N-FOCUS Major Release
MLTC
December 8, 2019

A Major Release of the N-FOCUS system is being implemented December 8, 2019. 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 N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS 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 N-FOCUS 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 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 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

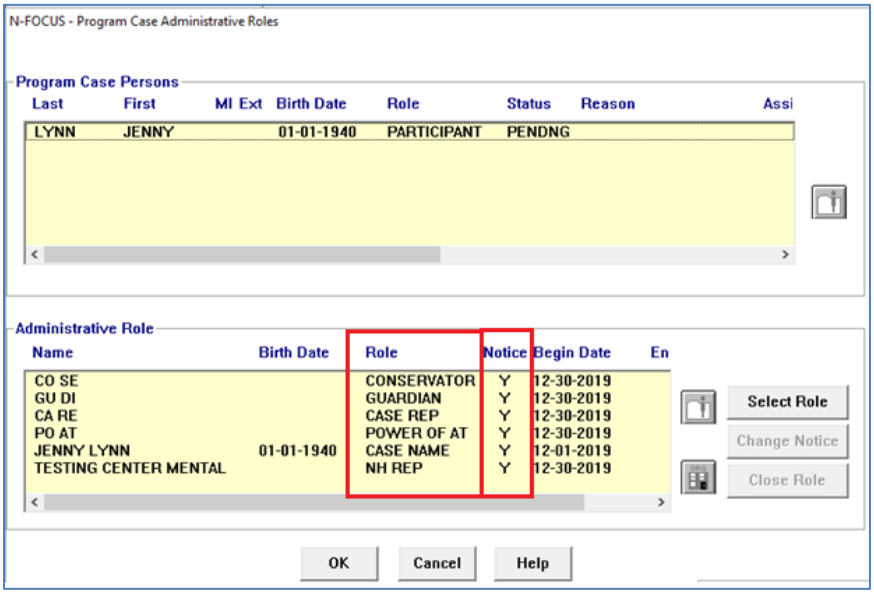
Administrative Roles (New)

Three new Administrative Roles have been added for MLTC participants:

- Guardian
- Conservator
- Power of Attorney

The new roles, along with existing Nursing Home and Case representatives may all be set to either receive or not receive notices.

- An address is necessary to create the new roles, as is currently required when adding a case representative.
- A copy of the correspondence will generate automatically for each role that has a "Y" indicator under Notices.
- The exceptions to this are Verification Requests, which also underwent significant change (see the Medicaid Verification Request entry for details), and Medicaid Renewal forms.
- Renewal forms can be worker generated for all Admin Roles having a "Y" indicator, but when automatically generated by system, will create copies for Case Name and Case rep only at this time.



Note: The new Administrative Roles (Guardian, Conservator and Power of Attorney) will also be available for Economic Assistance when requesting an AABD/Payment Verification Request. These new Administrative Roles will be added to other Economic Assistance Programs in a future release.

Renewal and Redetermination Verification (RRV) Bulk Service (New)

This functionality is scheduled to be released December 18, 2019.

To support the Medicaid renewal process, the ACA Renewal and Redetermination Verification (RRV) Bulks Service will be implemented to obtain income from the IRS and Equifax (VCI/TALX) trusted data sources. The Renewal and Redetermination Verification (RRV) bulk Service provides a method for the State Medicaid/CHIP agencies that perform annual renewals to verify Income.

The RRV process will run on the first business day of each month and select the Program Cases that qualify for selection, are due for renewal in the next 90 calendar days, and have current permission to renew coverage. After the selection process has completed, it will create an IRS request for each tax household, and an Equifax request for each household member found in the financial unit (age 14 and older). The response data received from either of the trusted data sources will not be available to for use, until the 14th of each month.

- The Equifax request and response status/data can be viewed in the N-FOCUS – Verify Current Income window, found under the VCI icon in the N-FOCUS Interfaces Menu window.
- The IRS request and response status can be viewed in the N-FOCUS –Tax Household Information Request/Response window, found in under the Tax icon in the N-FOCUS Interfaces Menu window.
- The annual income returned from the IRS will be available for budgeting, as it is today when an individual call is made.

Note: N-FOCUS will only compare the IRS income to the attested income, if the employment entered is unverified. If the employment is verified and the user wants the attested income to be compared to the IRS income received the employment information will need to be re-entered without a verification source.

Organization Tax Detail (Change)

When an organization Tax ID type is SSN, the Withhold FICA indicator will be on.

Note: A conversion will be completed to correct current Organizations.

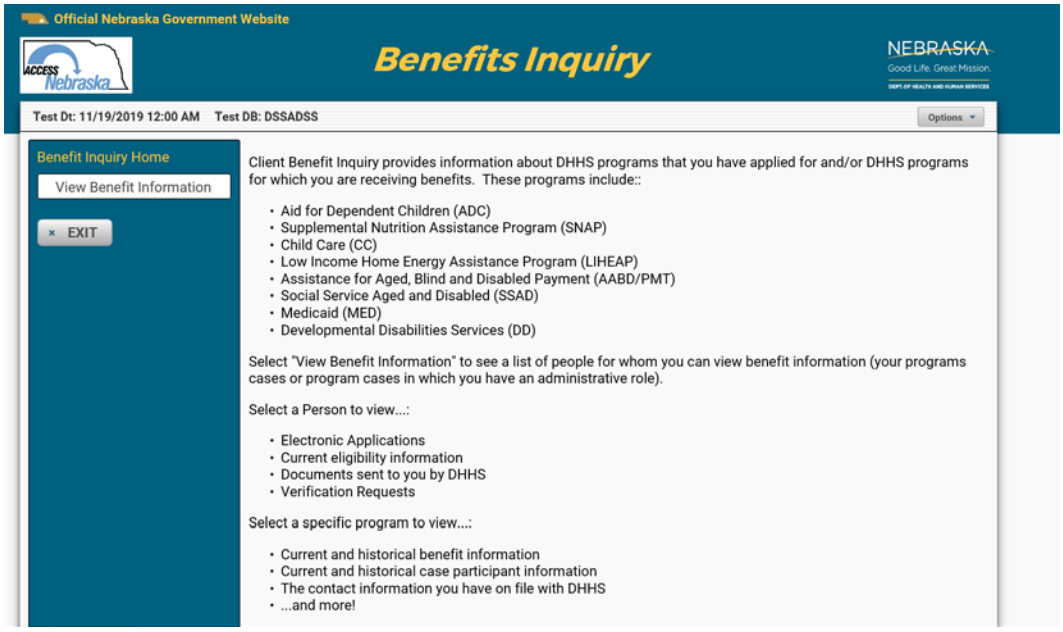
If the Tax ID is EIN, the Tax Form type W4 cannot be selected. This is an invalid combination.

If the Tax Form type is WR, the Tax ID will be SSN.

ACCESSNebraska Client Benefit Inquiry

Welcome Page (New)

The following shows the new welcome page for Client Benefit Inquiry.



Navigation (Change)

The navigation list on the left side of the Benefits Inquiry window has been changed to be shown in tabs.

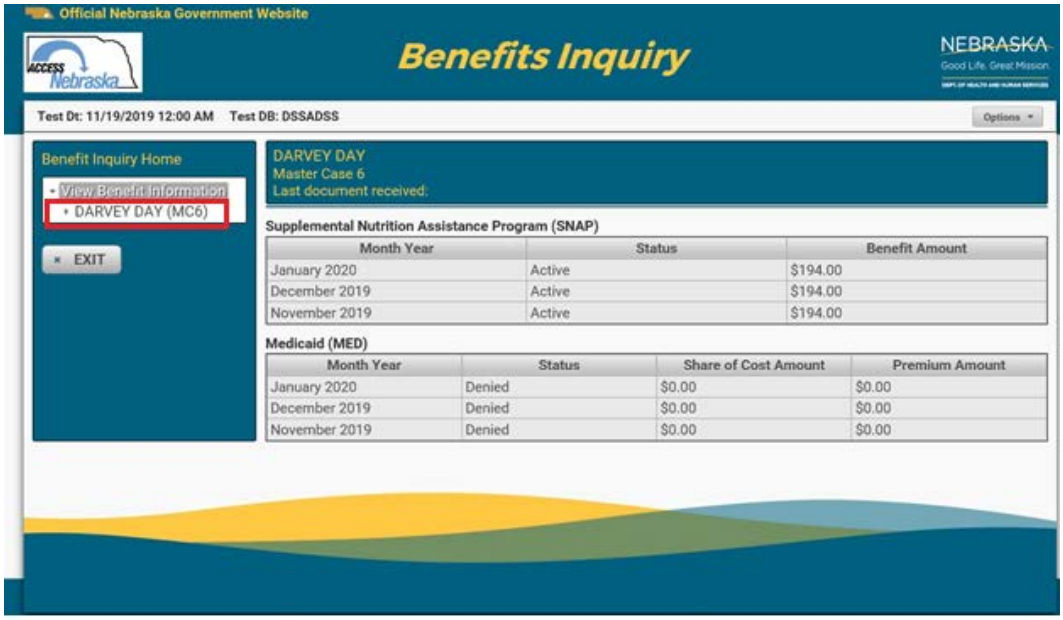
Previous Navigation:

The user would select the Program from the list on the left side of the window.

Screen print on next window.

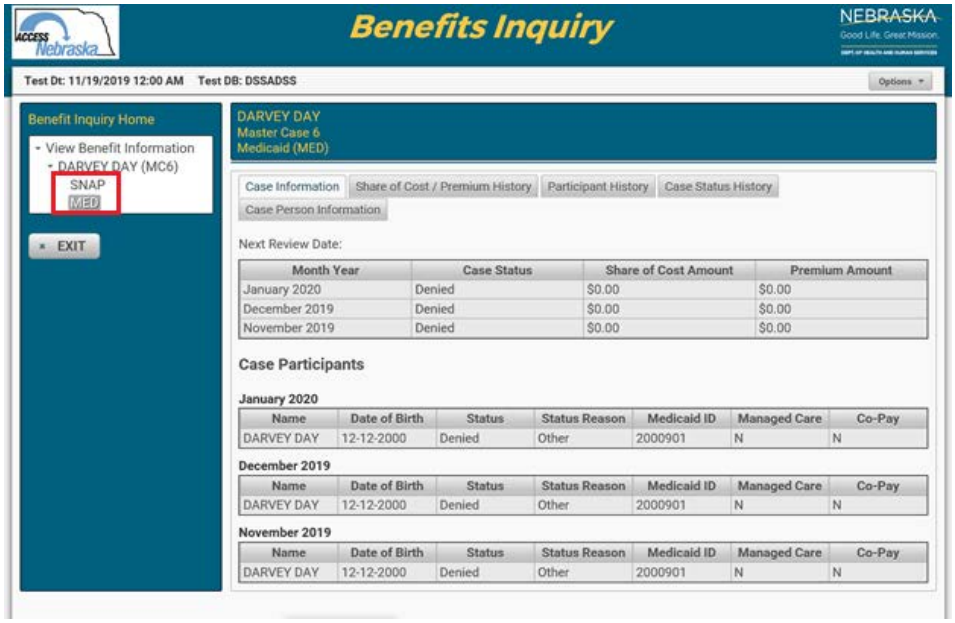
New Navigation:

With the new design, the user will select the Master Case Name.



The Program Case list will display.

The user will select the appropriate Program Case. Case information will display.



ACCESSNebaska Change Report Window (Change)

Change report has been upgraded with a new look. There is no change in functionality.

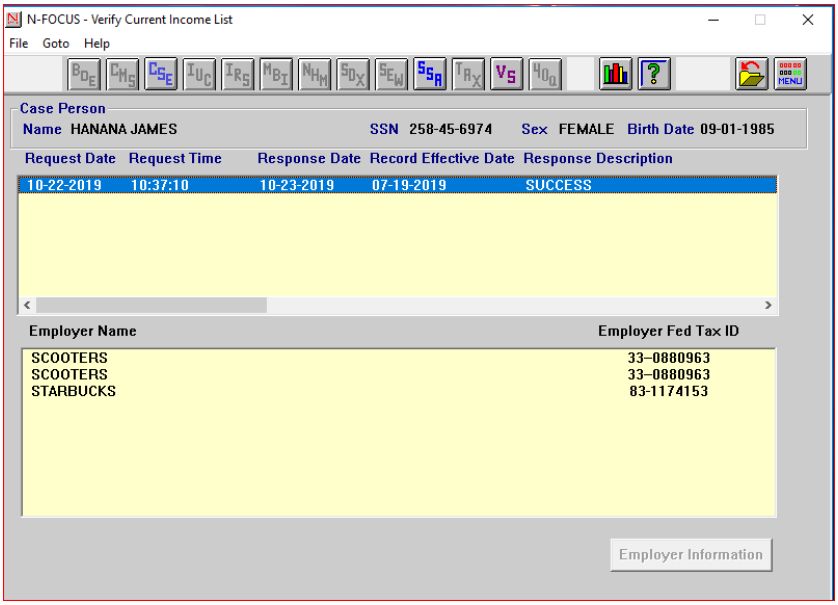
Old Look:

New Look:

Interfaces

VCI/TALX (Change)

With this release, multiple records will display when there are two or more records for the same employer, for the same employee.



Note: Each instance may display different pay information and should be reviewed.

Work Task

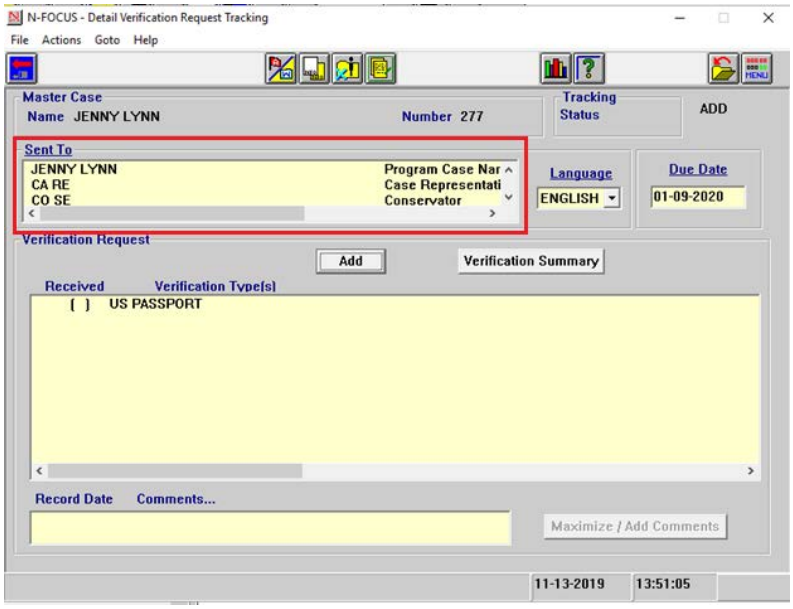
Work Task Delivery (Change)

Work Tasks will now be delivered regardless if there is already a Task in Working Status on the related Master Case.

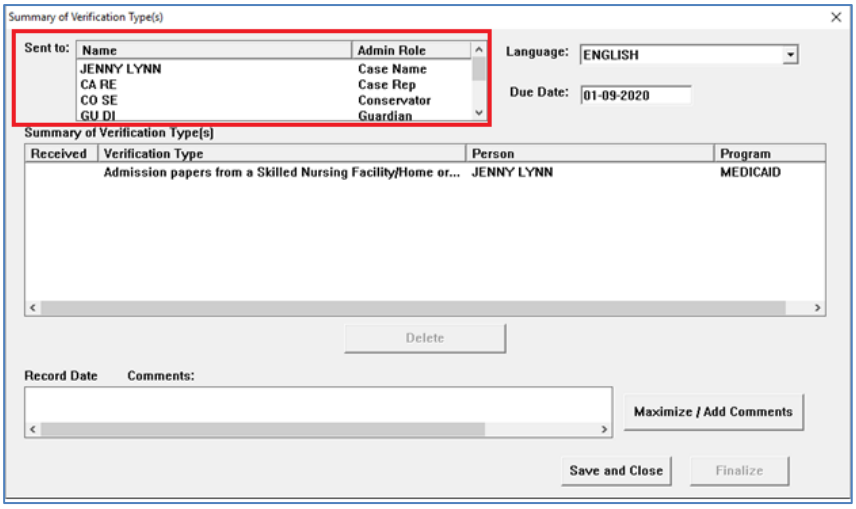
Correspondence

Verification Requests Multi-Select Functionality (Change)

Verification Requests can now be sent to multiple parties. When creating a verification request from the Mainframe, a case worker may select any Administrative Role with a "Y" notice indicator and a copy of the Verification Request will be generated and sent to each party selected.

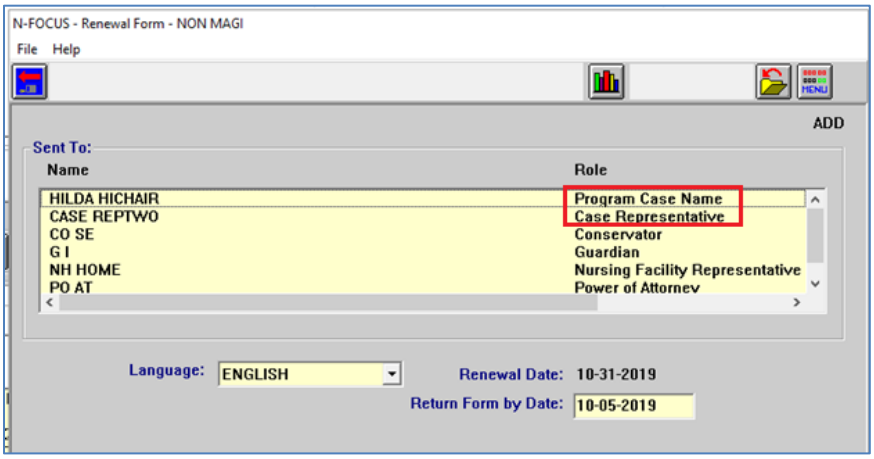


Verification requests created in Expert System function in the same way, although the "Ctrl" key must be depressed to select multiple recipients. (See Screen Print on next page)



Medical Renewals (Change)

Medicaid Renewals can now be created for Administrative Roles with a notice indicator set to “Y”. They will also continue to generate through Batch and will now generate for both Program Case Name and Case Representative automatically if they have a “Y” notice indicator.



Notice of Action/Eligibility (Change)

Notices of Action/Eligibility will generate and be sent via batch processing for Administrative Roles with a notice indicator set to “Y”.

Notice Templates, Generic Notices and Speednotes Multi-Select (Change)

Notice Templates, Generic Notices, and Speednotes will now allow selection of multiple recipients, including the newly added roles of Guardian, Conservator, and Power of Attorney.

AABD/Payment Verification Requests (Change)

AABD/PMT Verification Requests will now have the same multi-select functionality as MLTC Verification Requests along with the new Administrative Roles added to MLTC. These will be extended to other EA programs in a future release.

Updating Correspondence (Fix)

Workers can now update comments on Create Pending Status Correspondence from the Correspondence List Window, instead of going into the Detail Correspondence window.

Expert System

Sanctions (Change)

The sanction reason code ‘Sanction Not Imposed Reason of Transitional Benefits’ has been removed from all EA and MLTC Program types.

The Sanction will be allowed on TMA-G Program Cases.

N-FOCUS Tips

Duplicate Person (ARP) Tip

Each person on NFOCUS is assigned a unique number. The same person should ***never*** be in NFOCUS twice. If a duplicate is created, resolve by completing each of the following steps. **Call P&S to assist or if you are not able to complete each step in the resolution process.**

- Duplicate person is removed from the Household list
- Duplicate person is remove 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, those still in the household and those removed. Many duplicates are created when the person is already in the Master Case only listed as out of the household.

Removing duplicate person from the household or program is not enough. The duplicate must also be discontinued. For Example, SNAP program the duplicate will remain as the case name if not discontinued. Thus causing hardship on the Household. Program name will not match person information of the participant resulting in not being able to view program information on ACCESSNebraska or EBT web applications. The SSN of the permanent person is only a participant in SNAP and the duplicate is the case name and has the administrative role.

On rare occasions a person will be in NFOCUS twice; once as their Personal Role in programs and another as a Case Representative because of their employment. Many case representatives are created as duplicates each week due to name and gender mismatches. When adding Case Representatives, review the resolution window and use an existing person if all other information matches. Do not create another instance of the same person. Call Production and Support to assist.

Examples of Case Representatives listed in NFOCUS multiple times are listed below with the suggested Permanent Person number. When adding Case Representatives, the Person Search allows for Person Number to be added. Use this for family members in the Master Case and also for External Agency Partners.

14105611	Marty Wasson	CHI Health St Elizabeth
49931171	Helen Young	CHI Immanuel Medical Center
65265429	Janellys Santa	Conifer Health Solutions
89273191	Helen Young	CUMC Bergan Mercy Medical Center
51501482	Amber Plaster	HRS ERASE
50929376	Yesenia Pineda	One World Community Health
31403721	Susana Cruz	One World Community Health Centers