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# *N-FOCUS Major Release*

## *Economic Assistance*

### *March 18, 2012*

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A Major Release of the N-FOCUS system is being implemented March 18, 2012. 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/MED, ADC/MED, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

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## General Interest and Mainframe

### Pregnant Women Options (New)

There are new Program Case options available for pregnant women who do not meet the criteria for other Program Case Benefits. These options are the **Aid to Dependent Children Payment Only Program** and the **Medicaid Category of Pregnant Women**. Information will be provided in both this General Section and the Expert System section of these Release Notes. Additional information is also available in Online Demonstrations located in N-FOCUS Online Help.

### ADC Payment Only Program (New)

The Payment Only Program is an ADC Program available to pregnant women, in their third trimester, who are not eligible for ADC/MED in their own right. The Aid to Dependent Children - Payment Only Program provides a Grant Payment of up to \$222 for the Unborn only.

**Note:** The pregnant woman is not considered a participant in this case. Only the Unborn is considered a Program Case Participant.

The ADC Payment Only program would be selected in the following circumstances:

- The pregnant woman is on AABD and has no other children
- The pregnant women (with no other children eligible for an ADC payment) is a convicted drug felon
- The pregnant woman (with no other children eligible for an ADC payment) is under a CSE Sanction
  - Note: A CSE Sanction cannot be imposed on an Unborn
- The pregnant woman (with no other children eligible for an ADC payment) is an ineligible alien

When the child is born, the ADC Payment Only case should be closed and the family evaluated for ADC/MED or MED depending on family circumstances.

N-FOCUS - New Programs

**Master Case Person**

Name BUTTERCUP FLOWER

Person Number 76005698 Birthdate 01-05-1975 Sex FEMALE

**Programs**

Select the Programs the person is requesting

- ADULT PROTECTIVE SERVICES
- AID TO DEPENDENT CHILDREN/MEDICAID
- ASSISTANCE TO AGED, BLIND, DISABLED/MEDICAID
- CHILD CARE
- CHILDREN AND FAMILY SERVICES
- EMERGENCY ASSISTANCE
- EMPLOYMENT FIRST
- SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM
- FORMER WARD
- INDEPENDENT LIVING
- JUVENILE COURT
- MEDICAL ASSISTANCE ONLY
- AID TO DEPENDENT CHILDREN PAYMENT ONLY**
- PRESUMPTIVE ELIGIBILITY MEDICAID

OK Cancel Help

## Entering an ADC Payment Only Program Case (New)

Follow the usual steps for adding a new Program Case. The ADC Payment Only Program has been added to the New Programs window. This program is listed as Aid to Dependent Children Payment Only.

Once the program has been added, the Mother will display on the Detail Master Case window in the Program Case section as the Case Name for the ADC Program.

The screenshot shows the 'N-FOCUS - Detail Master Case' window. The 'Master Case' section displays the name 'MARLA MAE' and the number '4122'. The 'Master Case Persons' table lists two individuals: MARLA MAE (born 04-30-1975) and UNBORN MAE (born 06-01-2011). The 'Program Cases' table shows two entries: 'ADC' (PROCESS, 11278381) and 'AABD/MED' (CHG MGMT, 3351937).

Last	First	MI Ext	Birth Date	Household Status	Begin Date	Unborn's Mom	Di
MAE	MARLA		04-30-1975	In HH	08-01-2011		
MAE	UNBORN			In HH	06-01-2011	MARLA	03

Program	Assistance	Case Name	St	Stat	Beg Dte	Mode	Program ID
ADC		MAE MARLA	PE	01-01-2012	PROCESS	11278381	
AABD/MED		MAE MARLA	AC	12-01-2011	CHG MGMT	3351937	

The Unborn is the only Participant listed on the Detail Program Case window.

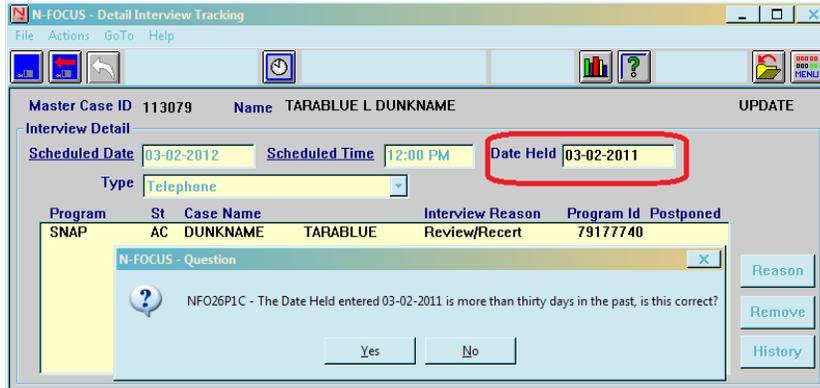
The screenshot shows the 'N-FOCUS - Detail Program Case' window. The 'Program Information' section displays 'Program ADC', 'Status Pending', 'Master Case ID 4122', 'ID 11278381', 'Status Begin Date 01-01-2012', and 'Mode PROCESSING'. The 'Program Case Persons' table lists one participant: UNBORN MAE (MMIS # 0 PARTICIPAN, PE 01-01-2012).

Last	First	M Ext	MMIS #	Role	St	Begin	End	Status	Rez
MAE	UNBORN		0	PARTICIPAN	PE	01-01-2012			

**Note:** Please refer to the Expert System Section for instructions regarding how to add the ADC Payment Only Program while in Expert System.

## Interview Held Date (Change)

A warning message will display if the date entered in the Interview Held Date is more than 30 days past the current date. In the following example, the current date is 03-02-2012. 03-02-2011 was inadvertently entered. Selecting the **Yes** button will allow you to continue with the date entered. Selecting **No** will allow you to change the date entered.

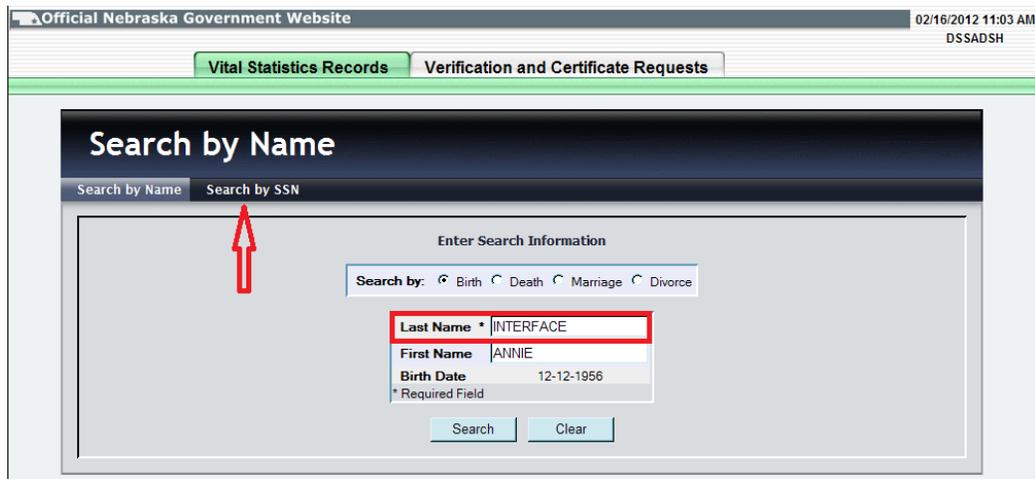


The screenshot shows the N-FOCUS - Detail Interview Tracking interface. The Master Case ID is 113079 and the Name is TARABLU L DUNKNAME. The Interview Detail section shows a Scheduled Date of 03-02-2012, a Scheduled Time of 12:00 PM, and a Date Held of 03-02-2011. A warning message is displayed: "NFO26P1C - The Date Held entered 03-02-2011 is more than thirty days in the past, is this correct?". The message includes "Yes" and "No" buttons for response. Other fields include Type (Telephone), Program (SNAP), St (AC), Case Name (DUNKNAME), Interview Reason (Review/Recert), and Program Id (79177740).

## Vital Statistics Last Name Search (Change)

The Last Name field in the Vital Statistics Search by Name field has been expanded to search for 25 characters. This should aid in being able to locate records using the Search by Name option.

**Tip:** If you receive a "Record Not Found" message when conducting the Name Search, click the Search by SSN option to search by the person's Social Security Number.



The screenshot shows the Official Nebraska Government Website interface. The Vital Statistics Records section is active. The Search by Name field is highlighted with a red arrow. The search criteria are: Search by: Birth (selected), Death, Marriage, Divorce. The search results show: Last Name \* INTERFACE, First Name ANNIE, Birth Date 12-12-1956. The Last Name field is highlighted with a red box.

## Service Authorization Claim Crystal Report (Fix)

The Total Net Amount field has been made larger so that the correct total amount displays rather than #####.###. Also, when a claim on the list is in pre-print status, the dates will be blank rather than display 12-30-1899 as they do now.

## SVES Citizenship Verification Process (Tip)

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### New Customers(Tip)

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Verification of citizenship through the SVES process occurs for pending participants in a Medicaid program case, including AABD/MED and ADC/MED program cases.

An automatic request is submitted nightly:

- for persons pending in a program case
- whose Citizenship/Immigration status is blank
- A reply should be returned within 48 hours

If the reply verifies the citizenship and identity:

- The US Citizenship will be updated
- The Verification Task updates to show "SVES Interface" as the verification source for Citizenship and Identity
- No additional verification is needed by the worker.

If the person's citizenship and identity cannot be verified through SVES:

- An alert will be created stating verification did not occur
- A Verification letter will need to be sent to the person asking for verification of their citizenship and identity.

### Reopen Customers (Tip)

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Verification of citizenship through the SVES process WILL NOT OCCUR. Reopened customers were not included in the current process. This is now being looked.

### SVES SSN Request (Tip)

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This process sends a request for verification of SSN, BDE and SEW records. It will not send a request for Citizenship and Identity.

### SVES Claim Request (Tip)

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This process sends a request using the Medicare Claim Number to BDE.

### Child Care Authorization (Tip)

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Do not assume a 5 year old should be changed from Preschool to School. Some children do not start Kindergarten until after their 6<sup>th</sup> birthday. Because of the July 1, 2011 rate maximums for Child Care Provider changes, incorrectly changing this information will cause the number of claim corrections and change reports to escalate.

## Sending Correspondence to an Updated Address (Tip)

If you are sending correspondence to a client at a new address, the address must be updated before the correspondence is created. To ensure the correspondence is sent to the Updated Address, you must complete the actions in the following order:

1. Update the Address
2. Pend or Reopen the Programs

If you have questions regarding how to update an address, please refer to Online Help.

**Note:** When changing an address, be sure the Mailing Address is updated if necessary.

## Spell Check (Tip)

Occasionally, when you select the Spell Check option in N-FOCUS you begin to “clock”. This indicates that the Spell Check window is hidden behind the other N-FOCUS windows. In order to bring the Spell Check window forward, hold down the Alt Key and TAB through the windows as shown below. (Note: The Spell Check window is circled in red in the below screen print.)



## Mode Change (Tip)

On Expedited SNAP cases the Mode DOES NOT change from Processing to Change Management when the budgets have been run and the case is approved or denied. The Mode will change to Change Management when the Expedited Closing program runs at SNAP cut off for the Expedited or Aggregate benefit month.

## Activity History (Tip)

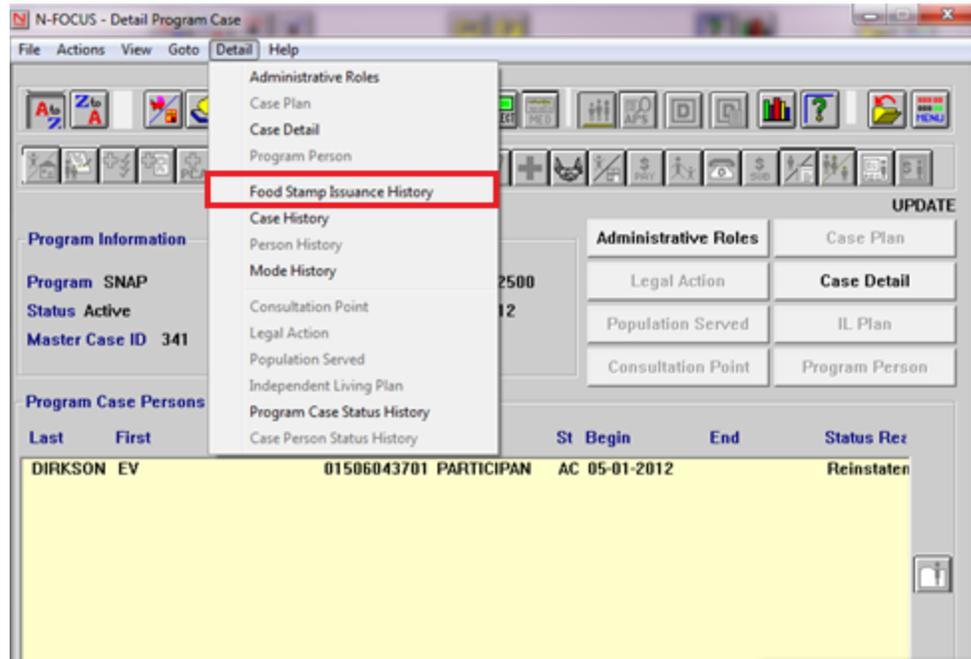
Activity History List from the Position Assignment is not an accurate list and should not be used as documentation of how many cases a worker has been in for that day.

## Disaster SNAP (New)

A new program, Disaster SNAP, has been added to N-FOCUS. This will be only used when a disaster has been declared by the Federal Government and Disaster SNAP benefits will be issued.

Disasters are declared for specific counties and/or zip codes, for a certain benefit month and the full monthly SNAP allotment for the unit size or a percentage of that amount.

Once the Disaster is declared a batch job will be run issuing Disaster SNAP benefits to those households that received regular SNAP benefits in the Disaster month and are living in the designated Disaster area. These benefits will display in the SNAP program Issuance History, on Detail Program Case of the SNAP case, and be indicated with the issuance type 'Disaster'.



The screenshot shows the 'N-FOCUS - Food Stamp Issuance History List' window. It displays program case details for EV DIRKSON and a table of issuance history.

Entitle Date	Issuance Type	Status	Auth Amt	Recoup Amt	Offset Amt
05/2012	MAJOR/REGULAR	AUTHORIZED	\$146.00		
04/2012	RETROACTIVE	AUTHORIZED	\$14.00		
04/2012	DISASTER	AUTHORIZED	\$100.00		
08/2010	MAJOR/REGULAR	AUTHORIZED	\$137.00		
07/2010	MAJOR/REGULAR	AUTHORIZED	\$137.00		
06/2010	SUPPLEMENT	AUTHORIZED	\$12.00		
06/2010	MAJOR/REGULAR	AUTHORIZED	\$125.00		
05/2010	SUPPLEMENT	AUTHORIZED	\$12.00		
05/2010	MAJOR/REGULAR	AUTHORIZED	\$125.00		
04/2010	SUPPLEMENT	AUTHORIZED	\$12.00		
04/2010	MAJOR/REGULAR	AUTHORIZED	\$125.00		
03/2010	SUPPLEMENT	AUTHORIZED	\$12.00		

Once the designated Disaster site(s) are set up for other clients living in the Disaster Area to apply for benefits the media will publicize the site location(s) and counties and/or zip code areas covered for possible benefits.

The ACCESSNebraska web site will display 'Apply for Disaster SNAP' during the dates that applications will be taken. Selecting this button on the ACCESSNebraska main menu will take the user to the Disaster SNAP electronic application.

Clients may apply for Disaster SNAP benefits using this web site or go to an official application site for a paper Disaster SNAP application.

All applicants must go to a Disaster SNAP site for a face-to-face interview.

### Adding a Program Case (New)

At the time of the interview DHHS workers will access the new Disaster SNAP program to determine benefits.

Workers can find the Disaster SNAP e-application by selecting E-Application on the N-FOCUS Main Menu.

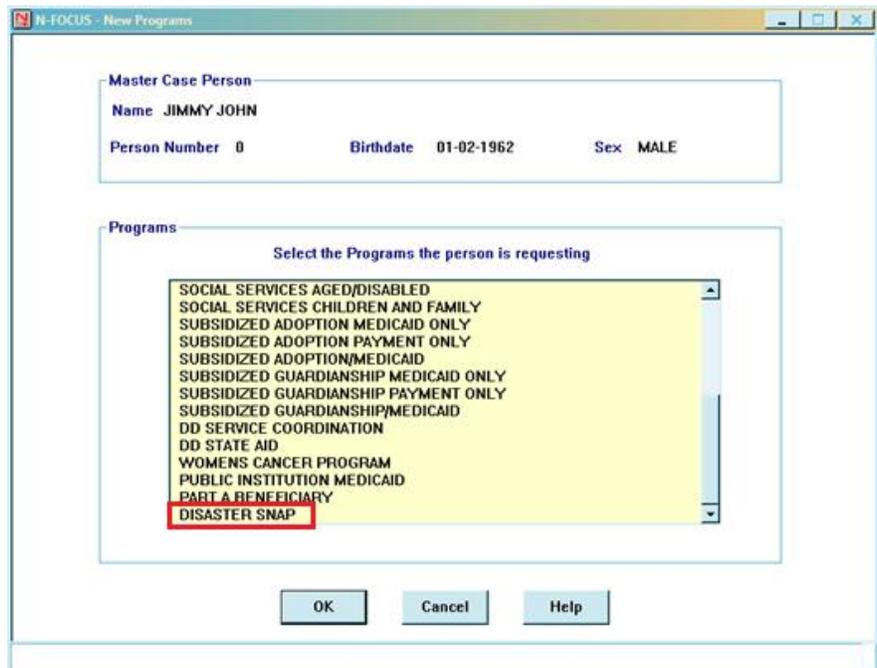
Search can be by the person's name or by selecting the Submitted Disaster Applications search button.

Using the application (paper or electronic) workers will do a clearance to find any existing N-FOCUS Master Cases. If a MC is found the Disaster SNAP program case may be added to that MC. If none is found, create a new Master Case.

### Pending Disaster Snap (New)

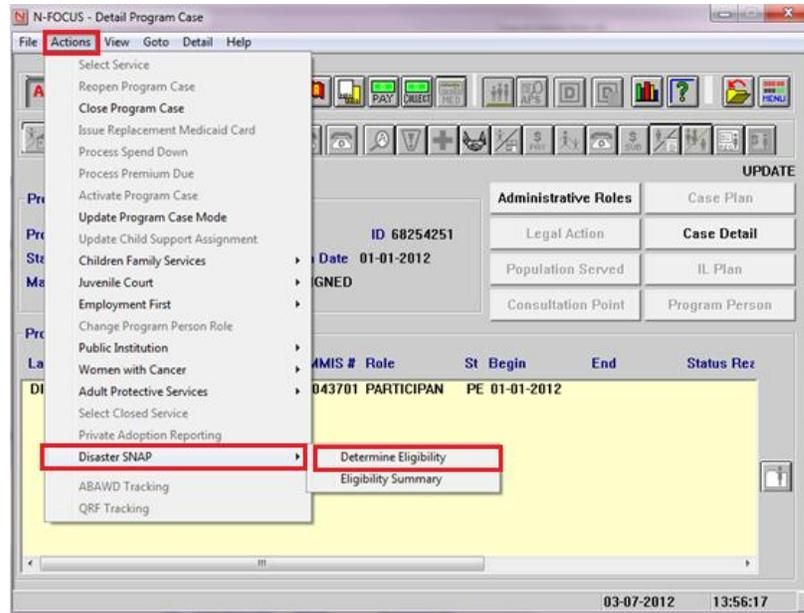
Use normal procedures for adding a Main Frame program case.

- The Disaster SNAP program is at the bottom of the programs list.
- After entering the application date, click or tab to the box to select the Disaster for which benefits are applied.
- When tying the program case to the application, find the Disaster SNAP paper application at the bottom of the paper application list.



## Determine Eligibility (New)

- Go to Detail Program Case of the Disaster SNAP program case.
- Select Actions> Disaster SNAP>Select Determine Eligibility



- If any persons in the case are Pending or Active in Disaster SNAP program cases for the benefit month the Resolution window will appear.
  - Check for possible duplicate issuances for all of the persons listed.
  - If clients have received Disaster SNAP benefits for this disaster, deny this application.
- If the Resolution window does not appear the Benefit Determination window will appear.

The screenshot shows the 'N-FOCUS - Disaster SNAP Eligibility Determination' window. The window is divided into 'Program Information' and 'Eligibility Information' sections. The 'Program Information' section includes Master Case 341, Program Case Name EV DIRKSON, and Household Size 1. The 'Eligibility Information' section includes a list of financial items with values: 1. Total anticipated income 0.00, 2. Total accessible cash resources 0.00, 3. Add #1 and #2 0.00, 4. Total disaster expenses 0.00, 5. Total available funds 0.00, 6. Maximum gross income limit 1503.00. The final Benefit Amount is 0.00 and Benefit Percent is 100%. A 'Determine Eligibility' button is at the bottom.

- Verification of Identity of the Head of Household and Residence at the time of the Disaster is required.
- Enter the information based on the application and the interview with the client.
- Select the Determine Eligibility button.
- Pass or Fail will appear
- If the totals appear incorrect, correct your data entry.
- If you agree that the data entered and determinations are correct select Activate Program Case or Deny Program Case.

### Approvals (New)

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- When the case status is Pass, the client will be referred to another worker for issuance of an EBT card onto which they will receive their benefits.
- Disaster SNAP cases are Active for one month only and close automatically upon approval.

### Denials (New)

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Denials when budgeting fails:

- For cases that Fail budgeting, the correspondence pop-ups will appear.
- A Denial letter will be created for the worker to print local and give to the client or mail.

Steps for Denying applications for which no face-to-face interview was held:

- Go to E-Application on the N-FOCUS Main Menu.
- Search accessing the Submitted Disaster Applications search button.
- Select an application and go through the pending process.

To Deny the application:

- Go to Detail Program case of the Disaster SNAP program
- Select Actions
- Select Close Program Case
- Select the Reason for the Denial
- Add comments as needed
- Change Language indicator as needed
- Select OK
- The Denial Notice will be sent if batch or locally based on your print choice

### Alerts

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The following new alerts and changes to existing alerts will affect both Assigned Cases and cases within the Universal Caseload unless otherwise indicated.

#### VSTAT#240 Birth Certificate (Change)

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This alert will now generate the Alerts Exists Work Task.

### AGE - #250 Pregnancy Overdue (Change)

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This alert will now generate the Alerts Exists Work Task.

### MAIL #361 EF Mail Received (New)

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This alert will be directed to workers assigned to Employment First cases. The alert will be created when scanned documents are categorized as Medical and indexed to a client who is a participant in an Employment First Program.

**Alert Text** – Medical information has been scanned for the Employment First case. View by going to Document Imaging.

### WVR #392 Medicaid Ends (New)

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The Medicaid Ends alert is intended for the Waiver Worker. The alert will be created when a Waiver Client's Medicaid category changes from full Medicaid coverage to a category that is Medicare Part B Buy In Only.

**Alert Text** – The Medicaid category has changed which will end the Medicaid coverage. The Waiver case is open. Close the Waiver or contact the Medicaid worker to reopen the Med Case.

### SNAP #394 ABAWD Tracking (New)

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An ABAWD Tracking Alert will now be automatically generated the first business day of Month Two on the ABAWD Tracking window.

**Alert Text** – An ABAWD 3-month eligibility period for <first name, last name> ends < month/day/year>. Verify participation and take appropriate action. Update ABAWD tracking as necessary.

### INFOR #395 60 Day Post-Partum (New)

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This Alert will notify the worker that eligibility should be redetermined for a mother because it is 60 days past the pregnancy end date and her eligibility for Medicaid was based on her being pregnant. The alert is created the first of the month for any cases where the 60<sup>th</sup> day falls in the month. A High Priority work task will also be created.

**Alert Text** – 60 days from the pregnancy end date is <month/day/year>. Redetermine Medicaid eligibility for the mother.

### CMGMT #393 Provider Rate Change (New)

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Alert #22 Provider Rate Change has been split into two alerts, Alert #393 and Alert #22.

Alert # 393 is created when there has been a change to the Provider rates for CFS and Waiver Program Cases. Alert #22 is created for all other programs.

By splitting provider rate change into two alerts it allows the Limit to Economic Assistance alerts filter on the List Master Case Alerts window to filter out the Provider Rate Change alerts that don't apply to economic assistance cases.

## Mail Received Alerts (Tip)

If a Mail Received Alert received on January 31, 2012 is still open and more mail is received, a new Mail Received Alert will not be generated.

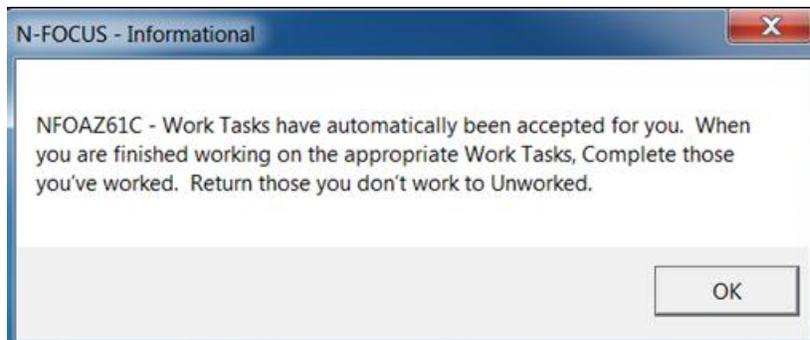
**Note:** Search the entire week from the date the mail was received to make sure you see all documents that have been scanned.

## Work Tasks

### Automatically Assign Work Tasks (New)

The following changes have been made so the chances of two people working on the same Master Case at the same time are reduced. The changes will also not allow another worker to complete a Work Task that has already been assigned to a different worker. It will be important to note the status and Logon ID in the 'Status Changed By' section while in the case.

Work Tasks will now be automatically assigned when working from the Work Task Manager. You will receive the following message. Click OK to continue.



The Status of the Work Task or Tasks which have been accepted automatically will be 'Working' and the Users Logon ID will be placed in the 'Status Updated By' field.

Created Date	Status	Status Date	Status Updated By	Description	Priority	
11-23-2010	Working	05-15-2012	DSSZ955	Previously Assigned Case Has /		Accept Completed Return to Unworked History

- Interviewers will be assigned all Work Tasks for the Master Case other than those for Lead Specific and Supervisor Review.
- Other worker functions will be assigned all Work Tasks for the Master Case except for those directed to Interviewer, Lead Specific or Supervisor Review.

- Lead Specific and Supervisor Review Work Tasks will only be assigned to positions with those functions.

**Note:** If the List Master Case Alerts/Work Tasks window is accessed from the Master Case instead of from the Work Task Manager, Work Tasks will need to be manually accepted as usual.

### Completing or Returning Work Tasks to Unworked (Change)

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- Workers will now only be able to complete their own Work Tasks, i.e. those that have their Logon ID on them and are in Working status.
- Workers will now only be able to return their own Work Tasks to Unworked, i.e. those that have their Logon ID on them and are in Working status.
- Supervisors and Lead Workers will be able to return any Work Task in Working status to Unworked, no matter whose Logon ID is on it.

### Electronic Application

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#### Customer's (Tip)

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Customers will have to start a new application:

- If the Customer forgets their User ID and Password
- If the application is over 30 days old.

Once the Customer has submitted the application they cannot view the application.

### Document Imaging

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#### Foster Care Organizations Category (New)

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With the March 18 N-FOCUS Release, we have added a new category to use when scanning documents for Organizations. The new Category is: **Foster Care Organizations**. This Category will be used for scanning documents related to organizations such as Foster Homes, Relative Homes, Group Homes, and other Placement Facilities.

This category is to be used when scanning the following items: (applications, compliance checklist/review, health information reports, references, alternative compliance, learning summaries, Native American FH Compliance Review, request for approved status or home study, Revocation/Denial/Suspension Letters, CWIS Questionnaire for families, In-Service training logs, Certificates of Training, licensing notice of change, copy of license, copy of letter regarding license, copy of renewal letter, certified mail receipts/envelopes)

## List Image Window, Last Modified Column (New)

If changes have been made to a scanned document, an Alert will be generated. The Last Modified Column has been added to the List Image window to make it easier to identify which document has been updated. This field will indicate the last date the document has been changed.

**Note:** When searching for scanned documents, we will now be searching from the Last Modified date rather than the Scan Date.

The Last Modified Date and the Scan Date will be the same unless the document has been updated at a later date.

Name	Last Modified	Scan Date	
ANNIE INTERFACE	02-23-2012	02-14-2012	(U)
ANNIE INTERFACE	02-14-2012	02-14-2012	(U)
ANNIE INTERFACE	02-14-2012	02-14-2012	(U)

## Submitted Document File Types (Change)

Users who submit documents via the web had been restricted to submitting either JPG/JPEG or TIF/TIFF documents. We have now expanded this to allow for PDF documents.

Users have two options for submitting documents to the Department.

1. Via the ACCESSNebraska web site, Submit Document link
  - a. Allowable file types include JPG, JPEG, TIF, TIFF, or PDF. File size is limited to 1 MB for JPG, JPEG and PDF documents. File size is limited to 10 MB for TIF or TIFF documents.
2. Via email to one of the following addresses:
  - [DHHS.ANDICenterLincoln@Nebraska.gov](mailto:DHHS.ANDICenterLincoln@Nebraska.gov) or [DHHS.ANDICenterOmaha@Nebraska.gov](mailto:DHHS.ANDICenterOmaha@Nebraska.gov)
    - a. Allowable file types include PDF, Word (DOC, DOCX, DOT, DOTX), Excel (XLS, XLSX), TIF, TIFF, JPG, and JPEG. There are no size restrictions.

## Document Imaging Default (Tip)

There are two different defaults set when looking for documents in the Document Imaging area. These dates can be changed as needed.

1. Document Imaging accessed from Detail Master Case window will default to a search timeframe of 6 months.

**Example:** The Current Date is February 9, 2012. The Search Option defaults to 6 months – From field defaults to

The screenshot shows the 'N-FOCUS - Search Image' window. The 'Master Case' section displays 'Number 2' and 'Name ANNIE INTERFACE'. Below this is a 'Persons' table with columns: ID, Last, First, MI Ext, Birth Date, Sex, SSN, Disc, HH Status. Two rows are listed: 39303043 INTERFACE ANNIE 12-12-1956 F 3333 N In HH and 98468220 INTERFACE TRISHA JANE 05-01-1999 F 1234 N In HH. The 'Options' section is highlighted with a red box, showing 'Search Options' set to '6 Months', 'From' date '08-13-2011', and 'To' date '02-09-2012'. A red arrow points to the 'Current Date' field at the bottom right, which shows '02-09-2012'.

August 13, 2011 while the To field defaults to the current date of February 9, 2012.

2. Document Imaging accessed from List Master Case Alerts/Work Task window will default to a search timeframe of one week.

**Example:** The Current Date is February 9, 2012. The From field defaults to February 2, 2012 – one week prior to the current date while the To field defaults to the current date of February 9, 2012.

The screenshot shows the 'N-FOCUS - Search Image' window. At the top, it displays 'Master Case Number 2' and 'Name ANNIE INTERFACE'. Below this is a 'Persons' section with a 'Selection Condition' of 'Select All'. A table lists two persons: ANNIE INTERFACE (DOB 12-12-1956) and TRISHA JANE INTERFACE (DOB 05-01-1999). The 'Category' section is set to 'Background Checks' with a list of sub-categories including 'APPLICATION', 'BACKGROUND CHECK', 'CHILD CARE AND SOCIAL SERVICES BLOCK GRANT', and 'CHILD SUPPORT'. The 'Options' section shows 'Search Options' set to 'Week', with 'From' and 'To' dates of '02-02-2012' and '02-09-2012' respectively. A red box highlights these dates, and a red arrow points to the 'Current Date' field at the bottom right, which shows '02-09-2012 15:56:03'.

ID	Last	First	MI	Ext	Birth Date	Sex	SSN	Disc	HH Status
39303043	INTERFACE	ANNIE			12-12-1956	F	3333	N	In HH
98468220	INTERFACE	TRISHA JANE			05-01-1999	F	1234	N	In HH

### Background Checks Category (Tip)

The Category, Background Checks, should be used to scan the following items:

- APS-CPS-Local Law Enforcement
- State Patrol
- Sex Offender
- Other

### Appendix Information (Tip)

Appendix information needs to remain in paper copy and stored locally at this time. This includes: National Criminal History Checks, Law Enforcement Reports, Correspondence with DHHS Legal, Correspondence with County Attorney's Office, Correspondence with Attorney General's Office, Correspondence with Contracted Private Attorney and HIV/AIDS test and result information. The category, Appendix, will be added to Document Imaging in a future release.

## Expert System

### Adding ADC Payment Only Program in Expert (New)

When adding an Aid to Dependent Children – Payment Only program in Expert System, be sure to select the ADC option. When this option is selected, the Unborn will be listed as the Participant and the Pregnant Woman will be listed as the Program Case Name.

**Add Case Actions**

**Program:**

- AABD/MED
- AD
- ADC**
- ADC/MED
- AUT
- CC
- CDD
- DDAC
- DDAD
- EF
- EW

**Participant(s):**

VINE	UNBORN...	05-15-2012	In HH
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**App Req. Date:** 02-27-2012

**App Rec'd Date:** 02-27-2012

**Retro Med End Date:**

**Prorate Date:** 02-27-2012

**TMA- G Begin Date:**

**Program Case Name:** VINE VALERIE

**Participation Status:**

**Participation Reason:**

**Completed Level of Education:**

**Eligible for Expedited:**  
 Yes  No

Next OK Cancel Help

**Note:** If you

mistakenly select ADC/MED, the Pregnant Woman will be listed as Participant. If you select a month that is not within the third trimester you will get a message “There are no valid persons for this action for the selected benefit month”.

### CSE Sanction Budget Override Required

The ADC grand will be reduced by 25% due to the CSE Sanction.

**Note:** The Unit Size will be two and the grant reduced by 25% via override (the grand can never exceed \$222).

**Overrides for ADC Budget 3-2012**

Category	Current Value	Ovrd
ADC Budgetary Need	222.00	

**Override Category:**

**Original Category:**

**Override Category:**

**Override Amount:**

**Original Amount:** 222.00

**Override Amount:** 219.00

**Reason for Override:** Policy Not Yet Implemented in System

Next OK Close Help

## ADC Payment Only Program Benefit Summary (Tip)

The Standard of Need for this program is a Unit Size of 1 the Unborn.

Benefit Summary		Begin Date: 4-2012	X
VINE, VALERIE		ADC	Regular
Resource Total	0.00	Unit Size	1
Resource Limit	4000.00	Budgetary Need	105.00
Earned Income	500.00	Prorated Budgetary Need	105.00
Earned Income Disregard	100.00	Compared to	
Child Care Disregard	0.00	Child/Spousal Support	0.00
Standard of Need	505.00	Sanctioned Amount	0.00
Net Earned Income	400.00	Recoupment Amount	0.00
Result	105.00	Offset Amount	0.00
Compared to		Overpayment Amount	0.00
Payment Standard	222.00	Authorized Amount	105.00
Lower Amount	105.00	Allocation Out Amount	0.00
Unearned Income	0.00	Creation Date	02-27-2012
Allocation In Amount	0.00	Resource Test:	Pass
Deemed Income	0.00	Income Test:	Pass
Budgetary Need	105.00		

To view who is included in the Unit Size, double click the Unit Size row to open the ADC Non-Financial Case Detail window. The Unborn is only counted in the Unit Size because the Pregnant Mom is not eligible for a grant in her own right.

- Mom = Financially Responsible
- Unborn = Participant

ADC Non Financial Case Detail for 02/2012								X
Name	DOB	Role	FR	Rsn	Status	Stat	Rsn	
VINE VALERIE	04-30-1978	Fin Resp	Prnt	Other	PC	AC		
VINE UNBORN		Particip			PE			

## Medicaid Pregnant Women Category (New)

MED PW (Pregnant Women) is a Medicaid category that is available if the pregnant woman is eligible for Medicaid in her own right as a pregnant woman and she meets the financial qualifications – income less than or equal to 185% of the Federal Poverty Level for her budget’s unit size.

When the pregnant woman reaches her third trimester, Alert #251 Third Trimester and Work Task – Alerts Exist will be generated. To resolve this task, you should do the following:

- If the pregnant woman is in an ADC Program Case in her third trimester of pregnancy, add the Unborn child to the ADC grant case beginning with the first day of the 3<sup>rd</sup> trimester
- Add ADC payment only if mom is not eligible for ADC
- Mom will be exempt from EF participation when in her 9<sup>th</sup> month

## Adding Medicaid PW Category in Expert System (New)

The Medical Assistance Only Program Case requires that all participants have a medical category. A Pregnant Woman who has income above the ADC/MN levels but is eligible at the 185% would have the category of PW (Pregnant Women).

**Add Medical Category**

Program Case:  
DEMO DARLA MEDICAID 28604302

'Medical Assistance Only' Program Case(s) require that all participants have a medical category. Select the appropriate 'Medical Category' for each participant.

Participant:	Medical Category	Medical Category
DEMO DARLA	04-30-1980	AABD/OMB
DEMO DIXIE	04-30-2008	ADC/MN-Absence
DEMO DANNY	01-07-2010	ADC/MN-Death
		ADC/MN-Incap
		ADC/MN-Unemploy
		ADC/TMA
		<b>PW</b>

TMA Begin Date:

Next OK Cancel Help

## Medicaid PW Benefit Summary (Tip)

In this example, the Standard of Need for this program is a Unit Size of 5.

To view who is included in the Unit Size, double click the Unit Size row to open the Medicaid PW Non-Financial Case Detail window.

**Benefit Summary** Begin Date: 2-2012

DEMO, DARLA	MEDICAID	PW	Regular
Resource Total	0.00	Unit Size	5
Resource Limit	0.00	Total Net Countable Inc	2400.00
Unearned Income	0.00	Medical Disregards	0.00
Unearned Inc Disregard	0.00	Total Adjusted Income	2400.00
Net Unearned Income	0.00	Medical Income Level	4164.00
Earned Income	2500.00	Share of Cost	0.00
Earned Income Disregard	100.00	Adjusted Share of Cost	0.00
Child Care	0.00	Additional Excess Income	0.00
Net Earned Income	2400.00	Private Pay Days	0
Resource Test:	Exempt	Creation Date	02-03-2012
Income Test:	Pass		

OK Help

The pregnant mom, Darla, is the only member of the unit eligible for MED PW.

David's (Dad, this is an intact family) income has been used to determine the Standard of Need.

The parent's, Darla and David, along with the children, Dixie and Danny and the Unborn make up the Unit Size of five (5).

The Unborn is an Excluded Child, however, still counted in the Unit Size.

MEDICAID PW Non Financial Case Detail for 02/2012

PERSON(S) WHOSE ELIGIBILITY IS BEING DETERMINED IN THIS BUDGET UNIT.						
Name	Role	MED Cat	Lvng Arrgt	St	Rsn	
DEMO DARLA	PA	PW	Apartment or House	FE		

PERSON(S) DETERMINED NOT ELIGIBLE IN THIS BUDGET UNIT.  
None

PERSON(S) WHOSE INCOME/RESOURCES AND NEEDS ARE INCLUDED IN THE BUDGET UNIT.						
Name	Role	FR Rsn	St	Status	Rsn	
DEMO DAVID	FR	Spse in MC	AC	Failed	Depriv	

PERSON(S) WHOSE RESOURCES AND NEEDS ARE INCLUDED IN THE BUDGET UNIT.  
None

PERSON(S) WHOSE NEEDS ARE INCLUDED IN THE BUDGET UNIT.						
Name	Role	FR Rsn	St	Status	Rsn	
DEMO DIXIE	PA		FE			
DEMO DANNY	PA		FE			
DEMO UNBORN	ES		AC			

Caseworker Name: UNIVERSAL  
Authorized Date:  
Authorized By:

[OK]

## Self-Employment Tax Return (Change)

- The IRS 1040 Schedules F, C and E and Form 4835 have been changed for the 2011 tax year. Those windows in Self Employment Tax Return have been updated to reflect the new line numbers with the correct information needed to calculate taxable income.

## Verification Task (Change)

When there are multiple rows for one verification type, the most recent Verification Date will display at the top of the list.

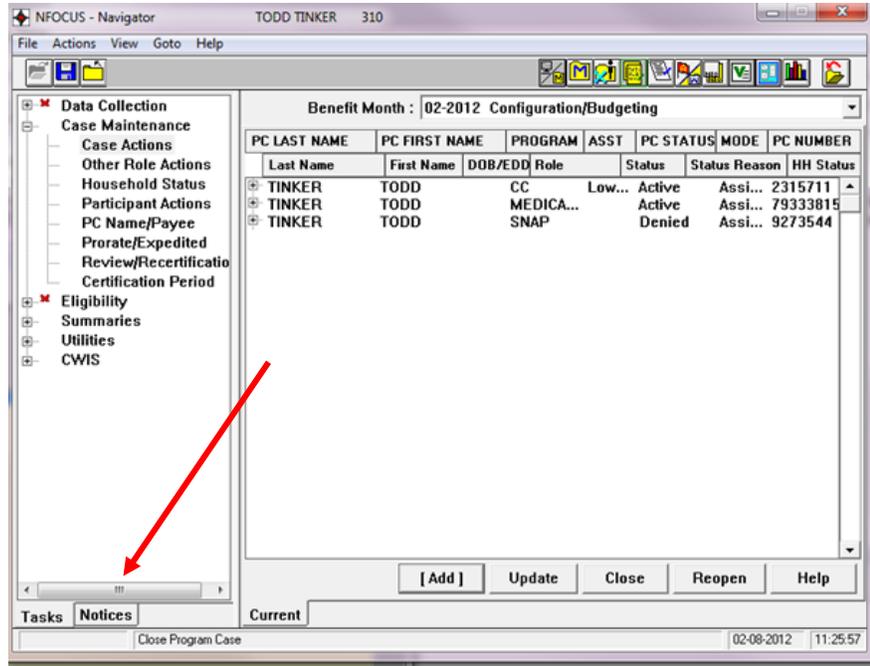
## Creating Expert System Notices Including SNAP Denial and Closing Notices (Tip)

Quality Control rules have changed since 10/01/2011. On negative actions, denials and closings, the reason for the action must be specifically indicated to the client. If the client does not receive specific notice of a negative action it could be a Quality Control error. To avoid these errors when the Closing or Denial reason is 'Failure to Provide Information' or 'Other' indicate in the Comments of the Notice which Verifications are not yet received or what the specific reason is if 'Other' is selected.

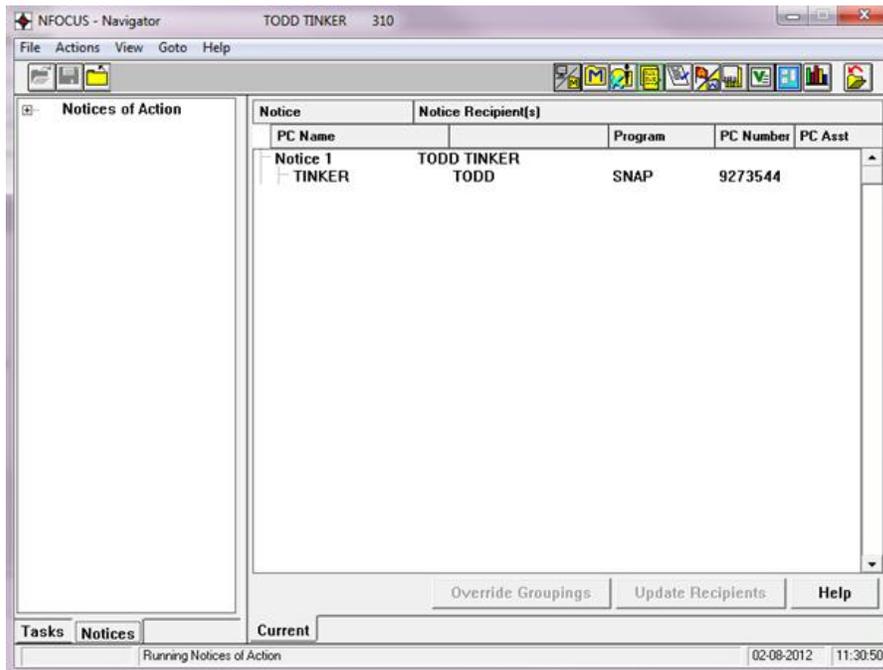
NOTE: You must review the notice to make sure the notice is correct

To create notices in the Expert System and add Comments take the following steps:

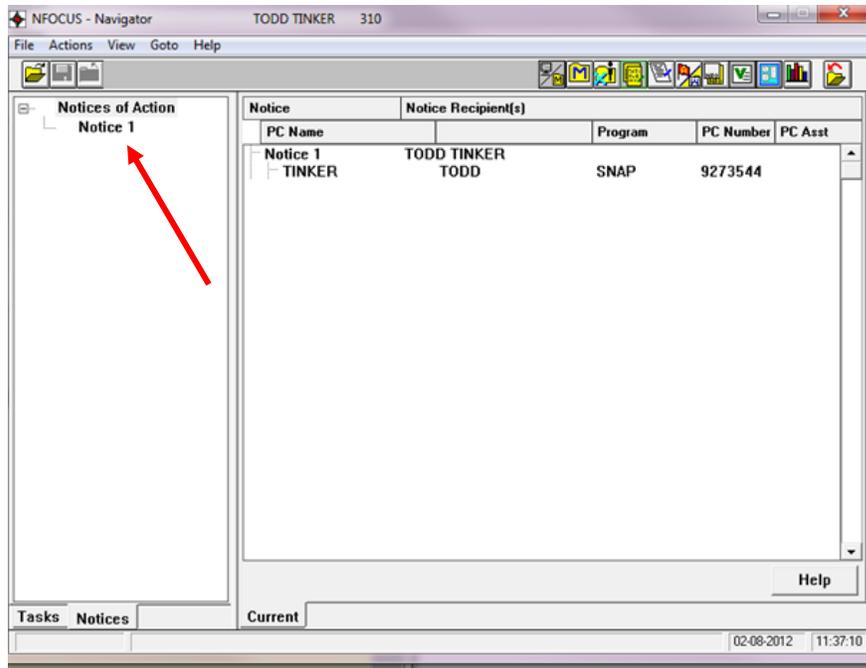
After finishing budgeting or the Closing/Denial action, select the Notices tab (have an arrow point to the Notices Tab)



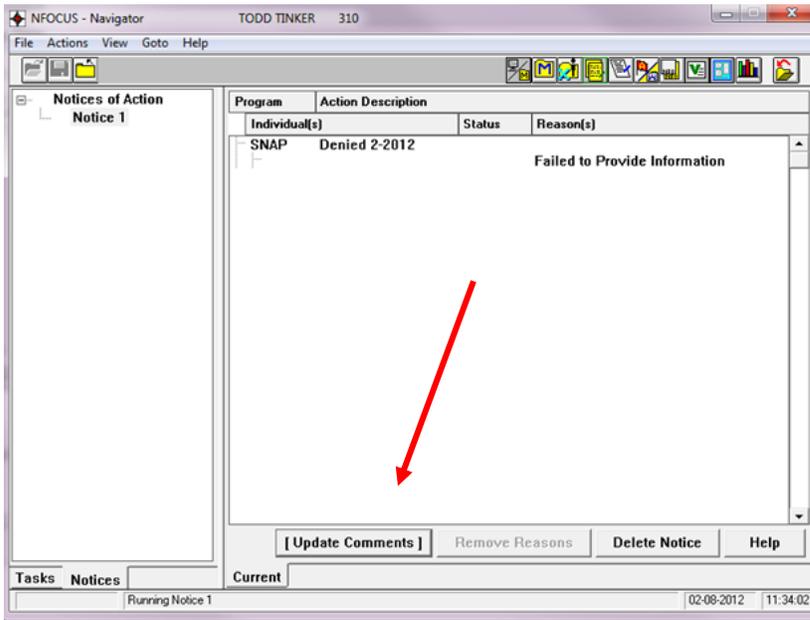
Click on or select the Plus sign or Notices of Action.



Double click Notice 1.



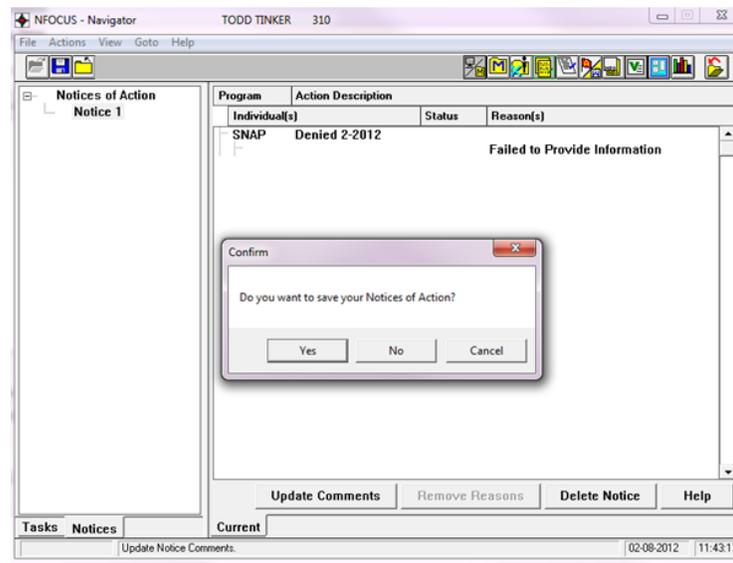
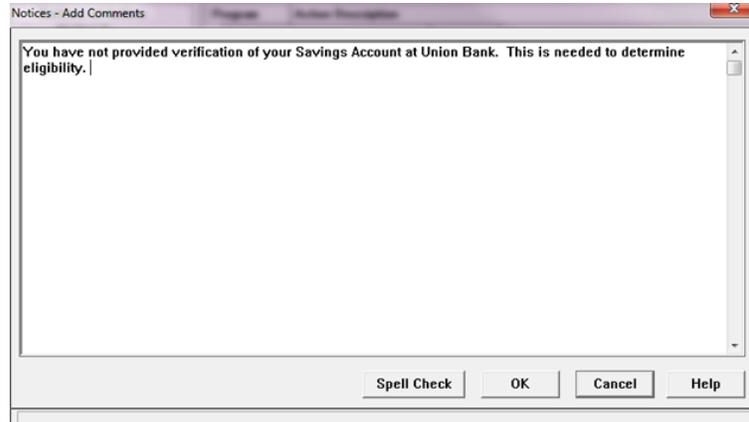
Check the reason for the action that will appear on the notice, then select Update Comments and write your explanation of the action taken.



Enter the explanatory text you want to appear on the notice and select OK.

Select the Close icon and then say Yes to 'Do you want to save your notice of action'.

Check in the case.



### Accounts Receivable/Demand Letter (Tip)

- Before creating Accounts Receivable check the mode of all Program cases in the Master case. Change any that are in Assigned Mode to Change Management. This should assure that Demand Letters display ACCESSNebraska as the contact in the header and not the worker who created the Demand Letter.

### Process Expedited SNAP Case (Tip)

1. For cases eligible for expedited processing, indicate "Yes" on the Expedited button when pending the case.
2. If the expedited indicator needs to be changed while the case is pending, it can be changed in the Expert System.

Note: To view the expedited status in the Mainframe while the program case is pending, go to the Detail Program Case window. "Expedited" appears next to the program case name.

Note: When the SNAP case is no longer pending, "Expedited" will no longer appear on the Detail Program Case window. The expedited indicator will appear in the Benefit Summary when the Unit Size is double clicked.

3. Enter all financial and immigration information declared by the client on the application into the Expert System.
4. Run budgeting for the current month and come-up month if expedited; or the current month, the come up month and the month following if expedited/aggregate.

Budgeting will count all expenses (housing, utility costs, medical, dependent care and child support) in the Expedited and Aggregate months, whether they are verified or not. Budgeting will not count these expenses in any months that do not have the expedited or aggregate indicator.

SNAP cases that are Expedited or Expedited/Aggregate will close on the night of SNAP cutoff if any of the following were considered in the SNAP Expedited or Expedited/Aggregate budget and have a Verification Status of Pending:

- Citizenship/US Immigration status
- Resources, including those not counted
- Earned Income, including pay stubs and pay schedules
- Unearned Income
- Self-Employment Ledger Income

Failing to run budgeting for the month following the expedited/aggregate months will result in the closing program not working, and the case remaining active incorrectly.

When the case is closed, worker will receive the alert, "Expedited and/or aggregate budget. Case closed because verifications were not provided." A narrative entry will also be made indicating the expedited closing effective date.

Workers are responsible for closing a case in which verification is not received for something unrelated to immigration status, resources and income. When a case needs to be closed for another reason, use the Case Actions task to close the case.

### Expedited SNAP Applications Received Late in the Month (New Process)

The following example provides instruction for how to process Expedited SNAP applications that are received late in the month but are not processed until the month following the month of application:

**Situation:**

- An expedited application is filed late in the month.
- Aggregate benefits can be issued only if the SNAP budgets are authorized in the month of application.
- The SNAP budget is authorized in the month following the month of application so the Aggregate benefit is not authorized.
- Verification is postponed on the expedited issuance.

- The second month (come up month) budget cannot be authorized as outstanding verifications are pending.

**Example:**

Expedited

Application Date: 1/29/2012

Interview Date: 2/1/2012

SNAP Budget Computed: 2/1/2012

**Actions:**

1. Create a Verification Request for postponed verifications.
2. Authorize the SNAP budget for the Expedited month (January 2012).
3. When the come up month (February 2012) budget appears, "Cancel" before running this budget.
4. Select the Notices tab and create a notice.
5. Go to Case Actions and Close the SNAP case for the second month (February, 2012).
6. Select the closing reason of "Other." Do not go to Notices again.
7. Check the Case In.
8. Benefits will be issued for the Expedited month only (January 2012).
9. Create a Narrative explaining that Expedited benefits were issued for January 2012 but the case is closed effective February 2012 as postponed verifications are needed on the expedited certification before the case can be reinstated and benefits issued for February 2012.
  - If postponed verification is received by the deadline date (30 days from filing), the February 2012 SNAP case is reinstated, budgets run and benefits authorized. The same certification period is kept.
  - If postponed verification is not received by deadline date (30 days from filing), the client must reapply for SNAP.

## Correspondence

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### SNAP Closing/Denial Notices (Change)

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When a SNAP case is denied for one reason the first month and another reason the second month, the Notice of Action will now display both months and both reasons.

### SNAP Notice – Failure to Comply (Fix)

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SNAP Notices for Expedited or Expedite/Aggregate benefit approval that have a Failure to Comply sanction imposed will now display that information on the Notice of Action.

### ADC Demand Letter (Change)

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The fourth bullet on this letter will now read as follows:

- If the Department of Health and Human Services collected child and/or spousal support for the months listed above, the amount of retained support will be subtracted from the total overpayment. You are responsible for any remaining balance.

## Child Care Approval Notice (Fix)

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Child Care notices on newly activated cases that go from no fee in the first months and then go to a fee will now display the correct information.

## ADC Payment Only Program Case Desk Aid

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The ADC Payment Only Program is available to pregnant women, in their third trimester, who are not eligible for ADC/MED in their own right, and there are no other children in the household receiving ADC. This program provides a Grant Payment of up to \$222 for the Unborn only. The pregnant woman is not considered a participant in the case. Only the Unborn is considered a Program Case Participant; therefore, the Unit Size will be one (1).

N-FOCUS will inform you when you begin Budgeting if an EF Case needs to be entered and the person(s) who need to have the EF Case added. Configuration must be run before Budgeting.

<b>Reason Pregnant Woman not eligible in her own right for ADC/MED</b>	<b>N-FOCUS Action</b>	<b>Other Information</b>
AABD/MED Grant Client	<ul style="list-style-type: none"> <li>• Pend ADC Payment Only Case</li> </ul>	
Current MED Only Client who is disabled	<ul style="list-style-type: none"> <li>• Pend ADC Payment Only Case</li> <li>• Pend AABD/MED</li> </ul>	Pending both cases is necessary for income to allocate in both cases.
Current MED Only Client who is a Convicted Drug Felon	<ul style="list-style-type: none"> <li>• Pend ADC Payment Only Case</li> </ul>	EF will be Mandatory until the last month of the third trimester when she is Exempt.
Current MED Only Client who has a Child Support Sanction	<ul style="list-style-type: none"> <li>• Pend ADC Payment Only Case</li> </ul>	<p>The ADC grant will be reduced by 25% due to the CSE sanction.</p> <p>EF will be Mandatory until the last month of the third trimester when she is Exempt.</p>
Ineligible Alien	<ul style="list-style-type: none"> <li>• Pend ADC Payment Only Case</li> </ul>	Eligible for ADC payment for unborn.

## Medicaid Pregnant Woman (PW) Category Desk Aid

The following information is relative to a Pregnant Woman who applies for MED. Other scenarios have not changed with this release and are not addressed in this document.

MED PW is a Medicaid category that is available if the pregnant woman is eligible for Medicaid in her own right as a pregnant woman and she meets the financial qualification – income less than or equal to 185% of the Federal Poverty Level for her budget’s unit size. Once the child is born, the child may become a participant in an ADC/MED or MED Program Case.

**Note:** We cannot deny Medicaid to a Pregnant Woman because of a CSE Sanction.

Family Circumstances	N-FOCUS Action	Configuration/Budgeting	Other Information
Pregnant Woman applies for MED – the father does not live in the household - <u>Deprivation Exists</u>	<ul style="list-style-type: none"> <li>• Pend MED Case</li> <li>• Enter all income</li> </ul>	<ul style="list-style-type: none"> <li>• Select Medical Category ADC/MN               <ul style="list-style-type: none"> <li>○ Select appropriate category based on deprivation factors and family circumstances</li> <li>○ If additional children are in the household, select MED Category – CMAP for eligible children</li> </ul> </li> <li>• If the Pregnant Woman fails Budgeting, she will be automatically reconfigured into the PW category, if appropriate</li> <li>• Household Income and Unit Size will determine eligibility</li> </ul>	<p>All of the family will be listed as part of the Medicaid Program Unit Size.</p> <p>The Unborn will be an Excluded Child, the rest of the family will be Participants.</p>
Pregnant Woman applies for MED. Dad is in the household - <u>Deprivation Exists</u>	<ul style="list-style-type: none"> <li>• Pend MED Case</li> <li>• Enter all income</li> </ul>	<ul style="list-style-type: none"> <li>• Select Medical Category ADC/MN               <ul style="list-style-type: none"> <li>○ Select appropriate category for both parents based on deprivation factors and family circumstances</li> <li>○ If additional children are in the household, select MED Category – CMAP for eligible children</li> </ul> </li> <li>• If Pregnant Woman fails Budgeting, she will be automatically reconfigured into the PW category, if appropriate</li> <li>• Household Income and Unit Size will determine eligibility</li> </ul>	<p>All of the family will be listed as part of the Medicaid Program Unit Size.</p> <p>The Unborn will be an Excluded Child, the rest of the family will be Participants.</p>

<p>Pregnant Woman applies for MED. Dad is in the household - <u>No Deprivation</u></p>	<ul style="list-style-type: none"> <li>• Pend MED Case</li> <li>• Enter all income</li> </ul>	<ul style="list-style-type: none"> <li>• Select Medical Category <ul style="list-style-type: none"> <li>○ Select PW Category for the Pregnant Woman</li> <li>○ If additional children are in the household, select MED Category – CMAP for eligible children</li> </ul> </li> <li>• Household Income and Unit Size will determine eligibility</li> </ul>	<p>All of the family will be listed as part of the Medicaid Program Unit Size.</p> <p>Dad will be Financially Responsible, the Unborn will be an Excluded Child, Mom and any other children will be Participants.</p>
<p>Pregnant Woman applies for MED. She is Convicted Drug Felon</p>	<ul style="list-style-type: none"> <li>• Pend MED Case</li> <li>• Enter all Income</li> <li>• Add/Verify Sanction of Drug Felon</li> </ul>	<ul style="list-style-type: none"> <li>• Configuration <ul style="list-style-type: none"> <li>○ Select Medical Category <ul style="list-style-type: none"> <li>▪ If there is deprivation, select the correct ADC/MN Medical category for Mom based on the deprivation factor and family circumstances</li> </ul> </li> </ul> </li> <li>• If she fails Budgeting, she will be automatically reconfigured into the PW category, if appropriate</li> </ul>	<p>Convicted drug felons are not eligible for ADC case assistance. Other family members; however, may receive benefits.</p>
<p>Pregnant Woman applies for MED – She is an Ineligible Alien</p> <p><u>Deprivation is not an eligibility requirement</u></p>	<ul style="list-style-type: none"> <li>• Pend MED Case for the month the child is born</li> </ul>	<ul style="list-style-type: none"> <li>• Add Medical Impairment <ul style="list-style-type: none"> <li>○ Select Emer MED/Labor and Delivery</li> <li>○ Enter Begin and End dates from the hospital discharge summary</li> </ul> </li> <li>• Configuration <ul style="list-style-type: none"> <li>○ Select Medical Category <ul style="list-style-type: none"> <li>▪ PW for Mom</li> </ul> </li> </ul> </li> <li>• After the Budget is Run close the MED case for the come-up month</li> </ul>	<p>Ineligible aliens qualify for Labor and Delivery expenses only.</p>