NFOCUS Major Release MLTC
December 12, 2021

A Major Release of the N-FOCUS system is being implemented December 12, 2021. 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 NFOCUS users should read this section.

ACCESSNebraska: NFOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: NFOCUS 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 NFOCUS 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 NFOCUS 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 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. P

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

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General Interest and Mainframe

Web Apps Launched from NFOCUS (Change)

Web apps launched from NFOCUS will no longer display the User ID/Password in the URL.

DMV Vehicle Search (Change)

The County of Registration field is now mandatory for MLTC Supervisors and MLTC SSWs/Leads when performing a Vehicle search by Person. If an MLTC worker enters a Last Name, First Name without selecting a County of Registration then a validation message will display telling the worker they must select a county.

County of registration field is only applicable to a vehicle search by Person. MLTC workers can still perform a vehicle search by Business, VIN, or Plate Number without having to select a County of Registration.

Note: This field is not mandatory for Economic Assistance Workers and Supervisors.

Correspondence

Medicaid – Reversion of HHA Approval Notices (Change)

HHA cases approved for October 1st 2021 forward will no longer display HHA specific verbiage, instead will display the general approval language shown on approval notices for other Medicaid programs.

HHA cases approved for months previous to October 2021 will continue to display HHA specific language. This language has been updated to indicate participants are to receive full benefits as of October 1st.

Currently active cases processed for October 1st forward will generate a unnecessary approval notice if the participant moves to or from an HHA tier. This will be addressed in the April 2022 release.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
PO BOX 2992
OMAHA, NE 68103-2992

Case Number:	-	534
Case Name:	-	K H
CONTACT:	-	Medicaid
Fax Number:	-	(402) 595-1901
Notice Date:	-	12-13-2021

K H
3456 G
LINCOLN, NE 68504

NOTICE OF ACTION

Medicaid

Approval
The following individual(s) are approved for medical coverage effective 10-01-2021.

Individual	Status
K H	Eligible

If you applied through the Federal Marketplace your application was sent to Nebraska DHHS for a Medicaid eligibility determination. The Medicaid eligibility determination for the individuals noted has been communicated to the Federal Marketplace. If further information is needed you will be contacted.

If you have not previously received a permanent Medicaid ID card, you will receive a card within the next week. Please keep this card. You must show this card to all providers when getting medical/dental care. If you are required to participate in managed care, you will be contacted with more information.

Note: When processed, some cases may generate a Notice of Action displaying the client's original approval date. This is a separate issue from the 10/1 date appearing unnecessarily on Notices. Please contact Production Support to report these incidents.

Medicaid – MIWD Closure NAC References (Fix)

When closing an MIWD case manually by choosing a reason from the drop-down menu, no NAC was being generated. This issue has been resolved.

A new issue was identified in which the incorrect NAC reference is generated when selecting specific closure reasons. Please reference the Issue Tracker document located in MERL for the workaround.

Service Authorization Maximum Hours (Fix)

When adding 10 hours to the Maximum Hours field on a Service Authorization, the Service Authorization Notice sent to the Provider and Client was showing zero hours. This has been fixed.

NOA Generated Showing Retro Applicants as Ineligible "closed retro MED" (Fix)

When a Retro Med case is pended in Expert and the case checked in without processing budgets, a NOA is generated showing the retro applicants as ineligible "closed retro MED" effective the end of the retro period, even though budgets were not yet processed.

Workaround: Contact Production Support to complete workaround.

Invalid NAC Reference for System Generated Notices (Fix)

(Targeted Release Date: TBD)

The N-FOCUS system is generating the incorrect NAC reference for the following closure reasons.

- Does Not Meet Age Requirement
- Resources Exceed Program Standard

Please reference the Issue Tracker document located in MERL for the workaround.

Invalid Approval Language and Date Displaying on the NOA (Issue)

(Targeted Release Date: April 2022)

When there is more than one person in a household and an action is taken resulting in a system generated notice (e.g. adding a program, adding a person, renewal, closure, or change), the system may include invalid Approval language on the NOA with a date of 10-1-21 or greater, regardless of what month or program is being budgeted. This issue impacts all programs and may occur when there is:

- **No Noticing Requirement:** A budget has been processed and there was no change in the benefit level regardless of Medicaid category (e.g. participant moves from HHA > MAGI; MAGI > HHA; Prime > Basic; Basic > Prime; Non-MAGI > MAGI; MAGI > Non-MAGI).
- **Noticing Requirement:** A budget has been processed requiring a NOA such as a change in the benefit level (e.g. adding a program, adding a person), renewal, or closure.

Workaround: For detailed instructions on identifying this issue and deleting/replacing the system generated notice please reference Invalid Language and Date Process Flow in MERL.

Married MIWD Recipients (Fix)

With this release, when processing Medicaid budgets for a married couple with one spouse eligible for MIWD Basic and the other eligible for MIWD MIG, each spouse will now be run under their own budget while remaining in the same Program Case.   Each budget will show the individual MIWD group.

Pgm Case	Program Case Name		Program Case Number				
	Asst/Cat	Elig Name	Type	Eligible	Amount	UP/OP	Ovrd.
MEDICAID	MIWDEXAMPLE	SPOUSE ...		56611820			
*r	AABD/OMB		Regular	Fail	0.00		
*+	MIWD		Regular	Pass	0.00		
*+	MIWD		Regular	Pass	0.00		

Budget Authorization — Benefit Month: 11-2021 — New Budgets. Previously Authorized Budgets: [Budget Override] [Review] [Authorize]

Benefit Summary — Begin Date: 11-2021

MIWDEXAMPLE, SPOUSE ONE — MEDICAID — MIWD — Regular

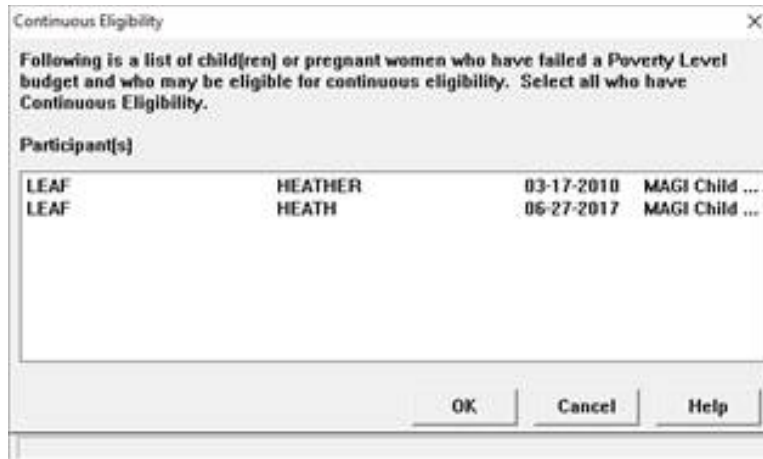|				
Resource Total	5749.00	Unit Size		2
Resource Limit	6000.00			
		Total Net Countable Inc		2968.00
Unearned Income	2600.00	Medical Disregards		0.00
Unearned Inc Disregard	20.00			
		Total Adjusted Income		2968.00
Net Unearned Income	2580.00	Medical Income Level		3630.00
Earned Income	841.00			
Earned Income Disregard	453.00			
Child Care	0.00			
Net Earned Income	388.00	Premium Amount		44.00
		Creation Date		11-25-2021
Resource Test:	Pass			
Income Test:	Pass			
Income Verification Test:	Pass			
Coverage Group:	Basic			

[OK] [Help]

MAGI Child 5% Disregard (Fix):

The issues with the 5% disregard being used incorrectly in certain cases with an uninsured child has been fixed. The Insured Status pop-up question will now display before the Continuous Eligibility pop-up questions.

5% Disregard not Applying to 599 CHIP (Issue)

(Target Release Date: April 2022)

The 5% disregard is not applying to 599 CHIP cases over the FPL level.

Workaround: Contact Production Support to complete workaround.

Non-MAGI Child Flow not offering CHIP when failing AABD for income (Issue)

(Targeted Release Date: April 2022)

With this release for a child who is disabled and configured Non-MAGI, and is failing AABD for income, the system will no longer automatically consider/test for CHIP eligibility within the Non-MAGI budgeting flow as they had been prior to this release.

Note: A defect that was previously not allowing/offering MIWD for a 16-18 year old who failed AABD for income has been fixed and is now offering it if they have the appropriate Medical Impairment type.

> **Workaround:** If a disabled child fails AABD for income, the user should reconfigure the child to MAGI and re-run budgeting. If this child is aged 16-18 and should be tested for MIWD, reconfigure back to Non-MAGI if fails CHIP.

PCR Dependent Retro Med Pop-Up Question (Fix)

The issue with the PCR pop-up question not displaying correctly after Retro Med has been fixed.

PCR Pop-Up Question Cancelled (Fix)

The issue with selecting Cancel from the PCR Pop-Up question, and the budgeting continuing, has been fixed.

MLTC HHA Budgeting Issue with 19-year-old household member (Fix)

There was an issue in budgeting when there was a HHA 19-year-old in the same master case with their parents and siblings. The HHA budget is pulling the parents and siblings into the HHA budget when the 19-year-old is a single filer in their own Tax HH, this issue has been fixed.

NFOCUS Tips

NFOCUS Production Support Hours

N-FOCUS Production Support hours are 7:00 AM CST to 6:00 PM CST. On Tuesday and Thursday of each week we have a Conference call from 8:30-9:30 am Central Time.
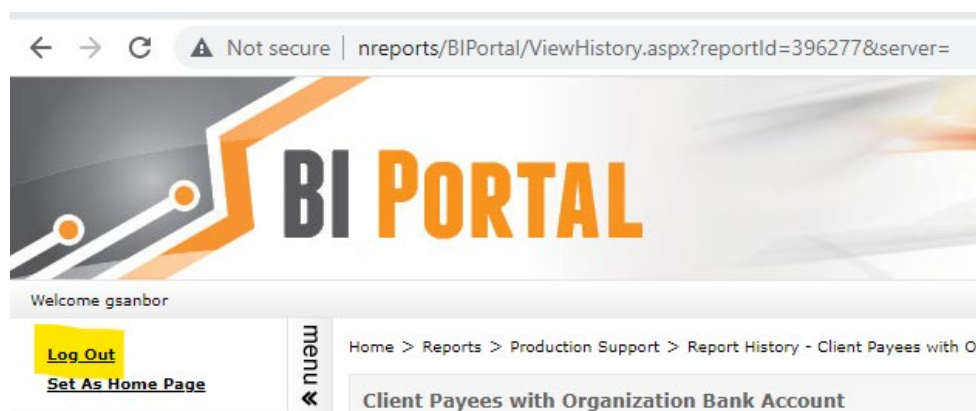
VPN Users

If you have been switched to a VPN Laptop:

- NFOCUS runs very, very slow using VPN
  - Open NFOCUS through Citrix and it will run at normal speed

If you do not have CITRIX, call the Level One Help Desk (402-471-9069) and ask for CITRIX.

BI Portal

When closing the BI Portal, please select the Log Out in the upper left hand corner of the web site.

Medicare Claim Number

If the MBI number is entered as the Medicare Claim number, the Medicaid information will not pass over to MMIS. The Medicare number is usually an SSN followed by a letter. If it is a Rail Road Retirement, the Letter is first followed by the SSN.

Unborn not Included in Unit Size (Issue)

(Targeted Release Date: TBD)

Depending on the due date, during the first month of pregnancy an unborn is not included in the unit size. This issue does not occur if the due date is the first of the month.

Workaround: If the unit size does not include the unborn(s) or if the unit size is incorrect, contact Production Support to complete workaround.