
N-FOCUS Interim Release

Combined All Divisions

January 13, 2019

An Interim Release of the N-FOCUS system is being implemented January 13, 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 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.

Table of Contents

General Interest and Mainframe	3
MLTC - Medicaid Verification of Citizenship and Immigration Status (Change)	3
Add Attested Cuban/Haitian Indicator (New)	3
Attested Status (New)	4
Create G-845 Immigration Documentation (New)	5
Submit Electronic G-845 (New)	7
CFS – School Attendance Education Level (Change)	7
Interface	8
MLTC - Verify Lawful Presence Interface window (Change)	8

MLTC – Verified Lawful Presence – Additional Data Window (Change).....	8
MLTC - Verify Lawful Presence Step 2 and 3 Response window (Change)...	9
Alerts	10
MLTC - Alert 502 Send Electronic G-845 (Change)	10
EA - Alerts 604 LIHEAP Provider Closed and 614 LIHEAP Acct Info Change (Change)	10
Expert System	10
EA – LIHEAP Intentional Program Violations (Fix)	10
EA – Pending LIHEAP Cases (Fix)	10
EA and MLTC – SNAP/MED Rent/Lot Rent Budget Expense (Change).....	10

General Interest and Mainframe

MLTC - Medicaid Verification of Citizenship and Immigration Status (Change)

The Verify Lawful Presence interface (VLP) has been upgraded. The new version of the Verify Lawful Presence interface eliminated the paper G-845 process, and replaced it with an electronic process that includes creating a PDF to send the immigration documentation.

The US Citizenship/Immigration window has been updated to allow users to verify whether an applicant is considered a Cuban/Haitian entrant, request confirmation of applicants who attest to being a Violence Against Women Act (VAWA) self-petitioner or Victim of Trafficking, and to send an electronic G-845 with the immigration documentation to DHS/SAVE.

Add Attested Cuban/Haitian Indicator (New)

To request if an applicant is a Cuban/Haitian entrant, follow these steps:

1. Add supporting documentation (See Create G-845 Immigration Documentation).
2. Select the person from the Medicaid person list.
3. Select the Documented Non-US Citizen radio button.
4. Change the 'Determine As of Date' of
5. Date', if necessary
5. Check the "Attested Cuban/Haitian" indicator.
6. Select the document type that matches the document provided by the client or that was indicated on the application.
7. Enter the required fields for the selected document.
8. Click **Submit to DHS/SAVE Interface** button.

N-FOCUS - US Citizenship/Immigration

File Actions Goto Help

Master Case ID 3144 Name LILLY SMITH ADD

Last Name	First Name	M	Ext	Birth Date	SSN
SMITH	LILLY			10/12/1960	000-11

Attested US Citizen
 Documented Non-Citizen
 Undocumented Non-Citizen

Determine As Of Date 10-11-2018

Document Details

Type [Dropdown] Attested Status [Dropdown] Type [Dropdown]

Expire Date [Field] Attested Status [Field]

Passport Number [Field] Passport Country of Issuance [Field]
Visa Number [Field] SEVIS ID [Field]
I-94 Number [Field] Naturalization Number [Field]
Alien Number [Field] Certificate of Citizenship Nbr [Field]
Card Number [Field] Other Document Description [Field]

Response Status Request Completed

Submit to DHS/SAVE Interface Submit for Verification SAVE Request History

Note: A Cuban/Haitian entrant request requires that supporting documentation be sent with the request. See the Create G-845 Immigration Documentation section of release notes on how to create supporting documentation.

Attested Status (New)

To request information for an applicant who attest to being a VAWA self-petitioner or a Victim of Trafficking, follow these steps:

The screenshot shows the N-FOCUS - US Citizenship/Immigration application window. The top bar includes 'File Actions Goto Help' and a toolbar. The main area displays 'Master Case ID 3144' and 'Name LILLY SMITH'. Below this is a 'Medicaid Persons' table with columns for Last Name, First Name, M, Ext, Birth Date, and SSN. The entry for 'SMITH LILLY' with birth date '10/12/1960' and SSN '000-11' is highlighted. To the right of the table are radio buttons for 'Attested US Citizen', 'Documented Non-Citizen' (selected), and 'Undocumented Non-Citizen'. Below these is a 'Determine As Of Date' field set to '10-11-2018'. The 'Document Details' section includes a 'Type' dropdown, an 'Attested Status' dropdown (set to 'NONE'), and a 'Passport Country' dropdown (set to 'Verify VAWA self-petitioner'). Other fields include 'Passport Number', 'Visa Number', 'I-94 Number', 'Alien Number', 'Card Number', 'SEVIS ID', 'Naturalization Number', 'Certificate of Citizenship Nbr', and 'Other Document Description'. A 'Response Status' field shows 'Request Completed'. At the bottom are buttons for 'Submit to DHS/SAVE Interface', 'Submit for Verification', and 'SAVE Request History'. The bottom right corner shows the date '11-29-2018' and time '11:35:02'.

1. Select the person from the Medicaid person list.
2. Select the Documented Non-US Citizen radio button.
3. Change the 'Determine As of Date', if necessary.
4. Add the "Attested Status" using the dropdown list.
5. Select the document type that matches the document provided by the client or that was indicated on the application.
6. Enter the required fields for the selected document.
7. Click **Submit to DHS/SAVE Interface** button.

Note: There were no changes to where the response data can be reviewed.

Create G-845 Immigration Documentation (New)

When sending a Step 3 request (electronic G-845) or a Step 1 request with the Cuban/Haitian indicator, the user must also send the immigration documents. To prepare a PDF to be sent with the request, follow these steps:

1. Go to the Search Image window.
2. Select None, under Persons Selection.
3. Then select person you're sending the request for and the category of Perm ID, click Search.

The screenshot shows the 'N-FOCUS - Search Image' window. At the top, the 'Master Case' information is displayed: Number 3175, Name NICK YANTSEVSTCFDEI. Below this, the 'Persons Selection' section has radio buttons for 'All' and 'None', with 'None' selected. There are also checkboxes for 'Remove Out of HH Persons' and 'Remove Discontinued Persons'. A table lists search results with columns: ID, Last, First, MI, Ext, Birth Date, Sex, SSN, Disc, HH Status. The first row is highlighted with a red box: 45127638, YANTSEVSTCFDEI, NICK, , 06-07-1982, M, 2067, N, In HH. Below the table is the 'Category Selection' section with radio buttons for 'All' and 'None', and a list of categories including 'ECON ASSIST MED', 'P & S', 'PERM ID', and 'DD'. The 'PERM ID' category is selected. To the right is the 'Date Options' section with 'Document Date' and 'Received Date' options, a 'Range' dropdown, and 'From' and 'To' input fields. At the bottom, there are 'Search', 'Clear', 'Cancel', and 'Help' buttons. The 'Search' button is highlighted with a red box. The status bar at the bottom right shows the date 11-30-2018 and time 08:21:53.

Note: The List Image window will display.

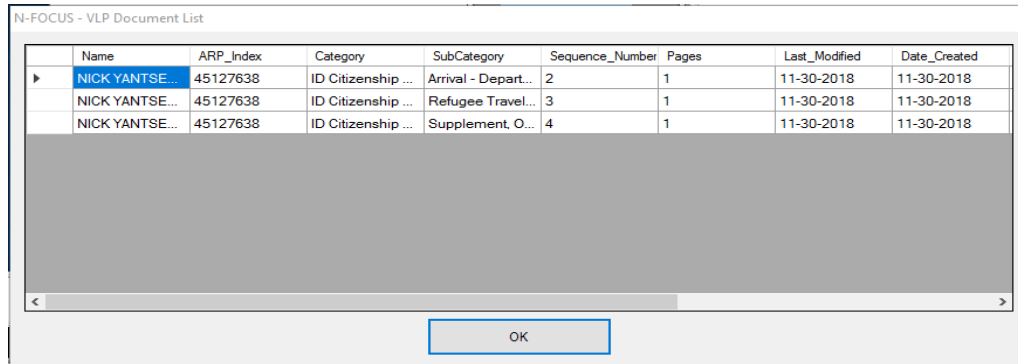
The screenshot shows the 'N-FOCUS - List Image' window. At the top, there is a menu bar with 'File', 'Actions', 'Create a VLP Submission', 'View', and 'Help'. The 'Create a VLP Submission' menu is open, showing options: 'Add Selected to VLP List', 'Clear VLP List', 'View VLP List', and 'Create VLP Submission Document'. Below the menu is a 'Filter' section with 'Type' and 'Value' dropdowns. The 'Value' dropdown is set to 'Sub-Cat'. To the right is the 'Additional Details' section with a table showing person information: Name NICK YANTSEVSTCFDEI, Index Type Person, Index ID 45127638, SSN XXX-XX-2067, Birth Date 06-07-1982, Sex M, Disc N. Below this is a table with columns: Name, Category, Sub-Category, Doc Date. The first row is highlighted with a red box: NICK YANTSEVSTCFDEI, ID Citizenship and Relationship, Arrival - Departure Record, 11/01. The second row is: NICK YANTSEVSTCFDEI, ID Citizenship and Relationship, Refugee Travel Document, 11/01. The third row is: NICK YANTSEVSTCFDEI, ID Citizenship and Relationship, Supplement, Other Immigration Documents, Passport - US & Foreign, 11/01. The 'Name' column is highlighted with a blue box. On the right side of the window, there are zoom and rotate controls.

4. Select a document to add to the request.
5. Select the following menu item - Create a VLP Submission>Add Selected to VLP List.

Note: Repeat steps 3 & 4 to add additional documents to the request, when finished:

6. Select the following menu item – Create VLP Submission>View VLP List to verify the documents added.

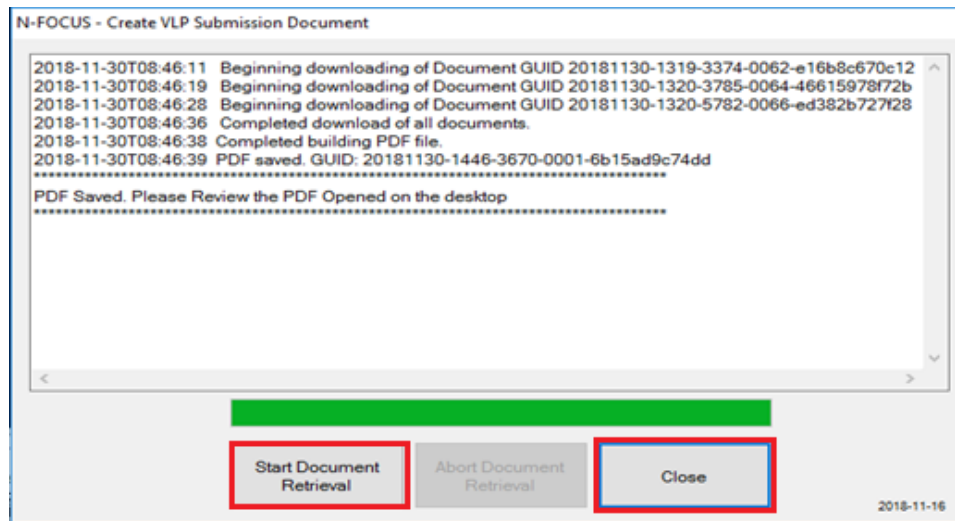
Note: The VLP Document List window will display all of the documents added. Click OK to close this window.



7. If all documents are present, select the List Image menu item – Create VLP Submission>Create VLP Submission Document.

Note: The Create VLP Submission Document window will display.

8. Select the Start Document Retrieval button to create the PDF.



9. Once the PDF has been created, it will be displayed for review, if all documents are correct, close the PDF.
10. Select Close, on the Create VLP Submission window.
11. Return to the US Citizenship/Immigration window to complete the request.

Note: If the list contains documents the user didn't want to include with the request, they can use the "Clear VLP List", from the Create VLP Submission menu to clear the existing list and start over at step 4.

Submit Electronic G-845 (New)

After the PDF has been created for the immigration documentation, follow these steps to submit the G-845 information electronically:

N-FOCUS - US Citizenship/Immigration

File Actions Goto Help

Master Case ID 3175 Name NICK YANTSEVSTCFDEI UPDATE

Medicaid Persons

Last Name	First Name	M	Ext	Birth Date	SSN
YANTSEVSTCFDEI	NICK			06/07/1982	000-11

Attested US Citizen
Documented Non-Citizen
Undocumented Non-Citizen

Determine As Of Date 11-06-2018

Document Details

Type I-94 (Arrival/Departure Record) Attested Cuban/Haitian

Attested Status [NONE]

I-94 Number 60060006456

Response Status Response Received

Submit to DHS/SAVE Interface Submit for Verification SAVE Request History

11-30-2018 07:05:41

1. From the US Citizenship/Immigration window, select the person from the Medicaid person list.
2. Click the **Submit to DHS/SAVE Interface** button.

Note: If the individual has provided updated documentation, the user will need to close the request and start at Step 1.

IMPORTANT NOTE:

Any VLP request that are outstanding as of January 12th will need to be resubmitted on Monday January 14th, due to the upgrade.

CFS – School Attendance Education Level (Change)

With this release, ‘Special Education IEP until age 21’ has been added to the School Attendance Education Level. This option is needed to update Court Reports, Education Court Reports and for complete information on B2I Yav’s youth.

Interface

MLTC - Verify Lawful Presence Interface window (Change)

All items related to the G-845 PDF and PDF submission have been removed. An Agency Action text box has been added to inform the user if the case was automatically sent to Step 2 or of the next step to take.

N-FOCUS - Verify Lawful Presence Request/Response

File GoTo Help

Case Person
Name LAYLA SCHWARTZ SSN 000-11-2022 SEX FEMALE Birth Date 04-09-1967

Request Information

Created On	Determine As of	Document Type	Alien Nbr	I-94 Nbr	S
11/28/2018 13:36:13	10/09/2018	Other	738812313		

Response Information
LAYLA SCHWARTZ

Lawful Presence Verified PENDING
Qualified Non Citizen PENDING
Five Year Bar Applicable PENDING
Five Year Bar Met PENDING
US Citizen PENDING

Response Status Correction Needed - Document ID incorrect

Agency Action MAKE CORRECTIONS AND RESUBMIT REQUEST.

11-30-2018 11:51:30

MLTC – Verified Lawful Presence – Additional Data Window (Change)

A Provision of Law field has been added to the Verified Lawful Presence – Additional Data Window.

N-FOCUS - Verify Lawful Presence - Additional Data

Person SUSAN FOLKESSTCEDE

Entry Date

Class of Admission (COA)

Provision of Law

Admitted Until Date 12/20/2020

Admitted Until

Birth Date

Country of Birth

Eligibility Response

Country of Citizenship

Status Granted 01/01/2009

Status Reason

Emp Auth Doc Expire

Failure Reason

Sent to Step 2

View Step 2 and 3 Response OK

MLTC - Verify Lawful Presence Step 2 and 3 Response window (Change)

The Employment Auth Data button and the Sent to Step 3 line have been removed and the following items have been added:

- Pending Prima Facie VAWA
- Deferred Action
- VAWA Self Petition Approved
- Deferred Action
- I-360 Application filed
- Class of Admission (COA)

N-FOCUS - Verify Lawful Presence - Step 2 and 3 Response

Name: JAMES PIDICKSTCEDE

Response Date: 01/01/2018
Major Statement: VAWA SELF-PETITIONER
Minor Statement: EMPLOYMENT AUTHORIZED - TEMP EMP AUTH
Latest Doc Expire: 01/01/2019
Status: Pending

Class of Admission (COA)	Pending Prima Facie VAWA
LPR Status	Deferred Action Expire
Parole Expire	VAWA Self Petition Approved TRUE
Document Revocation	Deferred Action
	I360 Application Filed

DHS Comments: [Text Area]

DHS Response Description: SUCCESSFUL.

HUB Response Text: SUCCESSFUL.

OK

Note: To view the Admitted Date or Status Granted date sent with the response for a Step 2 or Step 3 request, the worker will need to review the Additional Information window.

N-FOCUS - Verify Lawful Presence - Step 2 and 3 Response

Name: SUSAN FOLKESSTCEDE

Response Date: 01/01/2018
Major Statement: LAWFUL PERMANENT RESIDENT
Minor Statement: EMPLOYMENT AUTHORIZED - INDEFINITE
Latest Doc Expire:
Status: Pending

Class of Admission (COA) CP	Pending Prima Facie VAWA
LPR Status	Deferred Action Expire
Parole Expire	VAWA Self Petition Approved
Document Revocation	Deferred Action
	I360 Application Filed

DHS Comments: [Text Area]

DHS Response Description: SUCCESSFUL.

HUB Response Text: SUCCESSFUL.

OK

Alerts

MLTC - Alert 502 Send Electronic G-845 (Change)

The text has been updated to “Send Electronic G-845”.

When this alert is received, it indicates the HUB/DHS is ready to accept the electronic G-845 for the listed person. Go to Document Imaging and prepare the supporting documentation needed for the request. Return to the US Citizenship/Immigration window and update the document details if necessary and submit the request.

Alert Text:

VLP SAVE is ready to receive the electronic G-845 information for <First Name Last Name>. Please prepare the supporting documentation before submitting the request.

EA - Alerts 604 LIHEAP Provider Closed and 614 LIHEAP Acct Info Change (Change)

With this release, these alerts will no longer create an Alerts Exist Work Task on closed LIHEAP cases.

Expert System

EA – LIHEAP Intentional Program Violations (Fix)

An issue was reported regarding how Intentional Program Violations appear on LIHEAP notices of eligibility, All IPV's were displaying as IPV #1. This has been corrected.

EA – Pending LIHEAP Cases (Fix)

An issue has been reported regarding pending LIHEAP cases. When adding case information, if the only step completed is updating dwelling type, and then clicking the OK button, the case freezes, and will not allow further updates without overriding checkout. This has been corrected.

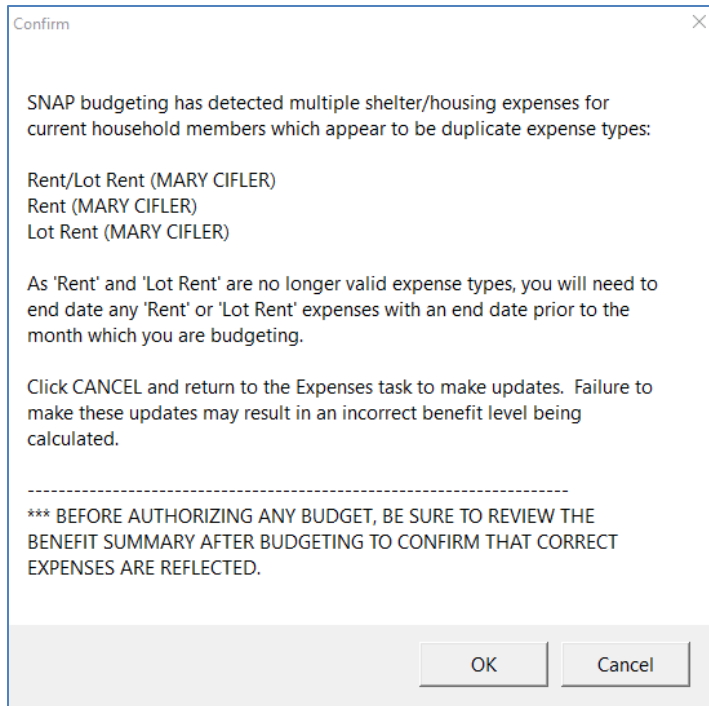
EA and MLTC – SNAP/MED Rent/Lot Rent Budget Expense (Change)

An issue was identified following the 12/9/2018 release when the housing expense type of “Rent/Lot Rent” was removed from the list of available expense types and the individual expense types of “Rent” and “Lot Rent” were added. As a result, on 12/16/2018, changes were made to return the ability to enter a “Rent/Lot Rent” expense and to no longer make available entry of new instances of the separate expense types of “Rent” or “Lot Rent”. *It is possible to reopen an individual closed instance of “Rent” or “Lot Rent”, but this should not be done at this time.*

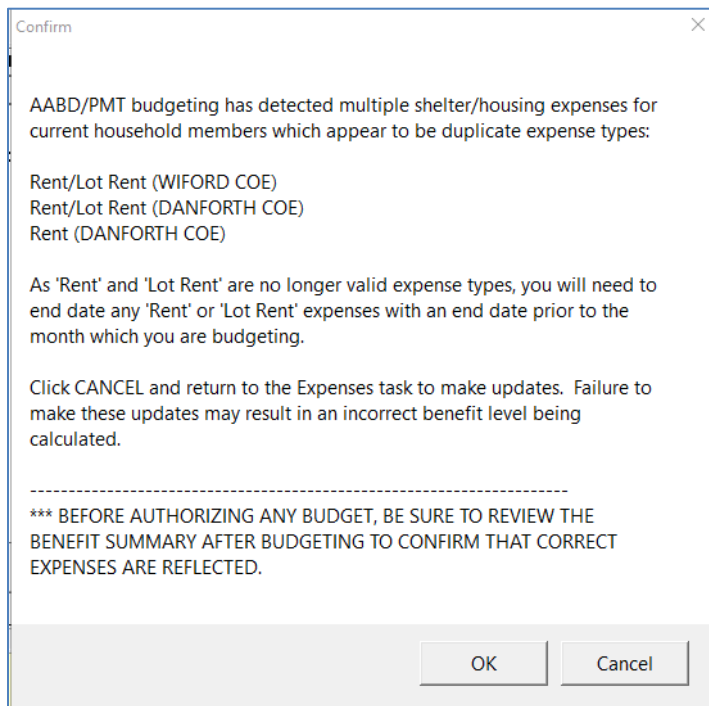
During that week, it was discovered that instances existed where new separated expense types of “Rent” and/or “Lot Rent” were added to cases that had an instance of combined “Rent/Lot Rent”. When budgeting was run, NFOCUS would pull in any of the new individual “Rent” and “Lot Rent” expense types, and would also pull in the combined “Rent/Lot Rent” instances. This resulted in excess shelter expenses being calculated which then resulted in incorrect shelter deductions being allowed. In turn, this resulted in incorrect benefit amounts being calculated.

New logic has been added to the budgeting process for programs which recognize Housing/Shelter expenses (SNAP, AABD, some MED categories). If budgeting identifies a current instance of “Rent/Lot Rent” in the program along with a current instance of “Rent” and/or “Lot Rent”, a new message will display informing the user that there appears to be a situation which may contain duplicated expenses included.

Example #1



Example #2



The message will display regardless of which person(s) in the program the expenses are associated with, as long as the expenses are valid for the month being budgeted.

Example #1 above shows a SNAP program message where all 3 expense types were entered for same person in the program case.

Example #2 above shows an AABD/PMT program message which had expenses split across 2 persons in the program case.

****The message box will only display if there are instances of both “Rent/Lot Rent” and either “Rent” or “Lot Rent” which are being used for the month being budgeted.** (ex: If the “Rent” expense was added with a begin date of 1/1/2018 and there is also an instance of “Rent/Lot Rent” that had been on the case beginning 1/1/2016 and has not been end dated, when budgeting is run for 12/2018 the message will not display, however, when moving on to budget for 1/2019 the message will display.)

The message box will indicate which expenses give the appearance of being duplicated in budgeting. The user should click the “Cancel” button and then return to the “Expenses” task. Once there, instances of “Rent” or “Lot Rent” should be end dated prior to the month being budgeted. If the begin date of the instance has not yet occurred, then the instance can be deleted.

If there was an expense instance of “Rent/Lot Rent” in the case which was end dated when the “Rent” and/or “Lot Rent” expense instance was added, you will need to either remove the end date on the “Rent/Lot Rent” or add a new instance of “Rent/Lot Rent” with begin date that will allow only the correct expense to be pulled into the budget. Incorrect begin dates/end dates within the expense types will result in incorrect shelter expenses being calculated.

Remember that there may be instances where multiple entries of expense types are correct, but the key is to know that any instance of “Rent” or “Lot Rent” are closed and that an instance of “Rent/Lot Rent” replaces those that you end date so that the correct expense is pulled into budgets.

The message is meant as a reminder to the user to confirm that the correct expenses are being used in budgeting for the program. If the “OK” button is selected in the message, budgeting will continue with the expense types listed in the message and will result in incorrect benefit calculation. It is very important that the details in the Benefit Summary be reviewed every time a budget is run. The message reminds the user of this:

NOTE: *BEFORE AUTHORIZING ANY BUDGET, BE SURE TO REVIEW THE BENEFIT SUMMARY AFTER BUDGETING TO CONFIRM THAT CORRECT EXPENSES ARE REFLECTED.**

If you review you benefit summary and feel that something is not correct when budgeting, **DO NOT CHECK IN YOUR CASE BEFORE YOU CONTACT PRODUCTION SUPPORT!** This is important because once the case has been checked in, it is often not possible to determine what actually caused the situation that the case is in.

If you need to get out of the case before having the correct budget completed (for instance at the end of the day, emergency, etc.), overriding the case is a good option to ensure that incorrect benefits are not authorized.