# N-FOCUS Major Release
# Economic Assistance
# November 11, 2012

A Major Release of the N-FOCUS system is being implemented November 11, 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.

**Note:** When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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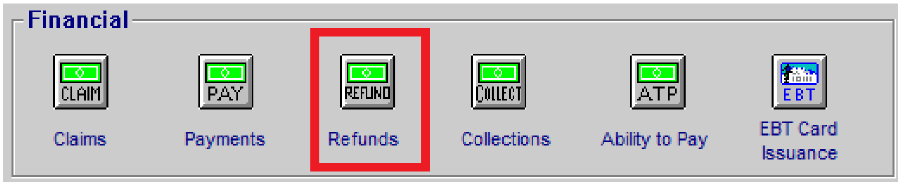
## General Interest and Mainframe

### Refunds (New)

New functionality is available on N-FOCUS to record refunds received from energy providers for the LIHEAP program or from individuals returning grant payments. There is a new icon on the main menu for refunds.




Refund payments are processed by staff in Financial Services/Payments Processing. To create new refunds or search for existing refunds click on the Refund icon to open the Search Refund window. To create a new refund click New on the Search Refund window and enter the details from the payment being submitted. After the details have been saved the refund can be applied to one or more benefit payments. Finance staff will apply the refund to the appropriate client benefits. The user will finalize the refund after applying the entire amount.

The Financial Services Payment Processing Group and certain other Central Office Staff are the only ones who have the security to delete or update refund information. Other users with certain security will be able to view refunds.

There are two types of refunds. An Organization refund is for LIHEAP energy suppliers only. Person refunds are for an individual client benefit payments, such as ADC or AABD grant payments.

### LIHEAP Refunds

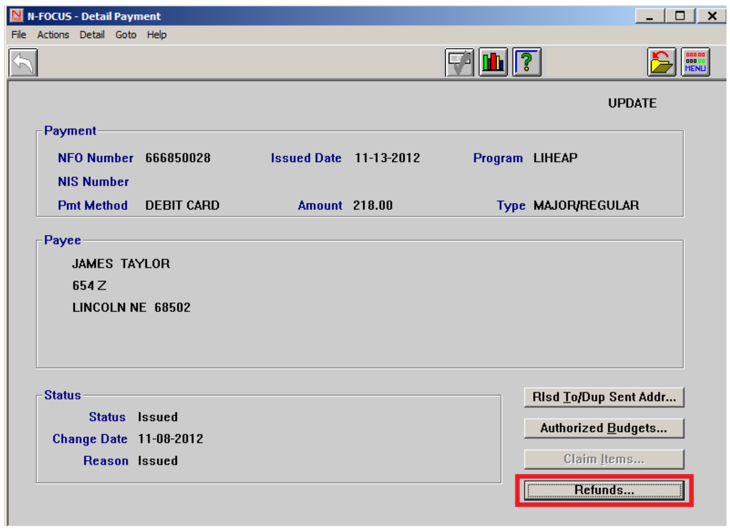
When an energy supplier returns a portion of the client's energy payment a refund will be created on N-FOCUS by staff in Financial Services. Alert #399 is a new alert called LIHEAP Refund. This alert will be created when a refund is finalized. The alert will detail the amount of the refund and the organization submitting the refund. The worker should determine if the refund amount can be reissued to a new provider. To reissue the refunded amount to a new provider the provider must be added in the LIHEAP Accounts/Providers task in the expert system. The heating or cooling budget must be recalculated. N-FOCUS will treat the refunded amount as if it had not been issued and will create an underpayment for the refund amount.

## Grant Payment Refunds

A person refund has to be for the entire payment, a portion of a benefit payment cannot be refunded. If a grant payment is made electronically, either by direct deposit or to a state debit card, the recipient can submit a personal payment as a refund. A CHARTS trigger will be sent to child support enforcement when an entire ADC payment is included in a finalized refund. This will be treated by CHARTS the same as a payment cancellation trigger.

Grant payments that have been refunded cannot be reissued. The expert system will treat it as an issued benefit. No alerts are created when a grant payment refund is finalized.

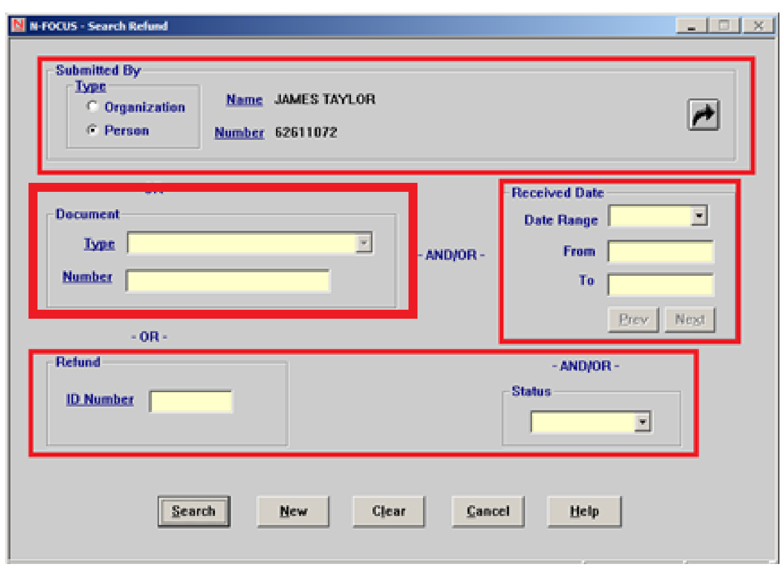
A new Refund button has been added to the Detail Payment window. If a refund has been applied to a payment the button will be enabled. The detail payment window can be accessed from Payments icon on either the Main Menu or the Detail Program Case window.




## View Refunds from Main Menu (New)

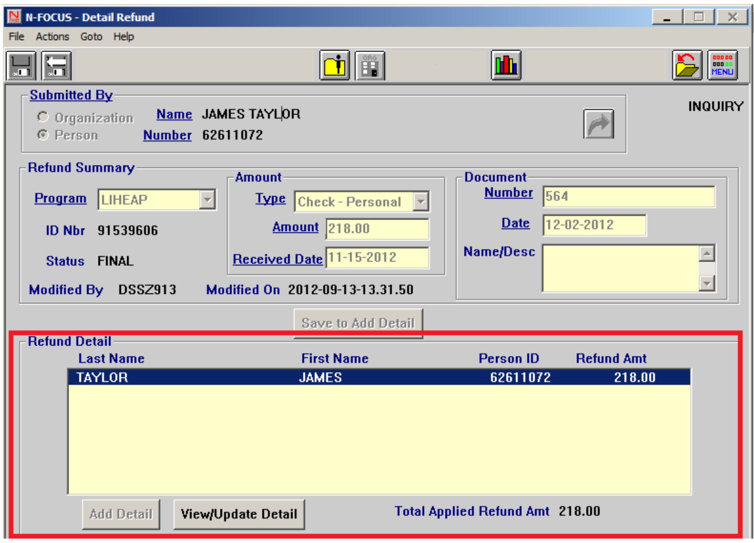
To view a refund, follow these steps:

1. From the Main Menu, select the Refund icon. The Search Refund window displays.
2. Enter your search criteria.
   Note: Search by one of these methods:
   1. Type
      a. Select Organization or Person
      b. Select the Black Arrow to locate the Org or Person
      c. Click Search
   2. Document
      a. Select Type
      b. Enter the corresponding Number



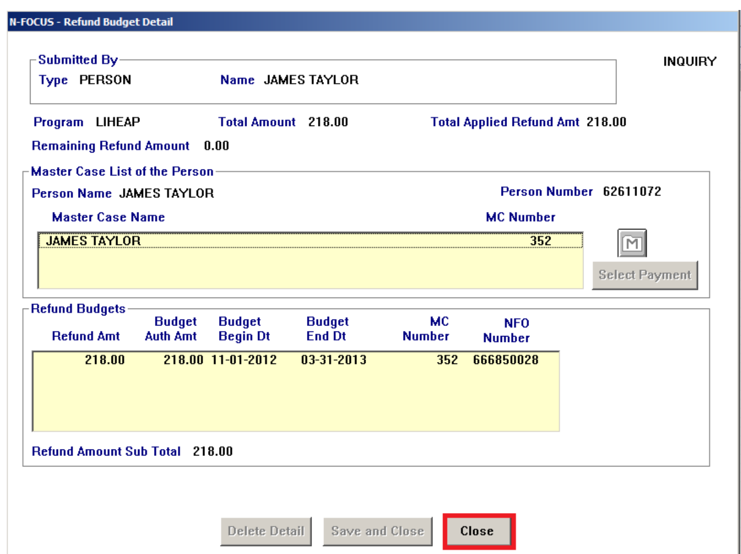
3. Refund ID Number and Status
    a. Status = In Progress or Final
    b. Click Search

**Note:** **Received Date** - Enter Date Range and From/To Dates to further filter your search. If multiple records match your search criteria, the List Refund Window will display. If only one record matches your search criteria, the Detail Refund window will display in Inquiry status.



3. To view further information about the Refund, highlight a row in the Refund Detail section and click the View/Update Detail button.

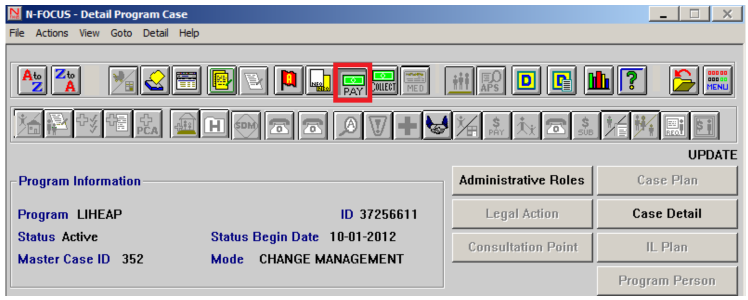
   The Refund Budget Detail window will display. This is a view only window for Workers.
4. Click Close to return to the Detail Refund window.



## View Refunds from Program Case (New)

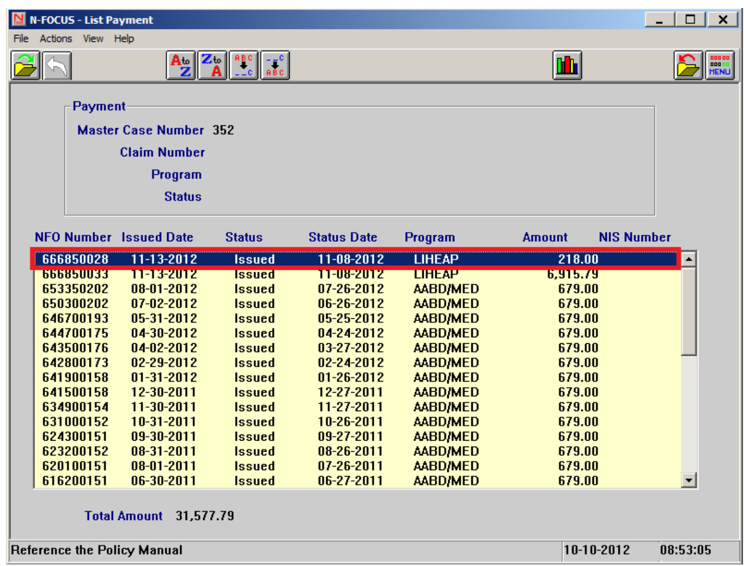
To view a refund from the Program Case, follow these steps:

1. Navigate to the appropriate Program Case.
   In this example we will look at a LIHEAP Refund.



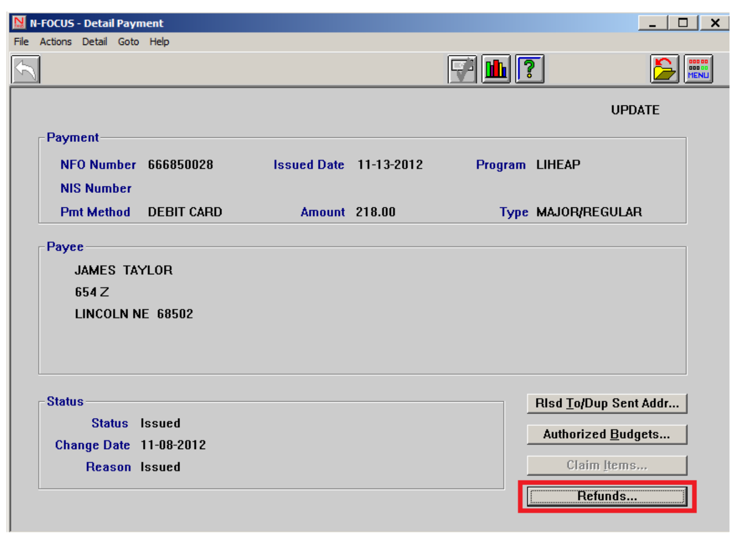

2. Click the Payment Icon.

   If there are multiple Payments, the List Payment window will display. If there is only one Payment, you will be navigated directly to the Detail Payment window. In this example, there are multiple payments associated to this Program Case.

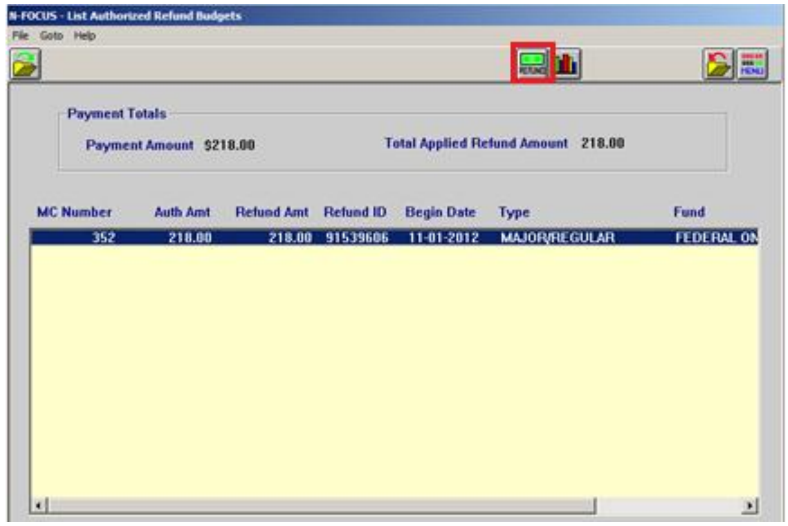



3. Double Click the row you wish to view.
   The Detail Payment window will display.

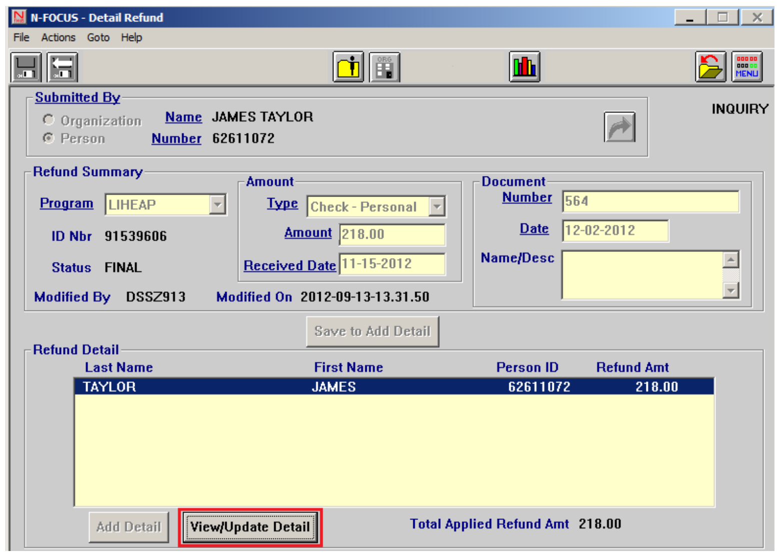
4. Click the Refunds button. The List Authorized Refund Budgets window will display.



5. Select the row you wish to view.
6. Click the Refund icon.

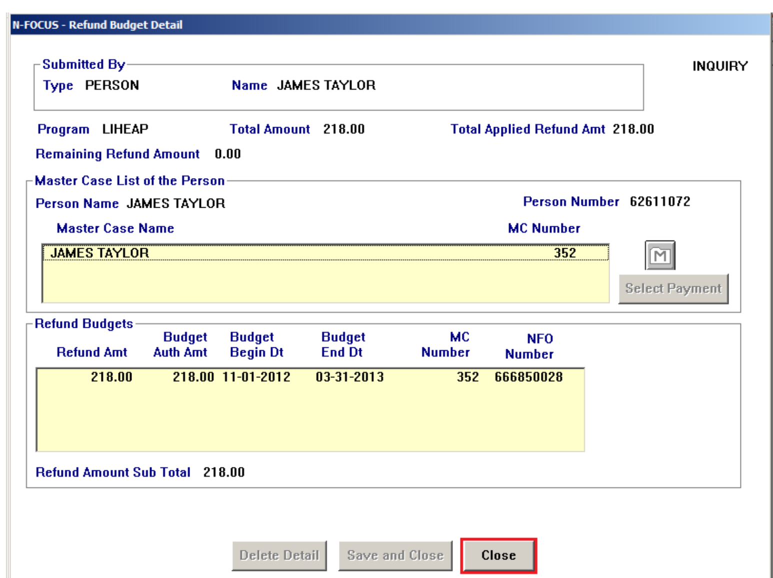



The Detail Refund window will display.




7. Click the View/Update Detail button.
   The Refund Budget Detail window will display.

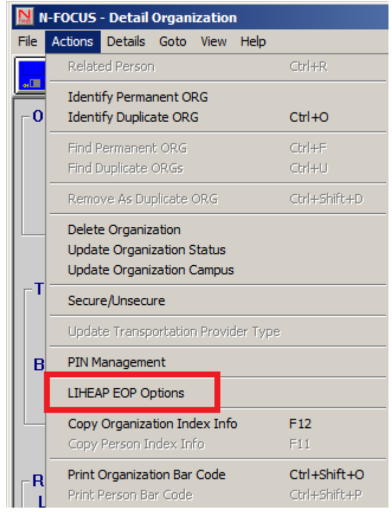
   This window is a view only window for workers. The Financial Services Payment Processing Group and certain other Central Office Staff are the only ones who have the security to delete or update refund information.



## LIHEAP Explanation of Payment (New)

The LIHEAP EOP Options located under the Actions menu of the Detail Organization window, is only available for use by specific Central Office Staff. This option will not be active for other workers.

This option will allow Central Office Staff to send an Electronic Explanation of Payment to the Organization. This feature only applies to organizations receiving payments for the Low Income Home Energy Assistance program.




## EA – LIHEAP Refund #399 (New)

When an organization refund is finalized for the LIHEAP Program, the following alert will be generated for each program case that has a budget associated to the refund.

**Alert Text:** - A refund in the amount of <Dollar> was received from <Org Name>. Update the energy provider and recalculate the budget to reissue and refund the amount.

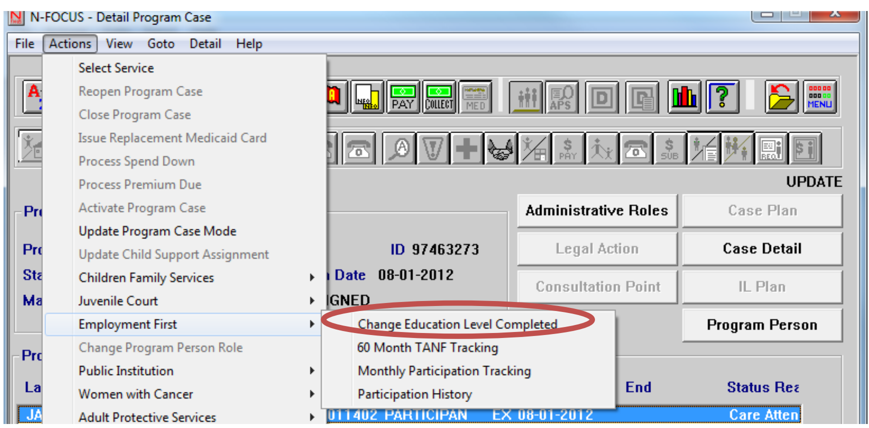
## EA – Change Reported #355 (Change)

LIHEAP has been added to this alert.

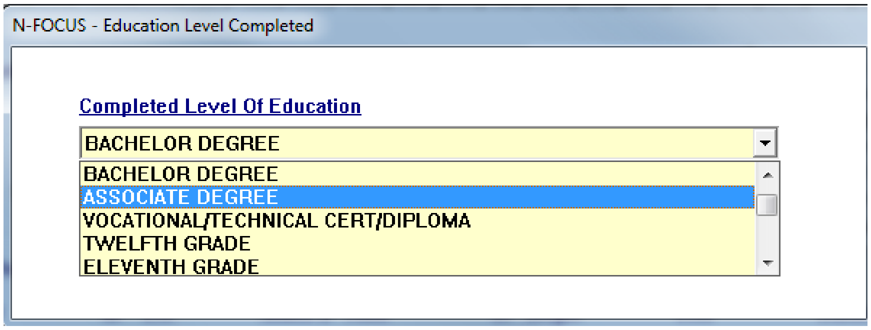
**Alert Text:** - An electronic change report was completed for <change type> change. <Last Name>, <First Name> is in <Program Case>. Take necessary action.

## Change Education Level – EF Program (New)

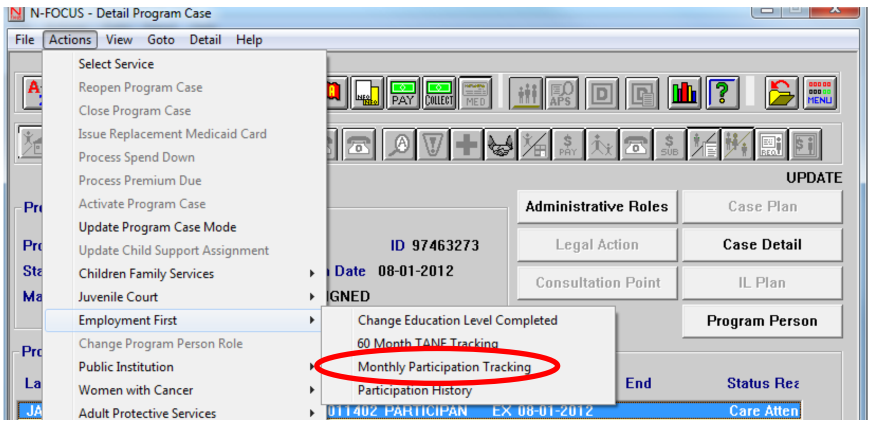
1. In the EF Program Case, when updating the EF participant's education level completed, Associate Degree has been added as a choice to select from.

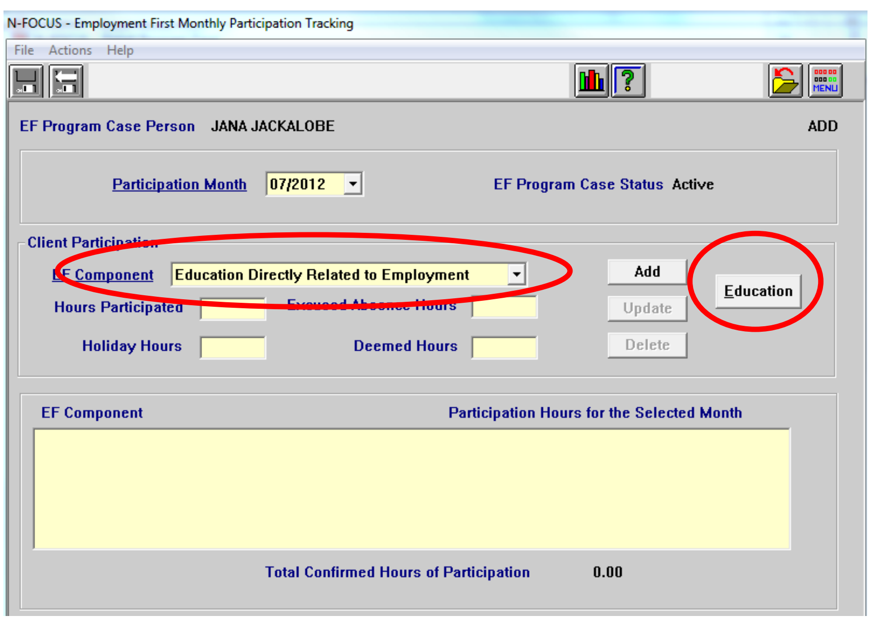



Refer to the N-FOCUS – Education Level Completed window on the next page.




2. When updating monthly participation tracking for EF, a new pushbutton has been added to the window titled "Education". This button will only be enabled when the EF component selected is related to education.

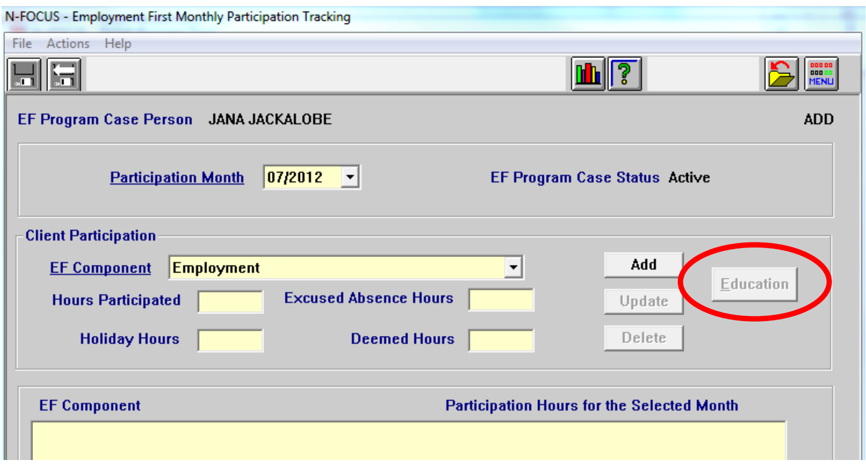


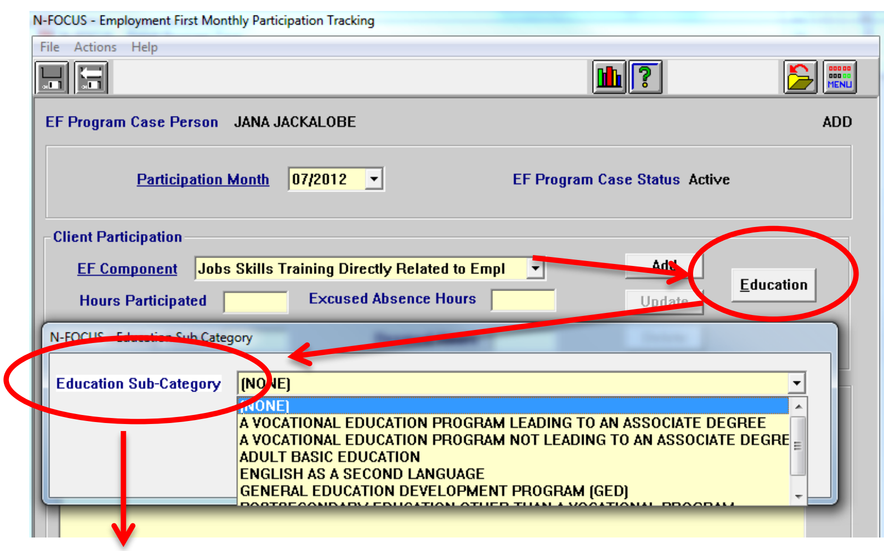

The EDUCATION pushbutton will only enable when you select an EF component that has an educational component tied to it:

- Education Directly Related to Employment
- Jobs Skills Training Directly Related to Empl
- Post-Secondary Education (4 yr college)
- Satisfactory Attd. Secndry Schl or GED Course
- Vocational Training

If you attempt to enter an EF component without an Educational component tied to it, the "Education" pushbutton will not be enabled.




When you click the enabled "Education" push button, you will be taken to the Education Sub-Category window




Select one of the following options:

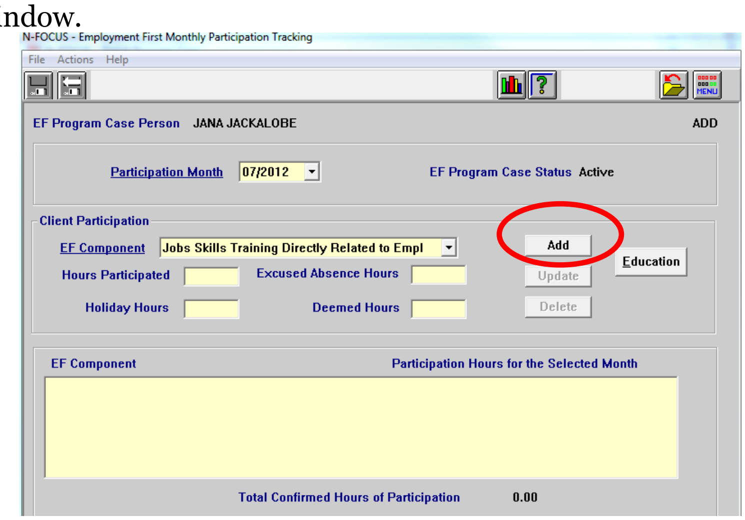
- (NONE)*
- A VOCATIONAL EDUCATION PROGRAM LEADING TO AN ASSOCIATE DEGREE
- A VOCATIONAL EDUCATION PROGRAM NOT LEADING TO AN ASSOCIATE DEGREE

- ADULT BASIC EDUCATION
- ENGLISH AS A SECOND LANGUAGE
- GENERAL EDUCATION DEVELOPMENT PROGRAM (GED)
- POSTSECONDARY EDUCATION OTHER THAN A VOCATIONAL PROGRAM

*(The option of NONE has been included to allow for corrections.)

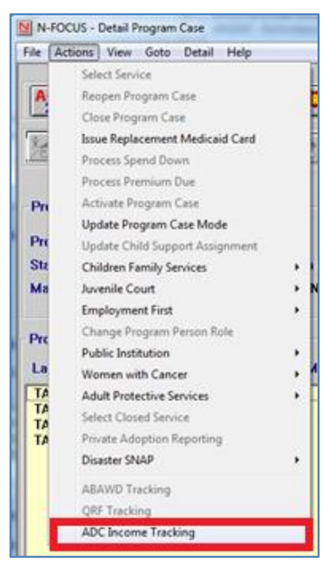
Once the sub category is selected, click OK to return to the Employment First Monthly Participation Tracking window.

Update the hours for each category (Participated, Holiday, Excused, Deemed). It is important to remember to then click the "Add" push button (or Update if updates are being made). If this is not done, the option to save will not be enabled and updates will not be saved if you exit out of the window.




## ADC Program Earned Income Review and Tracking (New)

The ADC Program Earned Income Review form will be system generated based on the ADC Review Due Date. N-FOCUS will calculate 6 months prior to the review due month, and the form will be mailed out on the 26th of that month if the current ADC budget contains earned income /self-employment income. The form will be generated to request income information for the month that the form is mailed, plus the 2 months before the mailing month. The completed form will then be due back by the 10th of the following month. If the form is not marked as received by the 15th day of the month, Alert 398 ADC Six Month Earned Income Review Due will display on the 16th of the month.

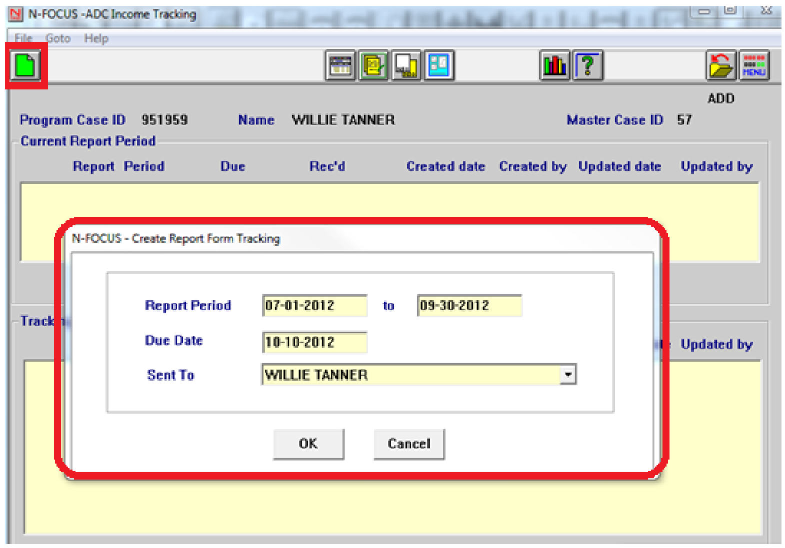



Example:

N-FOCUS will generate and mail the ADC Program Earned Income Review forms on November 26, 2012 for ADC cases with earned income that have an ADC Eligibility Review due May 31, 2013. The forms will have a return due date of December 10, 2012.

To create this form manually, follow these steps:

1. From the Detail Program Case window, select Action>ADC Income Tracking. The ADC Income Tracking window displays.
2. Click the New Icon. The Create Report Form Tracking pop-up window will display.




3. Enter the dates you for which you want income verification provided.
4. Enter Due Date.
5. Select the appropriate name from the Sent To field.
6. Click OK.
7. Select Print Now or Print Later as appropriate to the situation.
8. Click OK.

   The ADC Program Earned Income Review form will print as selected. The ADC Income Tracking window will reflect that the form was created and sent.

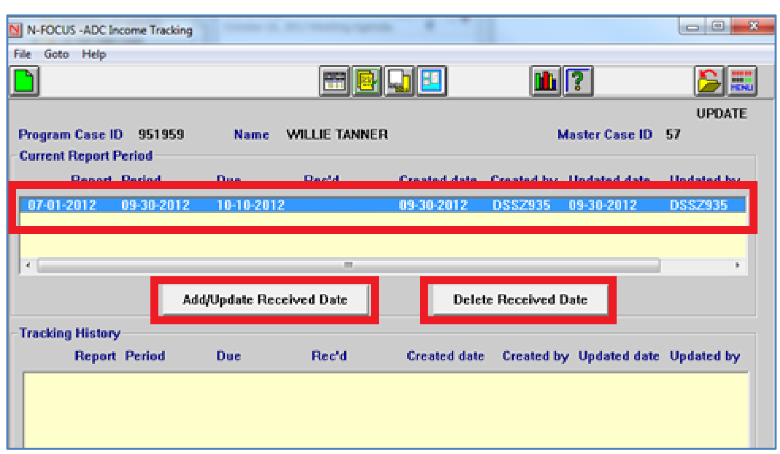
## ADC Income Tracking Window (New)

The ADC Income Tracking window displays information regarding forms that have been generated. The rows shown in the Current Report Period section will remain until a new form is created. Once a new form is created, the information for the previous form will move to the Tracking History section of the window.

When the ADC Program Earned Income Review Form is received, workers will use the Add/Update Received Date button to enter the received date.

## Add/Update or Delete Received Date (New)

If the incorrect received date was entered, or if tracking was marked as received in error, a worker can make corrections by selecting the line with the recorded received date and selecting the appropriate action button. (Add/Update Received Date or Delete Received Date)




**Add/Update Received Date Action**

The Add/Update Received Date pop-up window displays.

Enter the Received Date.

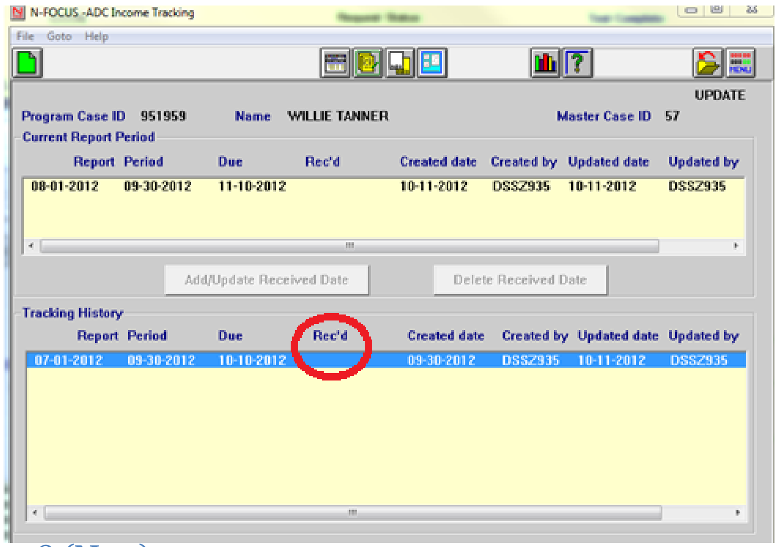
Click OK.

**Delete Received Date**

The Rec'd Date will be removed from the selected row.

## Tracking History Section (New)

Once a new ADC Program Earned Income Review tracking record is created for an individual, the previous created tracking record is moved to the Tracking History section of the window and can no longer be edited. The newly created tracking record will then remain in the Current Report Period section.




The previous tracking record will move to the History section whether the received date has been entered or not. Once the form has been moved to the Tracking History section, no changes can be made to the record.

## EA – ADC Income Report Due #398 (New)

The new ADC Income Report Form will be sent to clients in the 5th month of eligibility requesting updated earned income information. If the information is not received by the 10th of the 6th month of eligibility, this alert will be generated to ensure current earned income is being used for budgeting. The alert is created on the 15th of the month.

**Alert Text:** - An ADC Earned Income Report Form was due on <mm-dd-yyyy> and has not been received.

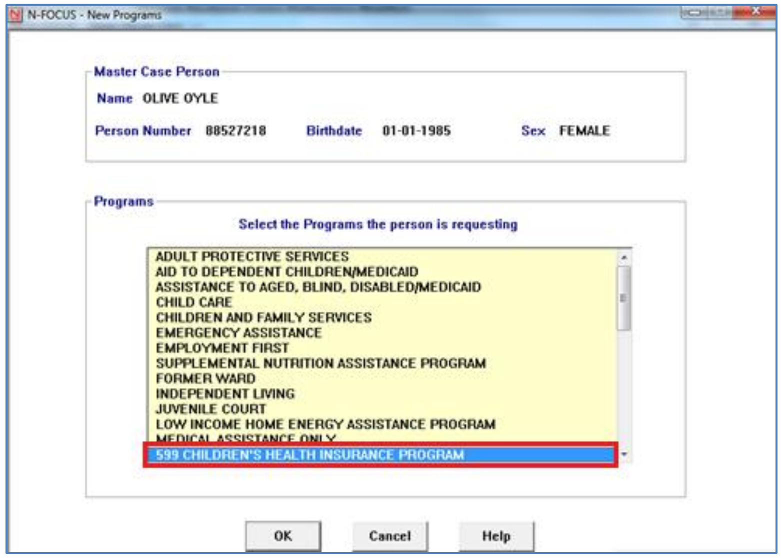
## ADC Six Month Earned Income Report Form (New)

ADC cases with earned/self-employment income should be reviewed every 6 months to ensure the current earned income is being used for the budget. This correspondence will be generated in the 5th month of eligibility and is due back by the 10th of the 6th month of eligibility.

When this report form is returned, a High Priority Alerts Exists Work Task will be created.

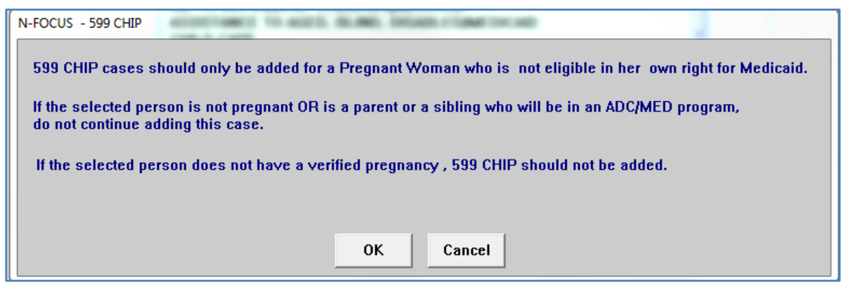
If the report form is not returned by the 10th of the 6th month of eligibility, Alert #398 ADC Income Report Due will be generated.

## 599 CHIP Program (New)



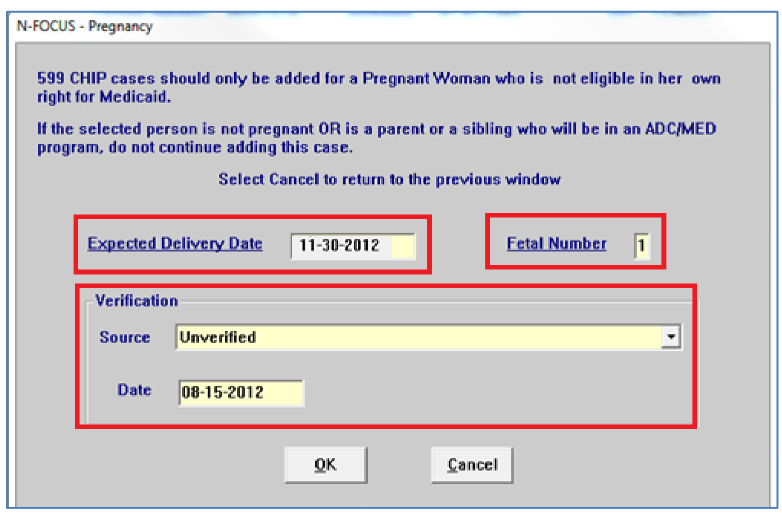

The 599 CHIP Program should be only added for a pregnant woman who is not eligible in her own right for Medicaid. You will have to add the pregnant woman to a MED Program Case to allow N-FOCUS to determine if she is eligible for Medicaid in her own right. If the pregnant woman is found eligible for a MED Program, there will be no need for the 599 CHIP Program. If the pregnant woman is not eligible for MED in her own right, you can then add the 599 CHIP Program Case. The 599 CHIP Program covers the Unborn only.

**Note**: The 599 CHIP Program will be available on NFOCUS for an application received no earlier than August 1, 2012. 599 CHIP started July 19, 2012 and there is no retro eligibility.




If the pregnancy was not added on the mother's Person Detail Demographics window when you select the 599 Children's Health Insurance Program, the following message will display.

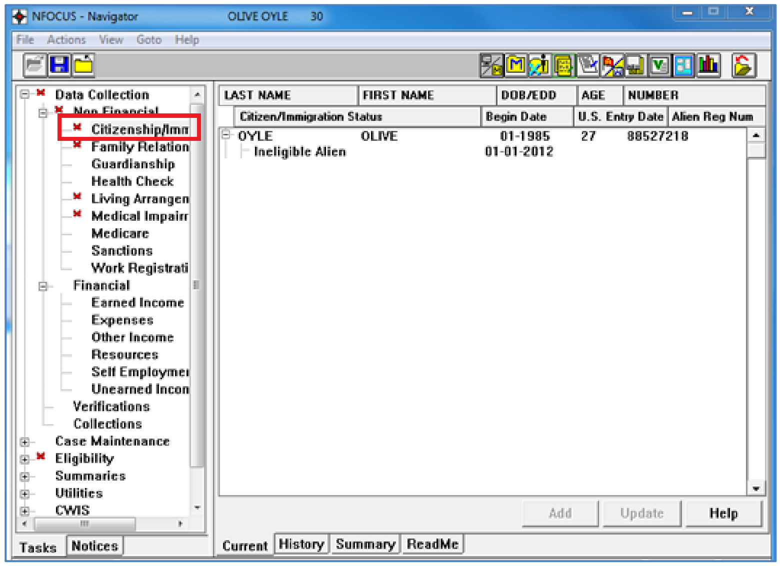
If you select the Cancel button – you will be returned to the New Programs window to select an alternate program to add.




If you select OK, you will first need to enter the application request and received dates. Next the Pregnancy window (to the right) will display. Enter the Expected Delivery Date and Fetal Number. You can also enter the pregnancy verification source and date at this time.

**Note**: If the pregnancy has not been verified when you attempt to budget the program, the PA Cases will display a status of Invalid Participant(s).

## 599 CHIP Expert System Processing (New)




The 599 CHIP Program should be only added for a pregnant woman who is not eligible in her own right for Medicaid. You will have to add the pregnant woman to a MED Program Case to allow N-FOCUS to determine if she is eligible for Medicaid in her own right. If the pregnant woman is found eligible for a MED Program, there will be no need for the 599 CHIP Program. If the pregnant woman is not eligible for MED in her own right, you can add a 599 CHIP program if she is a resident of Nebraska but failed eligibility due to her alien status or is a pregnant minor that is a resident of Nebraska and failed Medicaid/CHIP eligibility due to the income of her financial responsible parent(s).

When the case is checked out to Expert System, when the pregnant woman's citizenship is an ineligible status, the red **X** will continue to show by the Citizenship/Immigration task due to having an ineligible mother pending in a MED Program Case. Take the following steps to remove the red X from the Citizenship/Immigration task:

### For a single person MED Program

1. Open Case Actions
2. Close the MED Program
3. Use the Closure reason Ineligible Alien

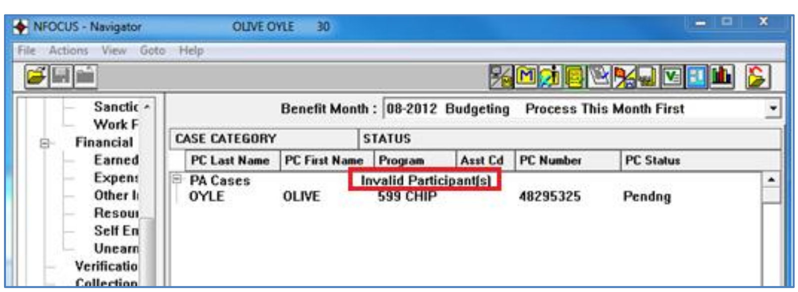
### For multiple person MED Program

1. Open Participant Actions
2. Close the Pregnant woman
3. Use the closure reason Ineligible Alien

The red **X** will be removed from the Citizenship/Immigration task.

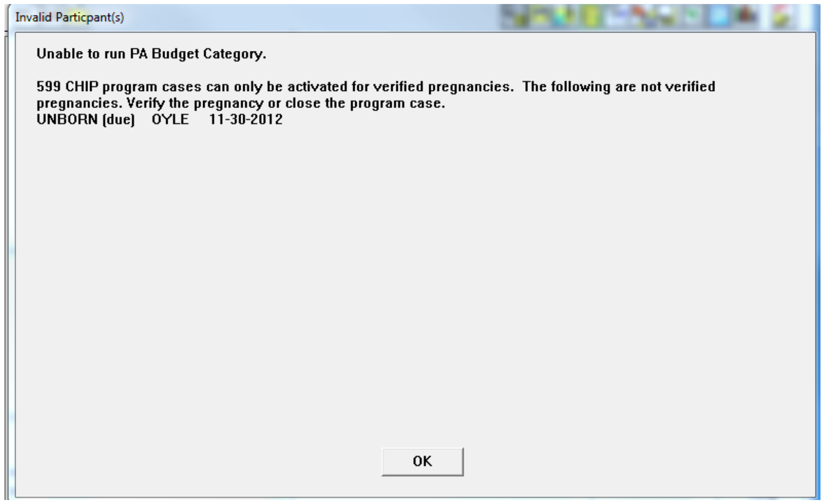
## 599 CHIP Budgeting (New)

When running the Budget for 599 CHIP, if the pregnancy associated to this program has not been verified on the mainframe Pregnancy window, the PA Cases will indicate Invalid Participant(s).



If you select the PA Cases line, the following message will display.

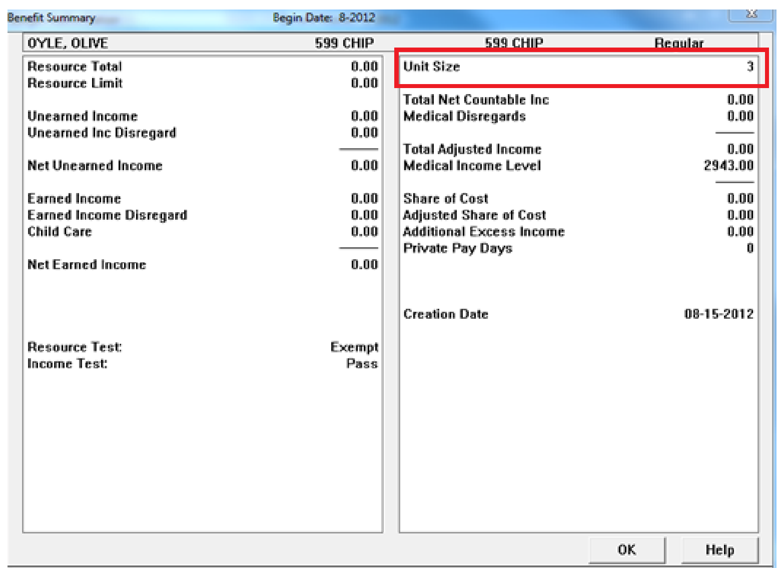
You will need to check the case back in and enter the pregnancy verification information in order to proceed with budgeting. When this information is entered, the Invalid Participant(s) message will be replaced with Budgets Ready to Process.



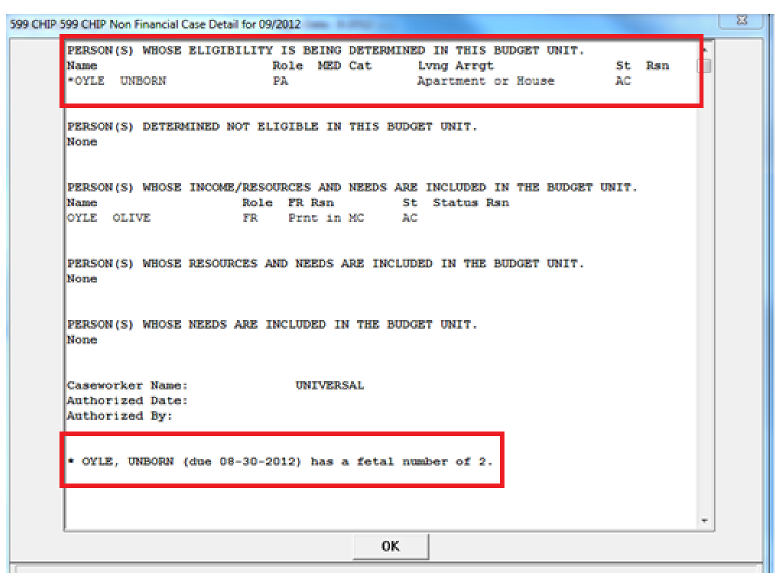

## Benefit Summary Overview (New)

The 599 CHIP Program covers the Unborn and is limited to prenatal and pregnancy related services connected to the health of the unborn child. To view who is covered in the program, double click the Unit Size row on the Benefit Summary window.

Note: In the window shown, the Unit Size is 3. This indicates the pregnant woman is carrying multiple children.

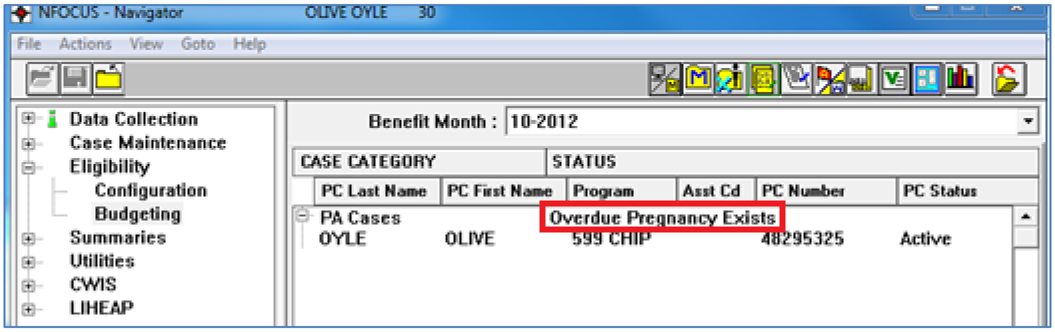



The 599 CHIP Non-Financial Case Detail window indicates that the eligible person(s) is the Unborn. There is also a statement that will display the fetal number when the number is greater than 1.



## Running 599 CHIP Budget Two Months after the Due Date (New)

If you attempt to run the 599 CHIP budget two months after the verified due date, the PA Cases line will display “Overdue Pregnancy Exists”.



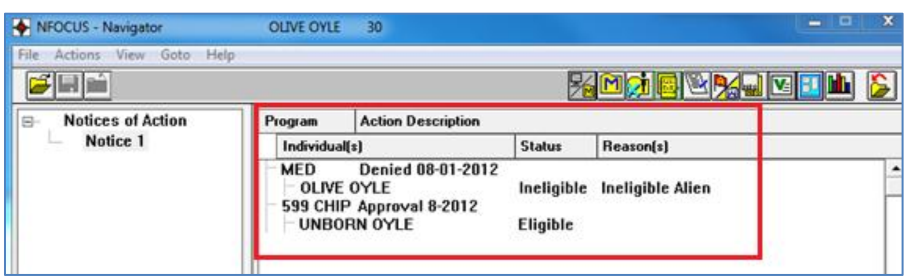

**Note**: If verification of an updated due date is received, a worker can update the pregnancy due date in demographics. This will require the case to be in a “checked in” status. If the newly provided due date verification indicates a date that is more than 1 month later than the originally verified date, the worker should attempt to find out if this is in fact the same pregnancy that was originally verified, or if a new pregnancy exists.

If a new pregnancy is determined, the previously pended 599 CHIP program will need to be closed and a new 599 CHIP program will need to be added. If the worker is unable to determine if the case would require a new 599 CHIP program, a policy question should be submitted.

## 599 CHIP Notices

The following Notice information will be created for the previous scenario:

- MED Denial Notice for the ineligible pregnant woman
- 599 CHIP Approval Notice for the Unborn



## 599 CHIP Auto Close (New)

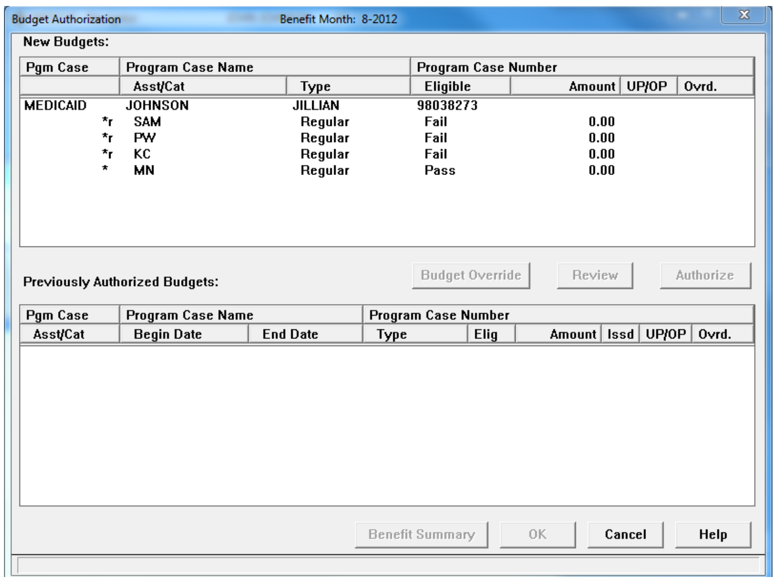
An Auto Close function will close the 599 CHIP Program Case for the month after the verified due date. The Auto Close function will run on the last day of the calendar month for the following month. If the birth is overdue, the Program Case will need to be reopened. This is done through the same process used to reopen any other program through Case Actions. N-FOCUS will allow a 599 CHIP program case to be reopened for only 1 calendar month beyond the verified due date for the pregnancy.

If a date of birth has been recorded for the unborn, the 599 CHIP program case will not be able to be reopened for months after the birth month as the child is now born and not eligible for 599 CHIP.

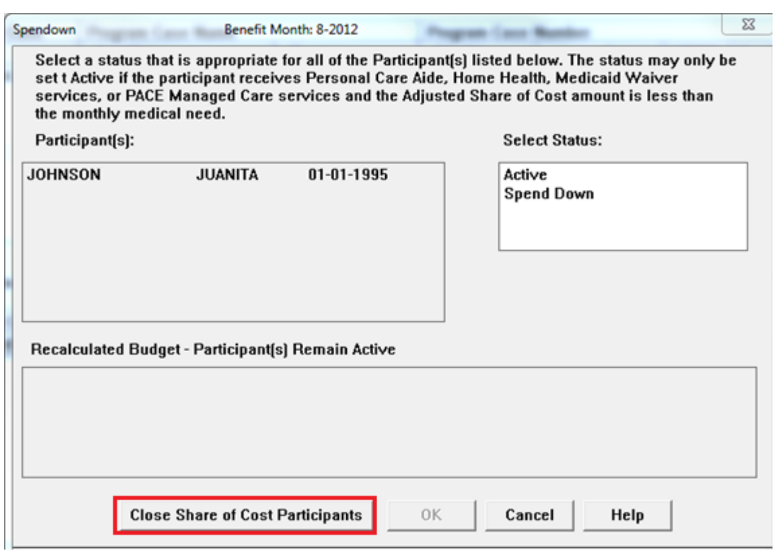
**Note**: No notice of Closing will be created through the auto close process because the client was notified of the closing date in their initial eligibility notice.

## Pregnant Teen over Income for Children's Med (Change)

The 599 CHIP Program cannot be the first program case pended. When the pregnant teen is living at home with her parents, the pregnant teen's eligibility must first be looked at through the Children's Medical categories (SAM, PW, KC). If the pregnant teen can be found eligible under any of these categories, without a Share of Cost (SOC) or premium due, the 599 CHIP should not be considered. If the pregnant teen is not eligible under any of these categories, she may be eligible for the 599 CHIP Program.

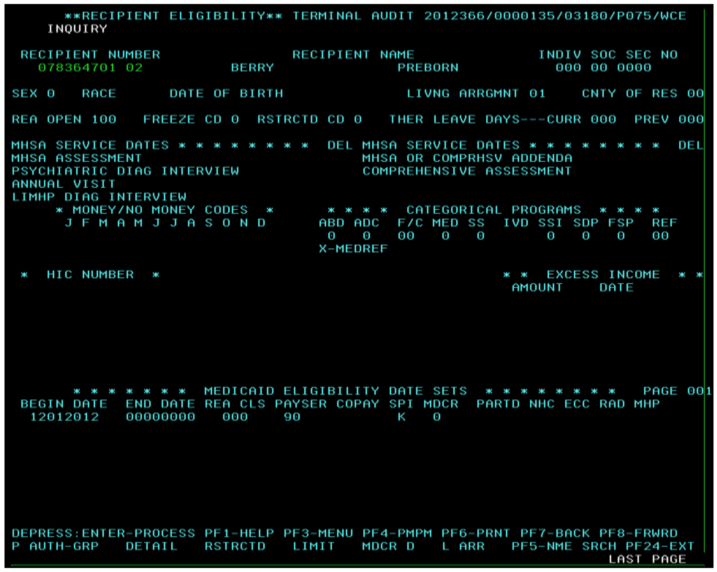



If the pregnant teen is found to be eligible in one of the categories with a SOC, double click the Close Share of Costs Participants button in the budget authorization window. This will take the MN budget to a failed read only status.




You will then pend the 599 CHIP Program because the 599 CHIP can only have unborn as the participant. Selecting the 599 CHIP program in Case Actions will allow the worker to select only the Unborn as the participant and will assign the Program Case Name to the pregnant mother.

(On the following page is the C1 screen which relates to the Medicaid Card for Unborn Berry which is shown on the following page)




The recipient Name for an unborn will appear on C1 with name 'preborn _______'. Very limited information will be displayed through the MMIS interface for an unborn recipient under the 599 CHIP program

No information will be displayed for the unborn/preborn recipient regarding:

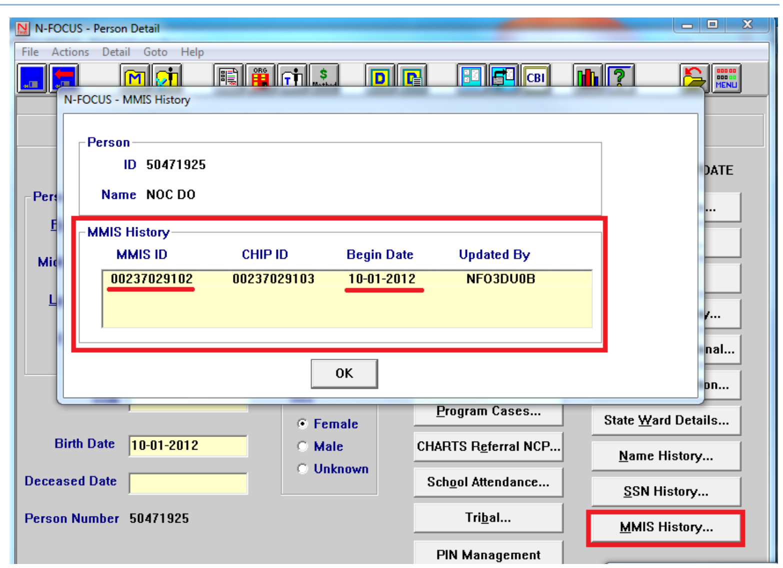
- Date of Birth
- Sex/Gender
- Race
- SS#

No Unborn participant will be mandatory for enrollment in Managed Care.

## MMIS History Window (Change)

Once the child is born and given a name on N-FOCUS, you will activate the child in another MED case. You will then be able to view the CHIP ID number from the Person Detail window by clicking the MMIS History button.

The Begin Date is associated to the MMIS ID number and not the CHIP ID number.

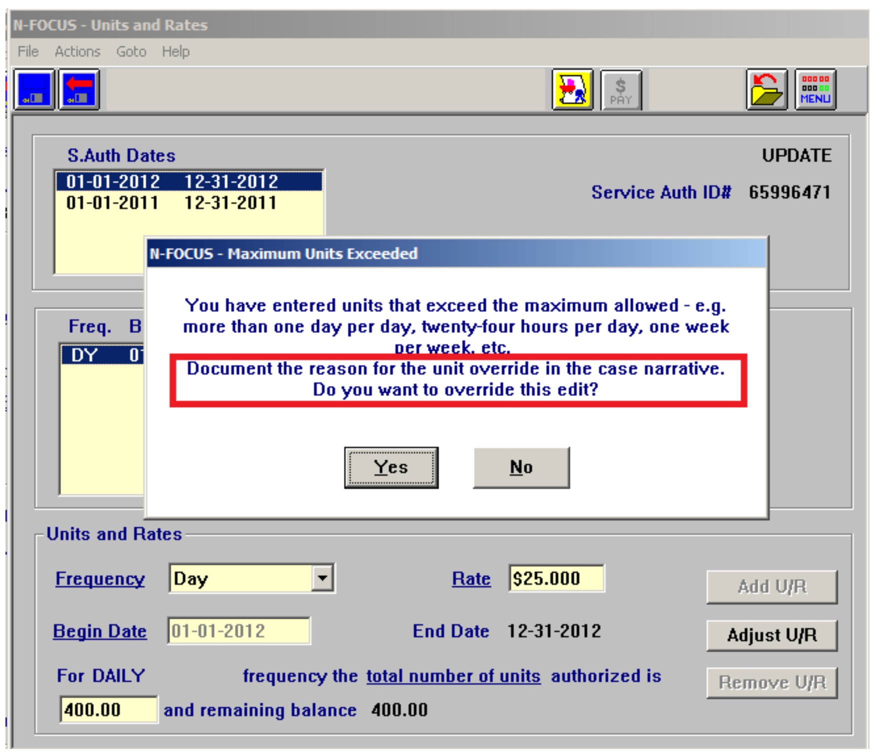


## Medicaid Card for Unborn (New)

Below is an example of the MED card that will be issued for the Unborn covered under the 599 CHIP Program. Notice the Unborn is the only person listed on this card and coverage is limited to prenatal and pregnancy related services connected to the health of the unborn child. Once the child is born, a new Medicaid Number will be assigned to the baby and a new card will be issued to the household with the newborn's name included.


## Service Authorization Units and Rates (Change)

The Maximum Units Exceeded pop-up will display when you have entered units that exceed the maximum allowed for the timeframe indicated. The pop-up will display once the Add U/R or Adjust U/R button is selected.



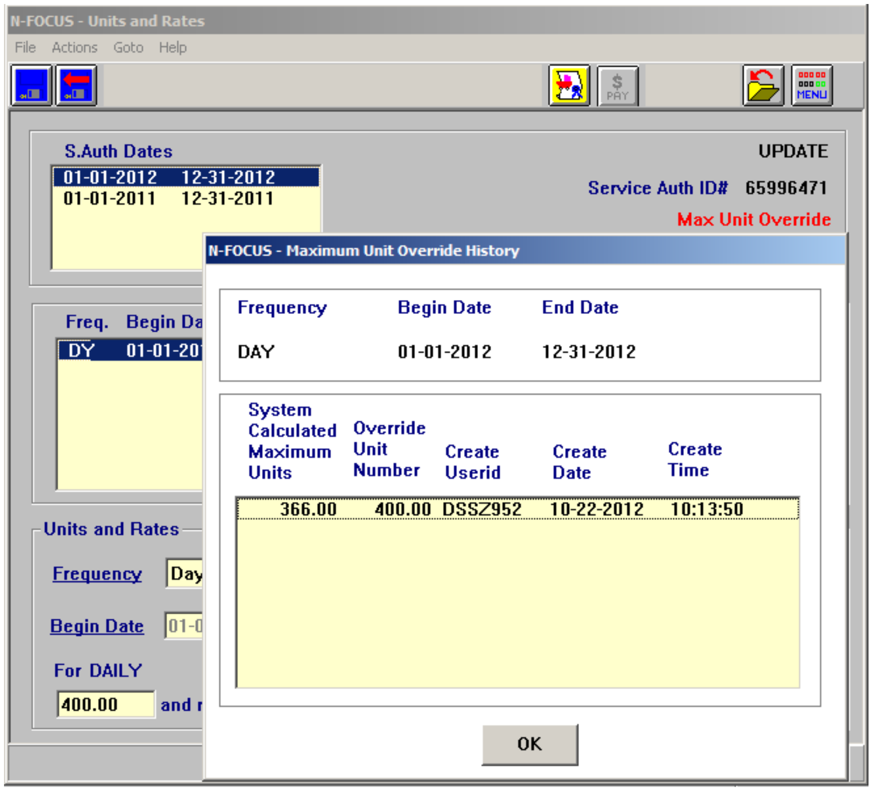

When creating or updating a Service Authorization, an audit history will capture the User ID and action date when a user answers yes to the Maximum Unites Exceeded message. The worker is expected to narrate the reason for exceeding the system calculated maximum number of units allowed for the Unit/Rate time period. This information, including the associated narrative, is necessary to satisfy auditor requests when the maximum units are exceeded on a service authorization.

Click Yes to override and authorize the units. The Max Unit Override message will display on the Units and Rates window.

Return to the Program Case to narrate the reason for going over the Maximum Units.

## Maximum Unit Override History Window (New)

The Maximum Unit Override History window is available to assist with audits. This new window can be accessed from the Units and Rates window by following these steps:




- Select the S. Auth Date row and the Unit and Rate Row

  The Max Unit Override message will display under the Service Auth ID #
- Select Goto> Override Audit History

  The Maximum Unit Override History window will display

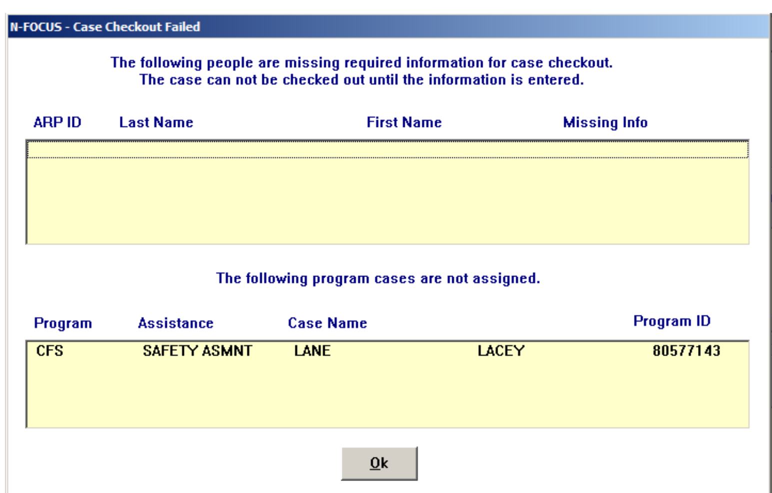
**Note**: This change begins with the November 11, 2012 release. It is possible that there could be a Max Unit Override (in red) displayed without an Override History.

## SSA-LIS Applications Tied (Change)

SSA-LIS Applications can now be tied as a Review.

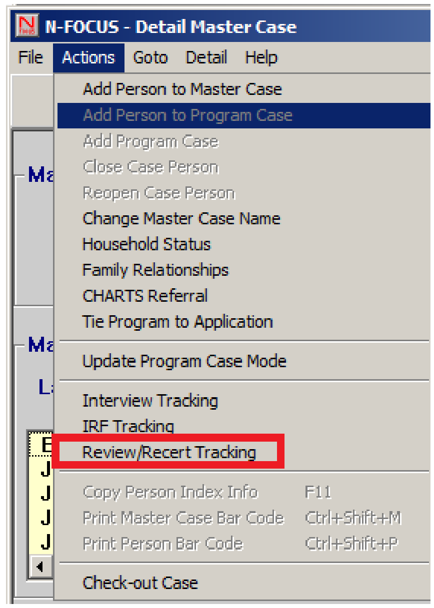
## Case Check out Fails (Change)

When a Master Case Check Out fails because one of the people in the Master Case is missing information or one of the Program Cases has not been Assigned, an error message will display indicating the actions that will need to be taken before the case can be checked out.



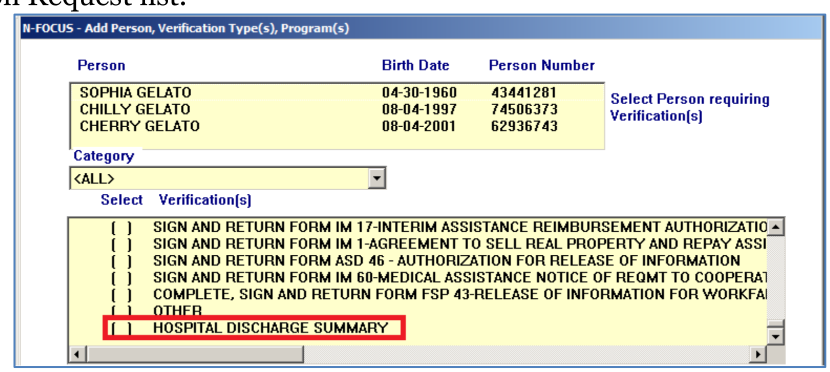
## Review/Recertification Tracking (New)

Cases in Pending status may now be viewed in Review/Recertification Tracking.




## Verification Request - (Change)

- Verification Requests can now be created on ADC Payment only cases before the case is configured.
- ‘Hospital Discharge Summary’ is now an option on the Verification Request list in the ‘Other’ category.
- ‘Paternity - Child Support Referral Form (EA-15)’ has been removed from the Verification Request list.




## Service Dates Claim Edit for Child Care Program (Change)

The claim item edit, “Service Dates are not within the same month” will now apply to the Child Care Program. This means that the provider may not bill across months when submitting paper billing documents or using the web portal to submit claims. The weekly preprint billing process will be changed to add another daily or hourly line (as applicable) when a week crosses months. The provider can then bill the first part of the week on one line and the second part of the week that is a new month on the second line.

## Medicaid and Long Term Care Programs Timely Filing (Change)

N-FOCUS will begin enforcing Medicaid timely filing requirements. The requirements are being changed effective 1/1/2013 from one year to 6 months. Providers may not file claims for service dates older than 6 months unless they meet certain exceptions. A claim entered into N-FOCUS that does not meet timely filing requirements will reject. This applies to AD Waiver, DD Waivers, Personal Assistance Services and Social Services for the Aged and Disabled programs.

## Search Person List - More+ (Fix)

The More+ button on the Person List window was not displaying the complete list of records found. This has been fixed.

## O' Neill Conversion (Fix)

Currently the spelling of the town O' Neill is shown in various ways on N-FOCUS. On October 17, a conversion program was run to change all of the instances to the correct spelling of O' Neill. Please note that there is a space between the ' and the N.

# Alerts

## EA – ADC Income Report Due #398 (New)

The new ADC Income Report Form will be sent to clients in the 5th month of eligibility requesting updated earned income information. If the information is not received by the 10th of the 6th month of eligibility, this alert will be generated to ensure current earned income is being used for budgeting. The alert is created on the 15th of the month.

**Alert Text:** - An ADC Earned Income Report Form was due on <mm-dd-yyyy> and has not been received.

## EA – LIHEAP Refund #399 (New)

When an organization refund is finalized for the LIHEAP Program, the following alert will be generated for each program case that has a budget associated to the refund.

**Alert Text:** - A refund in the amount of <Dollar> was received from <Org Name>. Update the energy provider and recalculate the budget to reissue and refund the amount.

## EA – Change Reported #355 (Change)

LIHEAP has been added to this alert.

**Alert Text:** - An electronic change report was completed for <change type> change. <Last Name>, <First Name> is in <Program Case>. Take necessary action.

## Work Tasks

### Processing Daily and Processing Ready Work Tasks Merged (Change)

The Functions of 'Processing Daily' and 'Processing –Ready' are now merged into 'Processing'. The Processing Daily and Processing Ready Work Tasks will also be merged with this release. In addition, the Work Task "Case Ready for Final Processing" will not be able to be created by Processers.

The Processing Initial function and Work Tasks will remain separate.

## Correspondence

### ADC Six Month Earned Income Report Form (New)

ADC cases with earned/self-employment income should be reviewed every 6 months to ensure the current earned income is being used for the budget. This correspondence will be generated in the 5$^{th}$ month of eligibility and is due back by the 10$^{th}$ of the 6$^{th}$ month of eligibility.

When this report form is returned, a High Priority Alerts Exists Work Task will be created.

If the report form is not returned by the 10$^{th}$ of the 6$^{th}$ month of eligibility, Alert #398 ADC Income Report Due will be generated.

Refer to **ADC Program Earned Income Review and Tracking** for additional information regarding this correspondence.

## Document Imaging

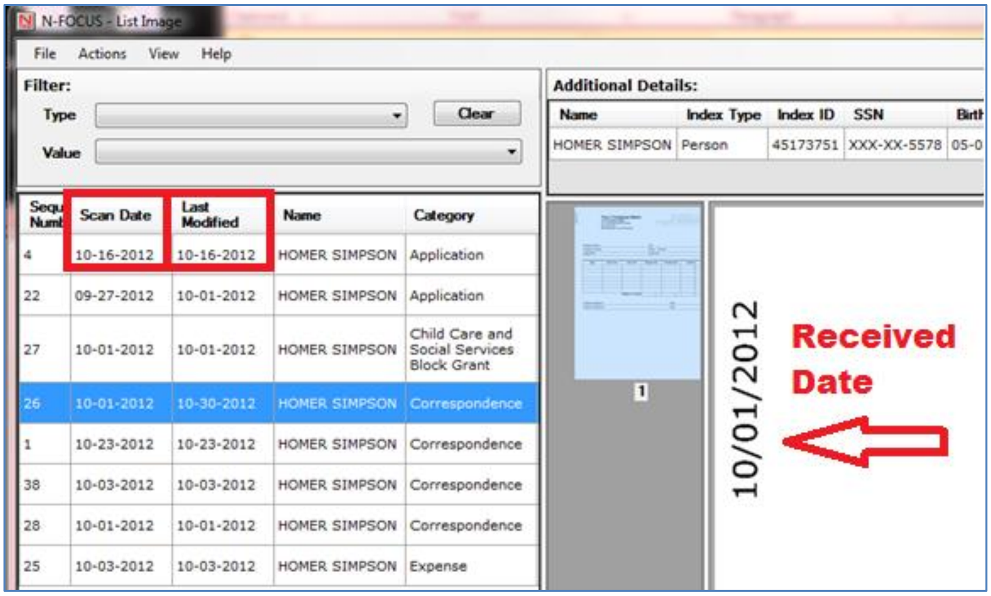
### Received Date and Scan Date (DEFINITION REVIEW)

**Received Date** – This is the date mail was received. The received date was previously stamped on every page as the mail was opened. With the implementation of Document Imaging, the received date is no longer stamped on every page. The received date is now "burned on" to the image in the upper left hand corner of the page as it is scanned.

NOTE: The "burned on" date only applies to documents scanned via the high speed scanners or via ADD Image functionality in N-FOCUS. Documents scanned on the smaller Canon scanners will not have the "burned on" received date. This mail should continue to be date stamped.

**Scan Date** – This is the actual date the document was saved in Document Imaging or saved via the ADD Image functionality in N-FOCUS. **NOTE:** This **is not** the same as the Received Date. If a document was received on 10/1/2012 and indexed and saved on 10/1/2012 the dates will be the same. If the document was received on 10/1/2012 and indexed and saved on 10/3/2012 the dates will not be the same. The Scan Date will always reflect the date in which the document was saved in Document Imaging.

**Last Modified Date** – This is the last date the index information on the document was updated.  This is the date used in the Date Range fields on the Search Image window.




## Search Image Window (Change)

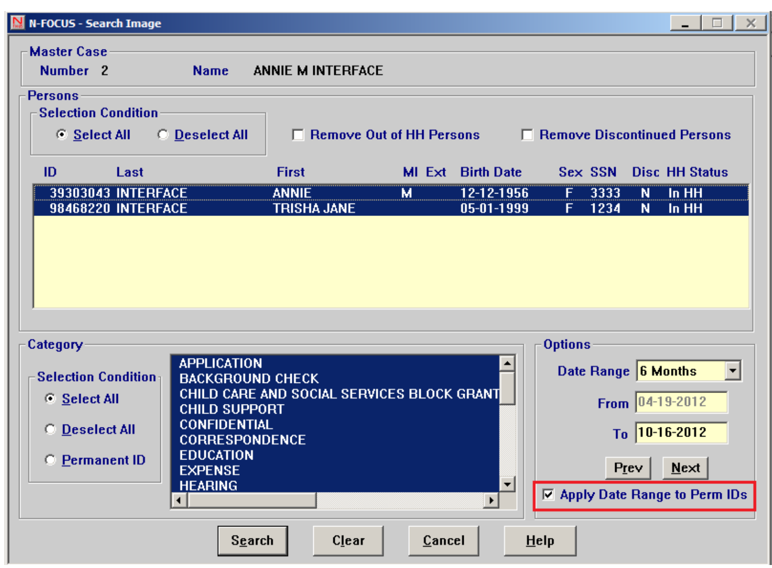
### Search Date (Reminder)

Refer to the definitions above.  The date used in the Date Range field is the Last Modified Date.  This date is used to allow the worker to view the most current indexing information on the document. Received

### Apply Search Dates for Perm ID's (New)

The Apply Date Range to Perm IDs option has been added to the Search Image window.

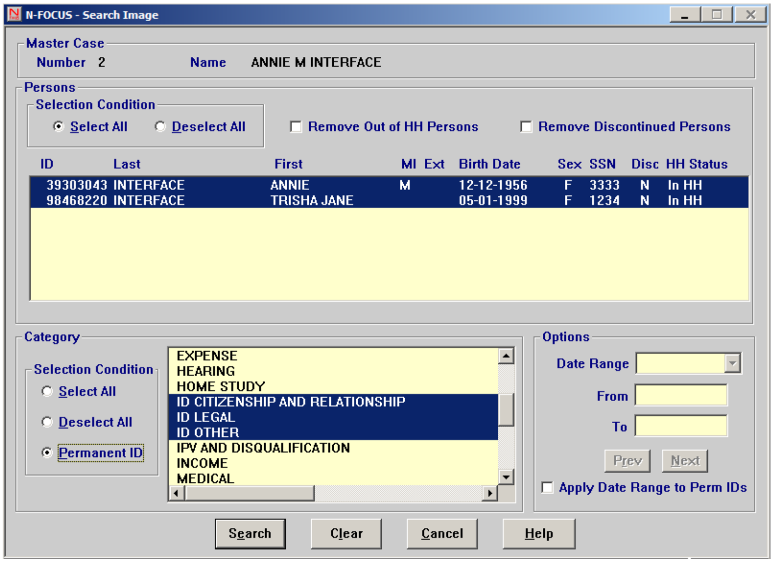
When the Category Select All is selected, the Apply Search Dates for Perm ID's option is automatically checked.  The search results will include scanned images for all categories during the specified date range only.  You will not see Permanent ID information from the beginning of the scanning project.




If the Apply Date Range to Perm ID's is deselected, the Search results will include scanned images for all categories except Perm IDs during the specified date range.

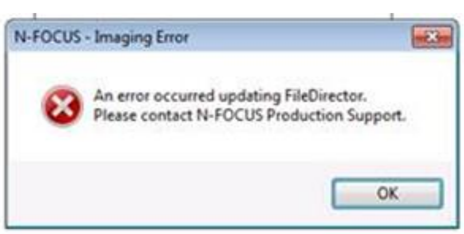
When the Category Permanent ID is selected the Apply Date Range to Perm ID's is not selected. The search result will return all of the documents scanned as Permanent ID documents since the scan documents project began.

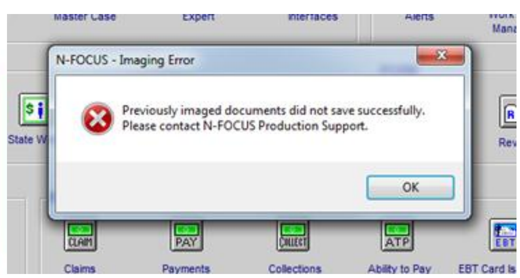
If you wish to only view the Permanent ID documents for a specific date range, select the Apply Date Range to Perm ID's option and set the date range as appropriate. Search results will then return only Permanent ID documents scanned during the specified time period.




## Imaging Error (Change)

If you receive the following error while adding images via the Add Image window the second message will appear each time you open N-FOCUS. The error used to display for 5 consecutive days each time you opened N-FOCUS. If you do not contact Production Support, you run the risk of losing the document you were trying to save. This error will now only appear for 2 days (48 hours). After this time the files associated with the Save attempt will be deleted.




## Saving Images via the Add Image Window (Reminder)

When adding images via the Add Image function allow sufficient time for the save process to be completed before viewing the saved image. The save functionality works behind the scenes, you do not receive a message stating the document has saved. Please **do not** immediately look up the document in N-FOCUS and expect to see it. We are finding numerous duplicates because users are not allowing sufficient time for the save to complete before viewing, then adding the document again because it wasn't found. Wait for a few minutes then search for it in N-FOCUS.

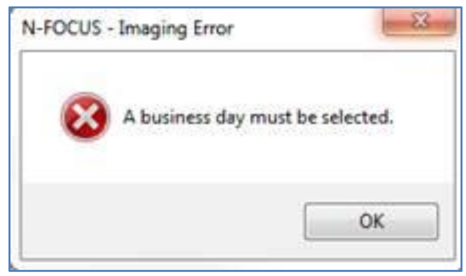
## Remove Index Info (Reminder)

REMOVE INDEX INFO action: When users select the Remove Index Info action the document will no longer be available for viewing in N-FOCUS. If a document is found to be indexed in error the user **should correct the indexing**. The Remove Index Info action was intended to **only** be used if no valid person can be identified to index the document to. This action should **rarely** be used. If using this action, be aware the document will no longer be available in N-FOCUS until the document has been reindexed. Reindexing can be done the next day or up to 30 days later.

## Add Image Window (Change)

The following changes have been made to the Add Image window:

1. Received Date: Defaults to current day. Staff should be setting the received date as the date on the email or other attachment they are adding. This would be the same date as was date stamped on the mail prior to Document Imaging.
    - On weekends and holidays, the Received Date will default to the next business day.
    - If you select a day that is not a business day a message will display telling the user to select a business day.
        - The 'next business day' is the first day after the current day that is neither a Saturday, Sunday or holiday.




2. Unknown has been removed as a Category.
    a. Previously Unknown was the default value when opening the Add Image Window; now the default will be a blank field.
3. The Save button will not enable until all Index Info, including a Category, has been selected.
4. The QA Add button (for workers with WinClient/FileDirector on their workstation) will not enable until all Index Info, including a Category, has been selected.
5. The Category will be cleared each time Save is selected.

## WinClient/FileDirector (Change)

1. The Unknown category has been removed. When copying index info from N-FOCUS to WinClient/FileDirector, the Category will be blank (previously it defaulted to Unknown).
2. The Category in WinClient/FileDirector is now a mandatory field prior to check-in.
3. Documents currently indexed to the Unknown category will no longer display in N-FOCUS until they have been reindexed by staff with access to the WinClient/FileDirector.

## Index Category Spreadsheet (Change)

Unknown has been removed as a Category. Windows affected by the removal of the Unknown Category include Print Bar Code, Search Image, Index Image and Add Image windows.

## Electronic Application

### Spanish E-App Now Available (Change)

The Spanish version of the new Electronic Application is now available through ACCESSNebraska.


If an application is submitted in Spanish they will see this dialog box when they try to view the PDF. This means that you can view the application's questions in either English or Spanish. The answers to any of the questions will still be in whatever language the client answered.

### PDF Display (Change)

People who have left the household are now listed on the PDF. When a client has people prefilled onto the application (based on what role they have in the assistance case) we make clients tell us who is living with the applicant. If the client tells us that a person is no longer in the household we tell them to enter a date that they left. On the PDF we have a section below the current household composition that lists all of the people that left the household.


**Household Members**

| FIRST | MIDDLE | LAST | EXT | GENDER | SSN | BIRTH DATE | AGE |
|---|---|---|---|---|---|---|---|
| HALSEY* | | HALAGARDA* | | Female* | XXX-XX-7526* | 01-19-1989* | 23 |
| HANNA* | | HALAGARDA* | | Female* | XXX-XX-6075* | 03-10-2009* | 3 |

These people are no longer household members

| FIRST | MIDDLE | LAST | EXT | GENDER | SSN | BIRTH DATE | DATE LEFT HOUSEHOLD |
|---|---|---|---|---|---|---|---|
| HANK* | | HALAGARDA* | | | | 04-18-2008* | 11-01-2012 |

## Email Address (Change)

With the new E-App we are capturing email address. Make sure that when an email address is entered on the application, we enter the information in N-FOCUS. We are in the process of moving to electronic correspondence for customers and capturing this information early will help facilitate the transition.

## Change Reporting (Change)

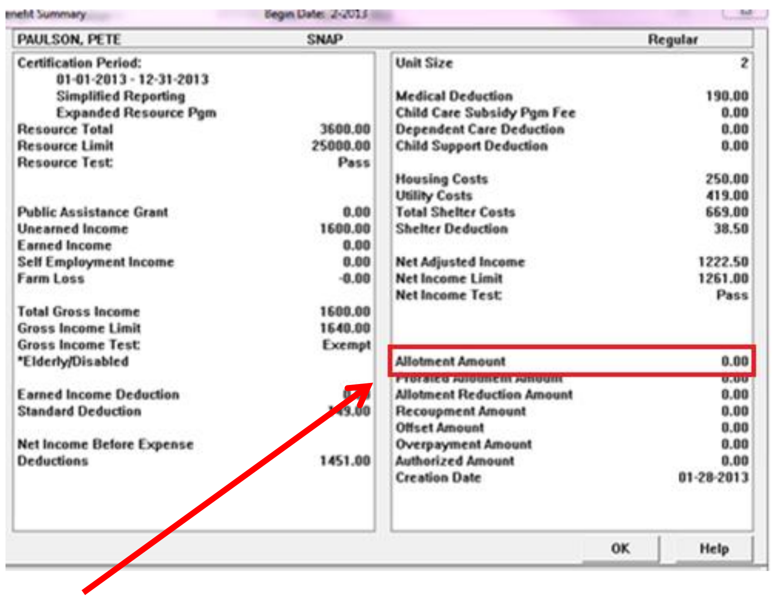
The Utility Bills category has been updated to capture the information that is entered in NFOCUS.

LIHEAP or 599 CHIP only cases can now submit change reports.

# Expert System

## SNAP Case Passes Income but Not Eligible for Payment (Change)

With the SNAP Expanded Resource program rules, there is no minimum payment ($16.00 at present) for one and two person households. When looking at the Benefit Summary screens, for this type of case, the Net Income Test will say Pass but the Allotment Amount will be $0.00. these cases actually fail as the household is eligible for zero benefits.

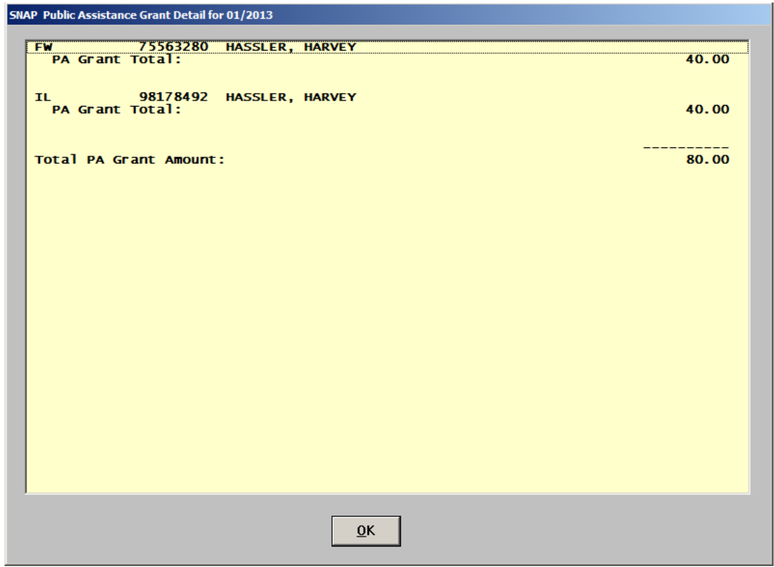



Double-click the Allotment Amount row on the Benefit summary to see the Allotment Message “One and Two person households eligible under the Expanded Resource Program are not eligible for the minimum payment in non-prorated months. The allotment calculation results in a zero allotment”.

## SNAP Benefit Summary (Change)

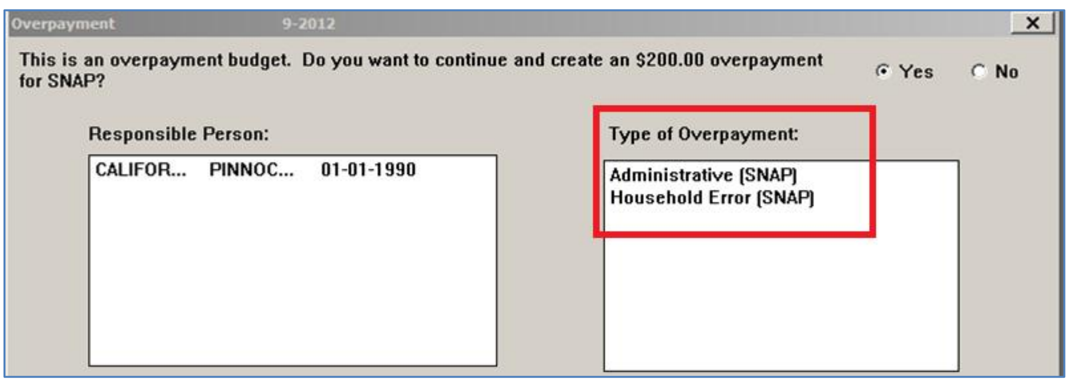
The Independent Living and Former Ward income, which is counted in the total Public Assistance Grant, can now be seen from the Benefit Summary by double clicking on the Public Assistance Grant line.

Benefit Summary Screens can be viewed in both Expert System and from the Detail Master Case Window>Eligibility Summary toolbar icon.




## SNAP Overpayment (Change)

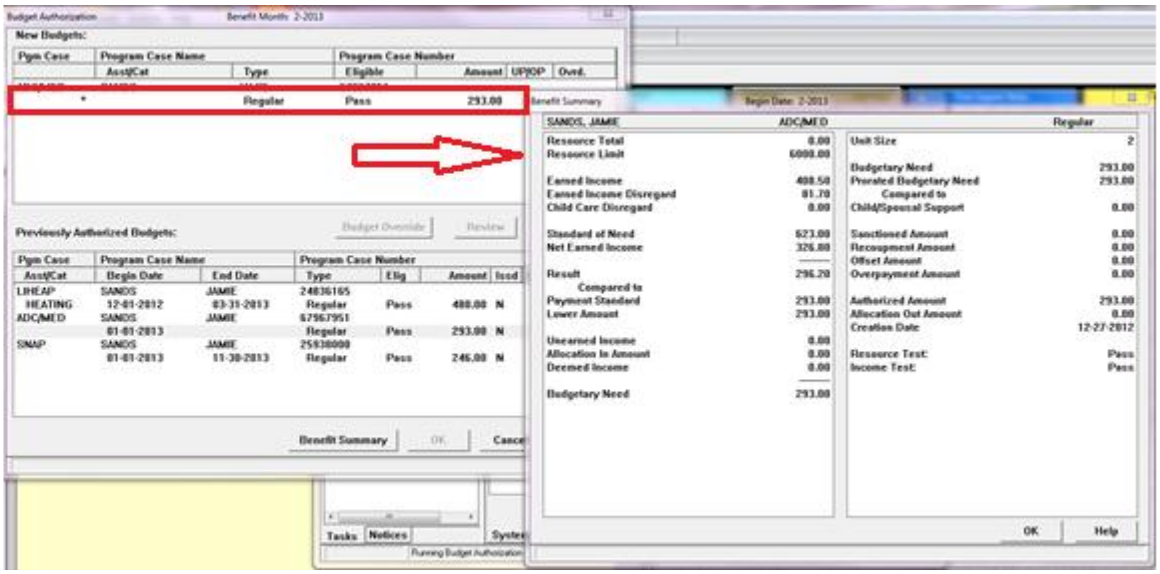
The Type of Overpayment will now indicate SNAP instead of FSP on the Overpayment window.



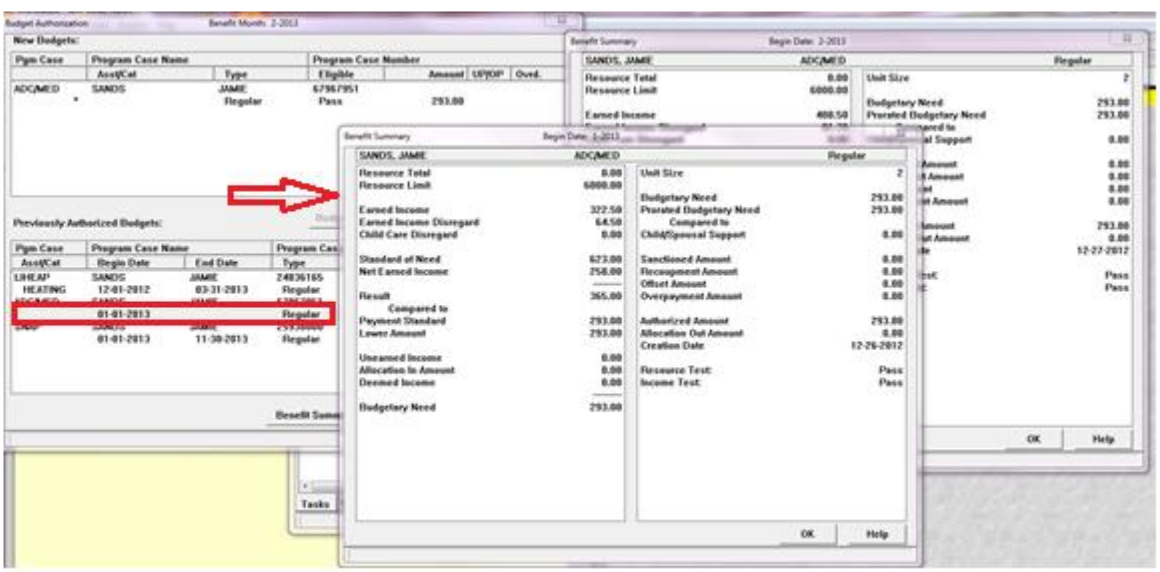
## View Multiple Benefit Summary Windows Simultaneously (New)

You can now view multiple Benefit Summary windows in order to compare budgets. To view multiple Benefit Summary windows, follow these steps:

1. From the Budget Authorization window, double click the Budget Row listed in the New Budgets section.
   The Benefit Summary for that row will display.

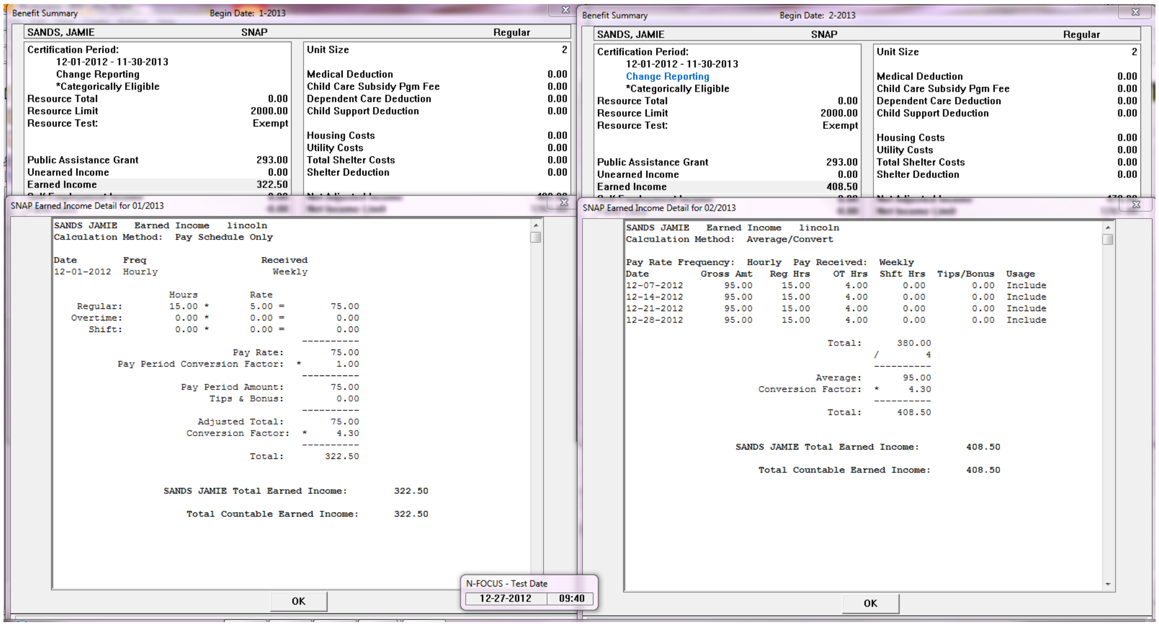


2. To view previously authorized budgets, double click the appropriate row.
   The Benefit Summary for that row will display.



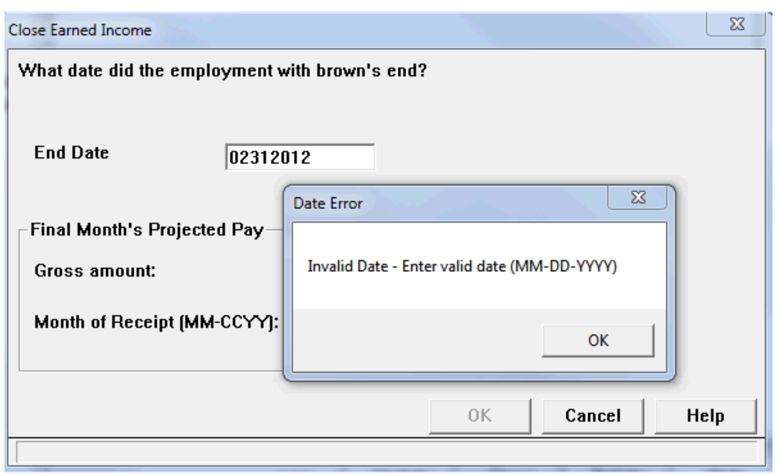
You can then authorize the new budgets without closing the ones that are open and then OK at the bottom of the window and this will close all the budgets windows that are open and move on to the next month.

You can also have multiply windows open of the detail of each budget.
**Example**: Earned Income Detail for January budget and February budget.



## Invalid Date Message (Change)

Prior to this release, when an invalid date was entered on an Expert System window, the OK button would not become active and no message was provided to the worker. With this release, if an invalid date is entered on an Expert System window, a Date Error message will display.

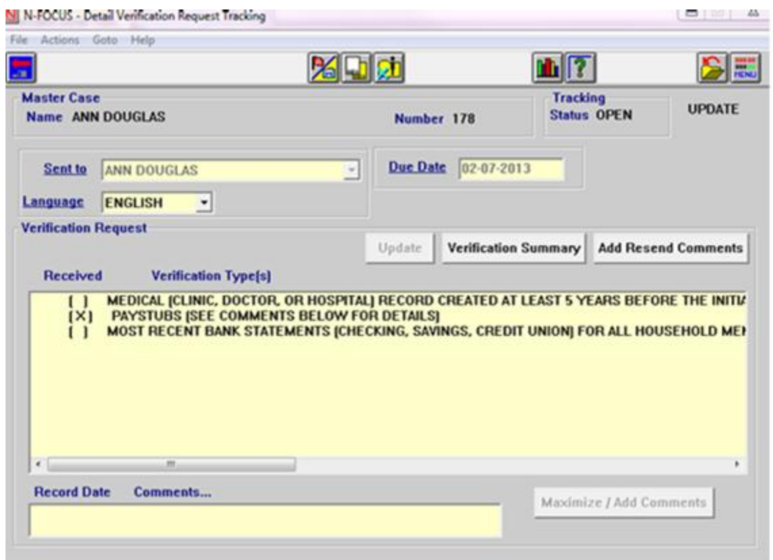


## Expert System Notices (Change)

Closing or Denial Notices will Display Verifications that are Not Received.

Expert System Notices that are created after an AABD, ADC Child Care, SNAP, Medicaid or LIHEAP case has been closed or denied for the reasons of 'Failure to Provide' or 'Other' will display the Verifications requested on the most recent Verification Request that have not been marked as received.

Example: The Verification Tracking window at the time of closing or denial looks like the below screen print. The Paystubs verification is marked as received:




Below shows the closing or denial notice wording that would appear on a SNAP notice:

**Supplemental Nutrition Assistance Program (SNAP) formerly known as the Food Stamp Program**

**Your request for assistance has been denied effective 12-2012.**

**The reason is:**

- Failed to Provide Information

**The following verifications have not been provided for the listed person(s):**

ANN DOUGLAS

Citizenship:

- Medical (clinic, doctor, or hospital) record created at least 5 years before the initial application date and indicates a US place of birth

Resources:

- Most recent Bank Statements (checking, savings, credit union) for all Household Members

## Citizenship/Immigration Task (Change)

The Red **X** rules have been changed to make it easier to change a lawfully Present individual's status back to Ineligible Alien in a future month. The status should conform to the month the budget is being run.

## Irrevocable Burial Trust Limit (Change)

The Irrevocable Burial Trust Limit has been changed to $4,762 with this release.

## MED Budgeting (Change)

If you deny the MED budget and there is a related Presumptive program case the system will close the Presumptive program case effective the day after the MED case was denied.

## ADC/MED Overpayment Budgeting (Fix)

When an ADC/MED case has an Overpayment and is made Ineligible for the month, budgeting has not appeared in the Budget Month to create the Over Payment. This has been fixed.