
N-FOCUS Major Release

MLTC

April 9, 2017

A Major Release of the N-FOCUS system is being implemented April 9, 2017. 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

Master Case Name Change No SSN (Change)

When the Master Case Name is changed, if the person chosen from the Change Master Case Name window does not have a current Social Security Number, the following message will appear:

The Master Case Name must have an SSN. Go to Person Detail to enter it.

Last	First	MI	Ext	Birth Date
ADDON	CLIFFORD			06-20-2014
ORAH	DEB			06-20-2012
WARD	LEE			06-20-1980

Error

The Master Case Name must have an SSN. Go to Person Detail to enter it.

OK

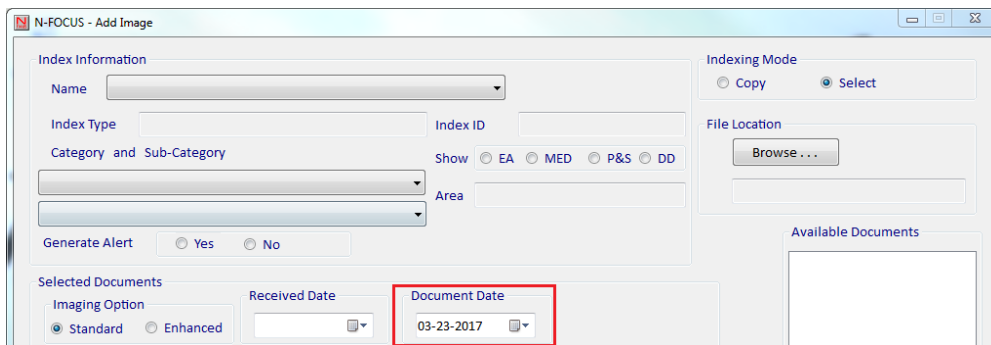
Document Imaging

Document Date (New)

The addition of a Document Date feature was requested to be added to Add Image, Search Image, and File Director. The document date is different from the received date of the document. This date can be the date of the documents creation (date of driver's license) or date of a court order.

This feature was also requested by Child Welfare and is not mandatory for use by other divisions (MLTC, EA, and DD)

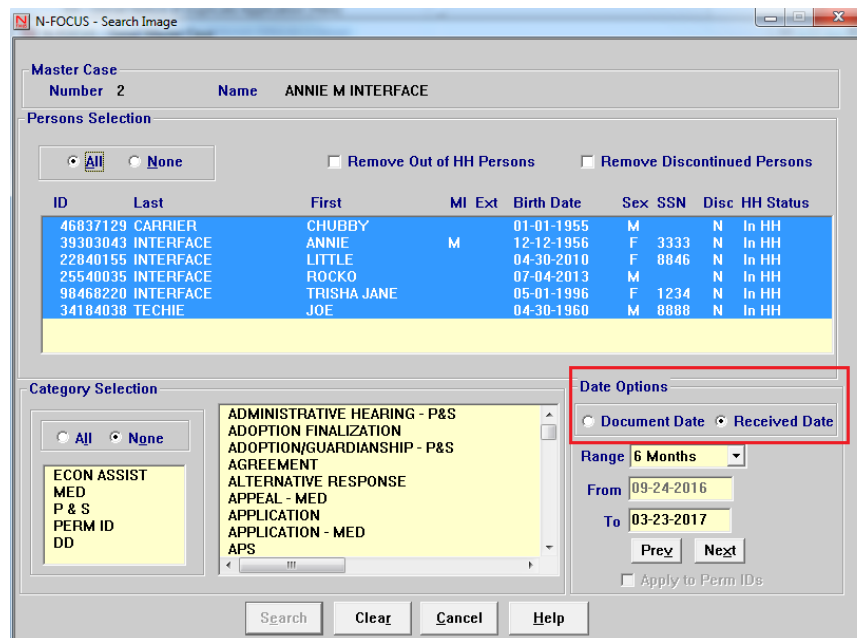
In the Add Image window the Document Date will default to current date.



To change this date use the calendar to select the document date.

From the Search Image Window:

The Date defaults to Received Date. To search by the document date select the Document Date radio button. Range selection is the same as the Received Date.



Expert System

SSI Nursing Home Budgeting (Fix)

An error was occurring in Medicaid budgeting for a person receiving SSI while in the nursing home for more than 3 months where SSI has not updated the Federal Benefit Rate. The error was displaying if the person entered the nursing home on the 1st day of a month. This has been corrected.

N-FOCUS Tips

Master Case Cannot Be Checked Out (Tip)

When a case is selected for Check out, the download program checks for the following:

- All persons in the Master Case has a:
 - Date of Birth : AND
 - Race Code
- All program cases in assigned mode are not assigned to the Office default position number 99999999

If any of the above is detected the Master Case cannot be checked out. This stops any worker and MESA from being able to check this case out and process the necessary changes.

Duplicate Persons in N-FOCUS

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, Customer Service (NTRAC) coming soon.

N-FOCUS 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.

The screenshot shows the 'N-FOCUS - Person Detail' window. The form contains the following information:

- Person Name:** First: KENNIE, Middle: (empty), Last: SANDS, Ext: (NONE)
- SSN:** (empty)
- Sex:** Female (selected), Male, Unknown
- Birth Date:** 06-30-2016
- Deceased Date:** (empty)
- Person Number:** 51318165

On the right side, there is a vertical list of buttons: Demographics..., Address..., Address History..., Client Preferences, E-Mail Addr. History, Military/International..., Name History..., Person Verification..., SSN History..., Telephone..., CHARTS Referral NCP..., Medicare Inquiry, MMIS History..., Person Involvements, PIN Management, Program Cases..., School Attendance..., State Ward Details..., Tribal..., YRTC Narrative. At the bottom right, it says 'N-FOCUS - Test Date 03-23-2017 11:32'.

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 N-FOCUS person. If you are not allowed to make this update, call N-FOCUS Production Support to make this change.
- No SSN but Name and DOB matches someone already on N-FOCUS – More than likely this is the same person:
- Check the address, Master Cases they have been in, Person Involvement, etc.
- if not sure, call N-FOCUS Production Support
- If SSN already matches someone on N-FOCUS do not change the SSN by one number to get it on
- Call N-FOCUS Production Support for help
- Not doing a thorough clearance before adding a person to N-FOCUS
- Person name misspelled or last name changed

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

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

Person Search

Use the Person Search to determine if this person is already on N-FOCUS

- 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.

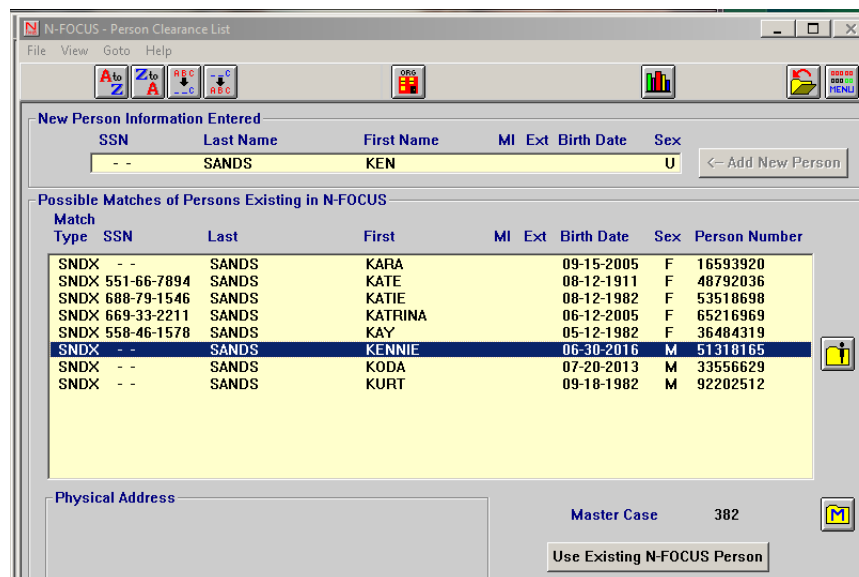
Example: If you enter John Doe – you will get all the John Doe’s plus any John with the last name of Doeden, Doenhoefer, Doerschlag, Doescher, Doeschot, etc.

- 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 N-FOCUS 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 N-FOCUS 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 N-FOCUS Person**"
 - **DO NOT** change the SSN by one number to get your person on when you have an SSN match - call N-FOCUS Production Support
 - See “Help-How Do I” for complete instructions on the Clearance Process
- **If in doubt if this is the same person, call N-FOCUS Production Support**



Administrative Person

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

Review HH Status

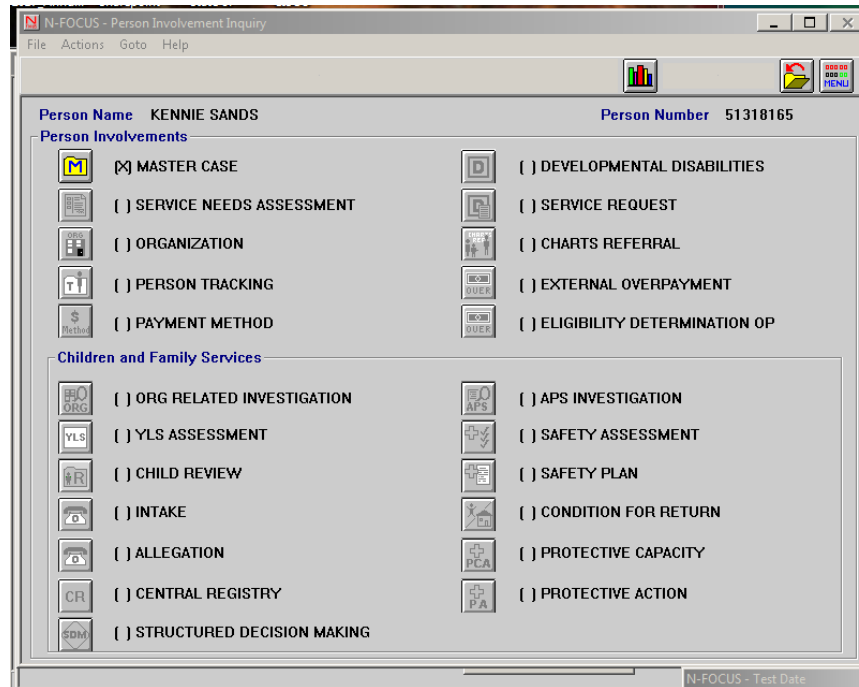
On Detail Master Case there is an icon to the right of the window in the Master Case Persons box that shows everyone that has been in this Master Case and their current status in the Master Case. Click this button to see everyone who has been in the Master Case before you add a person to the Master Case.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

Person Involvements



CHARTS Referral (Tip)

When a worker creates a new referral on a dependent, N-FOCUS checks CHARTS to determine if there is an open CHARTS case for this same combination of:

- Dependent AND
- Custodial Parent AND
- Non-Custodial Parent or Unknown NCP

If there is an open CHARTS case, the worker will receive a message stating, 'CHARTS case already open'. A CHARTS referral is not needed in this situation.

A Non-Custodial Parent (NCP):

- Is considered known if at least the first **and** last names are known
- Is unknown if only the first name **or** the last name **or** no name is known.

If the Non-Custodial Parent is unknown

- **Mark the 'UNKNOWN NCP' box on the CHARTS Referral window**

- N-FOCUS will check CHARTS to determine if there is a NCP listed for that dependent.
 - If there is an NCP listed, the worker will receive a message stating:
 - ‘An NCP exist for “dependent name” in CHARTS. Do you want to add the NCP to N-Focus?’
 - If you say ‘Yes’, the NCP applies to all dependents in the referral.
 - The Add Person Window will be displayed pre-populated with the person data that CHARTS has on the NCP
 - When the Person resolution process is completed, the NCP will be brought back into the referral. The worker can select the NCP and add them to the referral
 - If you say ‘No’, No referral will be allowed for that dependent using the Unknown NCP, because CHARTS shows an NCP for them.
 - If there is no NCP listed, complete the referral
 - Put any information such as nicknames, or if they only know the first or the last name in the comments section

If the Non-Custodial Parent is known

Check iCHARTS –

- To determine if the Non Custodial Parent already exists on CHARTS.
 - To find NCP information if there was a previous referral.
 - To see if there is an open or closed CHARTS CSE case.
 - To see if there is an established court order without a CHARTS CSE case.
- Consider searching by the child's name, SSN and DOB

On the CHARTS Referral –

- If the NCP is not listed, use the Add Non-Custodial Party button
 - Use the same Name and DOB exactly as it is on iCHARTS – full SSN is no longer displayed on iCHARTS
 - If there is not an NCP identified on iCHARTS, add the NCP with the first and last name that the custodial parent has given you. If you do not have this information mark the Unknown NCP box.

Use the referral comments to:

- Relay any partial address or employment information, previous or current, offered by the CP to locate and identify the NCP for first time referrals.
- Estimated ages are also appreciated if the DOB is not known. If DOB is not known leave it blank as made up information is not useful.
- NCP phone numbers, current or prior are helpful
- Partial address information when the complete address is unknown

- If known that the NCP is deceased but the Date of Death is not known

Maternal and Paternal information may also be found in:

- a) Imaged copies of non-Nebraska birth records.
- b) VSTATS interface for Nebraska births provides DOBs and SSNs, not just parental name.
- c) E-apps or applicant verbal statement during any interview.
- d) Imaged applications and/or copies of Non-Nebraska court orders.
- e) Alleged or actual fathers previously in the HH.
- f) NFOCUS narratives where the Mother and/or birth facility report a father along with the birth of a newborn.
- g) BDE interface may provide a parental SSN if a child receives SSA Disability or Survivor benefits on behalf of a parent.

Non-Custodial Parent's Address

When entering a CHARTS Referral:

- If the address of the NCP is unknown, select Cancel from the Address window and do not enter an address
- If only a partial address (such as city and state) is known, select Cancel from the Address window and enter the partial address in the Comments of the referral

DO NOT ENTER UNKNOWN OR MAKE UP DATA IN ANY FIELD OF THE ADDRESS WINDOW.

Please contact Production Support any time you cannot get the CHARTS Referral to work.