NFOCUS Major Release Economic Assistance August 12, 2018

A Major Release of the NFOCUS system is being implemented August 12, 2018. 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.

Electronic Application: 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, I L, 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 will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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General Interest and Mainframe

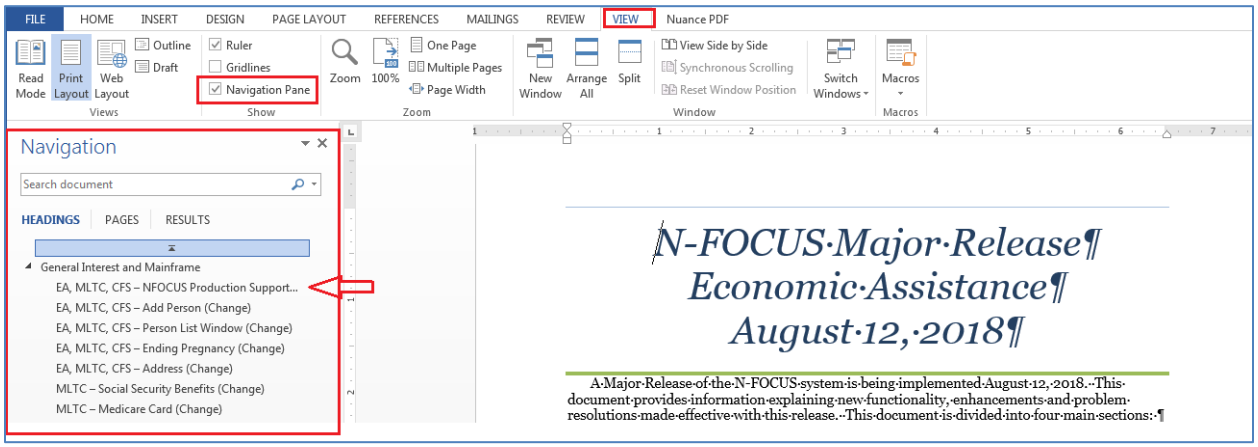
Navigating Release Notes

A quick way to navigate through the Release Notes is to use the Navigation pane on the left side of the screen. To activate this pane, simply follow these steps:

- Click the View Tab
- Place a check mark in front of Navigation Pane

Result: The Navigation Pane will display on the left side of the screen.

- Scroll through the Table of Contents and click the topic you wish to view.



Master Client Index MCI – New

Note that this functionality was delayed from the April release.

Medicaid eligibility is in the process of being moved from NFOCUS to NTRAC. As part of this change, the Master Client Index (MCI) will maintain person data from both systems. The Master Client Index (MCI) data will be synchronized between NFOCUS and NTRAC to streamline the data management (create, update, merge & discontinue) processes between Medicaid and non-Medicaid Programs.

To create the MCI, the data synchronization process uses certain attributes of client information (person demographic data) such as first and last names, date of birth, gender, SSN, etc. It reduces the potential to create duplicate records, makes it easier to manage a person's information, and allows DHHS to integrate programs on an enterprise level.

Having the people linked in both systems allows for the daily interface between NFOCUS and NTRAC to pass eligibility information back and forth for an individual.

The MCI Implementation will be handled in two phases. The first phase is the integration of NFOCUS with MCI. The second phase of the MCI implementation will be the integration of NTRAC with the MCI.

NFOCUS Production Support Hours

NFOCUS Production Support Hours are from 7:00 AM (CST) until 5:30 (CST). We have staff meeting every Wednesday morning from 8:00 until 10:00. During this time you may leave a voice mail or send in an e-mail.

Please leave your BF Number, Master Case Number and your name and phone number in your message.

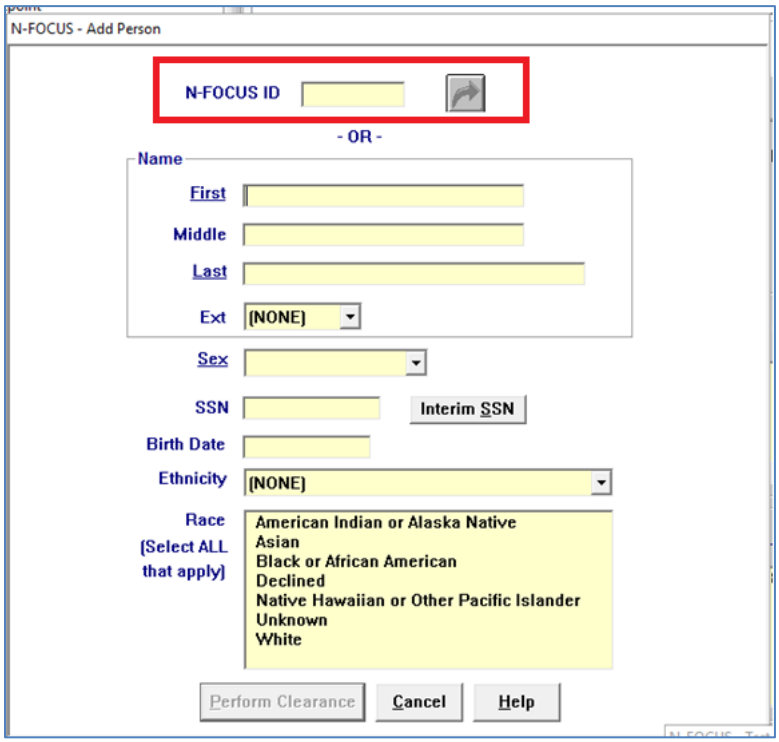
If you have a Case Error and do not want to wait on the phone you can send an e-mail to our production support mailbox.

Please put the MC number, your BF number and you logon ID in the e-mail and send it to DHHS NFOCUS Production Support DHHS.NFOCUSProductionSupport@nebraska.gov.

You will then receive an Instant Message when the case has been reset and you must open the Master Case to the navigator window before you check the case in. This will reset any triggers that were created before the error.

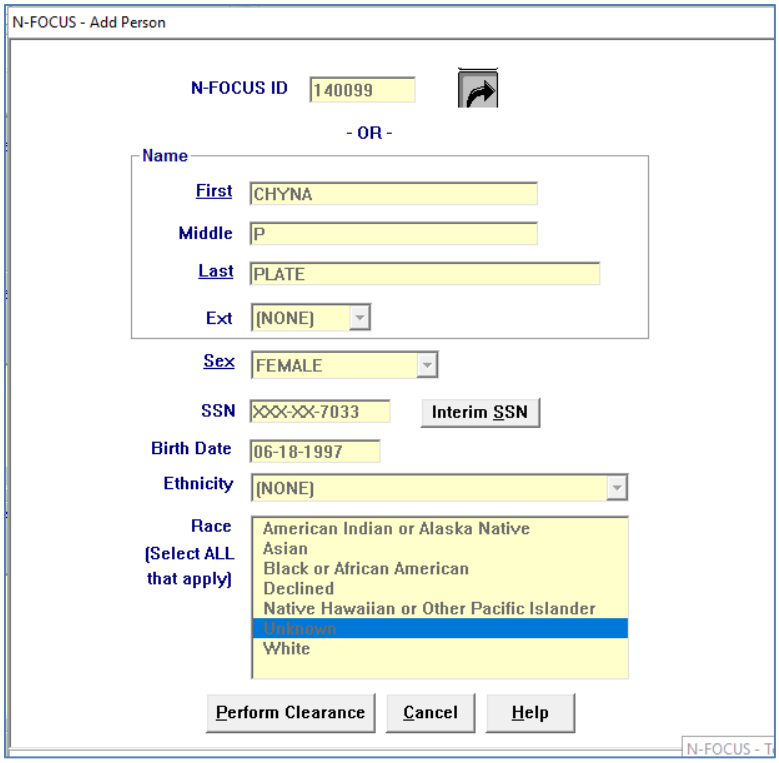
Add Person (Change)

An NFOCUS person ID can be entered on the Add Person window. The out select arrow is then enabled and the person's details are pulled back into the window. This saves the user from having to reenter the details when the person is known to exist on NFOCUS.



Note: The person details cannot be edited from the Add Person window. Select the Perform Clearance button to save the Add action.

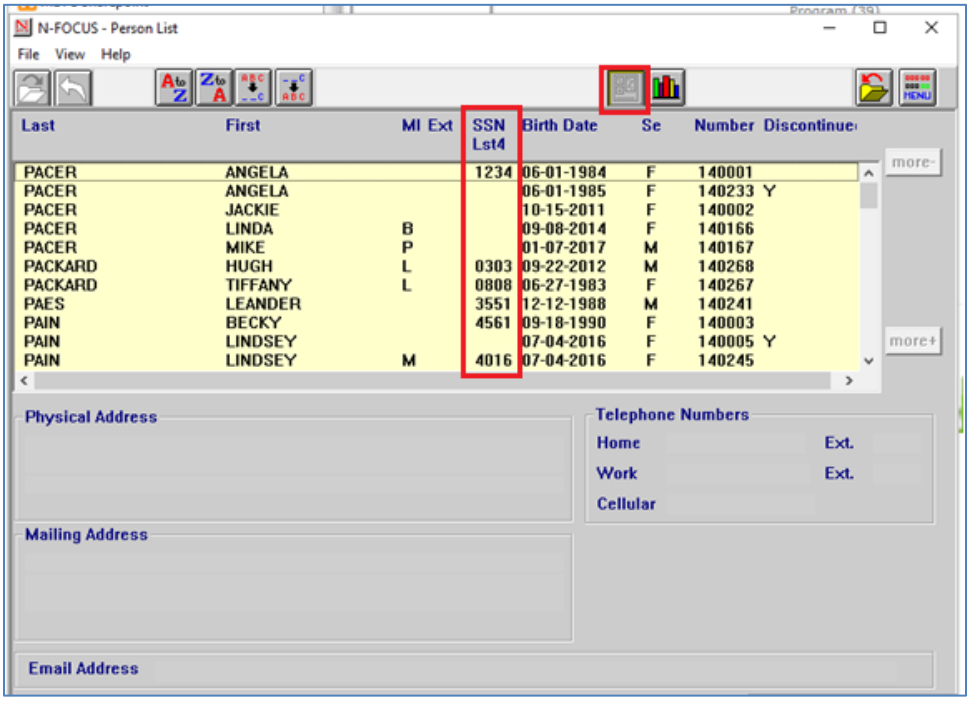
See screen print on next page.



Person List Window (Change)

The File Director icon has been added to the window.

The SSN column has been reduced to SSN4. Previously the SSN was displayed as xxx-xx-1234.



Ending Pregnancy (Change)

Ending a pregnancy due to birth will now take the worker through the person clearance process.

The Resolve Modified Person window will open if potential matches are found. The user can Accept Changes or Reject Changes. The purpose is to identify duplicate people.

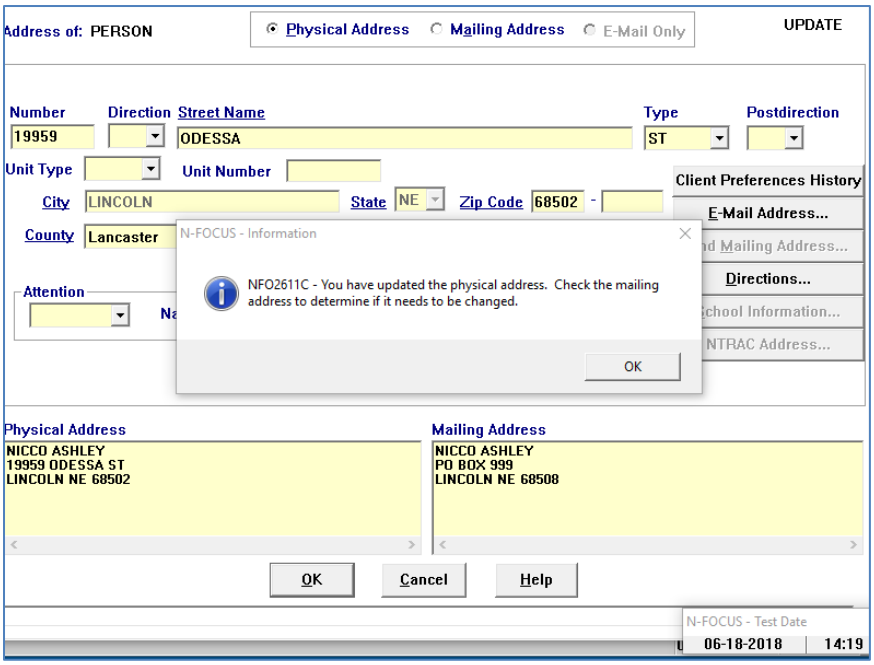
Call Production Support if a duplicate is identified.

Address (Change)

When a person has both a Physical Address and a Mailing Address and the Physical Address is changed but the Mailing Address is not changed, a window will pop up saying 'You have updated the physical address. Check the mailing address to determine if it needs to be changed'.

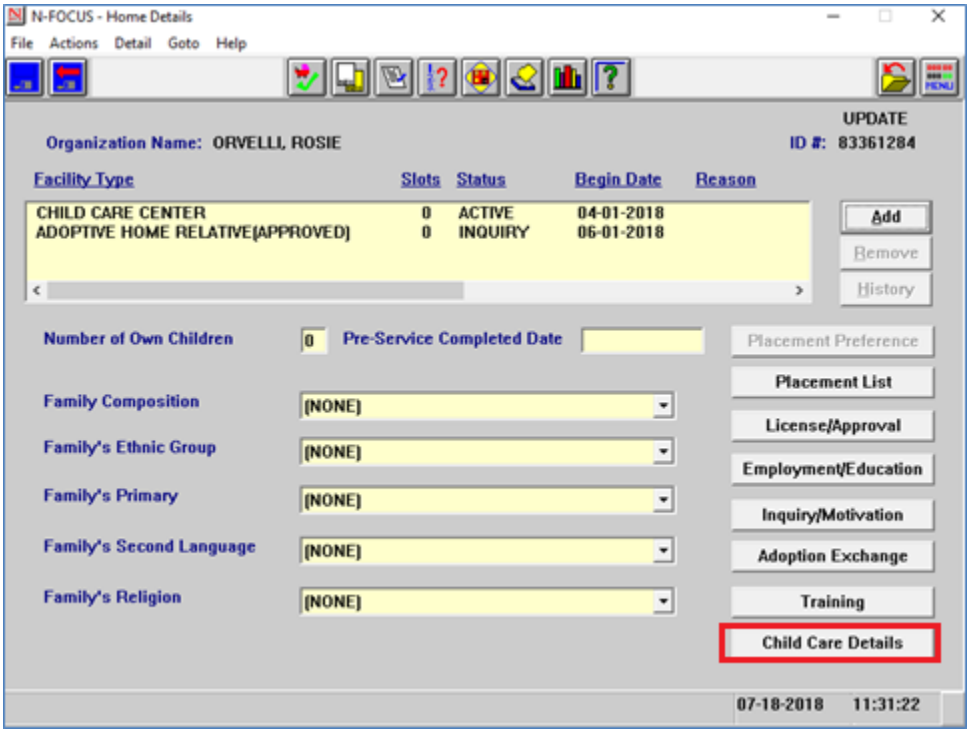
Workers should update the Mailing Address if necessary.

This reminder does not apply to Organization address changes.



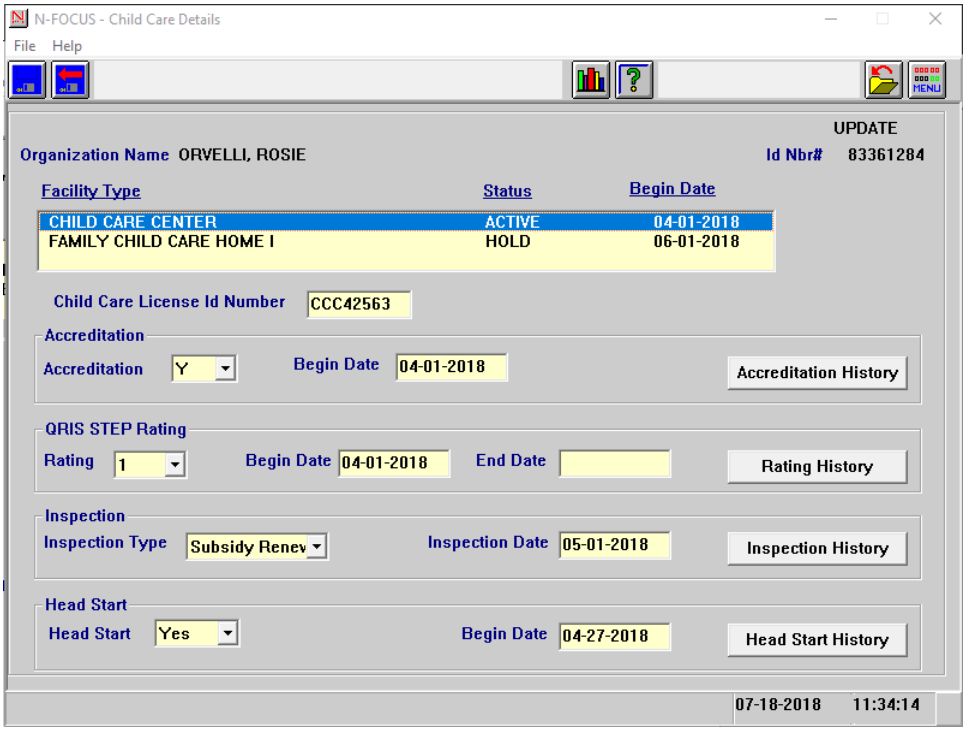
Child Care Details Window (New)

Home Details page will no longer show CC License ID; QRIS; Accreditation and Sixpence. A new Tab is added, Child Care Details. These attributes are moved to a new window.

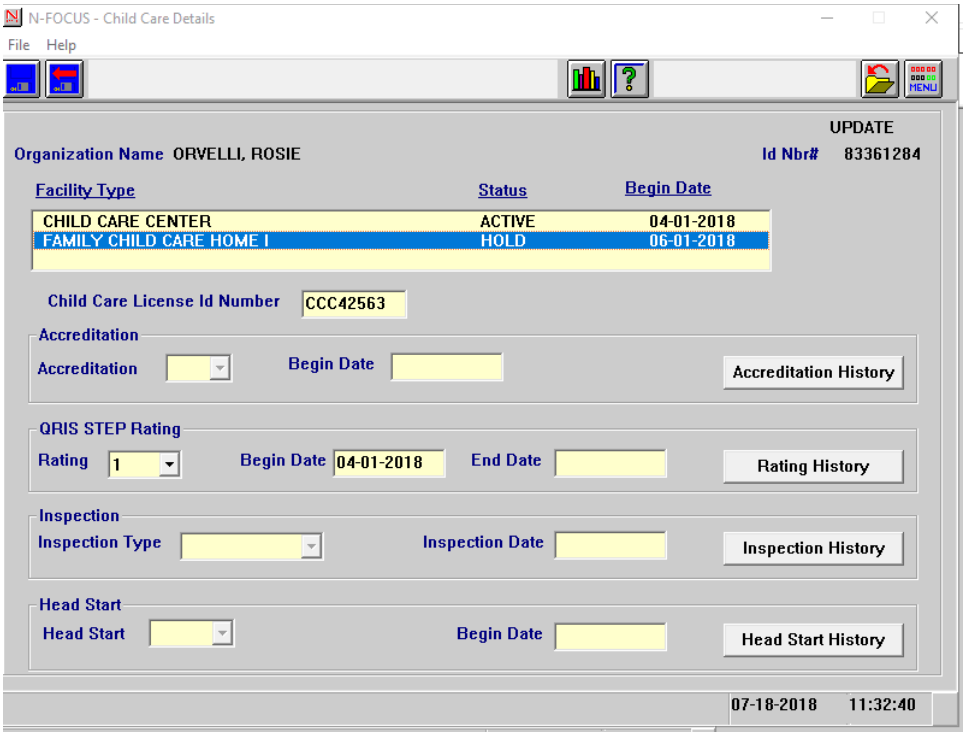


The Child Care details button will open a new window. This window will show only Child Care facilities. Workers will select which facility they are addressing and make required changes to Accreditation, Inspection and Head Start. Sixpence is no longer tracked on NFOCUS.

CFS facilities will not show in the Child Care Details window.



No changes have been made to accreditation or QRIS functionality, including history. The CC facility must be in Active status in order to enable Accreditation, Inspection and Head Start. All other status will have these attributes grayed out.

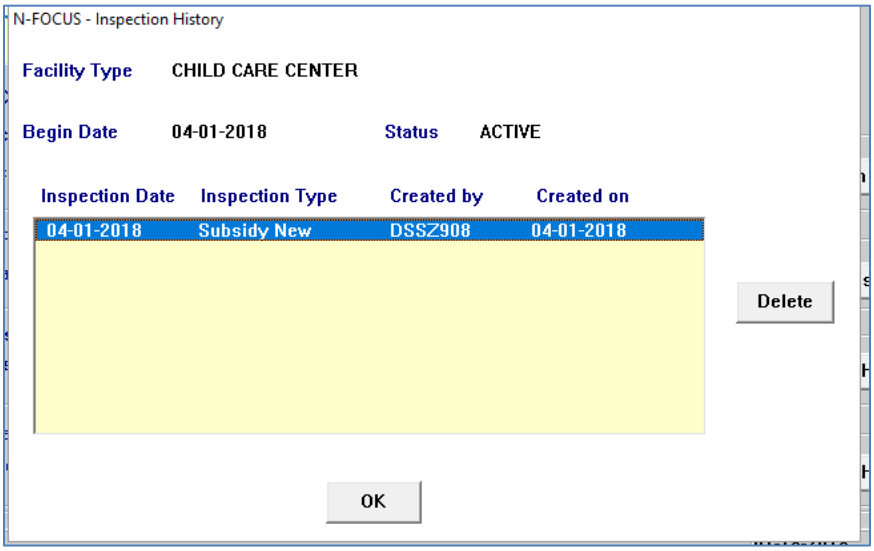


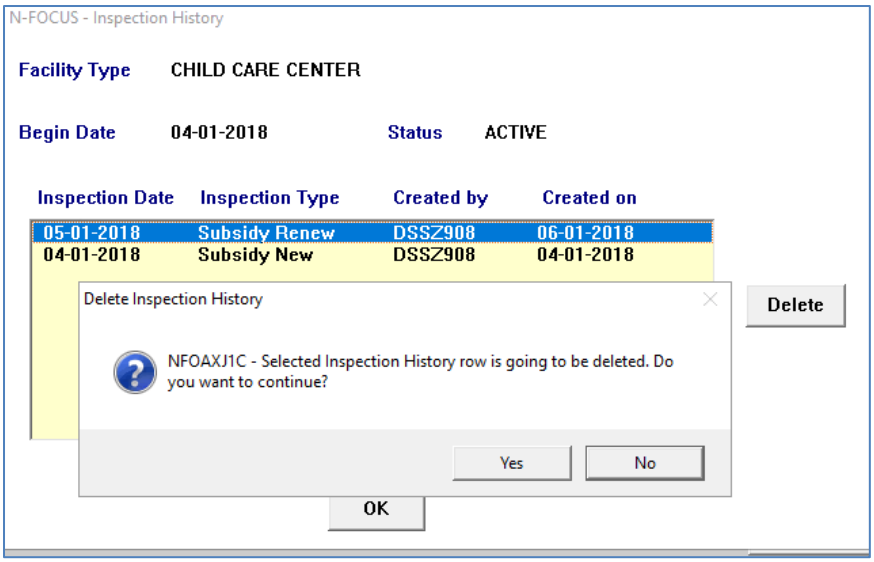
Inspection

RD workers will select which type of Inspection they are adding to the facility type. Selections are: License, Subsidy New, Subsidy Renew, In-home. Workers will not be able to delete an inspection date that is more than 12 months prior to current date. Workers will not be able to future date inspection date. Inspection will enable for Child Care Center, Family Home 1 and 2, License Exempt, Family In-Home and Family In-Home Special Needs.

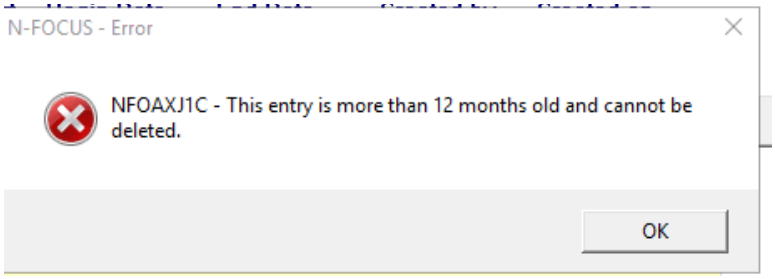
Inspection History

RD workers will be able to delete inspection history if an entry is incorrect. They will highlight the line they wish to delete and select delete. History that is more than 12 months prior to current date will not be allowed to be deleted.

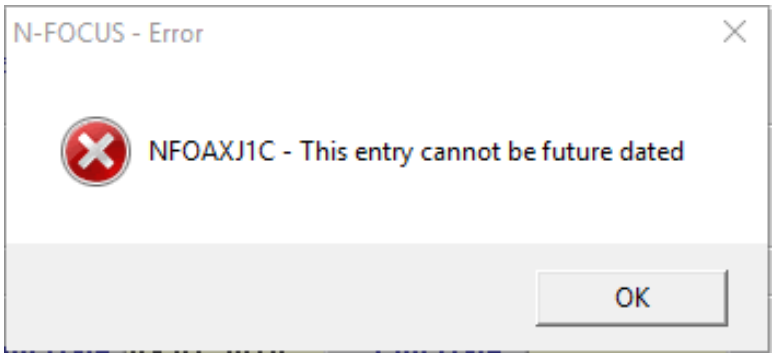




Workers will not be able to delete rows that are more than 12 months from the current date. A message will generate indicating this requirement. (See screen print on next page)



Workers will not be able to future date entries. A message will generate if the worker attempts this.

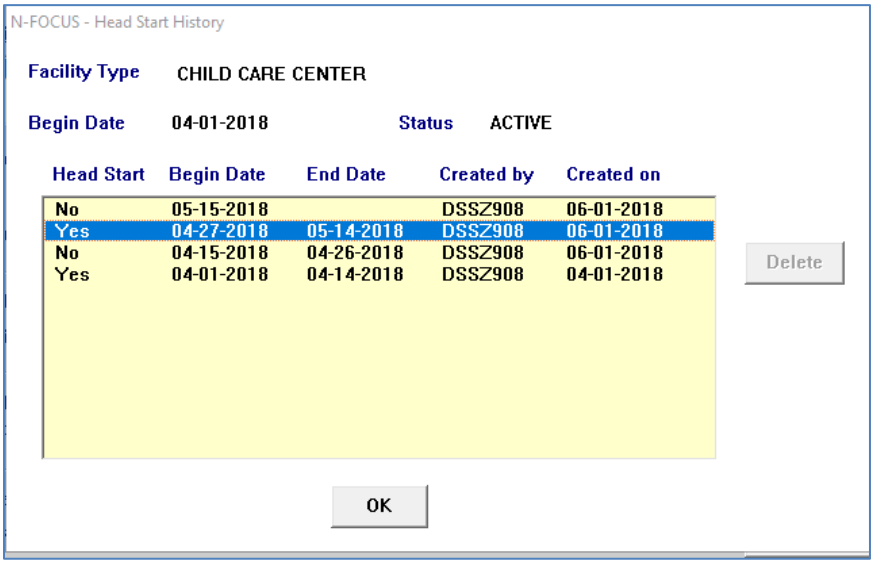


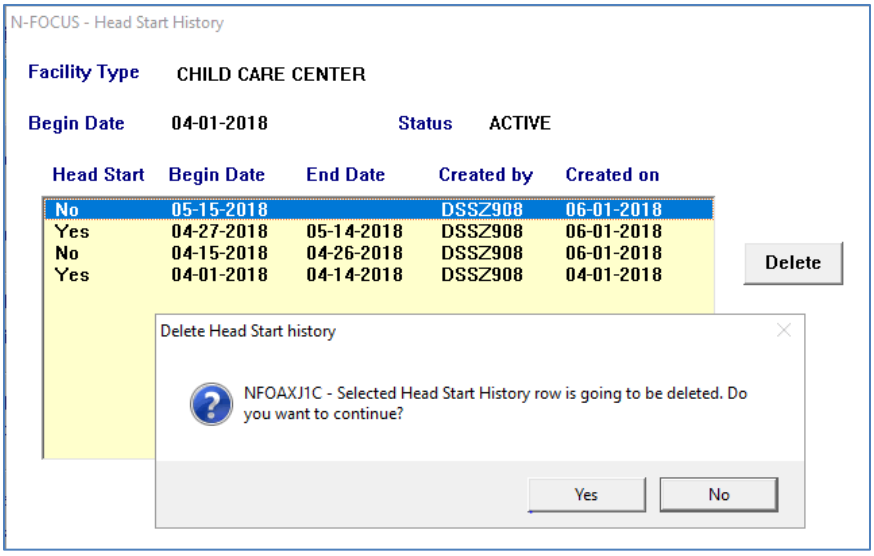
Head Start

Workers will add Head Start data by selecting Yes or No, and the begin date. Workers will receive an error message if they try to put a blank space in the Head Start drop down. Head Start will only enable for Child Care Center, Family home 1 and 2.

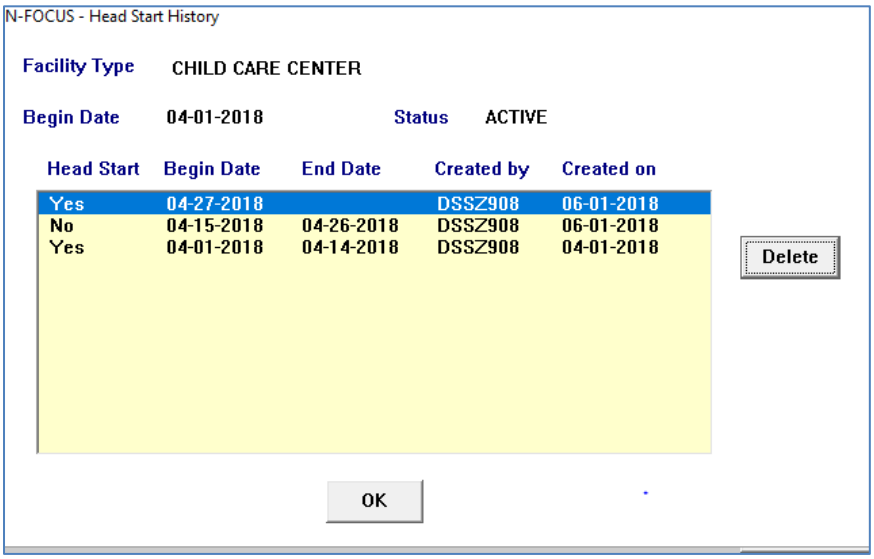
Head Start History

RD workers will be able to view Head Start entries in the history tab. They will be able to delete history, however, they must delete the top row only. Delete will not enable for any row other than the top row. In order to delete an error entry that is not the top row they will need to delete every row that was entered before the error entry they are wanting to adjust.

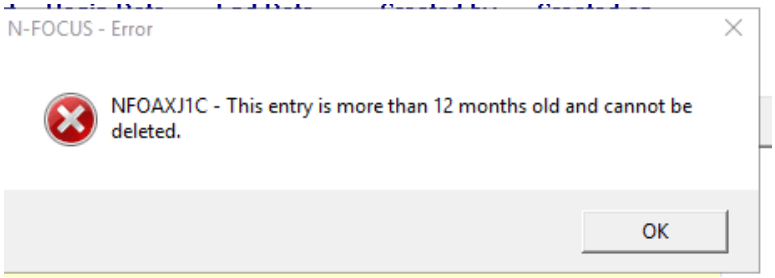




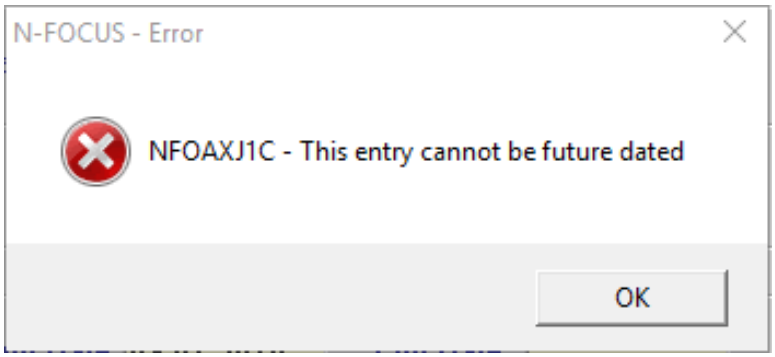
The end date will adjust with every row that is deleted in order to show a current status of Head Start.



Workers will not be able to delete rows that are more than 12 months from the current date. A message will generate indicating requirement.



Workers will not be able to future date entries. A message will generate if the worker attempts to future date.



Pre-Print Claims Schedule (Update)

The following provides information regarding the Pre-Print Claims Schedule:

Occurrence Related

- This file is for one time related providers such as EF, EA, etc. that are providing occurrence related services. This file is sent to OnBase nightly.

Weekly

- This file will run every Friday and extract any authorizations that were created for the following Monday through Sunday.

Semi-Monthly

- This file runs on the 1st and 16th of each month.
  - The run on the 1st extracts authorizations created for the 1st through the 15th of the month.
  - The run on the 16th extracts authorizatons for the 16th through the end of the month.

Note: If the authorization is created in the current month the claim lines will run with nightly batch process.

Example: Authorization created on 7/7/15. The file will run that night and within the 48 hours the claim line for the first half of July would be online. The second half will be sent on the 16th. If the authorization is created on 7/20/15 the file will run that night and within 48 hours there should be 2 claim lines on the portal for the 1st and 2nd half of the month.

Monthly

- This file will run on the 25th of the month and the end of the month (last working day).
  - The 25th extract will pick up authorizations that were created between the 1st and 25th.
  - The end of the month run will pick up any authorizations created from the 26th to the last day of the month.

Note: If any of the scheduled dates is a holiday the job will run the day prior.

In order to change from MONTHLY to SEMI-MONTHLY it's best to wait and do this the 28th-the end of the month. If you change a provider from MONTHLY to SEMI-MONTHLY before the 27th, they won't get their Monthly claim line for that month because Monthly claim lines look back at the month. Semi-Monthly claim lines look forward and you will miss out on either the first or the second half of the month, depending on when the Resource Development worker makes the change.

Example: If the change from Monthly to Semi-Monthly happens on the 17th then you will miss the Monthly claim line, as well as the Semi Monthly claim line that would have went over on the 16th.

Post Print Process

The Post Print Process looks 6 months back from the current date.

Weekly Claims – The file will run every Friday and extract any authorizations that were created for the following Monday through Sunday.

If the worker missed the Friday before cut off for that week and the worker waited till the day of the service to make the service authorization, there is a post print process that would have gone back and picked up the service authorization and made a claim for the portal.

If the worker missed the Friday before cutoff for the weekly claim and makes the service authorization before the service, the claim falls into a "black hole" and the claim will never go to the portal.

Example:
Service for 6/1

- If worker made a service authorization on 5/25 or before, then the service authorization would go to the provider portal.
- If worker made the service authorization on 6/1 or after, then the service authorization would go to the provider portal.
- If the worker made the service authorization on 5/28-5/31 then that is the "black hole" and the claim will not go to the provider portal and paper billing will need to be done.

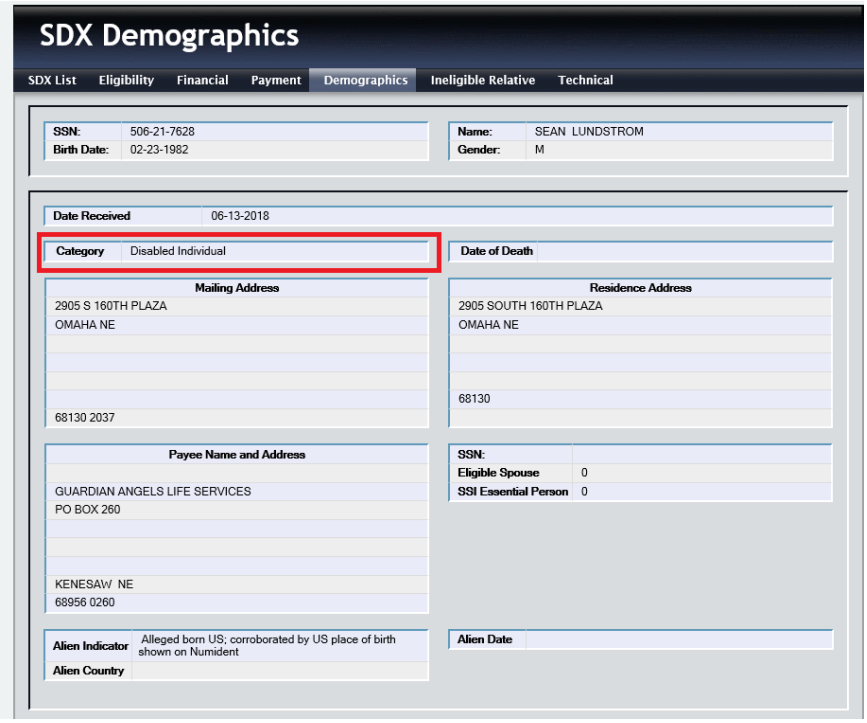
Interfaces

SVES Verification Request (Change)

In the past, when a child's Date of Birth was verified by the Nebraska Department of Vital Statistics that child was not sent to SVES for a SSN Verification so the SSN was never verified. This will now be fixed so that all new born children verified by Vital Statistics will be sent to SVES for a SSN verification.

SDX Interface Display (Fix)

Some of the SDX Demographics Category codes have been incorrect. This has been fixed. The new, more descriptive, codes are displayed in the chart below the screen print.



Codes listed on next page.

Aged individual
Aged individual with an ineligible spouse
Aged individual with eligible spouse
Blind Individual
Blind individual with ineligible Spouse
Blind individual with eligible spouse
Disabled individual with Eligible spouse
Disabled individual
Disabled individual with ineligible spouse
Blind child
Blind Child living with mother
Blind child living with father

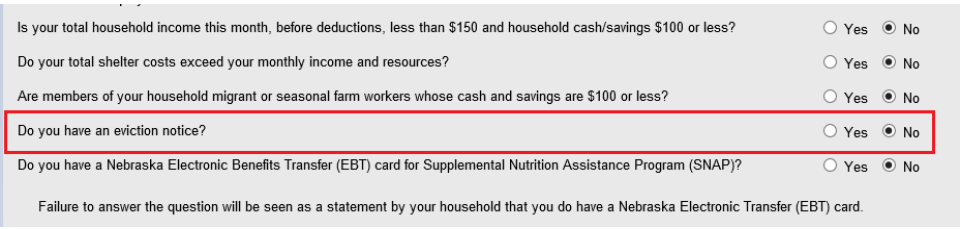
Blind child living with both parents
Disabled child
Disabled child living with mother
Disabled child living with father
Disabled child living with both parents
Eligible individual awaiting spouse

ACCESSNebraska Electronic Application

Housing Expenses Section (Change)

New questions have been added to the Applicant Information page and Expenses – Housing page of the E-Application and Phone Application.

Note: Draft Applications that were started before the release and completed after the release may not have these questions answered if the applicant has already completed these sections.



ACCESSNebraska Tips:

Below is general information regarding ACCESSNebraska. Calls regarding (AN) accounts, online applications or PIN can all be referred to Production and Support 1-888-281-6629.

NEVER CLEAR PIN – Refer to Production Support (P&S)

Create Account

- to go to www.accessnebraska.ne.gov
- enter in English or Spanish to be routed to main menu

ACCESSNebraska Accounts

- ACCESSNebraska Supported browsers; Internet Explorer, Firefox, Google Chrome.
  - If one of the above browsers are not working it is suggested that user change to one of the other supported browsers.
  - Internet Explorer and Firefox are the preferred.
- Mobile devises are NOT supported and are not recommended, however most users have limited access to their accounts on tablets or phones.
- Changing Passwords – expire every 90 days. User will prompted to change password.
  - Password changes are only successful only on desk or laptop computers NOT on tablets or phones.
- If forget password or user ID, use forgot help links for assistance.
  - Forgot password or user ID links are only successful only on desk or laptop computers NOT on tablets or phones.
  - If user is not able to retrieve user ID, change password or remember security questions/answers, they **must** create a new account.

- P&S cannot reset User ID, Passwords and security questions, suggest user create a new account.
- User IDs are unique so if creating a new account **must** select a different user ID.
- P&S can assist in providing PIN. **Add** email address to NFOCUS **prior** to transferring the call.
- **NEVER CLEAR PIN, refer to P&S**.

Application Online Process

- New users (no PIN) should select one of the program application icons to create an account and complete an application.
- A PIN is given **after** an application is received/pended.
    - PIN is NOT required to complete an application.
        - Hint: Economic Assistance app icon asks user to validate account with PIN. This defaults to yes, selecting NO continues user to the EA application.
    - Once PIN is generated, user can log in with same account to My Account and validate with PIN.
    - Name, DOB and last 4 numbers of their social security number.
        - Must match NFOCUS to validate account.
        - If duplicate person, account cannot be validated until duplicate is resolved. Call P&S.
        - My Account provides access to program status, notices, renewal and email/text preferences for programs user is a case name, rep or payee associated.

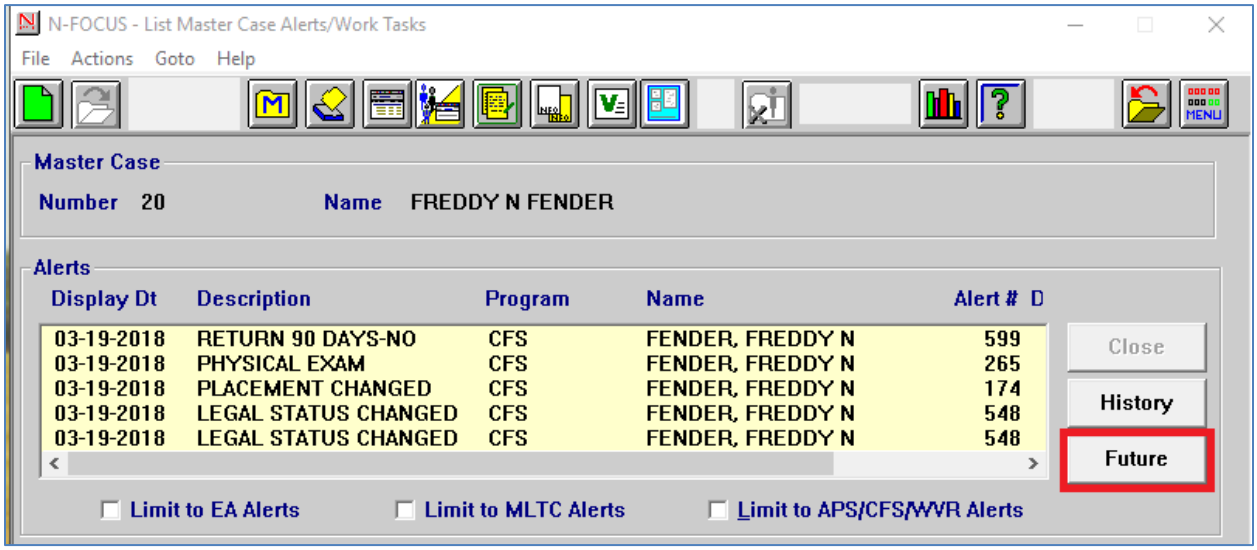
PIN

- PIN will be generated the evening programs are pended or made active. PIN letters are mailed unless requested online and email process request is completed.
    - Must be the case name, rep or payee of a pending/active program to be eligible for a PIN.
    - If all programs are closed/denied PIN **will not** generate.
- Online PIN request can be completed once pending/active program and case name, rep or payee.
    - Online PIN request, will clear an existing PIN or set to generate a PIN.
    - If email is in NFOCUS, PIN will generate and email right away.
    - If no email, PIN will generate overnight and be mailed.
    - If not PIN eligible, user will receive message not eligible, PIN will clear and new PIN will not be generated.
- P&S can view PIN and provide to user.
    - **Add** user's email address to NFOCUS **prior** to transferring to P&S.
    - **NEVER CLEAR PIN, refer to P&S**.

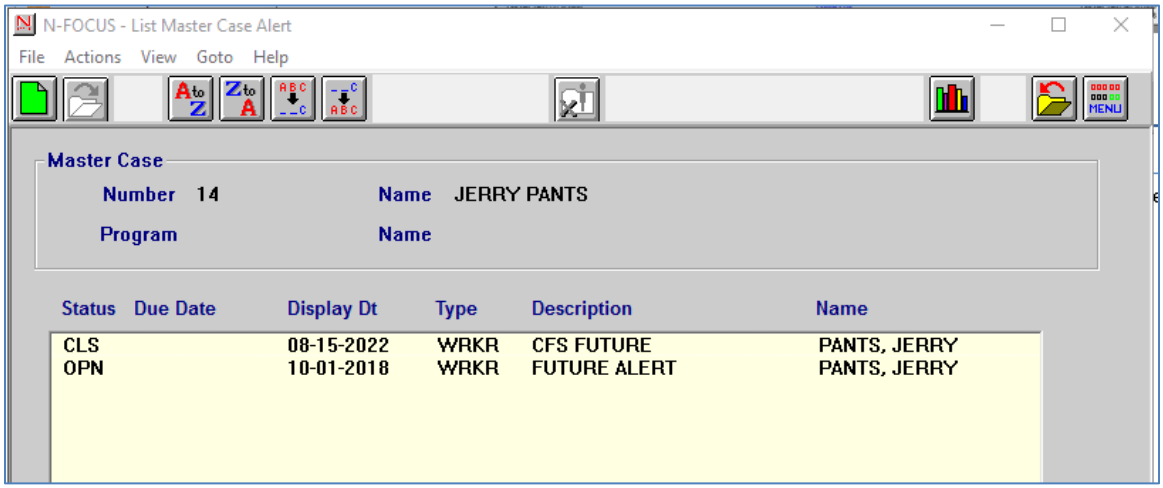
Alerts

View Future Dated Alerts (Change)

Select the Future button to navigate to the List Master Case Alert Window in order to view Alerts for the Master Case that have a display date in the future.



All alerts with future display dates will appear, regardless of the status. The filter options are available from the filter icons.

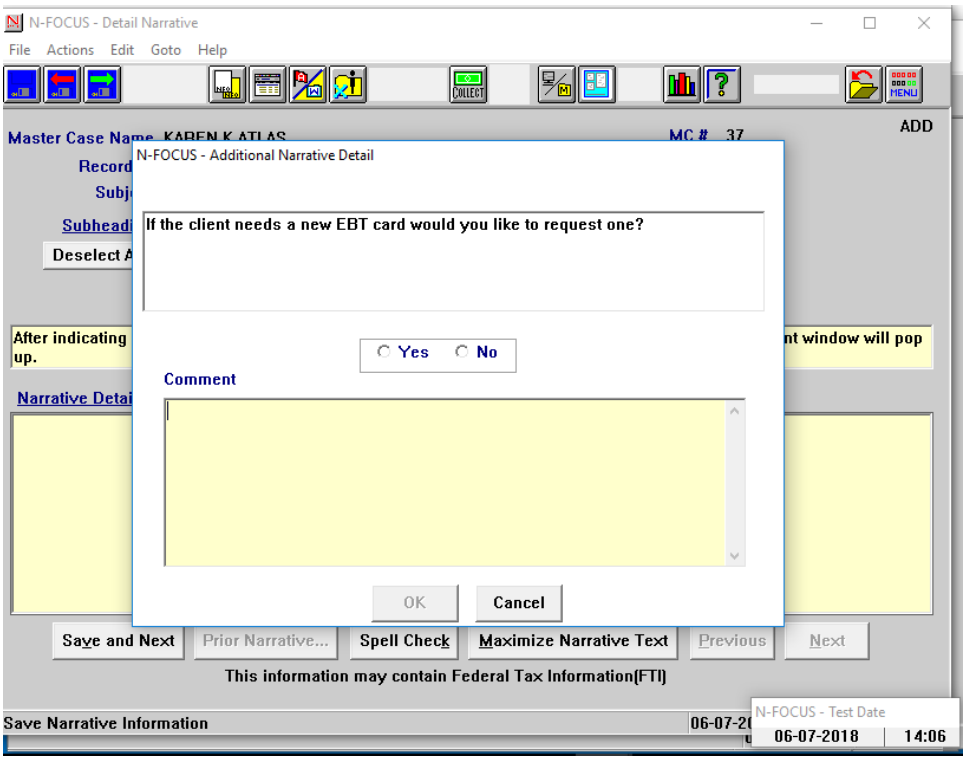


Resource Development Alert #605 Org Person Address Change (New)

Alert 605 will be created for the RD worker assigned to the service approval when a person's address is updated on the Person Detail window and they are an Org Related Person on an organization that has an active service approval for child care.

SNAP Interview or Review/Recert/Renewal Subject Areas (Change)

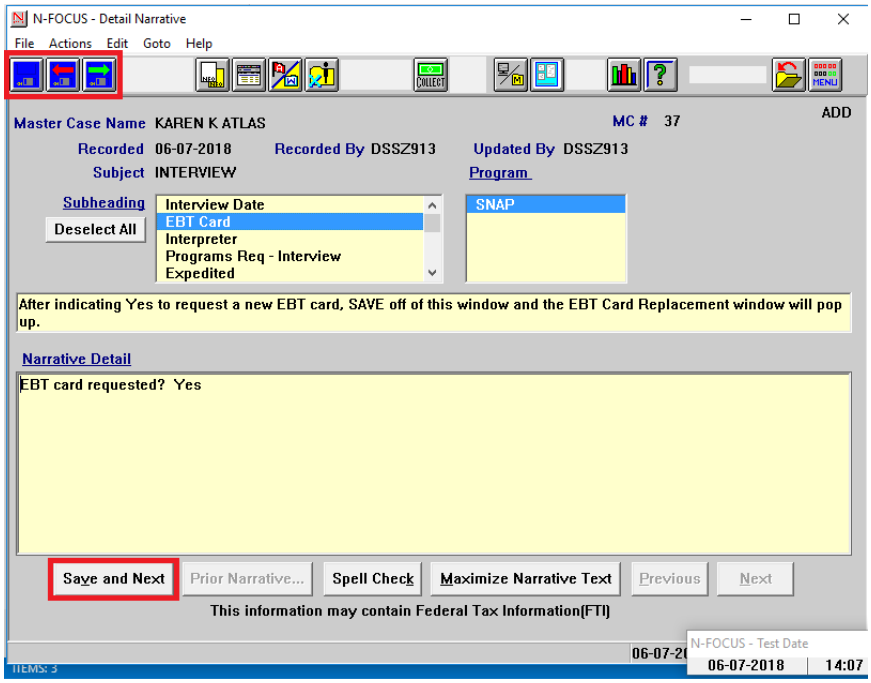
When creating new SNAP narrative in the INTERVIEW or REVIEW/RECERT/RENEWAL subject areas and the sub-heading EBT CARD is selected, a window will pop up asking 'If the client needs a new EBT card would you like to request one?'

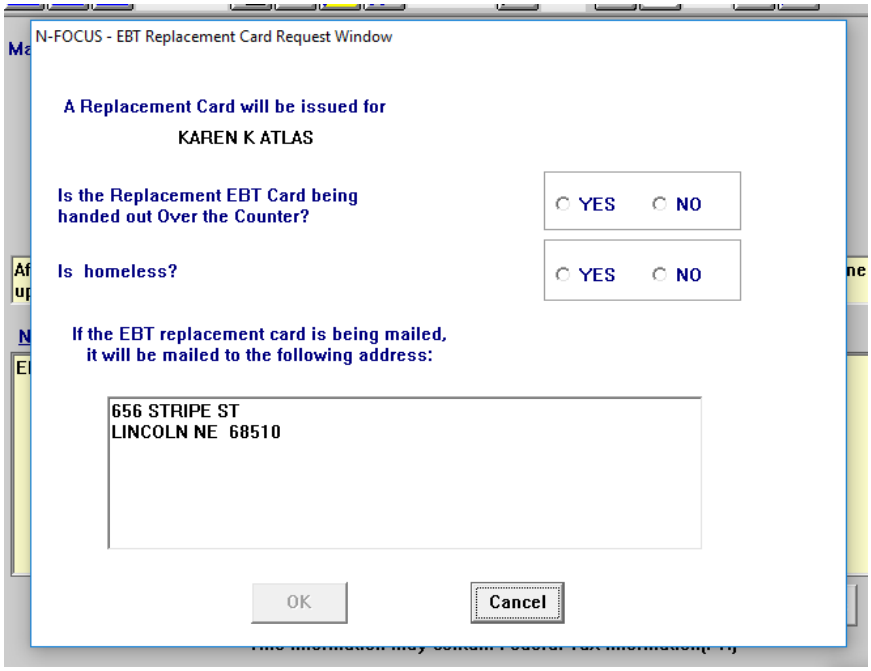


If you select YES and then OK you will be returned to the Detail Narrative window.

Selecting Save and Next, Save or Save and Close will cause the EBT Replacement Card Request Window to display.

See screen prints on the following page.





Based on how the questions on the window are answered a Replacement EBT Card will be issued.

Selecting OK or Cancel off the window will take you back to the next Narrative Detail window.

Correspondence

Non-Discrimination Language (Change)

The Non-Discrimination language has been changed on Correspondence created in NFOCUS to the following verbiage per Federal Legislation/Regulation request:

This institution is prohibited from discriminating based on race, color, national origin, disability, age, sex and in some cases religion or political beliefs.

The U.S. Department of Agriculture also prohibits discrimination based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027), found online at:

http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410;
(2) Fax: (202) 690-7442; or
(3) Email: **program.intake@usda.gov**.

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the State Information/Hotline Numbers (click the link for a listing of hotline numbers by State); found online at:
http://www/fns.usda.gov/snap/contact_info/hotlines.htm.

To file a complaint of discrimination regarding programs receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201, or call (202) 619-0403 (voice) or (800) 537-7697 (TTY).

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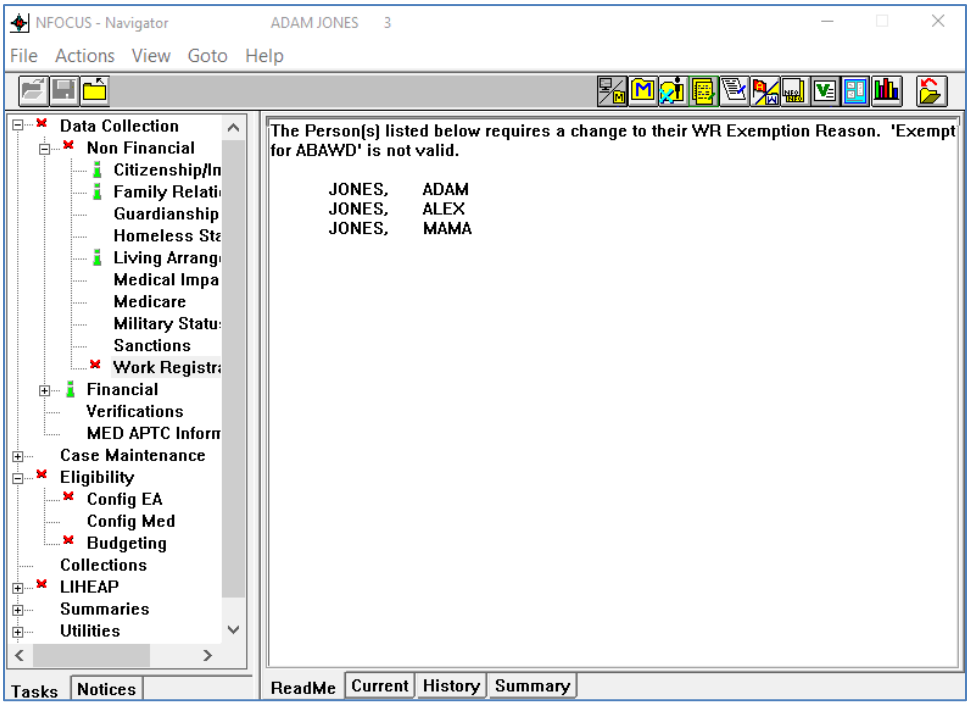
Expert System

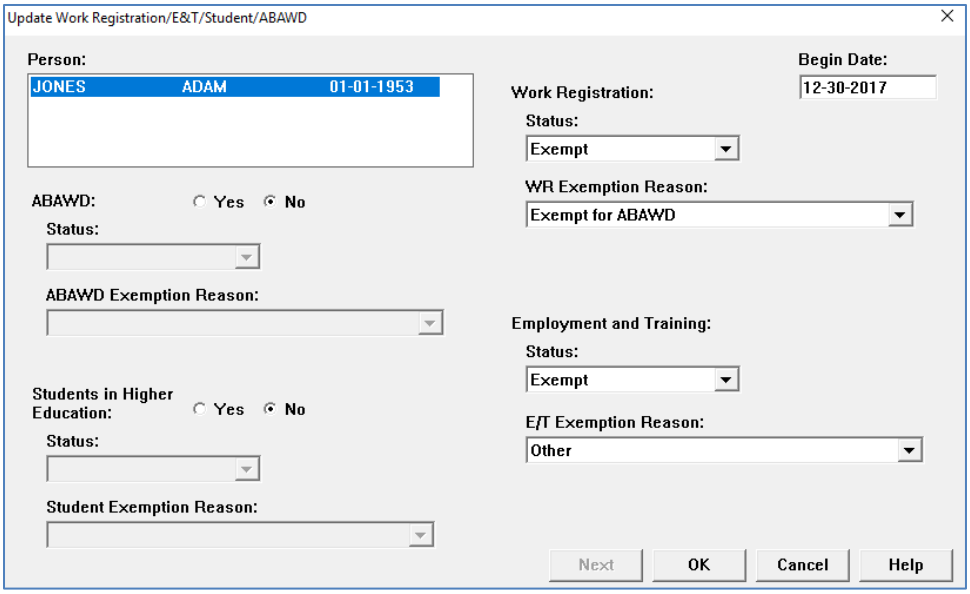
SNAP Work Registration Exemptions (Change)

SNAP policy has identified the Work Registration (WR) exemption reason of 'Exempt for ABAWD' as being an invalid reason to use, and this reason has been removed from the selection list, however, as this reason has historically been used, there are persons in NFOCUS who are identified with this exemption reason.

If a person in the SNAP program case is currently recorded with a WR Exemption Reason of 'Exempt for ABAWD', upon entering the Work Registration task, the following ReadMe window will be presented.



The Worker should select the 'Current' tab to move to the 'update' mode (as shown in following window).

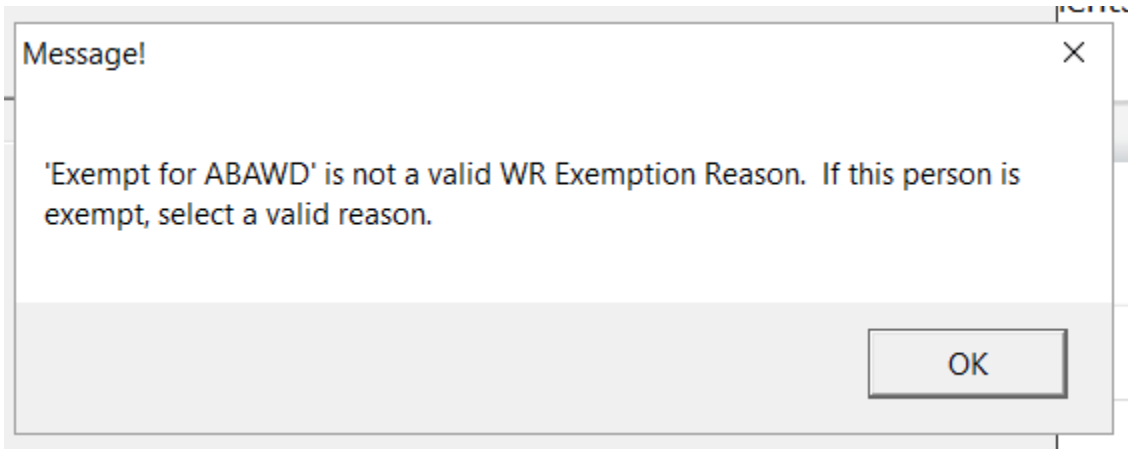


The Worker should review the case to determine if Status should be updated to 'Mandatory' for each person who has the current WR Exemption Reason of 'Exempt for ABAWD', or if the person can be qualified for an alternate WR Exemption Reason.

If a new exemption reason should be entered, the worker will need to be sure to update the 'Begin Date' for the new exemption reason to ensure that history of exemption reasons is maintained.

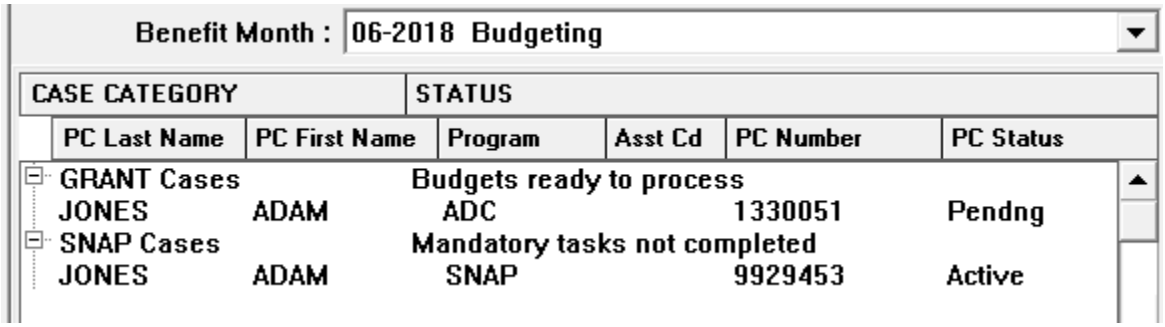
If the worker clicks the Cancel button, you will be returned to the main Work Registration task window and the Red X remains in place. The Red X prevents budgeting of SNAP due to a Mandatory Task not having been completed.

If the worker clicks 'OK' without changing the 'WR Exemption Reason:' the following message is displayed.

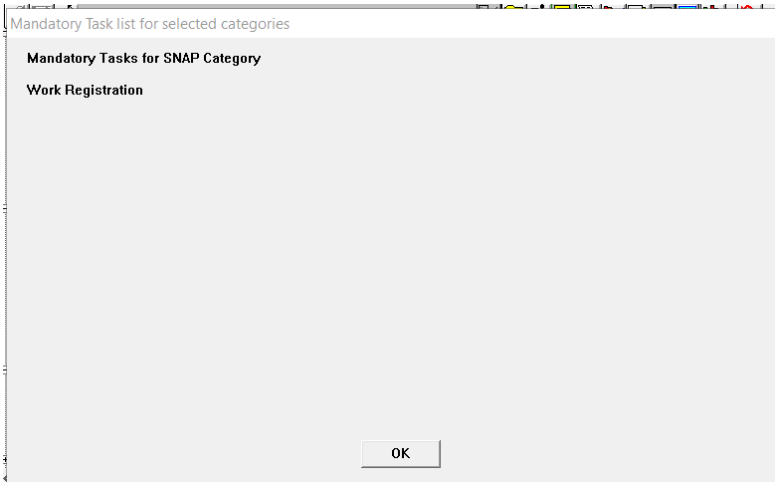


Upon clicking 'OK' on the message, you will be returned to the 'Update Work Registration/E&T/Student/ABAWD' window to make needed updates to the Work Registration status, or to the appropriate WR Exemption Reason.

If no changes are made in the 'Update Work Registration/E&T/Student/ABAWD' window, the worker will be presented with the below message upon attempting to run SNAP budgeting:



The Mandatory Task list for the SNAP program displays indicating that 'Work Registration' has not been completed.



ADC Denial Reason Non-Cooperation with EF (Change)

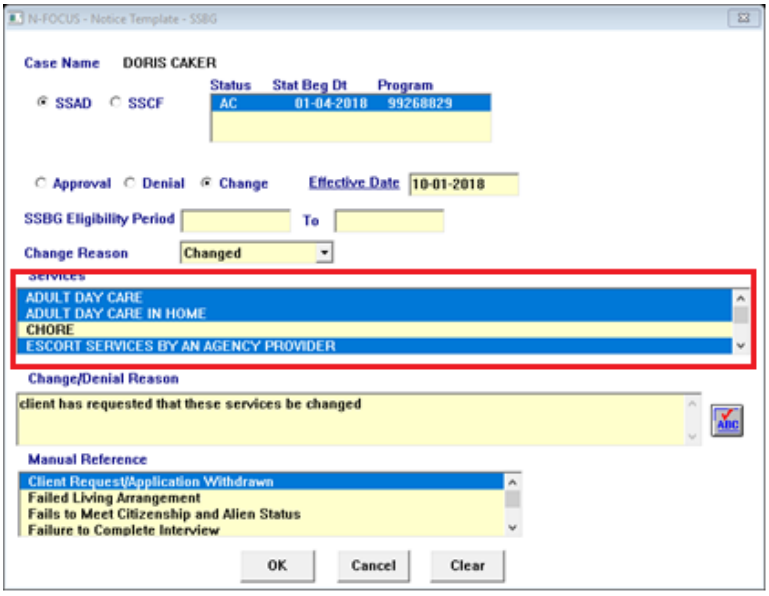
With this release, the ADC denial reason of Non-Cooperation with EF (Employment First) will no longer be an available option if there is an open EF sanction.

AABD Paper Application (Change)

Application EA-30 (Application for Aged, Blind and Disabled) has been discontinued for use. It will no longer be displayed as a choice in the application dropdown menus in Mainframe, or Expert System.

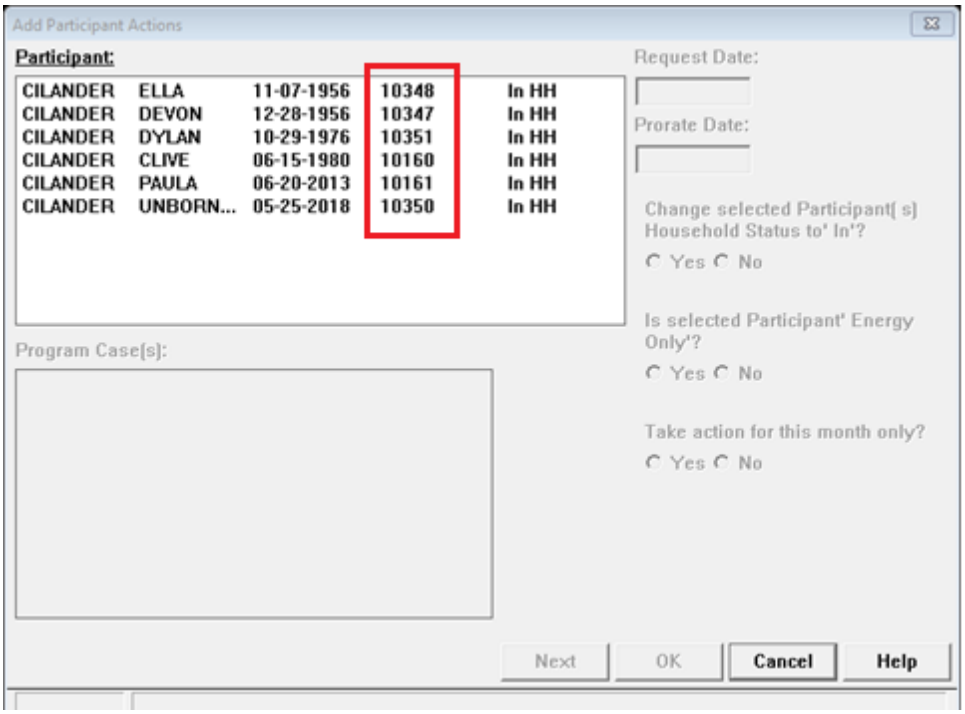
SSAD Notice Template (Change)

With the August release, workers will be able to select multiple services in Notice Template when making changes to an SSAD case.

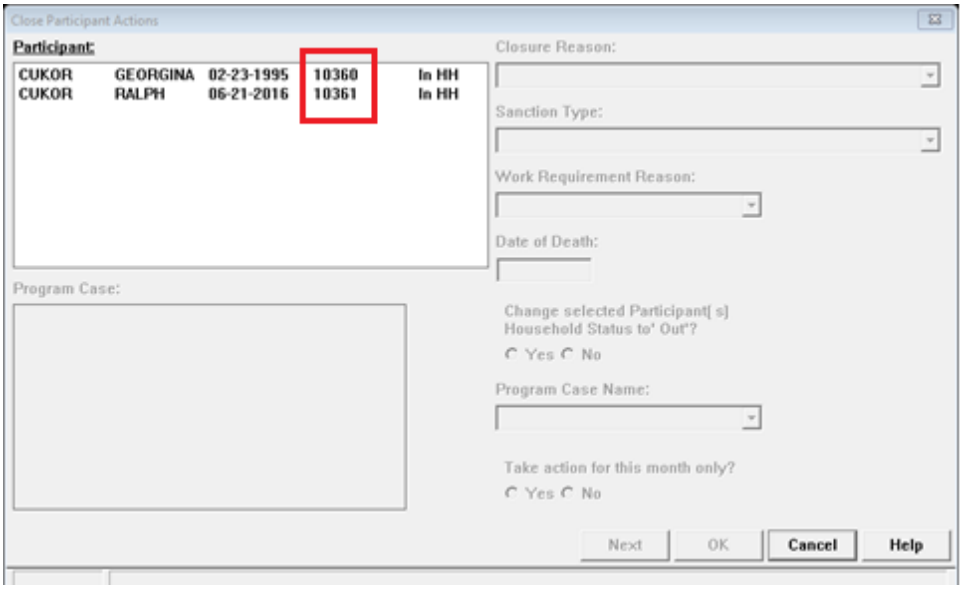


Participant Actions Client ID Number (Change)

With the August release, the Client ID Number will be displayed in the Participant Actions task when adding or closing participants in Expert System program cases.



(See additional Screen Print on the following page)



LIHEAP (Change)

During the last energy year, 10/2016-9/2017, Supplemental (contingency) payments were issued 9/20/2017. Payments authorized after 10/1/2017 (e.g., case closed prior to supplemental issuance) could not be processed for the previous energy year, despite selecting that year in the dropdown menu. The logic would change it to the new energy year, 10/2017-9/2018. This required that the case be reopened back to the previous energy year to allow for proper budgeting. This has been corrected so that it can now be processed.

Workers will be able to process LIHEAP Crisis payments as payable to the client when no provider exists.

Workers will be able to process cooling budgets no sooner than April first. A message displays to advise workers of this, and that policy staff will have security to process cooling budgets sooner, as needed.

Updates to Case Information and Accounts/Provider tasks have been made to allow for storing changes in the History tab based on begin date of the changes made in those tasks. Changes have also been made to the main screens for both of these tasks.

ADC now has an end-dated Eligibility Period, and LIHEAP budgets previously included only high-dated grants in the budget. Since that change, ADC grants have not been included in LIHEAP budgets when determining eligibility and benefit amount. LIHEAP will now include ADC grants which are issued in the month LIHEAP eligibility is determined.

Note: Detailed instructions will be provided to LIHEAP workers via Supervisors. Contact LIHEAP Policy for additional details if needed.

ADC Denial Reason Non-Cooperation with EF (Change)

Non-Cooperation with EF will no longer be available in Case Actions if there is a pending person with an active EF sanction 1, 2, 3, or employment first – imposed in participant actions. In Participant Actions, Non-Cooperation with EF will not be available on the pending person who currently has an active EF sanction. All other participants will be have non-cooperation available if that denial is needed.

ADC Living Arrangement for Financially Responsible Parents (Change)

Living arrangement will be required for FR parents in ADC prior to budgeting being allowed. Living arrangement will Red X when case configuration is completed. This will only affect cases that have an FR parent due to legal status or RSDI/SSI AND SNAP or LIHEAP only, no other programs in history.

Child Care Two Applications in Same Month (Change)

Workers will be able to pend a second application in the same month that already had a denial. If the HH requests a prior app withdrawn and then reapplies at a later date in the same month, the new app date will be allowed to be entered. Only two denial reasons will require the original app from that month to be used: failed to provide or failed to complete interview.

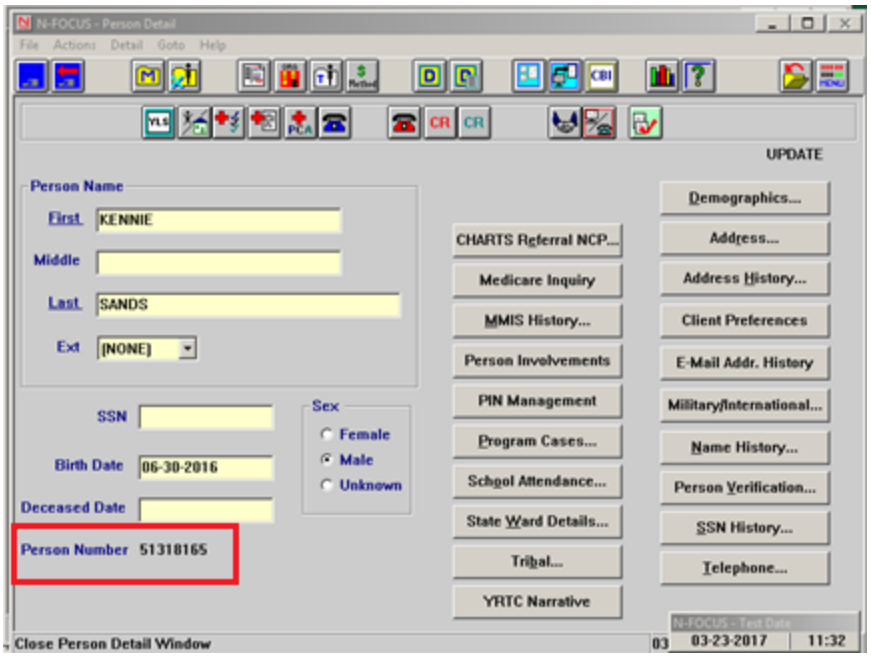
NFOCUS Tips

Duplicate Persons in NFOCUS

Duplicate persons continue to be created in the process of creating new Master Cases, adding a person to a Master Case, creating a CHARTS referral, CFS Intakes, and adding an Administrative person (Payee, Authorized Rep, etc). **Duplicating persons creates serious issues that affect your case accuracy**. It becomes even more important to not create duplicate persons with the new Medicaid system Nebraska Timely, Responsive, Accurate, and Customer Service (NTRAC).

NFOCUS was designed so that a person should only be on the system once. Each person should have only one person number. This same person can be in a Master Case, be an Authorized Rep, be in a CHARTS referral, CFS Intake, SDM and be in an Organization. There is no reason for a person to be on the system twice. The person number is found at the bottom of this window.

See Screen Print on next page.



Current Issues:

- Adding a person to the Master Case with the reason of EO (Energy Only)
  - If this person is already in another Master Case then it is an existing person – do not add a new person
- Unborn already on – child is born but pregnancy is not updated and the child is added as a new person
  - If there is already an unborn in the Master Case and a child has been born, update the pregnancy do not add another NFOCUS person.
- No SSN but Name and DOB matches someone already on NFOCUS.
  - More than likely this is the same person.
  - Check the address, Master Cases they have been in, Person Involvement, etc.
- SSN already matches someone on NFOCUS.
  - Do not change the SSN by one number to get it on NFOCUS.
- Not doing a thorough clearance before adding a person to NFOCUS
- Person name misspelled or last name changed

Note: If you have any questions or cannot complete the steps indicated above, contact NFOCUS Production Support.

IMPORTANT: If you created a duplicate person in error or find ones that you think might be duplicates, please contact NFOCUS Production Support so we can correct them.

Person Search

In order to reduce the number of duplicate persons created, please take the following steps before you create a person in NFOCUS:

Use the Person Search to determine if this person is already on NFOCUS

- SSN Search – If you have an SSN, do a search by SSN. If there is no match on SSN, then search by name.
    - Even if you have an SSN it is good to also do a name search to make sure they are not already on without the SSN
    - Person Search defaults to Partial Name search – this search finds all the names with the exact spelling of the last name and first name entered plus additional names that have more letters.
    - If there is a space in the last name or first name and the one entered does not have a space – it will not find this person.

Example: If you enter John Doe – you will get all the John Doe's plus any John with the last name of Doeden, Doenhoefer, Doerschlag, Doescher, Doeschot, etc.

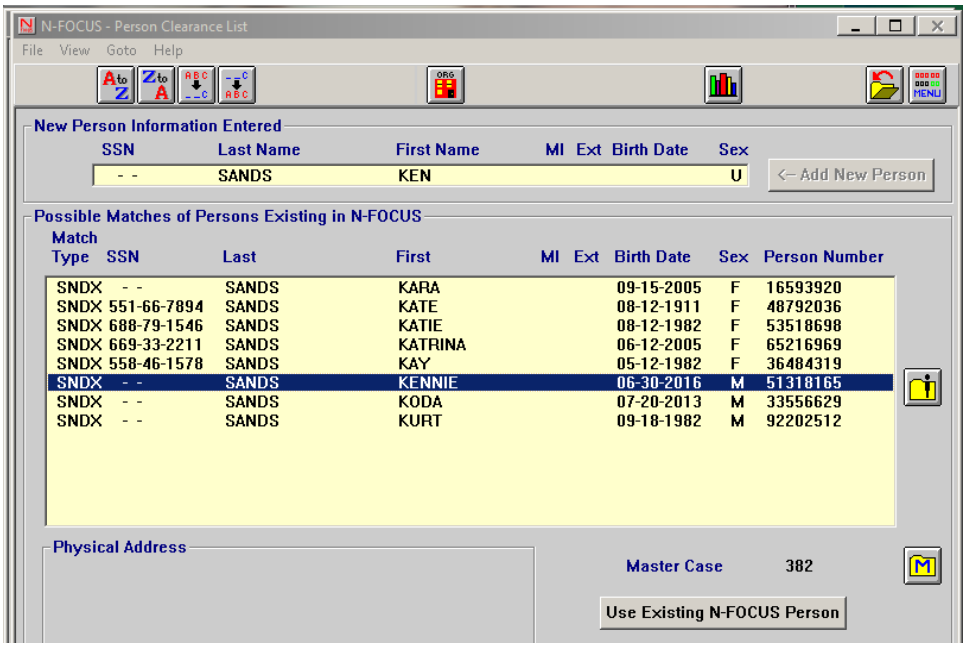
    - If you are not sure how to spell the last name such as Johnson or Johnsen then enter johns as the last name and you will get matches for Johns, Johnsen, Johnson, Johnsons and Johnston with the same first name.
    - It is also good to check the box 'Search on Name History'.
    - Sometime it is best to enter less to get a broader search.
- Address Search

Clearance Process

The Clearance Process uses soundex to find names that match the name that you entered. Soundex is a phonetic program used by NFOCUS to encode last names by their sound when pronounced in English. (See Help-How Do I for an overview of Soundex.) You will get a lot more possible matches with Soundex.

- If there are over 100 matches you will get a popup that will allow you to filter – by Last Name, First Name, Partial Last Name, Partial First Name or Sex.
- Person Clearance List:
    - Take time to look at the list. From this window you can look at Person Detail, what Master Cases they are in, their address and if they are an Org related person.
    - If a person already on NFOCUS has the same name and date of birth as the person you are entering, it is most likely the same person
    - If it is the same person use the button at the bottom of the window '**Use Existing NFOCUS Person**'
    - DO NOT change the SSN by one number to get your person on when you have an SSN match - call NFOCUS Production Support
    - See 'Help-How Do I' for complete instructions on the Clearance Process
- **If in doubt if this is the same person, call NFOCUS Production Support**

(See Screen print on the next page)

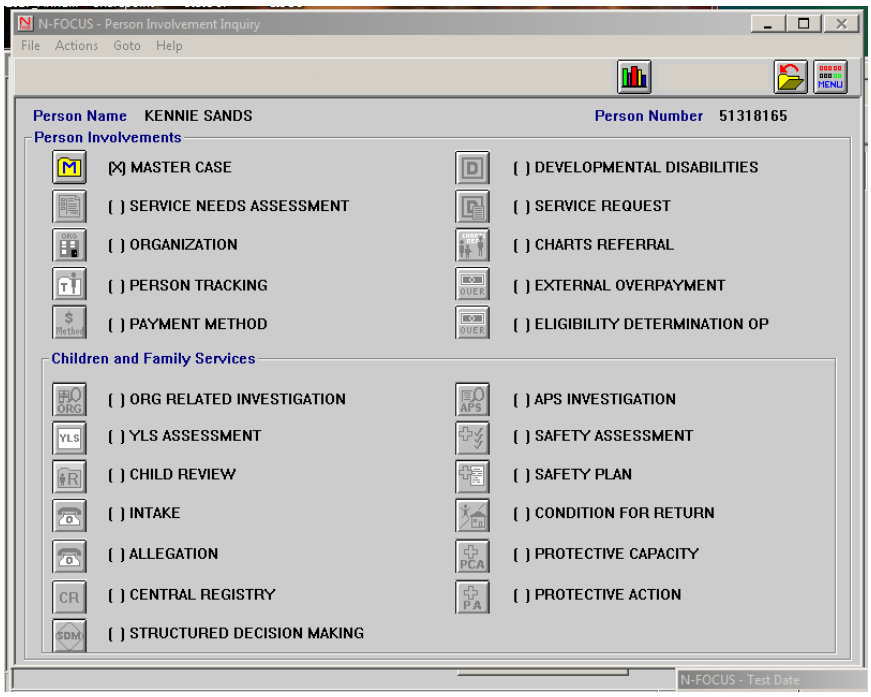


Administrative Person

- Always check to make sure the person is not already on NFOCUS
- When adding this person you must enter an address

Review HH Status

On Detail Master Case there is an icon to the right of the window in the Master Case Persons box that shows everyone that has been in this Master Case and their current status in the Master Case. Click this button to see everyone who has been in the Master Case before you add a person to the Master Case. They may already be in the Master Case you just need to change their Household status to In Household.

Review Person Involvements

Person Involvement is found on the Person Detail window. This shows all the involvements that this person has such as, Master Case, Organizations, CHARTS referrals, Overpayments, Intakes, Allegations, Safety Plans, etc.