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# *N-FOCUS Major Release*

## *MLTC*

### *April 7, 2019*

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A Major Release of the N-FOCUS system is being implemented April 7, 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

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### Asset Verification System (AVS) Consent Detail Window (New)

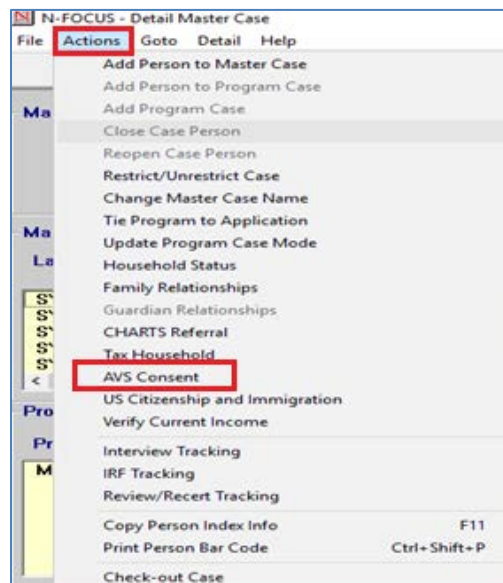
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The AVS Consent Detail window will store the consent given by an applicant and/or non-applicant spouse to verify resources using the Asset Verification System (AVS). This will provide a centralized place for workers to view the consent granted by the applicant or non-applicant spouse.

All individuals in a Medicaid Program case age 18 and older will display in the AVS Consent Detail window.

To access the AVS Consent Detail window follow these steps:

- Open the Detail Master Case Window
- Select the menu Action>AVS Consent
  - The AVS Consent Detail window will display



### Adding an AVS Consent

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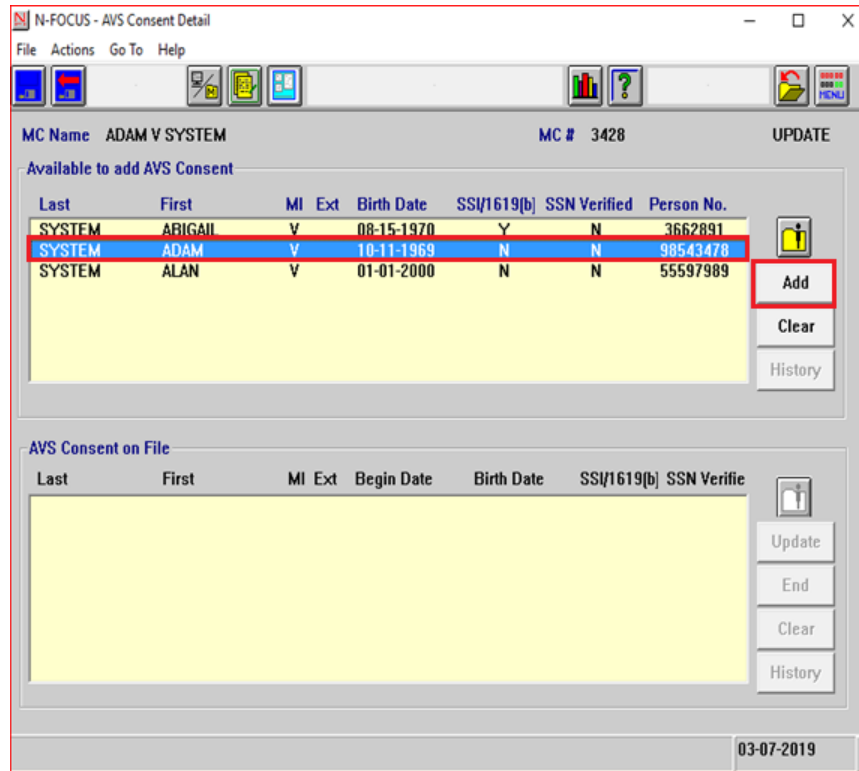
To access and add information to the AVS Consent window, follow these steps:

1. From the Detail Master Case window, select the menu Actions>AVS Consent.
2. Select the appropriate person from the Available to add AVS Consent list box.
3. Click the Add button.
4. Enter the appropriate consent Begin Date.
5. Click OK.

The selected person will be added to the AVS Consent on File list box.

**Clear Button:** Deselects the person in the Available to add AVS Consent list box.

**History Button:** Displays the consent history for the selected person



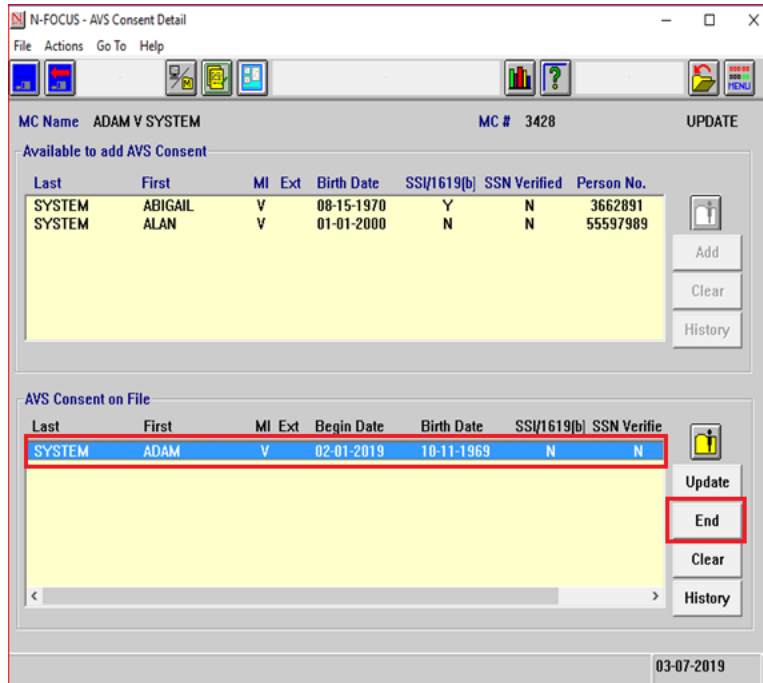
## Ending an AVS Consent

To end date the AVS Consent, follow these steps:

1. From the AVS Consent Detail window, select the appropriate row from the AVS Consent on File list box.
2. Click the End button.
3. Enter the End Date.
4. Click OK

The person will be removed from the AVS Consent on File list box and returned to the Available to add AVS Consent list box.

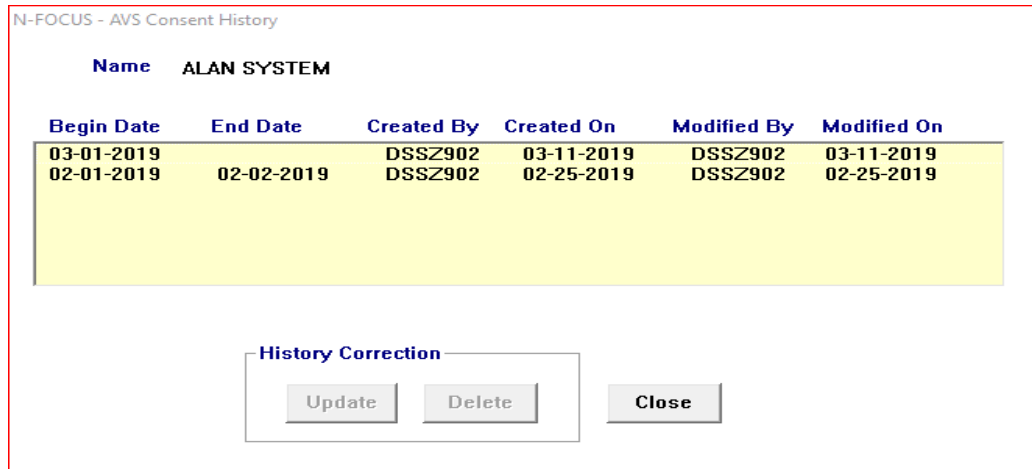
Screen print on next page.



**Update Button:** Allows the user to update the current consent begin date, for the selected person.

**Clear Button:** Deselects the person in the Available to add AVS Consent list box.

**History Button:** Displays the consent history for the selected person.



**Note:** If the selected person from the AVS Consent on File list box does not have any history saved, the history button will not be enabled. Updates made to an individual's consent must be saved in order for them to display in the AVS Consent History window. When updating history records dates cannot be overlapped. You may need to delete and re-enter if consent records are missing.

## DD Service Coordination Rate (Change)

The DD Service Coordination has a new rate effective 7-1-19 that will be updated with this release. During the month of May a batch process will run to update all affected Service Authorizations with the effective new change rate.

## Search Organization Cursor Default (Fix)

Effective with this release, the cursor on the Search Organization window will be in the Organization EIN/SSN field when this window is opened.

## Interface

### VLP Icon Removed from SSA Interface and VCI Interface Windows (Change)

The VLP icon has been removed from the SSA Interface and the VCI Interface windows.

### VLP Response Received (Fix)

When a VLP request has been successfully received, Response Received will display instead of the message that indicates there was a connectivity issue with the HUB.

The screenshot shows the N-FOCUS - US Citizenship/Immigration application window. The main data area displays the following information:

- Master Case ID: 3152
- Name: LILLY SMITH
- UPDATE button
- Medicaid Persons table:

Last Name	First Name	M	Ext	Birth Date	SSN
SMITH	LILLY			04/09/1967	000-11-1111
- Attested US Citizen, Documented Non-Citizen, Undocumented Non-Citizen radio buttons
- Determine As Of Date: 10-12-2018
- Document Details:
  - Type: I-94 (Arrival/Departure Record)
  - Attested Cuban/Haitian checkbox
  - Expire Date: 11-05-2018
  - Attested Status: Verify VAWA self-petitioner
  - I-94 Number: 00000001111
  - Clear button
- Response Status: Response Received (highlighted with a red box)
- Submit to DHS/SAVE Interface, Submit for Verification, SAVE Request History buttons
- Footer: 03-21-2019 09:29:02

### Unemployment Compensation (IUC) Interface (Change)

The IUC interface will now display data once a client has applied for unemployment benefits and is pending. Data will not be displayed in the Benefit section until the first check is issued.

Online Healthcare Application (Change)

The new Asset Verification System (AVS) permission question for the Non-applicant Spouse is added to the online Healthcare Application on the Sign & Submit page. This question is optional. With the addition of the second signature line, users will now have the ability to save a draft at the Sign and Submit page by clicking on the Save & Exit button.

Users who have saved a draft at the Sign & Submit page will be returned to the Review Application page next time they launch the application. If they choose to Edit any of the sections from the Review Application page the electronic signature will be cleared, and the applicant will have to sign the application again.

**Sign & Submit**

Read and select option button next to each statement if you agree/disagree.

If anyone on this application enrolls in Medicaid, I'm giving the Medicaid agency our rights to pursue and get any money from other health insurance, legal settlements, or other third parties. I'm also giving to the Medicaid agency rights to pursue and get medical support from a spouse or parent.

Agree  
 Disagree

No one applying for health coverage on this application is incarcerated (detained or jailed).

Agree  
 Disagree

To make it easier to determine my eligibility for help paying for health coverage in future years, I agree to allow the Department of Health and Human Services or the Federal Health Insurance Marketplace to use income data, including information from tax returns, for the next 5 years (the maximum number of years allowed). The Department of Health and Human Services or the Federal Health Insurance Marketplace will send me a notice, let me make any changes, and I can opt out at any time.

Agree  
 Disagree

I know that I must tell the program I'm enrolled in if information I listed on this application changes.

Agree  
 Disagree

I'm signing this application under penalty of perjury, which means I've provided true answers to all of the questions to the best of my knowledge. I know that I may be subject to penalties under federal law if I intentionally provide false or untrue information.

Agree  
 Disagree

For statistical purposes tell us where you are completing this application.

<< select >>

Is there anything else you would like to tell us about your household's situation?

**View Rights and Responsibilities**

**KELLY SMITH's Electronic Signature**

Kelly

After signing, you will be able to print your application.

I hereby authorize the Nebraska Department of Health and Human Services and its agents to request from third parties any information or documents necessary for the administration its programs, including financial information. I also authorize the release of my Social Security Number for this purpose.

**Signature of Spouse of Applicant**

Save & Exit      Submit Application

## Online Medicaid Renewal (Change)

The new Asset Verification System (AVS) permission question for the Non-applicant Spouse is added to the online Renewal on the last page of the Online Medicaid Renewal. This question is optional.

Users who have saved a draft at the signature page will be returned to the Review and Sign Section next time they launch the Online Medicaid Renewal. If they choose to Edit any of the sections from the left hand navigation pane, the electronic signature will be cleared, and the applicant will have to sign the Renewal again.

Official Nebraska Government Website

 **Medicaid Renewal** 

03/08/2019 [Help](#)

If anyone on this Renewal form is eligible for Medicaid:

- Nebraska Medicaid has the right to pursue and get any money from other health insurance, legal settlements, or other third parties. I am also giving Nebraska Medicaid the rights to pursue and get medical support from a spouse or parent.
- I will be asked to cooperate with the agency that collects medical support from an absent parent. If I think that cooperating to collect medical support will harm me or my children, I can tell Nebraska Medicaid and I may not have to cooperate.

By signing the Renewal form, you agree to the following:

- I'm signing this Renewal form under penalty of perjury which means I've provided true answers to all the questions on this form to the best of my knowledge. I know that I may be subject to penalties under federal law if I provide false and/or untrue information.
- I know that I must tell Nebraska Medicaid if anything changes (and is different than) what I wrote on this Renewal form. I can visit [ACCESSNebraska.ne.gov](http://ACCESSNebraska.ne.gov) or call (855)632-7633 or (402)473-7000 in Lincoln or (402)596-1178 in Omaha to report any changes. I understand that a change in my information could affect the eligibility for any member(s) of my household.
- I know that under federal law, discrimination isn't permitted on the basis of race, color, national origin, sex, age, sexual orientation, gender identity, or disability. I can file a complaint of discrimination by visiting [www.hhs.gov/ocr/office/file](http://www.hhs.gov/ocr/office/file).
- We need this information to check your eligibility for help paying for health coverage if you choose to apply. We'll check your answers using information in our electronic databases and databases from the Internal Revenue Service (IRS), Social Security, the Department of Homeland Security, and/or a consumer reporting agency. If the information does not match, we may ask you to send us proof.

**Annuity Requirement**

- As a condition of receiving medical assistance coverage for long-term care services for you or your spouse, DHHS must become the remainder beneficiary of any annuity under standards prescribed by the U.S. Secretary of Health and Human Services.

**My Right to Appeal**

- If I think the Health Insurance Marketplace or Medicaid/Children's Health Insurance Program (CHIP) has made a mistake, I can appeal its decision. To appeal means to tell someone at the Health Insurance Marketplace or Medicaid/CHIP that I think the action is wrong, and ask for a fair review of the action. I know that I can find out how to appeal by contacting Nebraska Medicaid at (855)632-7633 or (402)473-7000 in Lincoln or (402)596-1178 in Omaha. I know that I can be represented in the process by someone other than myself. My eligibility and other important information will be explained to me.

**Authorization for Release of Information:**

- I authorize the release of information requested by DHHS. The requested information will be used solely in the administration of public assistance programs and will not be released to any other person or agency outside DHHS. I understand DHHS may release information to another agency when the services of that agency have been requested or when the objective in obtaining the information is to provide the service to me or any member of the assistance unit.

For statistical purposes tell us where you are completing this renewal.

<< select >>

**Who is completing the renewal?**

I am the client

I am a Guardian/Conservator for the client

I am a Power of Attorney for the client

I have permission to act on behalf of the client

I am the Authorized Representative for this client

Sign by typing your name below (this is your electronic signature).

Jennifer

To receive an e-mail confirmation, enter your e-mail address below.

**Spouse Authorization for Request of Information**

- I hereby authorize the Nebraska Department of Health and Human Services and its agents to request from third parties any information or documents necessary for the administration of its programs, including financial information. I also authorize the release of my Social Security Number for this purpose.

Signature of Spouse of Applicant



## Alerts

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### Service Approval and Organization Alerts Transfers (Change)

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Alerts will now transfer when the Home Details assignment changes regardless of the Home Detail status. Previously the alerts would not transfer if Home Details was not active.

### Alert 127- Case Action Taken (Discontinued)

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Alert 127 Case Action Taken has been discontinued. Waiver workers will continue to receive Alert 368- Waiver Status Change.

### Alert 311 and 452- CSE Non Cooperation (Change)

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Alert 311 and 452- CSE Non Cooperation can now be closed even if the sanction has not been imposed.

### Alert 432 – Age Change (Change)

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This alert will be created when a person on TMA turns age 19.

### Alert 496- Review TMA category (Fix)

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This alert will no longer be created when the ADC case eligibility period is renewed unless the client is actually in TMA.

## Correspondence

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### Barcode Updates (Change)

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With this release, a document imaging index barcode will be printed on the bottom right of each page of the following forms:

- EA Earned Income Verification correspondence
- All Medicaid Renewal form types.

The IMFC/IV-E Review Sub-Categories will still be a single full-page style bar code.

### Notice of Action with Comments (Change)

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When a Notice of Action has comments the worker will now have the ability to print the correspondence without the need to return to the Mainframe Correspondence window to do so.

### MED/PAS Denial Notice (Change)

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The verbiage “this includes your Personal Assistance Services” has been added to the MED Denial Notice when there is also a Pending PAS Program Case that is being Denied.

### Medicaid Renewal Forms (Change)

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The AVS Language has been added to the paper and PDF Medicaid renewal forms.

### MLTC Renewal Forms (Fix)

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The Renewal Form Income section has been fixed to indicate income for all members of the household whether any income exists in the household.

## TMA Begins Notice Manual Reference (Fix)

The manual reference for TMA Begins has been updated to the correct manual reference of **477 NAC 27-006.01, 27-006.07C**.

## SIMP and MSP Change in Living Arrangement Notice Manual Reference (Fix)

**Manual references for SIMP and MSP Change in Living Arrangement had been updated to show the correct Manual Reference.**

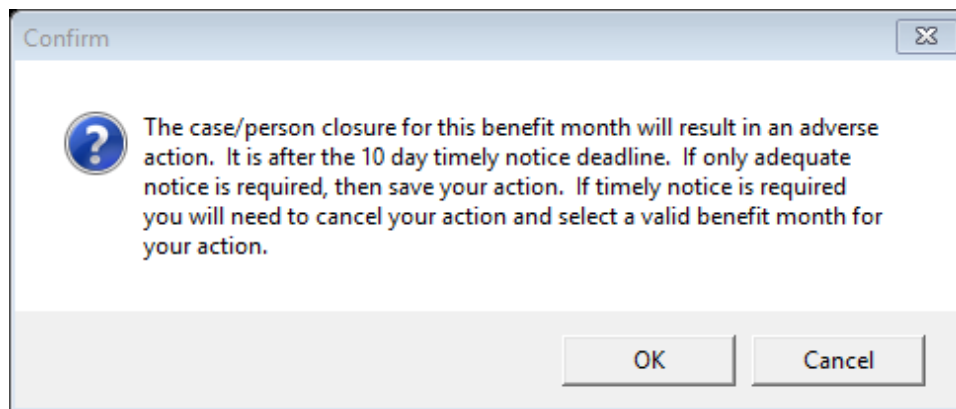
## AABD Medicaid Ending and Medicare Buy-In Notice (Fix)

Notices of Action generated due to AABD Medicaid ending and Medicare Buy-In beginning have been updated to show the correct manual reference.

## Expert System

### Adverse Action Message (Change)

The Adverse Action message will display one day sooner as it has been changed to 11 days.



**Note:** The schedule is based on the number of days that are in the month.

- 28 day month – 18<sup>th</sup> of the Month
- 29 day month – 19<sup>th</sup> of the Month
- 30 day month – 20<sup>th</sup> of the Month
- 31 day month – 21<sup>st</sup> day of the Month

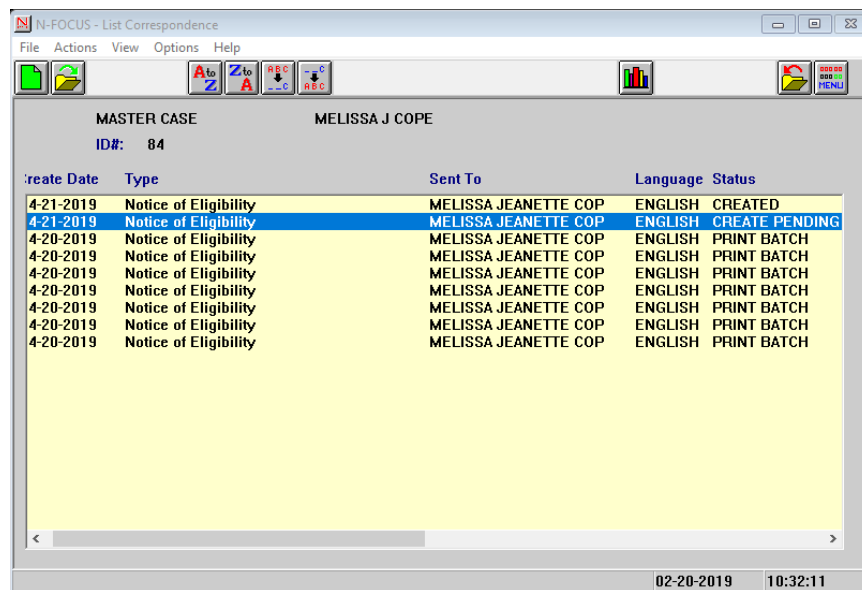
### Deleting Notice of Eligibility with Comments (Change)

Previously, when comments were added to a Notice of Eligibility in Expert System, any subsequent check-out of a Master Case to Expert System the same day would result in the loss of the comments on the Notice. With this release, any Notice of Eligibility which includes comments will be stored as CREATED PENDING, and the comments will be retained.

## ABAWD Denial/Closing Notice (Change)

Previously, when a Participant was closed for an ABAWD sanction, there was no explanation of the reason for the closure on the Notice of Eligibility. New language has been added, as follows:

<Name> has not contacted the agency regarding his/her ABAWD work requirement status or in regards to a possible exemption. His/her three months of time-limited benefits will end <Effective Date>. If s/he has had a change in his/her circumstances and now believes s/he meets the work requirements and/or an exemption, please call 800-383-4278 to discuss the situation with a Social Service Worker. ABAWD guidelines may be found below.

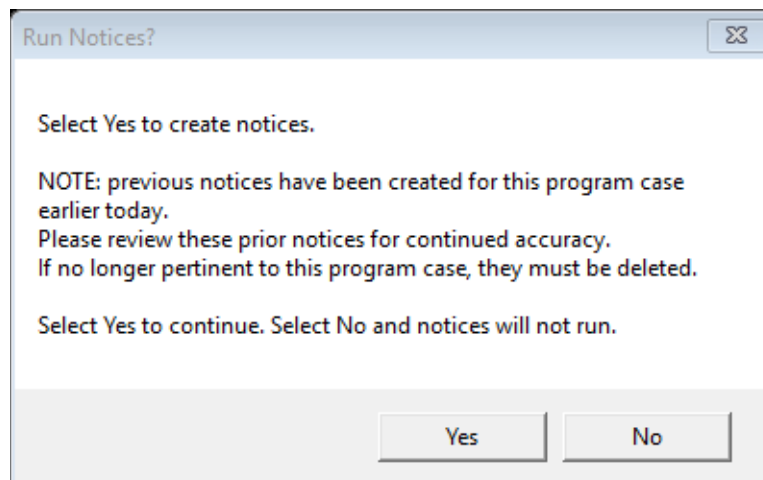


MASTER CASE ID#: 84 MELISSA J COPE

create Date	Type	Sent To	Language	Status
4-21-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	CREATED
4-21-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	CREATE PENDING
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH

02-20-2019 10:32:11

In the event of a subsequent same day check out of the Master Case to Expert System, a message will appear to advise the worker that a notice exists with comments, and should be reviewed to verify that the comments are still accurate, or relevant.



Run Notices?

Select Yes to create notices.

NOTE: previous notices have been created for this program case earlier today.  
Please review these prior notices for continued accuracy.  
If no longer pertinent to this program case, they must be deleted.

Select Yes to continue. Select No and notices will not run.

Yes No

N-FOCUS - List Correspondence

File Actions View Options Help

MASTER CASE MELISSA J COPE  
ID#: 84

Create Date	Type	Sent To	Language	Status
4-21-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	CREATED
4-21-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	CREATE PENDING
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH
4-20-2019	Notice of Eligibility	MELISSA JEANETTE COP	ENGLISH	PRINT BATCH

02-20-2019 10:32:11

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Select Yes to create notices.

NOTE: previous notices have been created for this program case earlier today.  
Please review these prior notices for continued accuracy.  
If no longer pertinent to this program case, they must be deleted.

Select Yes to continue. Select No and notices will not run.

Yes No