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# N-FOCUS Interim Release

## Combined All Divisions

### May 12, 2024

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An Interim Release of the N-FOCUS System is being implemented May 8, 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 of 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:** NFOCUS workers 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 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 (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.

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

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# Table of Contents

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<b>Home and Community Based Services .....</b>	<b>3</b>
DDSC Rate (Update) .....	3
Developmental Disability (DD) Application Fax Number (Update).....	3
DD Waiver Notice of Determination (Fix) .....	4
<b>Interface .....</b>	<b>4</b>
Duplicate Case Error from HUB for Verify Lawful Presence Interface (Fix).....	4
<b>N-FOCUS Tips .....</b>	<b>5</b>
ADC Prorate Date .....	5

# Home and Community Based Services

## DDSC Rate (Update)

The DDSC rate has been updated from \$366.47 to \$376.65 effective 7/1/24.

## Developmental Disability (DD) Application Fax Number (Update)

The following changes have been made to the DD Electronic Application:

- Updated fax number on "Welcome to AccessNebraska Developmental Disability Application" page from (402)-742-8384 to (402)-328-6243.
- Updated fax number on "Disclosure Authorization Section" page on Developmental Disability electronic application from (402)742-8384 to (402)-328-6243.

Official Nebraska Government Website

ACCESSNebraska

NEBRASKA  
Good Life Great Mission

04/24/2024

### Welcome to ACCESSNebraska Developmental Disabilities Application

The application for DD Services is now available on the ACCESSNebraska website.

- This online application has replaced the previous 'referral' process. Therefore, the old 'referral form' is no longer necessary.
- An application for DD Services must be completed and signed by the applicant, the parent if the applicant is a minor child, or the applicant's court appointed guardian.
- The process of determining eligibility for DD Services does not begin until a signed application has been received by the Department of Health and Human Services.

**Third Party Assistance:**

If you are a third party providing assistance to an individual who's applying for DD Services, applications can also be submitted by one of the following ways:

- Printing and completing a paper copy of the application that's available on the [Developmental Disabilities public website](#). The applicant or legal guardian must sign the application.
- Contacting the Department of Health and Human Services using the toll free number (877)667-6266.
- Or go to any local DHHS office for assistance.

**Supporting Documentation/Records:**

After the Department of Health and Human Services receives your submitted application, DHHS may request documentation that's needed to determine eligibility for DD Services.

The types of documents which may be requested include, but are not limited to, the following:

- Assessments for intellectual or adaptive behavioral functioning completed by a licensed psychologist
- Medical diagnoses prior to age 22 which have affected the applicant's ability to carry out activities of daily living
- Current or previous psychiatric diagnoses prior to age 22 which have affected the applicant's ability to carry out activities of daily living
- Educational reports such as Multi-Disciplinary Team (MDT) reports and Individual Education Plans (IEP)

After the application for DD Services has been submitted, the applicant or legal guardian may send records or documentation to support the applicant's eligibility to one of the addresses listed below:

**Mail:** DD Eligibility  
PO Box 98947  
Lincoln, NE 68509

**Email:** [DHHS.DDEligibility@nebraska.gov](mailto:DHHS.DDEligibility@nebraska.gov)

**Fax:** (402)328-6243

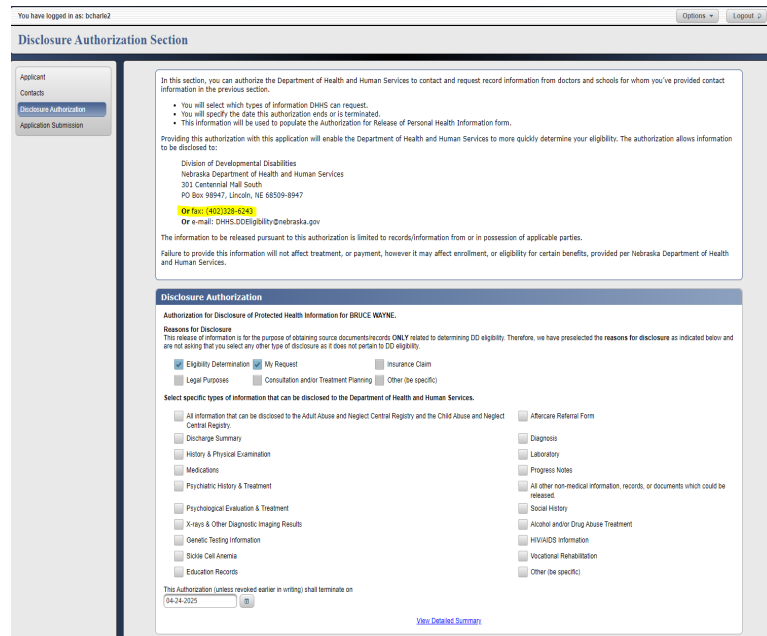
Select Continue to start the application process. After the application has been submitted, a Confirmation page with your confirmation number will be displayed. This confirmation number is proof that your application has been submitted.

**EXIT** **CONTINUE**

Economic Assistance  
Toll Free: (800)383-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
Contact Us

Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178



## DD Waiver Notice of Determination (Fix)

The May 2024 interim release includes a correction to the DD Waiver Notice of Determination. This correspondence was creating an extra space after the bold text. This defect has been corrected.

## Interface

### Duplicate Case Error from HUB for Verify Lawful Presence Interface (Fix)

Network connectivity issues may prevent N-FOCUS server from downloading successful Verify Lawful Presence (VLP) responses from Federal Data Services HUB (HUB) to our database. When this occurs, N-FOCUS server will reattempt to send the same request again when network becomes available. With the Verify Lawful Presence version 37.1 implementation in January 2024, CMS Federal Data Services Hub has introduced the Duplicate Cases Logic in which it now assumes the reattempt of the same request as duplicate. Ultimately, preventing such request from being completed. The user then, receives a duplicate case message response and contacts Production & Support for assistance.

The screenshot shows a web-based interface for case management. At the top, there's a 'Case Person' section with a 'Name' field. Below that is 'Request Information' with columns for 'Created On', 'Determine As of', 'Document Type', 'Alien Nbr', and 'I-94 Nbr'. The 'Response Information' section contains several status indicators: 'Lawful Presence Verified' (PENDING), 'Qualified Non Citizen', 'Five Year Bar Applicable', 'Five Year Bar Met', and 'US Citizen'. A red error message is displayed in the 'Response Status' field: 'This is a duplicate case, see [redacted] at'. To the right of the error message are buttons for 'Additional Response Info', 'Sponsorship Data', 'View Step 2 and 3 Response', and 'Additional Error Info'.

Fix:

- VLP Responses from Federal Data Services HUB (HUB) will now be stored into a backout queue so that they can be successfully loaded into N-FOCUS when server reconnects, therefore, also preventing the server from attempting to send the same request again.

## N-FOCUS Tips

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### ADC Prorate Date

When an Economic Assistance application is being pended and tied and a **NEW MASTER CASE** is being created, it is vital that the ADC program case is the **FIRST** program added in the case registration flow.

If the ADC program case is not the first program case created, then a prorated date is not collected for the ADC program case. This will **cause** the first month's budget to **NOT** prorate **and result in an agency overpayment if not corrected**.

If an ADC budget is processed and does not prorate for the first month of eligibility, review the application dates. If the first month should have prorated and did not, please contact NFOCUS Production Support to assist with creating the Prorate Date.