
N-FOCUS Major Release

Economic Assistance

July 26, 2020

A Major Release of the N-FOCUS system is being implemented July 26, 2020. 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.

ACCESSNebraska: 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

Organization Detail Address Window (Change)

A drop down selection field has been added to select the correct School District for a Foster Care Organization. This drop down list will display all School Districts and the list will filter by City entered on the Detail Organization window.

Service Needs Assessment (Change)

As part of the Electronic Visit Verification (EVV) Project NFOCUS will be adding the Aged and Disabled Waiver (AD Waiver) program to the Service Needs Assessment and sending certain tasks within the Service Needs Assessment (SNA) to the new EVV solution.

The question 'Is this SNA for AD Waiver Services?' will be added to the top of the questions at the beginning of the assessment.

N-FOCUS - Detail Service Needs Assessment

File Actions Detail GoTo Help

Assessment

Number Recommendation ADD

Person

Name CLOUD STRIFE Number 46380922

Begin Date End Date Status DRAFT

Answer Question

IS THIS SNA FOR AD WAIVER SERVICES?
DOES NOT HAVE NEEDS THAT REQUIRE MORE INTENSIVE SERVICES DUE TO AN ACUTE HEALTH CARE NEEDS PERSONAL ASSISTANCE OR CHORE SERVICES TO LIVE IN THE COMMUNITY.
IS NOT RECEIVING OR ELIGIBLE FOR SIMILAR STAFF SUPPORT BASED ON RESIDENCE OR PLACE OF EMPLOYMENT. LIVES IN A RESIDENCE (NOT A HOSPITAL, NURSING FACILITY, INTERMEDIATE CARE FACILITY, PRISON OR JAIL). IS A CURRENT MEDICAID CLIENT. MEETS INCOME ELIGIBILITY GUIDELINES FOR SSAD.

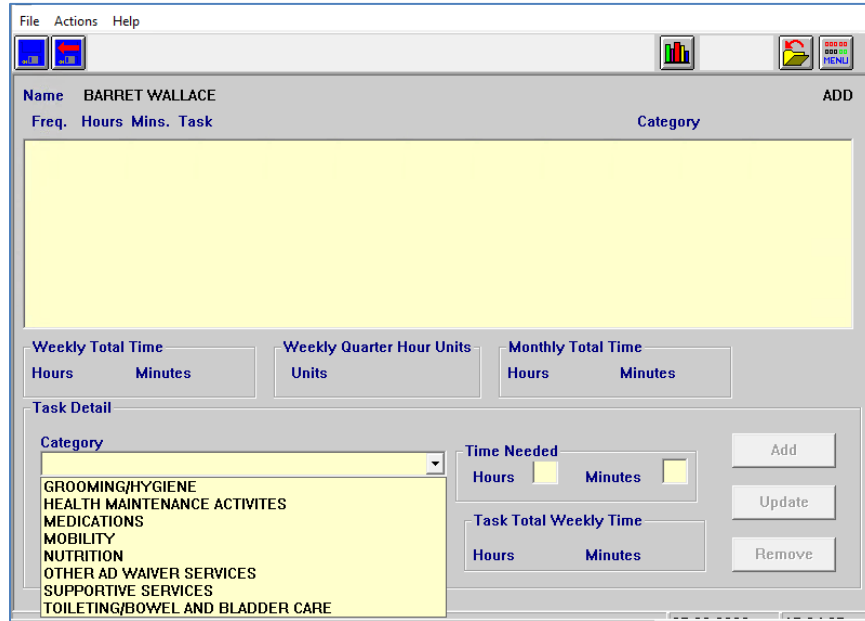
Yes No Service Needs

If this question is answered YES, then the remaining questions do not need to be answered and the worker can move forward with the assessment.

NFOCUS will not auto-populate the end date. The worker is required to manually enter an End Date of 12 months or less before the assessment can be approved. Based on the answers to the questions at the beginning of the Service Needs Assessment and the selected tasks within, NFOCUS will continue to recommend a program. Those programs will be either PASS/PAS, SSAD/CHORE or AD Waiver.

- Appointments category will no longer be available.
 - The task under the category, 'Accompany to Appointments', will be moved to the Supportive Services category.
- Specialized Procedures category will also no longer be available.

- Health Maintenance Activities task within the category also has ended.
- There will be an addition of two new categories:
 - Health Maintenance Activities
 - Other AD Waiver Services.



Note: Due to some clients being eligible for multiple services, NFOCUS will allow for two separate Service Needs Assessment to exist, independent of each other, and only if those recommendations are for PASS/PAS & AD Waiver.

Service Authorization (Change)

The Service Authorization Window has been updated to include a 'Tie Tasks' Pushbutton. This will only be enabled for services that required both an SNA and are identified to be sent to the EVV Solution.

Screen print on next page.

N-FOCUS - Service Authorization Detail

File Actions Detail Goto Help

Program PASS MC # 8176 Service Auth ID#: 3066303 UPDATE

Service # and Name 4475 PERSONAL ASSISTANCE SERVICE Agency Office ID 383

Therap Svc Auth ID

Payment To: Provider MASON Person # 10569467

Dates Begin 03-01-2020 End 12-31-2020 Remove Person

CFS Service Classification None Payment Identifier...

Organization Provider MICHELLE'S HELPERS Id 7266425 Owner MICHELLE'S HELPERS

Customer Obligation Override Autopay

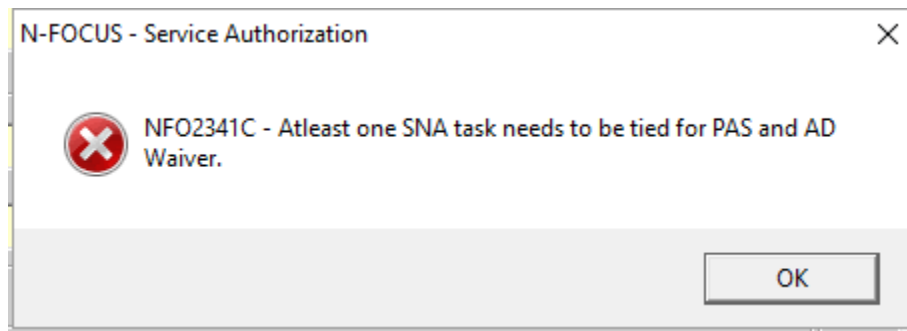
Provider is Relative Yes No

Provider Lives with Participant Yes No

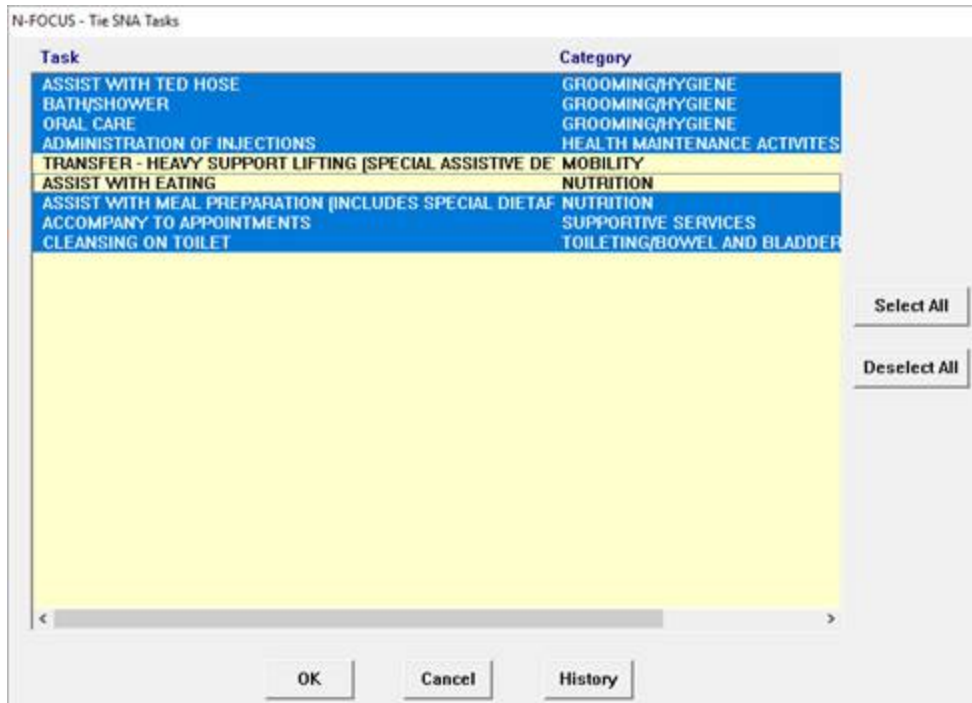
Authorization Detail Max Hours Per Week Description... Tie SNA Tasks Units and Rates...

Service Referral Untie

Note: This selection must be made prior to adding units and rates. If at least one SNA is not tied, the following error will display.



The Tie SNA Tasks Window will allow the worker to select all, deselect all, or select EVV tasks. The tasks that display for selection will be pulled from the SNA that has a begin and end date range that the current Authorization Begin Date or System Generated Renewal date falls within.



The History View can be used to determine what tasks were previously tied from current and past SNAs.

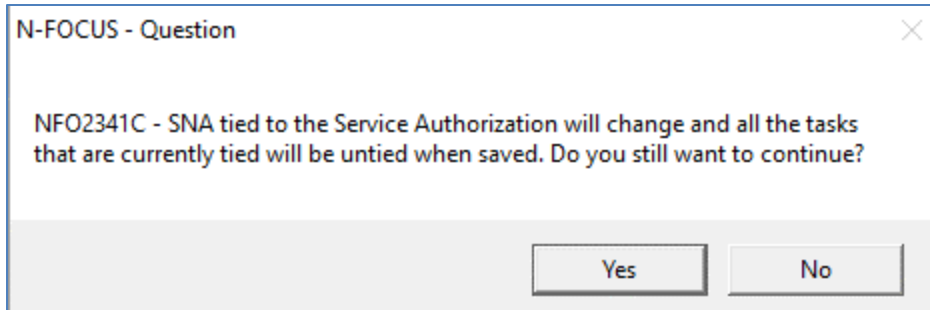
N-FOCUS - SNA Tasks History

Task Tied Date	Task Untied Date	Updated By	Task	SNA Number
07-27-2020		DSSZ928	ACCOMPANY TO APPOINTMENTS	42691978
07-27-2020		DSSZ928	ADMINISTRATION OF INJECTIONS	42691978
07-27-2020		DSSZ928	ASSIST WITH EATING	42691978
07-27-2020		DSSZ928	ASSIST WITH MEAL PREPARATION (INCLUDES SPECIAL DIETARY NEEDS)	42691978
07-27-2020		DSSZ928	ASSIST WITH TED HOSE	42691978
07-27-2020		DSSZ928	BATH/SHOWER	42691978
07-27-2020		DSSZ928	CLEANSING ON TOILET	42691978
07-27-2020		DSSZ928	ORAL CARE	42691978
07-27-2020		DSSZ928	TRANSFER - HEAVY SUPPORT LIFTING (SPECIAL ASSISTIVE DEVICES)	42691978

Note: The Task Tied and Task Untied Date represent the date the action was taken.

The Task Tied and Tasks Untied will be sent to the EVV Solution once it is up and running, this data will not be sent on paper correspondences to the Participant or Provider and information should still be added to the Description.

When an Authorization begin date is corrected or when a renewal is completed and the SNA that currently has tasks tied to the Authorization being adjusted will change, the following question will display:

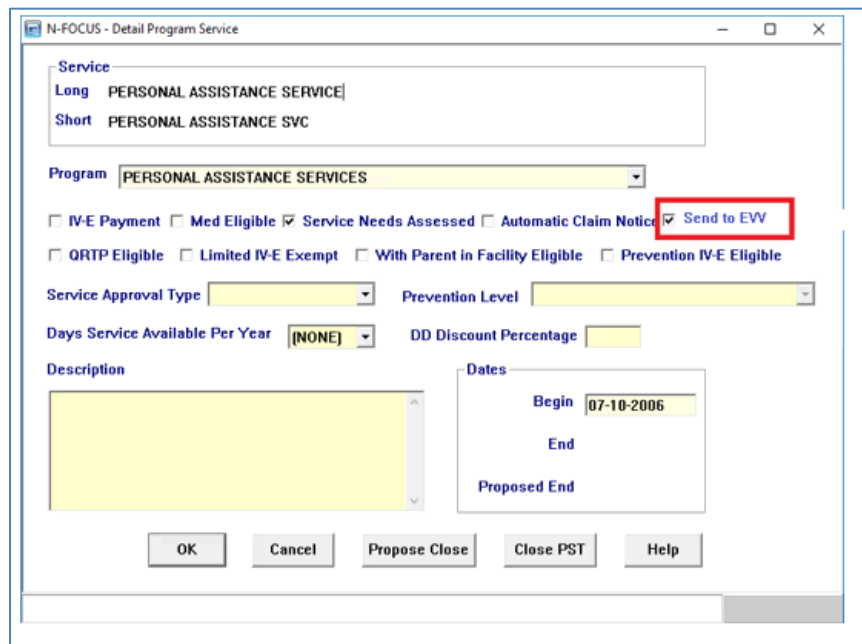


Selecting 'Yes' will cause all tasks currently tied to be untied and the user will need to select tasks from the SNA that now falls within the Authorization Begin or Renewal Date.

Additionally, a new radio button has been added to the Authorization Window to store information on if a provider lives with the participant, at this time the selection is not required to be made. This will be used for future use in conjunction with the EVV Solution.

[Detail Program Service Window \(Change\)](#)

The option 'Send to EVV' has been added to the Detail Program Service window. This option will be selected based on programs that have homebased services and those services have been identified to be logged within the Electronic Visit Verification system.



[Assigning a Program Case to the Default Position \(Change\)](#)

With this release, staff will no longer be able to assign a Closed or Denied Program Case to the Default Position (9999).

Do I Qualify Screen (Update)

Updates made to allow individuals who are ages 19 through the month of their 65th birthday, with or without a dependent, who are not disabled, and whose income is up to 138% of the FPL to be recognized as potentially eligible.

Screen print on next page.



Do I Qualify?



06/24/2020

EXIT

Your Results

The screening is completed. This is an initial screening. It does not ensure eligibility. You must still complete an application for an official decision about your eligibility. Based on your answers, these are the programs for which you may want to apply:

- ✓ Supplemental Nutrition Assistance Program (SNAP) - formerly known as the Food Stamp Program
- ✓ Medicaid

Details of all of our program qualifications can be found on the [DHHS Website](#).

Although we did not ask about your citizenship/immigration status, you will be required to submit proof of citizenship/immigration status for all persons for whom you are applying when the application is received.

Summary

Household Members

Name	Age	Sex	Relationship to John Doe	Health Insurance Coverage
John Doe	20	Male	Self	No

Household Information

- Is anyone disabled or blind? No
- Do you or does anyone in the household have a developmental disability that occurred prior to age 22? No
- Is anyone living in a nursing home or in need of this level of care? No
- Is anyone living in an assisted living facility or in need of this level of care? No

Income/Resources

- Is anyone in your household employed or self-employed? Yes
John Doe \$500.00
- Is anyone receiving SSI income? No
- Is anyone receiving income from another source? No
- Do you or anyone in the household have any resources? No

Child Support/Expenses

- Does anyone in the household pay child support for a child NOT in the household? No
- Does anyone in the household pay alimony or student loan interest? No
- Enter the monthly amount the household pays for rent (include lot rent) or mortgage (include taxes and insurance on your home that is paid separately from your mortgage payment).
\$0.00
- Does anyone in the household pay for a utility expense to heat or cool your home? No

Medical/Health Insurance

- Is anyone in your household paying for a health insurance premium? No

If you would like to change the answers to any of these questions, select the Back button below to back up to the question you would like to change OR select Exit to start the screening over.

BACK

EXIT

Economic Assistance
Toll Free: (800)383-4278
Lincoln: (402)323-3900
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available
8:00 AM to 5:00 PM Monday thru Friday
[Contact Us](#)

Medicaid
Toll Free: (855)632-7633
Lincoln: (402)473-7000
Omaha: (402)595-1178

Change Report (Update)

School Attendance

- New Change type “School Attendance” is added to the MAGI menu.

Select Change Type

Contact Information	Your address, phone number, or email has changed.
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.
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.
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.
New Child Care Provider Referral	Someone you have chosen to provide child care for your child is not currently approved to accept subsidy payment from the Department. Please note, this is only a referral and any payment or reimbursement will start the day they are approved.
Other	Any other changes you would like to tell us about.

Change Type Other

- The Manage Care Organization (MCO) can now submit changes through the change type of 'Other'.

Select "I am the Managed Care Entity for the person receiving assistance" option. This opens addition fields to provide information about the Managed Care Entity person completing this change.

Submit

DHHS Medicaid will attempt to verify the information provided utilizing data sources from the Internal Revenue Service (IRS), Social Security, the Department of Homeland Security, Federal Data Hub, and/or a consumer reporting agency. If the information doesn't match, we may ask you to send us proof.

Please select where you are completing this change report.

<< select >>

Please tell us who is completing this change report:

I am the person who receives assistance.

I am a Guardian/Conservator for the person receiving assistance.

I am a Power of Attorney for the person receiving assistance.

I am the Authorized Representative for the Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamp Program.

Other

I am the Managed Care Entity for the person receiving assistance.

Contact Email Address (confirmation will be sent to this email address)

example@domain.com

See additional screen print on next page.

Enter your name below.

Name	
First Name <input type="text"/>	Middle Name <input type="text"/>
Last Name <input type="text"/>	Extension <input type="text" value="<< select >>"/>

If you are an organization that is completing this change report, enter the information below.

Name of Agency or Company

Contact Information for Individual or Organization

Address Line 1

Address Line 2

Address Line 3

City <input type="text"/>	State <input type="text" value="<< select >>"/>	Zip Code <input type="text" value="99999-9999"/>
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Contact Phone Number

Contact Email Address (confirmation will be sent to this email address)

Correspondence

Approval, Denial and Closing Notice (Change)

The following wording has been added to the SNAP Approval, Denial and Closing Notices:

Are you a woman who is pregnant or just had a baby? Are you the caregiver of a child up to five years old?

You may qualify for WIC. WIC gives free healthy foods. WIC also provides nutrition education, breast feeding help and support for families. If your family receives SNAP, you meet income guidelines for WIC. If your family does not receive SNAP, you may still qualify for WIC. For more information, call a WIC office near you. Visit signupwic.com.

Denial/Closing Notice (Change)

The following two informational text have been added to the SNAP Denial/Closing Notice:

- Please notify ACCESSNebraska if you are approved for public assistance or SSI benefits.
- Are you a woman who is pregnant or just had a baby? Are you a caregiver of a child up to five years old?
 - You may qualify for WIC. WIC gives free healthy foods. WIC also provides nutrition education, breastfeeding help, and support for families. If your family receives SNAP, you meet income guidelines for WIC. If your family does not received SNAP, you may still qualify for WIC. For more information, call the WIC office near you. Visit <https://www.signupwic.com/>

SNAP Failed Living Arrangement/Public Institution Notice (Change)

The following information has been added to the SNAP Program Denial/Closing Notice when Failed Living Arrangement or Public Institution is the closing reason:

- You are living in a group home, an institution, or another situation where half or more of your meals are provided. For this reason, you are not eligible for SNAP benefits.

LIHEAP Crisis Denial (Change)

The return/enter action was causing comments to distort at check in on the LIHEAP Crisis Denial Notice. With this release, when adding comments to a LIHEAP Crisis Denial Notice, workers will no longer see an action take place when the enter/return key is depressed. Workers will be able to type their comments and allow the system to move them to a subsequent line upon check in.

Note: Workers will not be able to copy/paste templates into the comment section. Due to the use of 'enter/return' in the predetermined template.

Document Imaging

Subheadings (New)

The following subheadings have been added with this release.

Note: The categories listed will only be seen in the NFOCUS Search Image Window, Add Image Window, and File Director. They will not display in ACCESSNebraska Submit Docs.

EA Subcategories (New)

A new category called Self-Sufficiency Contracts has been added for EA. This category does not have a date range parameter when searching so it will pull in documents from several years in the past to current.

All Divisions Subcategories (New)

A new category called Permanent Resource has been added for all divisions. This category does not have a date range parameter when searching so it will pull in documents from several years in the past to current.

NFOCUS Tips

EA Phone Application (Tip)

Please do not create the Program Case before you do the Phone Application as this creates the following issue:

Issue

- If the worker pended the Program Case, before they completed the phone application.
 - When the US citizen answer either Yes or No is selected, a system error will appear

The screenshot shows a web form with the following fields and options:

- Ethnicity:** A dropdown menu with "Other Spanish Origin" selected.
- Race:** A group of checkboxes including:
 - American Indian or Alaska Native
 - Black or African American
 - White
 - Unknown
 - Asian
 - Native Hawaiian or Other Pacific Islander
 - Declined
- Is this person a US citizen?:** Radio buttons for "Yes" and "No". The "No" option is selected and highlighted in yellow.
- Buttons:** "CANCEL" and "CONTINUE →".

Below the form, a browser window shows a "System Error" message:

System Error
An application error has occurred. Contact Production Support (during business hours only).

Workaround

- Deny the Pended case
- Start a new application