
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.

N-FOCUS - Program Case Administrative Roles

Program Case Persons

Last	First	MI Ext	Birth Date	Role	Status	Reason	Assi
LYNN	JENNY		01-01-1940	PARTICIPANT	PENDNG		

Administrative Role

Name	Birth Date	Role	Notice	Begin Date	En
CO SE		CONSERVATOR	Y	12-30-2019	
GU DI		GUARDIAN	Y	12-30-2019	
CA RE		CASE REP	Y	12-30-2019	
PO AT		POWER OF AT	Y	12-30-2019	
JENNY LYNN	01-01-1940	CASE NAME	Y	12-01-2019	
TESTING CENTER MENTAL		NH REP	Y	12-30-2019	

Buttons: Select Role, Change Notice, Close Role, OK, Cancel, Help

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.

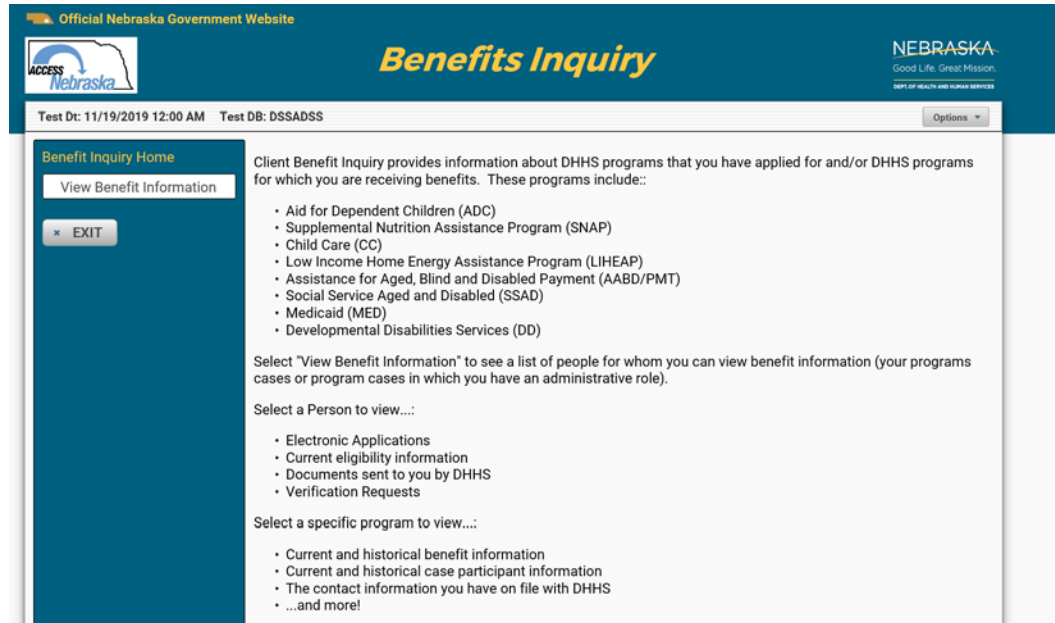
If the Tax ID is EIN, the Tax Form type W4 cannot be selected. This is an invalid combination.

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.

Official Nebraska Government Website

ACCESS Nebraska

Benefits Inquiry

NEBRASKA
Good Life. Great Mission.

Test Dt: 11/18/2019 12:00 AM Test DB: DSSADC4 Options

Current Benefit Summary

Benefit Summary

- Program List
- Verification Requests
- Earned Income Verifications
- Correspondence
- Electronic Applications

EXIT

Master Case Number: 228

Master Case Name: LANDON JONES
Last document received:

Child Care (CC) Case Detail

Month Year	Status	Fee Amount
January 2020	Active	\$0.00
December 2019	Active	\$0.00
November 2019	Active	\$0.00

Medicaid (MED) Case Detail

Month Year	Status	Share of Cost Amount	Premium Amount
January 2020	Active	\$0.00	\$0.00
December 2019	Active	\$0.00	\$0.00
November 2019	Active	\$0.00	\$0.00

DD Adult Day Waiver (DDAD) Case Detail

Month Year	Status
January 2020	Active
December 2019	Active
November 2019	Active

New Navigation:

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

Official Nebraska Government Website

ACCESS Nebraska

Benefits Inquiry

NEBRASKA
Good Life. Great Mission.

Test Dt: 11/19/2019 12:00 AM Test DB: DSSADSS Options

Benefit Inquiry Home

- View Benefit Information
- DARVEY DAY (MC6)**

EXIT

DARVEY DAY
Master Case 6
Last document received:

Supplemental Nutrition Assistance Program (SNAP)

Month Year	Status	Benefit Amount
January 2020	Active	\$194.00
December 2019	Active	\$194.00
November 2019	Active	\$194.00

Medicaid (MED)

Month Year	Status	Share of Cost Amount	Premium Amount
January 2020	Denied	\$0.00	\$0.00
December 2019	Denied	\$0.00	\$0.00
November 2019	Denied	\$0.00	\$0.00

The Program Case list will display.

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

ACCESS Nebraska **Benefits Inquiry** **NEBRASKA**
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Test Dt: 11/19/2019 12:00 AM Test DB: DSSADSS Options

Benefit Inquiry Home

- View Benefit Information
 - DARVEY DAY (MC6)
 - SNAP**
 - MED**
- EXIT

DARVEY DAY
Master Case 6
Medicaid (MED)

Case Information | Share of Cost / Premium History | Participant History | Case Status History

Case Person Information

Next Review Date:

Month Year	Case Status	Share of Cost Amount	Premium Amount
January 2020	Denied	\$0.00	\$0.00
December 2019	Denied	\$0.00	\$0.00
November 2019	Denied	\$0.00	\$0.00

Case Participants

January 2020

Name	Date of Birth	Status	Status Reason	Medicaid ID	Managed Care	Co-Pay
DARVEY DAY	12-12-2000	Denied	Other	2000901	N	N

December 2019

Name	Date of Birth	Status	Status Reason	Medicaid ID	Managed Care	Co-Pay
DARVEY DAY	12-12-2000	Denied	Other	2000901	N	N

November 2019

Name	Date of Birth	Status	Status Reason	Medicaid ID	Managed Care	Co-Pay
DARVEY DAY	12-12-2000	Denied	Other	2000901	N	N

ACCESSNebraska Change Report Window (Change)

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

Old Look:

Official Nebraska Government Website

Report Changes **NEBRASKA**
Good Life. Great Mission.

Dt: 01/15/2020 12:00 AM Options

Select Change Type

- Contact Information** Your address, phone number, or email has changed.
- Housing Bills** Your household's housing bills have changed (rent, mortgage, lot rent, taxes, etc.).
- Utility Bills** Your household started or stopped paying utility bills (gas, electricity, garbage, telephone, etc.).
- Person Moved In** Person(s) moved into your household.
- Person Moved Out** Person(s) moved out of your household.
- Pregnancy** Someone in your household is pregnant.
- Marital Status** Someone in your household had a change in marital status (report marriages and divorces).
- Legal Relationship** Update any of your legal relationships such as Guardianship/Conservator, Power of Attorney and Authorized Representative for SNAP.
- Birth/Death** Someone in the household was born or died.
- Disabled, Blind, Unable to Work** Someone in your household became disabled, blind or unable to work due to illness or injury.
- Job** Someone in your household started or stopped a job, had a change in job status or income from a job changed (report if the source, hours or income changed).
- Self Employment** Someone in your household started, stopped or had a change in self employment (report if the source, hours or income changed).
- Other Income** Someone in your household started, stopped or had a change in another type of income (other than a job or self employment) such as Social Security, Unemployment Compensation, Child Support, etc.
- Child Support Expense** Someone in your household started, stopped or changed the amount of child support they are paying.
- Service Provider** Someone in your household changed a service provider, your household's child care costs have changed or your reason for using a service has changed.
- School Attendance** Someone in your household started attending school or dropped out of school.
- Resources** Someone in your household has a new resource, or has sold or transferred a resource (resources are things like bank accounts, vehicles, property, etc.).
- Health Insurance** Someone in your household has a new health insurance policy, coverage has stopped or your current coverage has changed.
- Nursing Facility** Update a resident status for a nursing facility.
- Other** Any other changes you would like to tell us about.

EXIT CONTINUE

Public Assistance
Toll Free: (800)383-4278
Fax: (402)523-3900

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

Medicaid
Toll Free: (855)632-7633
Lincoln: (402)473-7060

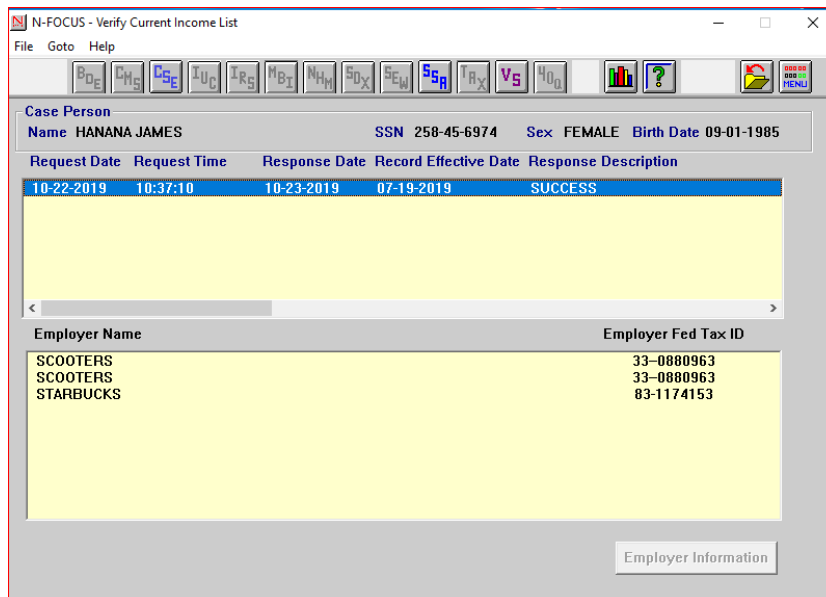
New Look:



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.

N-FOCUS - Detail Verification Request Tracking

File Actions Goto Help

Master Case Name: JENNY LYNN Number: 277

Tracking Status: ADD

Sent To: JENNY LYNN, CA RE, CO SE

Program Case Name: Case Representative, Conservator

Language: ENGLISH

Due Date: 01-09-2020

Verification Request

Received Verification Type(s): () US PASSPORT

Record Date: Comments...

11-13-2019 13:51:05

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)

Summary of Verification Type(s)

Sent to: Name: JENNY LYNN, CA RE, CO SE, GU DI

Admin Role: Case Name, Case Rep, Conservator, Guardian

Language: ENGLISH

Due Date: 01-09-2020

Received	Verification Type	Person	Program
	Admission papers from a Skilled Nursing Facility/Home or...	JENNY LYNN	MEDICAID

Record Date: Comments:

Delete

Maximize / Add Comments

Save and Close Finalize

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.

Name	Role
HILDA HICHAIR	Program Case Name
CASE REPTWO	Case Representative
CO SE	Conservator
G I	Guardian
NH HOME	Nursing Facility Representative
PO AT	Power of Attorney

Language: ENGLISH Renewal Date: 10-31-2019
Return Form by Date: 10-05-2019

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