
N-FOCUS Major Release

Economic Assistance

MLTC & CFS

April 5, 2020

A Major Release of the N-FOCUS system is being implemented April 5, 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.

Table of Contents

General Interest and Mainframe	3
EA – Service Authorization Detail Window (Change).....	3
Description Button (Change).....	3
Family In-Home Child Care Pop Up (New).....	4
EA – Service Approval Detail Provider Window (Change)	5
EA – ABAWD Time Limited Tracking Window (Change)	6
MLTC - Renewal and Redetermination Verification (RRV) Bulk Service (New)	7
ACCESSNebraska	7
RD - New Child Care Provider Request (New)	7
RD - Accessing the Report Change Report (New)	9
Interfaces	11
MLTC - Verify Lawful Presence - Sponsorship Date (Change)	11
Alerts	11
CFS Legal Status Change Alert, #548, and Placement Change alert, #174 (Change)	11
CFS – Credit Report Received Alert (New)	12
Developmental Disabilities Alerts (New)	12
MLTC AVS Alerts (New)	12
Correspondence	12
CFS – Relative Contact Notice to Court (Fix).....	12
CFS - Age Related Correspondence Address (Fix).....	12
Expert System	13
EA – Child Care Family Fee (New)	13
NFOCUS Tip	15
Printing from Home.....	15
Children and Family Services	16
Emergency Approval End Date (Change)	16
Home Details Employment/Education Window (Change).....	16
Detail Adoption/Guardianship Assistance window (Change).....	16
Family First Prevention Services Act Prevention Assistance Code (New) .	16
Court Report Physical Address (Change)	18
Detail Tribal Information Window (Change).....	18

General Interest and Mainframe

EA – Service Authorization Detail Window (Change)

The Service Authorization Detail Window has been updated to include a Max Hours per Week field in the Authorization Detail group box. This field is to indicate the maximum hours per week a service is approved for. This field will be active for Child Care and AD Waiver Service Authorizations. Only whole numbers will be supported as an entry, no partial hours. (Example: 15 minutes).

Note: This field is displayed with this release, however, it will not be utilized until the Child Care Provider Portal Redesign and Employee Visit Verification (EVV) projects are implemented. The paper notice will not include this number until those projects are implemented.

The screenshot shows the 'N-FOCUS - Service Authorization Detail' window. The 'Authorization Detail' group box is highlighted with a red box, showing the 'Max Hours Per Week' field set to '25'. Below it, the 'Description...' button is also highlighted with a red box.

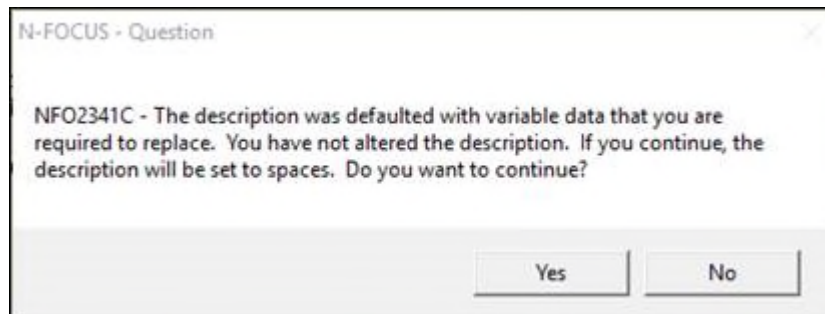
Description Button (Change)

When you click the Description... button in the Authorization Detail group box, auto population text has been added to the Description for Child Care Service Authorizations. The CAPITALIZED TEXT within the description box will need to be updated by the worker prior to saving/closing the Authorization.

Note: If the description box is not opened, the text will empty and the Service Authorization will print without a description.



If no change is made to the text the below popup will be displayed.

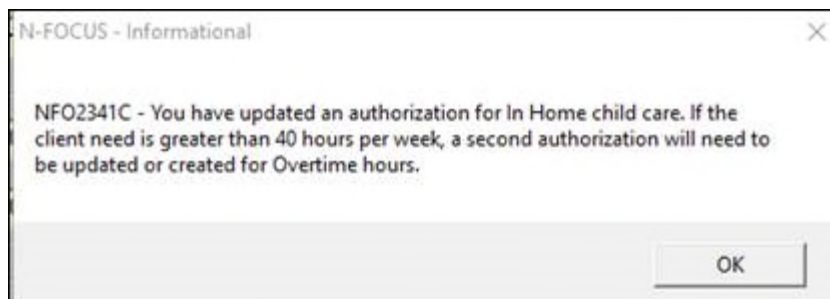


Family In-Home Child Care Pop Up (New)

New informational popups have been created for Family In-Home Child Care.

Note: At this time please disregard this popup, functionality. It will be utilized when the CC Provider Portal Redesign is implemented.

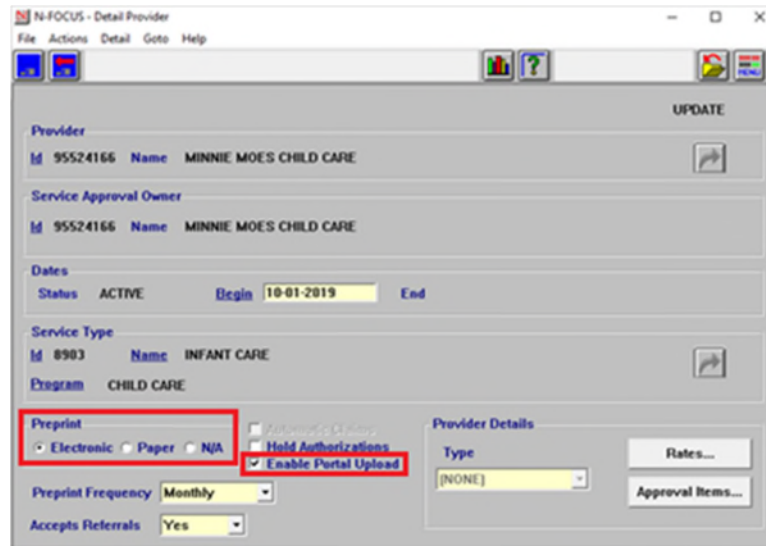
When a Child Care Service Authorization is created/updated and saved this pop up will display.



EA – Service Approval Detail Provider Window (Change)

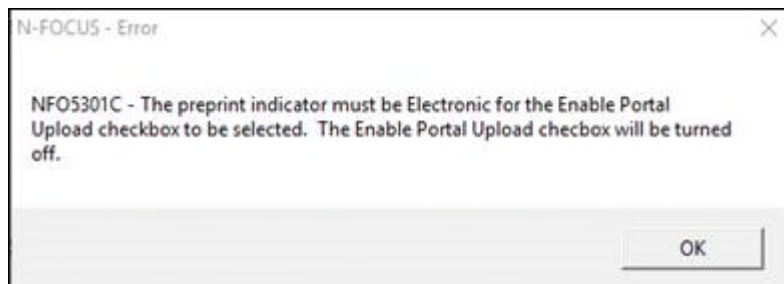
The Service Approval Detail Provider Window has been updated to include an Enable Portal Upload Indicator. The preprint indicator must be electronic to allow the Portal Upload Indicator to be selected.

Note: This functionality will be utilized when the CC Provider Portal Redesign Project is implemented and is only enabled for Child Care service approval types.

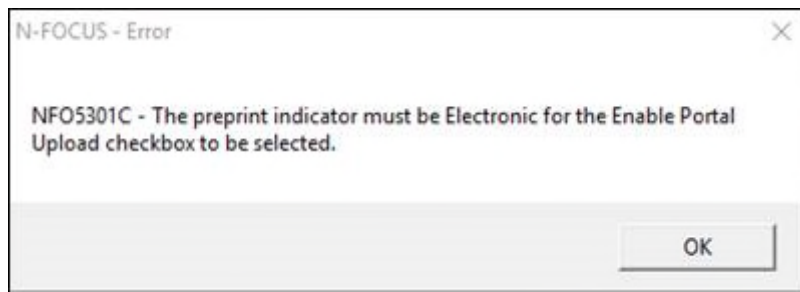


The screenshot shows the 'N-FOCUS - Detail Provider' window. The 'Preprint' section is highlighted with a red box and contains the following options: Electronic, Paper, N/A, Hold Authorizations, and Enable Portal Upload. Other fields include 'Preprint Frequency' set to 'Monthly' and 'Accepts Referrals' set to 'Yes'. The 'Provider Details' section shows 'Type' as '[NONE]'.

If the Portal Upload Indicator is selected and the preprint indicator is changed from electronic to another type an informational popup will display and the Portal Upload Indicator will be unchecked.



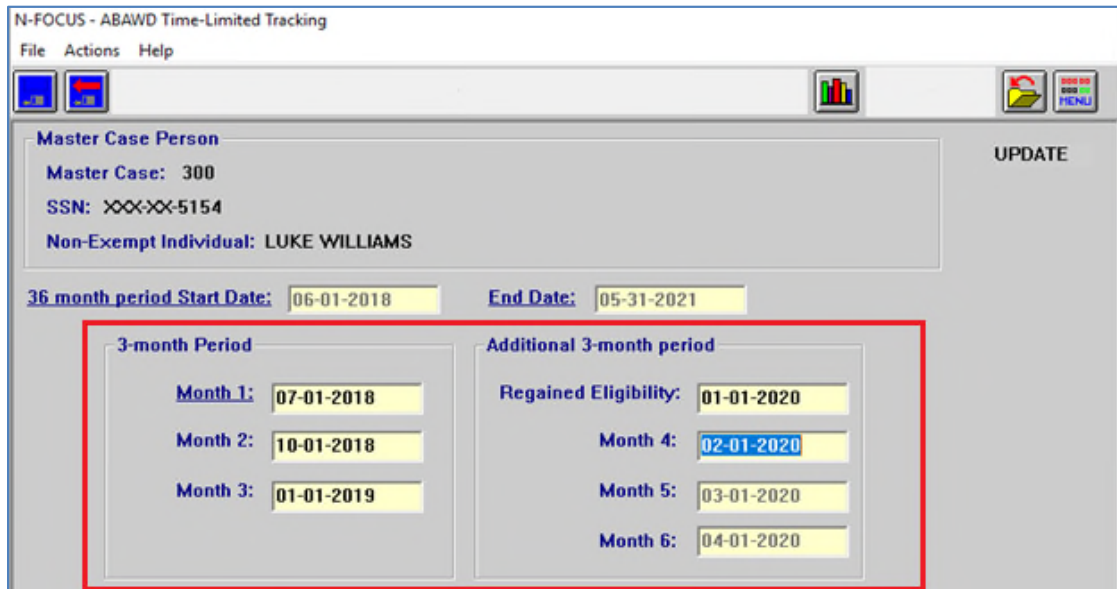
If the preprint indicator is paper and an attempt is made to check the Portal Upload Indicator the following error message will display and the Indicator will be unchecked.



EA – ABAWD Time Limited Tracking Window (Change)

The ABAWD Time-Limited Tracking window has been updated to include the Additional 3-month period of ABAWD eligibility for months 4, 5, and 6, as well as the Regained Eligibility month.

Note: Do not begin using the Additional 3 Month period until directed to do so by policy after training has been completed.



N-FOCUS - ABAWD Time-Limited Tracking

File Actions Help

Master Case Person

Master Case: 300
SSN: XXX-XX-5154
Non-Exempt Individual: LUKE WILLIAMS

UPDATE

36 month period Start Date: 06-01-2018 End Date: 05-31-2021

3-month Period

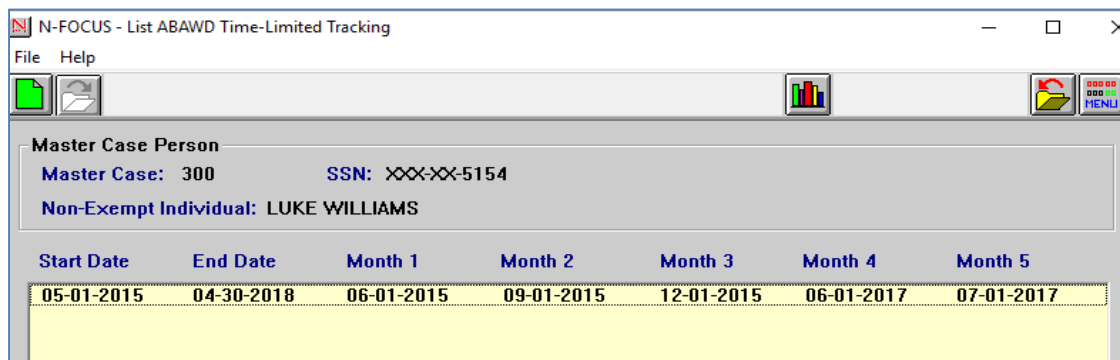
Month 1: 07-01-2018
Month 2: 10-01-2018
Month 3: 01-01-2019

Additional 3-month period

Regained Eligibility: 01-01-2020
Month 4: 02-01-2020
Month 5: 03-01-2020
Month 6: 04-01-2020

Once the client has Regained Eligibility for ABAWD, the Regained Eligibility month needs to be entered, as well as the fourth month. The user can then select save or save and close, which will auto populate months 5 and 6, as the months must run consecutively.

Once the additional three months of ABAWD eligibility have been entered and saved, they will then appear on the List ABAWD Time-Limited Tracking window.



N-FOCUS - List ABAWD Time-Limited Tracking

File Help

Master Case Person

Master Case: 300 SSN: XXX-XX-5154
Non-Exempt Individual: LUKE WILLIAMS

Start Date	End Date	Month 1	Month 2	Month 3	Month 4	Month 5
05-01-2015	04-30-2018	06-01-2015	09-01-2015	12-01-2015	06-01-2017	07-01-2017

MLTC - Renewal and Redetermination Verification (RRV) Bulk Service (New)

This functionality was originally scheduled to be released in December, but was released April 1st

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.

ACCESSNebraska

RD - New Child Care Provider Request (New)

A new Change Report type titled, New Child Care Provider Referral, has been added to the ACCESSNebraska Report Changes menu. This new change type will allow for individuals to notify Resource Developers that they would like a Child Care provider whom is not already approved by the Department to provide subsidy care for their child(ren). This process is currently done via paper, and with this enhancement will make the process more automated for RD Staff. Once the change has been submitted on ACCESSNebraska an email notification will be sent to an internal RD mailbox informing the staff who have access to view the Change Report in the associated Master Case.

A New Child Care Provider Referral option has been added to the Change Type list. (See screen prints on next page)

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 Resources](#) 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.
- 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.
- [Managed Care Entity](#) Report an update for an Annual Health Visit or a Missed Appointment.
- [Other](#) Any other changes you would like to tell us about.

EXIT CONTINUE

When the 'New Child Care Provider Referral' is selected this information will be needed:

New Child Care Provider Referral

Please Note: Completion of this referral does not guarantee approval. Providers who are referred must complete the Child Care Subsidy Enrollment Process. Any authorization and payment for this provider will start on the day they are approved, not for any time prior.

Detailed instructions regarding the enrollment process will be sent to the potential provider using information provided below. Should you need assistance finding a Subsidy Child Care Provider until your requested provider is approved, please contact 1-888-890-8453 or visit the Child Care For Parents page on the Department's website.

Please tell us the type of Child Care that you are requesting
-- select --

Who needs this service?
-- select --

Who will be the service provider?

Name of provider	Provider EIN/Social Security Number
Address Line 1	Provider Phone Number
Address Line 2	Type of Phone
Address Line 3	Provider Email Address

City State Zip/Postal

Reason for needing this service
-- select --

Comments

A New Child Care Provider Referral form has been received. Referral for Lee, Lacie that is associated to Person Number 39103984 was submitted on 03/19/2020.

Please go to the Master Case and launch the Change Report Icon to view the New Child Care Provider Referral Change Report.

***** DO NOT REPLY TO THIS MESSAGE *****

RD - Accessing the Report Change Report (New)

From the Detail Master Case select the Change Report Icon. A PDF will be generated that will contain the changes that were reported.

The screenshot shows the N-FOCUS - Detail Master Case application. The toolbar at the top contains various icons, with the 'Change' icon (a document with a green arrow) highlighted by a red box. The main window displays the following information:

Master Case
Name: CATHY JOHNSTONE
Number: 3433

Master Case Persons

Last	First	MI Ext	Birth Date	Household Status	Status Reason	Begin Date	Unborn's Mon
JOHNSTONE	CATHY		12-06-1969	In HH		12-01-2019	
SHERMSTONE	ALLEGRA		12-02-2018	In HH		01-01-2019	
SHERMSTONE	BROCK		07-29-2011	In HH		01-01-2019	
SHERMSTONE	CASH		01-01-2017	In HH		01-01-2019	
SHERMSTONE	ETHAN		07-20-1999	In HH		01-01-2019	

Program Cases

Program	Assistance	Case Name	St	Stat	Beg Dte	Mode	Program IC
SNAP		JOHNSTONE CATHY	PE		10-01-2019	ASSIGN	58004863
CC	SLIDING FEE	JOHNSTONE CATHY	AC		05-01-2019	PROCESS	82652776
EF		JOHNSTONE CATHY	AC		10-01-2019	ASSIGN	8988537
MEDICAID	MAGI	JOHNSTONE CATHY	AC		09-01-2019	ASSIGN	5638520
ADC		JOHNSTONE CATHY	AC		10-01-2019	CHG MGMT	97265373
CDD		SHERMSTONE ALLEGRA	AC		09-01-2019	ASSIGN	34642977

The status bar at the bottom indicates: N-FOCUS - Test Date 03-24-2020 09:30.

Note: If multiple changes were reported by an individual and were submitted together, multiple change types will be displayed on the PDF version of the Change report. See example below:

See screen print on next page.

Report Changes

Nebraska Department of Health and Human Services

Confirmation #: 12843266
Name: Cathy Johnstone
Date of Birth: 12/06/1969
Person who reported the change: Cathy Johnstone
Name of Agency or Company:
Contact Information:
Address:
Phone Number:
Email Address:
Date Change Reported: 03/24/2020

Contact Information Summary

Who lives at the new address? Cathy, ,Ethan, brock,
Date of Move 03/24/2020
New Address 123 Ivy Ave
Crete, NE 68333

New Mailing Address (if different than your new address)

If you are not registered to vote where you live now, would you like to apply to register to vote today? No

New Phone Number

New Email Address

Comments:

New Child Care Provider Referral

Please tell us the type of Child Care that you are requesting Child Care - Licensed

Who needs this service? baby

Service Provider Child Care 4 U
12 South
Lincoln, NE 68333

Provider EIN/Social Security Number 121211212

Provider Phone Number (402)143-1212 Cellular

Provider Email Address frsres@yahoo.com

Reason for needing this service work

Comments:

CFS – Credit Report Received Alert (New)

CFS and B2I cases will begin receiving a new alert #629-Credit Report Received.

The alert will say, “Credit Report Received for (Youth Name), review the credit report with the youth.”

This alert will automatically clear in 20 days if not cleared by the worker and appear in the alert window under the Program Person’s name. If there are two youth’s in the case who have received an alert there will be two alerts.

Developmental Disabilities Alerts (New)

DD has requested alerts be created when certain alerts are created for the client’s Medicaid case. When the following Medicaid alerts are created and there is an active DD case in the master case a corresponding DD alert will be created.

- #462 Verification Due- DD alert #624
- #470 Mail Received- DD alert #622
- #492 Renewal Not Received/Work Task #56- DD alert #626
- #493 Renewal Form Received/Work Task #43- DD alert #623
- #525 Renewal Overdue/Work Task #50- DD alert #625

MLTC AVS Alerts (New)

Two new alerts are created for the Asset Verification System. Both are only created when the system has created the AVS request. Alerts are not created when the AVS request is created by a worker.

- Alert #627-AVS Day 6, this alert posts on the 6th day after the AVS request. Worker should determine if the system accurately identified all necessary banks in AVS, or if additional banks need to be added for verification.
- Alert #628-AVS Day 15, this alert posts on the 15th day after the AVS request. Worker should review AVS and update the case in N-FOCUS as needed.
- Alert #467 will now create a high priority Alerts Exist work task.

Correspondence

CFS – Relative Contact Notice to Court (Fix)

With this release, you will be able to select multiple children when sending notifications to the Court.

CFS - Age Related Correspondence Address (Fix)

With this release, the Age Related Correspondence will be sent to the adoptive parents or guardians when the child turns 18 and not to the child.

Expert System

EA – Child Care Family Fee (New)

Effective with the April release, the Child Care (CC) Family Fee will freeze at its lowest amount for the entirety of the eligibility period. The household will still need to be income eligible, and all income tests will continue to be calculated, but the fee will not increase.

In the following example, there is a \$0 Family Fee due to No Income:

Benefit Summary Begin Date: 10-2019

SMITH, MAGGIE		CC	Low Inc Family	Regular
Resource Total	0.00		Unit Size	3
Resource Limit	Exempt		Number Eligible Children	1
Earned Income	0.00		Eligible As:	
Earned Income Disregard	0.00		Low Inc Family	
Unearned Income	0.00		Family Fee	0.00
AABD Amount	0.00			
Net Income	0.00			
Income Limit	1778.00			
Resource Test:	Exempt			
Income Test:	Pass			
			Service Need Reason:	
			Employed	
			Creation Date:	10-15-2019
			Eligibility Period:	10-01-2019 - 09-30-2020

OK Help

When the budget is re-ran with Income the Family Fee remains zero, even though the family is not eligible as Transitional.

Benefit Summary Begin Date: 3-2020

SMITH, MAGGIE		CC	Transitional	Regular
Resource Total	0.00		Unit Size	3
Resource Limit	Exempt		Number Eligible Children	1
Earned Income	3440.00		Eligible As:	
Earned Income Disregard	0.00		Transitional	
Unearned Income	0.00		Family Fee	0.00
AABD Amount	0.00			
Net Income	3440.00			
Income Limit	5122.00			
Resource Test:	Exempt			
Income Test:	Pass			
			Service Need Reason:	
			Employed	
			Creation Date:	02-06-2020
			Eligibility Period:	10-01-2019 - 09-30-2020

OK Help

When you double click on the Fee Amount, a pop up will display showing the Net Income, the fee that would be at 7% and the Max Fee for the Eligibility Period.

CC Transitional Family Fee Detail for 03/2020

Total Net Income:	3440.00
	* 0.07
Family Fee Subtotal:	240.80
Subtotal rounded to nearest dollar:	241.00
Family Fee Max for Eligibility Period:	0.00
Family Fee Total:	0.00

When the new Eligibility Period starts, whether by a 30 day break in service or review, the budget will calculate and determine a new fee based on Income. This will remain the highest fee allowed for the Household during the new Eligibility Period.

Benefit Summary Begin Date: 10-2020

SMITH, MAGGIE	CC	Transitional	Regular
Resource Total	0.00	Unit Size	3
Resource Limit	Exempt	Number Eligible Children	1
Earned Income	2408.00	Eligible As:	Transitional
Earned Income Disregard	0.00	Family Fee	169.00
Unearned Income	0.00		
AABD Amount	0.00		
Net Income	2408.00	Service Need Reason:	Employed
Income Limit	3288.00	Creation Date:	09-01-2020
Resource Test:	Exempt		
Income Test:	Pass	Eligibility Period:	10-01-2020 - 09-30-2021

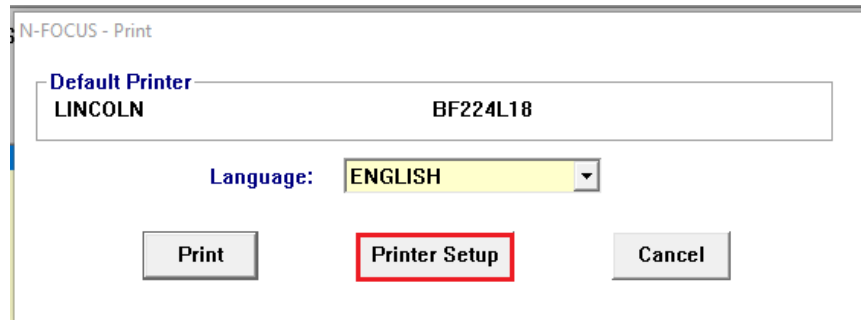
OK Help

NFOCUS Tip

Printing from Home

When something from NFOCUS from your home computer, follow these steps:

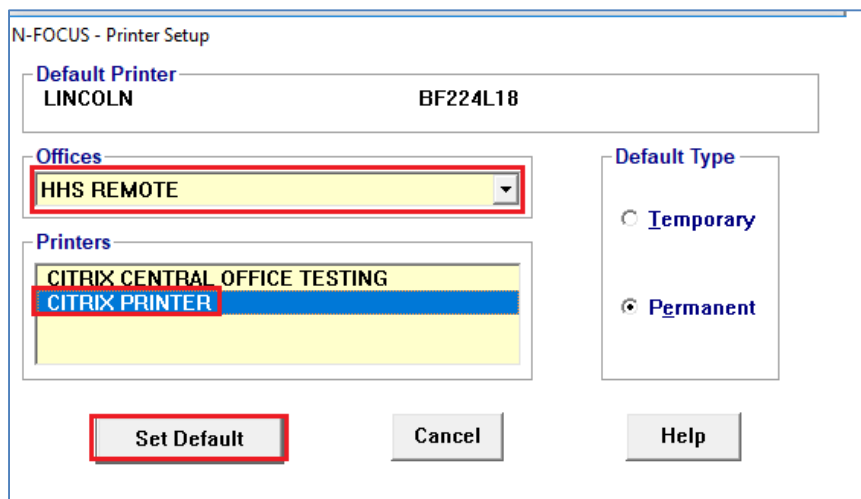
- From the NFOCUS-Print window select Printer Setup



The following window will display.

- Select HHS Remote and CITRIX Printer

This should send it to your printer at home.



- Click Set Default

You should now be printing on your home office printer.

Children and Family Services

Emergency Approval End Date (Change)

When a license/approval is created for a foster home as "Emergency Approval", the end date is automatically set for 60 days from the begin date. With this release, the end date will be set for 90 days from the begin date of the Emergency Approval.

Home Details Employment/Education Window (Change)

The gender specific verbiage of Mother and Father will be removed from the Employment/Education window Parent/Caretaker 1 and Parent/Caretaker 2 group boxes.

Detail Adoption/Guardianship Assistance window (Change)

The Adoption/Guardianship window has been renamed to be the Adoption/Guardianship Assistance window effective with this release.

The screenshot displays the 'N-FOCUS - Detail Adoption/Guardianship Assistance' window. The interface includes a menu bar with 'File', 'Actions', 'Detail', 'Goto', and 'Help'. The main area contains several input fields: 'Child's Name', 'Type' (dropdown), 'Completed By', 'Status (NONE)', and 'Status Date'. A prominent 'Eligibility Information' section features a list of reasons with checkboxes, including 'Age 8 or older at time of Adoption', 'Race (Race by itself is not an eligibility reason)', 'Sibling group of 3 or more adopted simultaneously', 'Physical disability', 'Behavioral disability', 'Emotional/psychiatric disability', 'Mental/learning disability', 'At high risk of developing a disability', 'Insufficient information exists', and 'Does not meet eligibility criteria'. Below this list is a 'Determination' dropdown set to '[NONE]' and a 'Begin' field. The bottom of the window has tabs for 'Adoption Eligibility', 'Payments', 'Adoption Agreement', and 'Consultation Point'. At the very bottom, there are sections for 'Reviewed By' and 'ON BEHALF OF'.

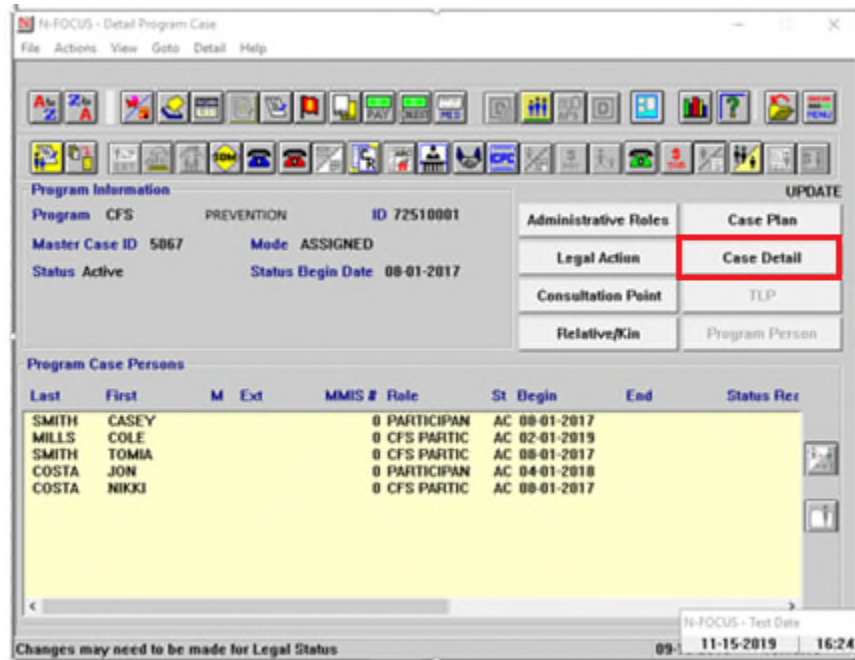
Family First Prevention Services Act Prevention Assistance Code (New)

The Family First Prevention Services Act (FFPSA) provides IV-E funding for services designed to prevent children/youth from entering Foster Care. Children/youth in Guardianships and Adoptions that are at risk of disruption/dissolution represent a population that is eligible for FFPSA funds. However, FFPSA requires the IV-E agency to maintain the prevention plan for these children/youth. Some of these children/youth, and some others, are not currently involved with CFS and therefore do not have a CFS Program Case on N-FOCUS, where the formal Foster Care Prevention Plan is maintained.

With the release, the new Prevention Assistance Code permits adding individuals to N-FOCUS who otherwise would not have a CFS Program Case. A new CFS Program Case (and Master Case if one does not exist) must be created. The assistance code will be set to Traditional Response. Add (or create) the applicable individuals as normal. Once the CFS Program Case is created, use the following steps to change the assistance code to "Prevention".

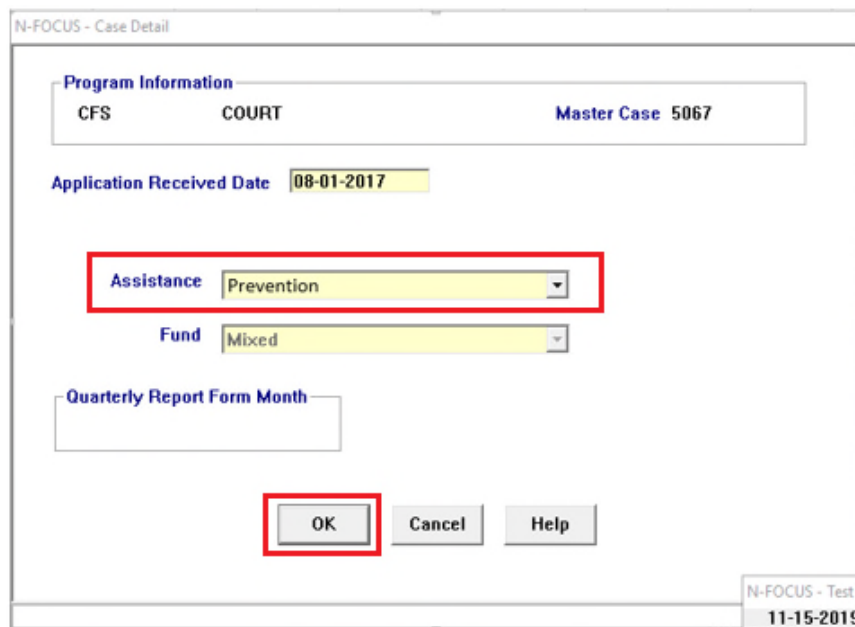
To create the Prevention Assistance Code do the following:

1. Navigate to the CFS Detail Program Case window.
2. Click the Case Detail button.



The Case Detail pop up window will display.

3. Select Prevention from the Assistance drop down.
4. Click OK



Court Report Physical Address (Change)

With this release, the Physical Address will display on the Court Report.

Prior to this release, the Court Report only displayed the mailing address of the child and/or youth rather than the physical address. There are instances when the individual and or organizations mailing address is out of state and this caused issues for workers, in some courts, because it appeared the child was placed out of state.

This change has been made to display the physical address when a child is placed Out-of-Home. If only a mailing address is documented on NFOCUS then the address displayed will continue to be the mailing address.

Detail Tribal Information Window (Change)

With this release, the indicator for No Tribal Affiliation has been removed from the Detail Tribal Information window. Previous records of No Tribal Affiliation have been removed.