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# N-FOCUS Interim Release Combined All Divisions September 11, 2022

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An Interim Release of the N-FOCUS System is being implemented September 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**

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### [EA SNAP FFY23 COLA \(Change\)](#)

The Federal Fiscal Year (FFY) 2023 Cost-of-Living Adjustments (COLA) for the SNAP maximum allotments, income eligibility standards, resource standards, and deductions have been increased, effective October 1, 2022. Refer to the [SNAP FFY 2023 COLA Memo](#) for reference.

### [EA – Child Care FPL/SMI \(Change\)](#)

Child Care Federal Poverty Level (FPL) and State Median Income (SMI) will increase for Oct 1. There are no mass changes to the Child Care sliding fee amount.

### [CFS – SDM Safety Assessment Error \(Fix\)](#)

The error that was being received when going to the SDM Safety Assessment from the Intake Detail has been fixed.

### [APS – Closing APS Intake Error \(Fix\)](#)

When attempting to close an APS Intake with the status of Unable to Identify-Accepted a Harm/Danger Statement was required to be completed. This has been fixed so the Harm/Danger Statement is no longer required.

### [EA, CFS, MLTC - Print List \(Fix\)](#)

The issue where users were getting an error when attempting to use the Prepare Report function to print lists (Alert Listing, List Position Assignments, etc.) will be resolved.

## **Correspondence**

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### [EA – ADC 468 NAC Reference \(Update\)](#)

ADC updated all their NAC manual references. These updates will start to appear on Notices created after the release.

### [MLTC – NAC References \(Update\)](#)

Many NAC references have been updated and will now display the correct numbers approved by policy. This is an ongoing project, and more updates will be made in upcoming releases.

### [MLTC - Federal Marketplace Closure/Denial \(Update\)](#)

New language will appear on closure/denial notices for certain clients indicating their applications will be transferred to the Federal Marketplace for further consideration.

## [CFS – School District Notice Name \(Change\)](#)

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During the last Major release, a new correspondence was created that identified Intakes that included School personnel as the perpetrator. This correspondence was initially named School District Notice, that correspondence has now been renamed to School District Intake.

## [CFS – School District Notice Superintendent Letters \(Change\)](#)

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New messaging has been added to the School Notice page. The message “School Notice Cannot be created, the child is not a State Ward” will appear if the worker attempts to create a School District Notice for a child who is not a State Ward. Letters can only be created for children with a Legal Status of the following:

- HHS Ward
- HHS-OJS Ward
- Both OJS and HHS Ward

## [Expert System](#)

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### [EA, CFS, MLTC - Expert System Tasks \(Update\)](#)

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There were changes made that will take care of some of the case errors that have been happening in the Expert System. You should not get as many case errors as you update information in the Expert System tasks or just go from one task to the other. You also might notice a processing circle to let you know that the updates are still processing. This will go away when the process has completed.

### [EA - LIHEAP Budgeting \(Update\)](#)

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N-FOCUS values have been updated for the new 2022-2023 Energy Year for allowed LIHEAP Income amounts and the new annual benefit levels. LIHEAP policy will be sending out information regarding the new energy year and when budgeting should begin.

### [MLTC - Medicaid State 1619 B \(Issue\)](#)

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With the August release, a change was made to remove old Medicaid categories that are no longer in use. One of these categories, State 1619 B, had some related budgeting rules that should have been removed.

If a Medicaid recipient fails AABD/OMB, doesn't have the Federal 1619 B indicator, and fails the AABD grant, N-FOCUS tries to put it to State 1619 B. With that category now being obsolete, an error occurs. The type of error received will stop the Worker from being able to continue and they must call Production Support for resolution.

**Note:** The fix for this issue is currently targeted for the December 11<sup>th</sup> major release.

## N-FOCUS Tips

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### MLTC - HHA Basic Critical Error

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**Issue:** A critical error will occur when trying to use the OverrideActions tab in N-FOCUS for an individual with the assistance code of HHA Basic or Medically Frail (not yet converted to new MAGI expansion code).

**Workaround:** Users should follow the [State of Emergency Guidance-2020](#) by overriding the case checkout, narrating, and adding the Emergency Impact Indicator (EII).

### MLTC - Assistance Code: MAGI and Non-MAGI Indicators

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**Issue:** Workers are reporting an incorrect program assistance code. What appears to be happening is that the SSW is processing a mock budget to see if the individual is eligible for MAGI expansion, they cancel or back out of budgeting and check the case in. When the SSW backs out of budgeting, it changes the CAT code to MAGI and leaves this code on records. The correct process is to override the checkout and leave the case as is.

### EA, CFS, MLTC - ACCESSNebraska Calls Transferred to Production Support

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**Reminder:** Please check the e-mail address to make sure that it is correct before transferring calls. If the e-mail address is not correct and customer wishes to update, the customer will either be referred back to the CSC or advised to file a change report. Production Support will not change e-mail addresses.