
N-FOCUS Interim Release Combined All Divisions February 20, 2022

An Interim Release of the N-FOCUS system is being implemented February 20, 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 issues for all three divisions, EA, MLTC and CFS.

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, Interface and Correspondence that are part of the new functionality may be documented in both the primary location that describes the entire process and in the more specific location ie: Alerts, Work Tasks, Interface and Correspondence sections.

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General Interest and Mainframe

EA, MLTC – Iraq/Afghan Special Immigrant for Humanitarian Parolees (Work Around)

If an individual meets the criteria for an Iran/Afghan Special Immigrant parolees (humanitarian parolees) as stated in [EA Policy Memo 21-06](#), please use Immigration Status of “Iraq/Afghan Special Immigrant Sec. 101(a)(27)” in order to process the EA Case.

While MLTC primarily uses the VLP response, there could be circumstances where this workaround would be needed for Medicaid budgeting as well.

A new immigration status will be added into NFOCUS in the future to address this issue long term.

Correspondence

EA, CFS, MLTC – Generic Notice (Issue)

It was reported that Generic Notices do not retain the format of comments entered by staff, and merge all verbiage into one solid block of text when printed batch at the Print Shop. To avoid this, Generic Notices will need to be printed locally and mailed to clients. We are currently working toward a redesign to correct this issue.

Note: When a Generic Notice is displayed in Print Preview, the issue is not present and looks normal.

We are investigating a fix for a future release.

Example of issue:

DEPARTMENT OF HEALTH AND HUMAN SERVICES
PO BOX 2992
OMAHA NE 68103-2992

Case Number - 00000501
Case Name - HARRY HENDERSON
CONTACT - Medicaid
Fax Number - (402)595-1901
Date of Notice - 02-14-2022
Mail Date - 02-16-2022

HARRY HENDERSON
523W R
LINCOLN NE 68504

MedicaidApprovalThe following individual(s) are approved for medical coverage effective 09-01-2021. Individual StatusHARRY HENDERSON EligibleHARRY HENDERSON are eligible for Heritage Health Adult. See the benefit tier information below. Heritage Health Adult - Benefit Tier Information Individual Benefit Tier Effective DateHARRY HENDERSON Basic 09-01-2021Benefit Tier EligibilityAll enrollees in Heritage Health Adult will receive Basic benefits except for individuals identified asMedically Frail, pregnant, or age 19 and 20. Basic benefits will include a comprehensive package ofphysical health, behavioral health, and prescription drug coverage. Individuals identified as Medically Frail, pregnant, or age 19 and 20 will receive Prime benefits. Prime benefits include all Basic benefits and will add dental, vision, and over-the-counter medication coverage. If you meet the criteria for a targeted Prime group but were not enrolled in the Prime Benefit Tier, please contact DHHS. Effective October 1, 2021, all individuals enrolled in the HHA will receive full Medicaid benefits, including dental, vision, and over-the-counter medication. If you applied through the Federal Marketplace your application was sent to Nebraska DHHS for a Medicaid eligibility determination. The Medicaid eligibility determination for the individuals noted hasSee ReverseExpert System Notice Page 1 of 3 12040170been communicated to the Federal Marketplace. If further information is needed you will be contacted. If you have not previously received a permanent Medicaid ID card, you will receive a card within the next week. Please keep this card. You must show this card to all providers when getting medical/dental care. If you are required to participate in managed care, you will be contacted with more information. Nebraska Medicaid Eligibility Toll Free: (855)632-7633 Lincoln: (402)473-7000 Omaha: (402)595-1178 Go online: ACCESSNebraska.ne

- Please remember if you receive assistance other than SNAP, you are required to report all changes in your situation to DHHS within 10 days of the date of the change. If you have questions, contact DHHS.

EA, CFS, MLTC – Speed Notes (Issue)

When creating a speed note, due to limited character space, workers must keep the added comments to one page or less. Adding longer comments to the speed note will push the comments into the Client and HHS Address space causing this area to possibly be unreadable.

Note: It is recommended workers use the Print Preview option to ensure comments have not overlapped the address space. Unlike Generic Notices, this issue is viewable via Print Preview.

We are investigating a fix for a future release.

Example of issue:

DEPARTMENT OF HEALTH AND HUMAN SERVICES
PO BOX 2992
OMAHA NE 68103-2992

Case Number - 00010087
Case Name - ROSE TBRFOUR
CONTACT - Medicaid
E-Number - 0022395499
Date of Notice - 02-15-2022

Ella,
At your O&A appointment, you requested information regarding food pantries, clothing sites, and assistance with rent, gas bills and mortgage payments. I have included community resource information with this letter that may help you obtain these resources. Please review the enclosed information and let us know if you have any more questions. Thank you!

ROSE TBRFOUR
789 E 87
LINCOLN NE 68506

1. RENT & UTILITY & MORTGAGE ASSISTANCES:
The application for ERA in Douglas County/Omaha is now live! To apply go to <http://macchconnect.org/> and click "Check my address". Please apply if you have:
** past due of future rent
** past due utilities (or current)
** past due cellphone data bills
** past due internet bills
Call United Ways 211 for applications assistance!

2. FOOD NEEDS:
Food Needs:

Interfaces

SEW Interface (Update)

There is an issue with the SEW Interface. We have not received all of the 4th quarter wages for 2021. At this time only around 20-25% have been reported. The Department of Labor (DOL) is working on resolving this issue by the end of February. Due to this issue, DOL issued and extension to the deadline for employers to report the 2021 4th quarter wages until February 28th, 2022.

ACCESSNebraska

EA - Low-Income Household Water Assistance Program (LIHWAP) - New

LIHWAP has been added to the E-Application and EA Phone Application:

Program Selection

Select all programs that you want to apply for:

- Supplemental Nutrition Assistance Program (SNAP)** helps low-income households buy food. Formerly known as Food Stamps.
- Low Income Home Energy Assistance Program (LIHEAP)** helps households pay for heating, cooling, deposits, repairs and eligible crisis/disconnect situations. If applying for LIHEAP, everyone who lives at your address is required to apply.
- Low Income Household Water Assistance Program (LIHWAP)** helps households pay for drinking water and wastewater utility bills. If applying for LIHWAP, everyone who lives at your address is required to apply.

The Utility section on the E-application and Phone Application has been modified. When the user selects Water/Sewage as a utility type, an additional question will display. This will prompt the user to specify if the utility is for drinking water, wastewater, or both. A section has also been added for the user to indicate whose name the utility bill is in. **This new *Name on the Bill* section will apply to all utility types:**

Utility

Who is responsible for this utility expense?

LEON J CUERO - 05/16/1981

LYLA M CUERO - 03/21/1982

PETER W CUERO - 12/01/2001

Type of Utility Expense

Water/Sewage

Is this utility for drinking water or waste water?

Drinking water

Wastewater

Provider Name Account Number Name on the Bill

EA - ACCESSNebraska Pages - Update

LIHWAP has been added as a program on the **Welcome** page of ACCESSNebraska:

Welcome to ACCESSNebraska Application

The Department of Health and Human Services (DHHS) application process for new, review and recertification applications includes the following:

- Application: To complete an application for benefits select Continue below.
- Interview: Interviews are required for most programs. They are scheduled on receipt of the application. You can call and complete an interview the next business day after the submission of your application.
- Verification: Documents needed to verify certain information on the application such as Identity, Expenses, Resources (Assets) and Income can be submitted by using the Submit Documents link that appears after the application has been completed.

Applications are accepted electronically for the following programs:

- Aid to Dependent Children (ADC)
- Assistance to the Aged, Blind, or Disabled Payment (AABD/PMT)
- Refugee Resettlement Program (RRP)
- State Disability Program (SDP)
- Supplemental Nutrition Assistance Program (SNAP) - formerly known as Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)
- Child Care
- Social Services for Aged and Disabled Adults (SSAD)
- Social Services for Families, Children, and Youth (SSCF)
- **Low Income Household Water Assistance Program (LIHWAP)**

If the program you are interested in applying for is not listed, please contact a DHHS office. A list is available by using the [Contact Us](#) link below.

The **Important Information** page has a word change from “Energy Assistance” to “Utility Assistance”. LIHWAP is added as a program, as well:

Important information before completing your application

- You can complete an application, review or recertification with only your name, address and signature. However, if you provide more information, it will help us determine your eligibility more quickly.
- Your application is dated the day you submit your application using the electronic signature or the next business day if submitted after hours or on a weekend or holiday. Processing begins the day we receive your application. For Supplemental Nutrition Assistance Program (SNAP) - formerly known as the Food Stamp Program, we will issue your benefits based on the date we receive your application.
- If you are applying for Utility Assistance (LIHEAP / LIHWAP) everyone who lives at your address must apply.

EXIT

CONTINUE →

The **Change Reporting Welcome** page has LIHWAP added:

Welcome to ACCESSNebraska Change Reporting

If your household is currently receiving benefits, you can use this Change Report to submit changes for the following programs:

- Aid to Dependent Children (ADC)
- Supplemental Nutrition Assistance Program (SNAP)
- Low Income Home Energy Assistance Program (LIHEAP)
- Assistance to the Aged, Blind, or Disabled Payment (AABD/PMT)
- Refugee Resettlement Program (RRP)
- Developmental Disabilities Program (DD)
- Medicaid
- Children's Health Insurance Program (CHIP)
- Child Care
- Social Services for Aged and Disabled Adults (SSAD)
- Social Services for Families, Children, and Youth (SSCF)
- Low Income Household Water Assistance Program (LIHWAP)

EA - LIHWAP and LIHEAP E-Application Questions - Update

Utility questions on the E-application and Phone Application have been updated to align with the paper application. A new question was added for water assistance (#5 in the image below):

Program Selection	Application Submission
Household Members	If the programs you are applying for require an interview, the interview will be held over the telephone. Do you need a face-to-face interview? <input type="radio"/> Yes <input type="radio"/> No
Household	What is your total household income before deductions for this month? \$0.00
Law Violations/Program Disqualifications	What is your total cash/savings for this month? \$0.00
Income	Is your household's gross monthly income plus your resources less than your monthly rent or mortgage and utilities? <input type="radio"/> Yes <input type="radio"/> No
Resources	What is your monthly rent or mortgage you are responsible to pay? \$0.00
Expenses	Do you have an eviction notice? <input type="radio"/> Yes <input type="radio"/> No
Application Submission	Is anyone in your household a migrant or seasonal farm worker whose cash and savings are \$100 or less, and whose income has recently stopped? <input type="radio"/> Yes <input type="radio"/> No
View Draft Application	1 Have your heating or cooling utilities been shut off? <input type="radio"/> Yes <input type="radio"/> No
	2 Do you have a heating or cooling utility disconnect or shut off notice? <input type="radio"/> Yes <input type="radio"/> No
	3 Are you out of, or nearly out of, your heating/fuel source (20% or less)? <input type="radio"/> Yes <input type="radio"/> No LIHEAP-specific
	4 Do you anticipate removal from your heating or cooling utility provider's budget plan? <input type="radio"/> Yes <input type="radio"/> No
	5 Is your drinking / waste water disconnected or do you have a past due balance? <input type="radio"/> Yes <input type="radio"/> No LIHWAP-specific

If the user indicates “Yes” to the new LIHWAP-specific question, the E-Application/Phone Application will indicate “LIHWAP Priority” under the application’s Priority Reason section:

Application Information	
Received Date: 09/24/2021	Request Date: 09/24/2021
Applicant/Head of Household:	LIHEAP TEST - 01/01/1990
Contact Name:	LIHEAP Test - 01/01/1990
Contact Phone Number:	
County:	Lancaster
Do you need a face-to-face interview?	
Do you need an interpreter?	No
Do you have a US Bank ReliaCard?	No
Priority Reason(s):	LIHWAP Priority, LIHEAP Crisis

The LIHEAP Priority Reason has also been updated to “LIHEAP Crisis” instead of the previous “Shut-Off Notice”.

NOTE: If a client indicates “Yes” on any of the above utility questions on the Application Submission page, the appropriate priority reason will display, regardless of the program they are applying for.

Expert System

EA - LIHWAP Budgeting - “Categorical Eligibility” (Change)

This release has added logic to LIHEAP budgeting when running a budget for an Other Assistance request type of Water.

This change was made to meet a policy request to allow a type of Categorical Eligibility for Water Assistance if any member of the Household has an active LIHEAP Program Case and was determined eligible for LIHEAP benefits earlier in the same energy year (i.e. a passing LIHEAP budget exists for the energy year that Water eligibility is being determined for).

In the LIHEAP Budgeting process, the worker will still be required to complete the steps to compute the Household’s current income. This will pull in income sources that are current as of the date the Water budget is being run, and the worker will be taken to the “Income Calculation” window to select how the current instances of income should be calculated (no change from how budgeting has always worked). The budgeting process will run with the current income(s) and will display in the benefit summary.

If a passing budget has been run for the same energy year that the Water budget is being run for, the current income will be calculated (as this income amount is needed for reporting reasons), however, the income will not be used in determining eligibility for Water assistance and the ‘Income Test’ will be marked as ‘Exempt’ and the budget will pass as shown in the 2 examples below:

Example 1: *The Household was approved for LIHEAP earlier in the energy year and the actual current income amount for the Household is below the maximum income amount allowed for LIHEAP (LIHWAP) eligibility.*

CUFF, BRADLEY		LIHEAP	Regular
Energy Year	10-2021 to 9-2022		Unit Size 6
Budget Type	WATER		Fuel Type Water
Calculation Method	Project Income		Dwelling Type House
			Paid To Provider
Resource Total	0.00		
Resource Limit	0.00		
Resource Test:	N/A		
Public Assistance Grant	0.00		
Self Employment Income	-60.00		LIHEAP Need Amount 125.00
Earned Income	264.00		LIHEAP Prorate Amount 125.00
Unearned Income	0.00		Authorized Amount 125.00
Expenses	0.00		
Total before Disregard	204.00		
Maximum Allowable Income	53370.00		
Income Test:	Exempt		
Earned Income Disregard	40.80		Assistance Request Date 02-10-2022
			Creation Date 02-10-2022
Total Countable Income	163.20		

Example 2: *The Household was approved for LIHEAP earlier in the energy year and the actual current income amount for the Household is over the maximum income amount allowed for LIHEAP (LIHWAP) eligibility.*

CUFF, BRADLEY		LIHEAP	Regular
Energy Year	10-2021 to 9-2022		Unit Size 6
Budget Type	WATER		Fuel Type Water
Calculation Method	Project Income		Dwelling Type House
			Paid To Provider
Resource Total	0.00		
Resource Limit	0.00		
Resource Test:	N/A		
Public Assistance Grant	0.00		
Self Employment Income	-60.00		LIHEAP Need Amount 125.00
Earned Income	60264.00		LIHEAP Prorate Amount 125.00
Unearned Income	0.00		Authorized Amount 125.00
Expenses	0.00		
Total before Disregard	60204.00		
Maximum Allowable Income	53370.00		
Income Test:	Exempt		
Earned Income Disregard	12040.80		Assistance Request Date 02-10-2022
			Creation Date 02-10-2022
Total Countable Income	48163.20		

If the Household that Water eligibility is being determined for has not been determined for any LIHEAP assistance in the same energy year that the Water assistance is being requested for, then the Household's current income will be tested against the LIHEAP Maximum Allowable Income limit. The following two examples show these situations

Example A: *The Household has not had any passing LIHEAP budgets for the energy year in which the Water assistance budget is being run for and the Household's total income is below the Maximum Allowable Income level (Passing budget)*

PELTER, PETE		LIHEAP		Regular	
Energy Year	10-2021 to 9-2022	Unit Size			1
Budget Type	WATER	Fuel Type		Water	
Calculation Method	Project Income	Dwelling Type		House	
		Paid To		Provider	
Resource Total	0.00				
Resource Limit	0.00				
Resource Test:	N/A				
Public Assistance Grant	0.00	LIHEAP Need Amount		125.00	
Self Employment Income	0.00	LIHEAP Prorate Amount		125.00	
Earned Income	600.00	Authorized Amount		125.00	
Unearned Income	0.00				
Expenses	0.00				
Total before Disregard	600.00				
Maximum Allowable Income	19320.00				
Income Test:	Pass	Assistance Request Date		02-10-2022	
Earned Income Disregard	120.00	Creation Date		02-10-2022	
Total Countable Income	480.00				

Example B: *The Household has not had any passing LIHEAP budgets for the energy year in which the Water assistance budget is being run for and the Household's total income exceeds the Maximum Allowable Income level (Failed budget).*

PELTER, PETE		LIHEAP		Regular	
Energy Year	10-2021 to 9-2022			Unit Size	1
Budget Type		WATER		Fuel Type	Water
Calculation Method	Project Income			Dwelling Type	House
				Paid To	Provider
Resource Total	0.00				
Resource Limit	0.00				
Resource Test:	N/A				
Public Assistance Grant	0.00			LIHEAP Need Amount	125.00
Self Employment Income	0.00			LIHEAP Prorate Amount	125.00
Earned Income	60000.00			Authorized Amount	125.00
Unearned Income	0.00				
Expenses	0.00				
Total before Disregard	60000.00				
Maximum Allowable Income	19320.00				
Income Test:	Fail				
Earned Income Disregard	12000.00			Assistance Request Date	02-10-2022
				Creation Date	02-10-2022
Total Countable Income	48000.00				

EA - LIHWAP Water Notices (Change)

Notice logic related to budgeting of LIHEAP Other Assistance request types of Water (Water, Wastewater, or Water/ Wastewater) has been updated. If multiple budgets are run on a single day, the new logic will allow for a notice to display multiple actions, in some situations.

If multiple approval budgets are run on a single day to two separate providers (different Provider ID#s) on the same day, the resulting notice will display both instances. If the worker runs two water approval budgets to the same provider on the same day, when the second approval is run, notice logic will override the first approval and only the notice will only display the second approval completed on that day.

Note: *If the provider for water and waste are the same and workers need to run two budgets they are expected to run it as water/waste water and a total of the amount.*

If case actions are taken to manually deny instances, those appear on a separate type of notice, so will not conflict with an approval budget notice that is created on the same day. If two manual denials of Other Assistance water instances are completed on the same day, each will result in a separate denial notice being created (there will be two separate denial notices created, one for each action).

Additionally, because 'Water' is a separate type of "Other Assistance" from 'Crisis', actions taken on the same day to approve a 'Crisis' budget and any 'Water' budget type, either to the same provider or different providers, will both display on the notice of approval created that day, regardless of which one is created last.

Medicaid Budgeting/Expert (Change)

Mileage Expense rate increased for 2022 to \$.59 per mile.

Medicaid Notice of Action (Fix)

The following changes have been made to the Medicaid Notice of Action:

- When processing currently active Medicaid cases there was an issue where the client's original approval date would display on Notices of Action. This issue has been fixed.
- HHA functionality had introduced notice creation when a client moved into or out of an HHA tier, regardless of benefit level. This functionality has been removed and action on Expansion cases will display general notifications with the same functionality as any other case action.
- Medicaid NOAs should no longer display the 10/1/21 or later approval entries for currently active household members.
- The NAC reference numbers have been updated for the following sanction reasons:
 - ABD CSE now 12-013
 - MIWD Potential Income now 22-004.03
 - ABD Potential Income now 22-004.03
 - MIWD Deprivation/Transfer of Assets now 23-003.04
 - ABD Deprivation/Transfer of Assets now 23-003.04