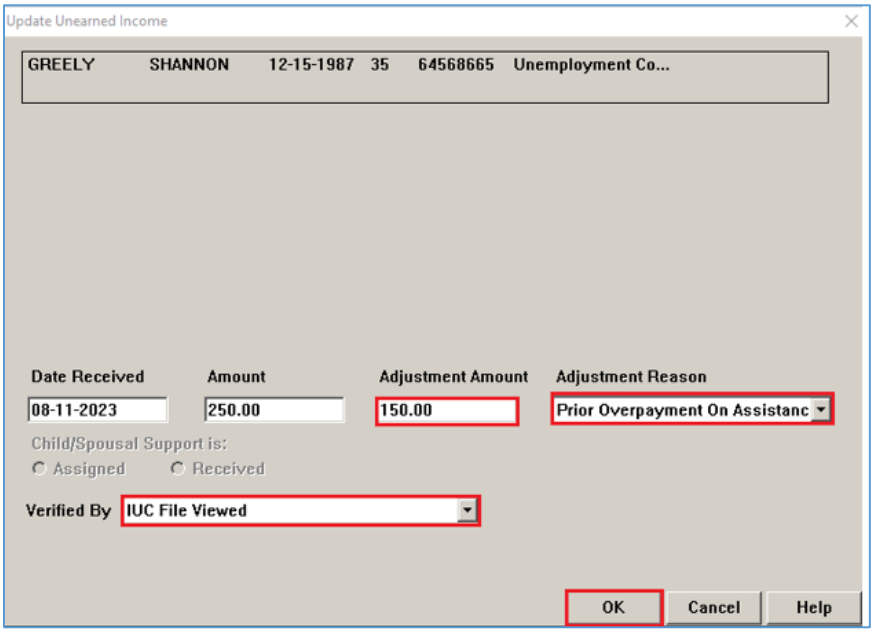

Note: MLTC uses the gross amount of the IUC payment in budgeting.

Medicaid Expert System Notice of Action (Change)

Notices for Waiver cases with an 'In-Home' living arrangement have been updated and will no longer direct the recipient to obligate the SOC to a facility. Additionally, when waiver is closed and the individual remain "In-Home" while retaining Medicaid, the notice will display the correct verbiage, in accordance to spend down.

Medicaid renewal notices will no longer display renewal language when entire household is closed while processing the renewal.

Renewals for multiple participant households run for the come-up month (not the following month) when some participants are closed, the closed participants will display both under the renewal language and in the closure language. This has been fixed for renewals processed the following month with a fix for this expected for the September Interim Release.

Long-Term Care Private Pay Days (Fix)

Errors that had been causing the number of private pay days to be miscalculated on Long-Term Care cases where both a private and Medicaid nursing home per diem rate had been entered has been fixed.

N-FOCUS Tips

Reminder

N-FOCUS Production and Support hours are 7:00 AM to 6:00 PM CT.

On-Call Hours

- • Weekdays 6:00 PM CT until 9:00 PM CT
- • Saturday 8:00 AM CT until 5:00 PM CT
- • Sunday 8:00 AM CT until 5:00 PM CT
- • Holidays 8:00 AM CT until 5:00 PM CT.

During On-Call Hours:

- Phone Number 402-326-1279

If you need assistance outside of these times, please call back during the next day or send an email to DHHS.NFOCUSPRODUCTIONSUPPORT@nebraska.gov and we'll respond on the next business 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

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.

Duplicate Persons

If there is an alert regarding a possible duplicate person and research is needed, please contact N-FOCUS Production and Support for assistance. We set this alert because we could not determine if this was a duplicate person or not. We need assistance from the worker to resolve the issue.

Each person on N-FOCUS is assigned a unique number. The same person should ***never*** be in N-FOCUS twice. If a duplicate is created, resolve by completing each of the following steps:

Call Production Support to assist if you are not able to complete each step in the resolution process.

- Duplicate person is removed from the Household list
- Duplicate person is removed from all active programs; administrative roles and participation are closed

- Duplicate person is discontinued with the permanent person number

Before adding a new person to a Master Case, look in the household status icon (yellow HH folder) from the Detail Master case window. This provides a list of all household members still in the household and those removed. Many duplicates are created when the person is already in the Master Case and listed as out of the household.