
N-FOCUS Interim Release Combined EA and MLTC December 15, 2013

A Major Release of the N-FOCUS system is being implemented December 15, 2013. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

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

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General Interest and Mainframe

MLTC: Federally Facilitated Marketplace (FFM) (New)

A customer seeking healthcare options at the Federally Facilitated Marketplace (FFM) may request financial assistance to help pay for health insurance, including pursuing Medicaid eligibility. Using Nebraska Medicaid specific eligibility rules, the Marketplace assesses Medicaid eligibility. The FFM will not make any Nebraska Medicaid determinations. The customer may request a Medicaid determination regardless of the FFM assessment. Either way the Marketplace transfers the application to Nebraska via an Account Transfer.

The Account Transfer information is converted to a Healthcare Marketplace (HCMP) Electronic Application. The corresponding PDF will have the same look and feel of the new Healthcare Nebraska NE(HCNE) e-application that will be released at a later date.

When an application is transferred from the Marketplace to Nebraska, the eligibility decision is returned to the Marketplace via an outbound Account Transfer.

The screenshot shows the 'Detail Electronic Applications' window in N-FOCUS. The application is for 'JAMES H RYAN'. The 'Type' field is highlighted in red and contains 'Healthcare Marketplace'. Other fields include 'Number: 10004', 'Interpreter Language: ENGLISH', 'Received: 08-06-2013', and 'Status: Registered'. The 'Priority Reasons' field is empty. The 'Programs' section shows 'MEDICAID' applied for, with 'Master Case: 282 MEDICAID' and 'Program Id: 39988753'. The 'Status History' table shows a 'Submitted' status on '08-06-2013' at '17:18:32' created by 'SYSTEM'.

Applied For	Master Case	Program	Program Id	Program Case Name	Tr
MEDICAID	282 MEDICAID		39988753	JAMES H RYAN	01

Status	Begin Date	Begin Time	Created By
Submitted	08-06-2013		SYSTEM

Note: The response to the Marketplace from N-FOCUS occurs in a nightly “behind the scene” process after a worker has determined the eligibility for the applicants.

When e-apps are received from the Marketplace to Nebraska, the Type field on the Detail Electronic Applications window in the mainframe will indicate Healthcare Marketplace. A Federal Referral ID will be generated for each applicant in the household. See MLTC Adding Federal Referral ID for more information.

MLTC: Market Place Application (New)

The new Healthcare Marketplace Application will display, if appropriate, when you click the Application icon on the Detail Electronic Applications window. The following is an example of the new Healthcare Marketplace Application:

Application for Medicaid and Insurance Affordability Programs								
Application Received Date: 09-11-2013					Healthcare Confirmation Number: 10075			
Application Information								
Household Contact Name		Start Date	Submit Date	Application Type (for internal use only)				
Jeffery Nichols JR 01-24-1962		09-10-2013	09-11-2013	Healthcare Marketplace Combined				
Federal Application ID								
FFMAPP-GS- ABCDEFGHIJKLMNORSTUVWYZ-01- V003								
<input checked="" type="checkbox"/> I agree to allow my information to be used and retrieved from data sources for this application. I have consent for all people I will list on the application for their information to be retrieved and used from data sources.								
Start Section								
Contact Information - Jeffery Nichols JR								
Home Address			Mailing Address		Phone/Email			
Dents Run, #4 Second Level Address Mannington, WV 26582 Marion					555-555-1212 Ext.123 (Work)			
Language			Contact Preference		ryan@yahoo.com			
English (Spoken)			Email					
English (Written)								
Household Members								
First	Middle	Last	Ext	Gender	SSN	DOB	Age	Applicant?
Carli	Ann	Nichols		Female*	234-60-8661	01-24-1964	49	Yes #
Jeffery	John	Nichols**	JR	Male	326-60-3914	01-24-1962	51	Yes
Connor		Nichols		The Very First Male	444-44-4444	01-25-2000	13	Yes
Eva		Nichols		Female	456-78-9013	05-20-2013	0	Yes

Scroll down to the Verification Information section to view information received that has been verified by the FFM. This information is considered confidential and for internal use only. Verification will come from HUB requests to SAVE and Equifax (TALX) for persons submitted.

Verification Information (For internal use only)	
Carli Nichols 01-24-1964	
Page 15 of 19	
Application for Medicaid and Insurance Affordability Programs	
Application Received Date: 09-11-2013	
Healthcare Confirmation Number: 10075	
Source	DHS SAVE
Date Time	02-28-2013 12:00 AM
Status Indicator/Code	Hub response expected
G 845 Major Code	Lawful Permanent Resident
DHS SAVE Step	
Case Number	Verification4WV
Eligibility Statement Code	
Lawful Presence Verified	

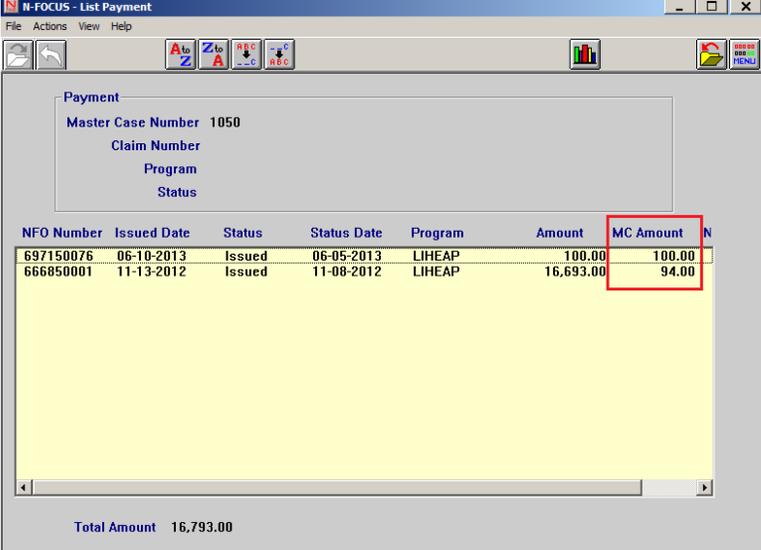
MLTC – Applications (New)

The following new application options are now available when typing paper application in the Mainframe and in Expert System:

- MLTC - 64 Medicaid Application for Aged and Disabled
- MLTC – 64 - S Medicaid Application for Aged and Disabled (Spanish)

EA and MLTC - List Payment Window (Change)

A new Master Case Amount column has been added to the List Payment window. When viewing payments from a Program Case you will see what portion of a consolidated payment belongs to the case.



The screenshot shows the 'N-FOCUS - List Payment' window. It displays a table of payment records. The table has columns for NFO Number, Issued Date, Status, Status Date, Program, Amount, MC Amount, and N. The MC Amount column is highlighted with a red box. Below the table, the total amount is shown as 16,793.00.

NFO Number	Issued Date	Status	Status Date	Program	Amount	MC Amount	N
697150076	06-10-2013	Issued	06-05-2013	LIHEAP	100.00	100.00	
666850001	11-13-2012	Issued	11-08-2012	LIHEAP	16,693.00	94.00	

Total Amount 16,793.00

MLTC - Tax Household Window (Change)

Currently workers can only create a Tax Household if the persons in the Medicaid case are Pending, Active, Premium Due, Spend down and Ineligible status in the current month. If the case was in Closed or Denied Status in the current month the Tax Household person selection window would be empty even though the Medicaid persons were in Pending status effective 01/01/14.

Effective with this release, this situation will be corrected. Workers will be able to create a Tax Household for person(s) in Pending, Active, Premium Due, Spend down and Ineligible status in the current month or any future month.

MLTC - TAX Interface (Change)

When navigating to the BDE or SDX icon from the TAX Interface window, you will no longer be required to enter your User ID, Password and the SSN of the person you are researching.

MLTC - SSA Interface (Change)

When navigating to the BDE or SDX icon from the SSA Interface window, you will no longer be required to enter your User ID, Password and the SSN of the person you are researching.

EA - Grant Payment Refunds (Tip)

Refund grant payments are processed by Financial Services/ICC-Claims Processing and should be sent to them. Finance staff will apply the refund to the appropriate client benefits.

The Financial Services Payment Processing Group and certain other Central Office Staff are the only ones who have the security to create, delete or update refund information.

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.

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.

There is a Refund button on 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.

UPDATE

Payment

NFO Number 666850028 Issued Date 11-13-2012 Program LIHEAP

NIS Number

Pmt Method DEBIT CARD Amount 218.00 Type MAJOR/REGULAR

Payee

JAMES TAYLOR
654 Z
LINCOLN NE 68502

Status

Status Issued

Change Date 11-08-2012

Reason Issued

Risd To/Dup Sent Addr...

Authorized Budgets...

Claim Items...

Refunds...

Alerts

Limit to APS/CFS/WVR Alerts (Change)

To further clarify Alerts that will display when this filter is selected, the filter name has been changed from Limit to APS/CFS Alerts to Limit to APS/CFS/WVR Alerts. Selecting this filter will display alerts related to Adult Protective Services, Children and Family Services and Waiver alerts.

Master Case

Number 2 Name ANNIE M INTERFACE

Alerts

Display Dt	Description	Program	Name	Alert #
10-10-2013	UC CASE NOW ASSIGNED	MEDICAID	INTERFACE, ANNIE M	469
10-10-2013	UC CASE NOW ASSIGNED	LIHEAP	INTERFACE, ANNIE M	360
08-06-2013	MULTIPLE CASES		INTERFACE, TRISHA JANE	354
06-07-2013	MULTIPLE CASES		INTERFACE, TRISHA JANE	354
05-01-2013	CHANGE REPORTED	EA	INTERFACE, ANNIE M	355

Limit to EA Alerts Limit to MLTC Alerts Limit to APS/CFS/WVR Alerts

Work Tasks

Interview Needed-Expedited SNAP Interview Work Task (Change)

The Interview Needed-Expedited SNAP Interview Work Task has been discontinued. Scheduling the interview will continue in the usual manner.

Electronic Application

ACA Healthcare Web Access (New)

The ACCESSNebraska menu and User Account Management feature will now allow clients to enter the Healthcare/Medicaid Application. In order to apply for Healthcare coverage, an account will need to be created.

EA – Electronic Application (Change)

As a result of the new Healthcare application Medicaid related programs, services and wording references have been removed from the Economic Assistance Application. This includes Medicaid, Developmental Disabilities Program, Kid’s Connect, Personal Assistance Services and Aged and Disabled Waiver. People that are receiving Medicaid will not be able to apply using this application anymore.

The logic used to determine whether an application can be considered Expedited has been refined. We will now disregard the answers to the three expedited questions (shown below). N-FOCUS will only look at the Income, Resources and Expenses to determine Expedited.

Is your total household income this month, before deductions, less than \$150 and household cash/savings \$100 or less?	<input type="radio"/> Yes	<input type="radio"/> No
Do your total shelter costs exceed your monthly income and resources?	<input type="radio"/> Yes	<input type="radio"/> No
Are members of your household migrant or seasonal farm workers whose cash and savings are \$100 or less?	<input type="radio"/> Yes	<input type="radio"/> No

MLTC – Healthcare/Medicaid Electronic Application (New)

The Healthcare/Medicaid Electronic Application is now available on the ACCESSNebraska web site. This application was designed to follow the federal model as closely as possible but has been adapted meet the needs of Nebraska’s particular policies.

- This application is called the Healthcare/Medicaid application because the application allows clients to submit applications for Medicaid, Advanced Premium Tax Credits or simply apply for no financial assistance. An application for Non-Financial Assistance **will not** be entered into N-FOCUS. Their information will be sent the Marketplace and they will be contacted by a representative later.
- Since this is an application for Healthcare, there are questions on the application that pertain only to the Advanced Premium Tax Credits and have nothing to do with Medicaid eligibility.
- The following sections of the application are:
 - **Start Section** –Gathers just the very basic information of the applicants.
 - **Family and Household Section** –Gathers more in depth information about each applicant including address information for all people, citizenship, how the household plans to file taxes and certain deprivation requirements.

- **Income Section** – Collects income information for all people on the application (not just those who are applying for benefits).
- **Additional Questions Section**–Contains Medicaid specific and APTC information. This section includes in depth health insurance information.
- **Secondary Medicaid Questions Section** –Displayed for Non-MAGI clients and gathers Resource, Expense and additional Medicaid questions specific to Non-MAGI clients.
- **Review and Sign Section** – Clients will review the application, answer the Rights and Responsibilities questions and Sign the application.
- Information about the household’s tax filing status is captured within this application and should aid in requesting Hub verifications. There can be multiple households based on how the client has answered the questions.

Tax Household # 1 (for internal use only)	
Tax Year	2014
Tax Household Size	5
Tax Return Filing Status	Married - Filing a Joint Return
Name	Individual Tax Status
AUSTIN ASHER 05-20-1959	Primary Tax Filer
ANDI ASHER 01-21-1965	Tax Filer Spouse
AUMAN ASHER 01-15-1998	Tax Filer Dependent
ASHLEY ASHER 01-31-2000	Tax Filer Dependent
AVERY ASHER 03-26-2002	Tax Filer Dependent

- There are additional follow up questions on the application if the client states that they are Native American or an Alaska Native.
- The PDF will look slightly different depending on whether the client is applying for financial assistance or not. You may also see a section of the application called Secondary Medicaid Questions section. This section will appear if a client answers question that lead us to believe this person(s) could be considered Non-MAGI. The Secondary Medicaid Questions will gather information on Resources and certain Expenses.
- Application types will be displayed on the PDF on the first page because we will be receiving applications from multiple sources. We will also be showing the general composition of the household (MAGI, Non-MAGI or COMBINED) based on how the client has answered certain questions.

Application Type (for internal use only)	
Healthcare Nebraska	
Healthcare Marketplace	
Healthcare Phone	
Acct. Used:	Start Date/Time:
W12345	10-09-2013/09:00AM
W67891	10-08-2013/11:00AM
Non-FA	
MAGI	
NON-MAGI	
COMBINED	

- A client’s Rights and Responsibilities are in the review and sign section of the application.
 - There is no separate designated Rights and Responsibilities for MAGI applications. Non-MAGI applicants will see separate Rights and Responsibility after the Review and Sign Section.
- There are multiple places throughout the application where the client can add people even though they are not applying for any assistance. These people have a different set of questions they are asked that is shorter because they are not applying for assistance.
 - To determine whether a person is applying or not check the first page of the worker view (PDF) where all household members are listed. They are ordered so that the applicants are on the top of the list.

Household Members								Applicant ?
First (FA& Non-FA)	Middle (FA& Non-FA)	Last (FA& Non-FA)	Ext	Gender (FA & Non-FA)	SSN (FA& Non-FA)	DOB (FA& Non-FA)	Age (FA& Non-FA)	(FA& Non-FA)
JOHN	ANDREW	DOE	JR.	Male	555-34-2234	01-08-1957	56	Yes
JANE	SARA	DOE**		Female*	136-85-6985	12-11-1960	52	Yes
BILL	MATTHEW	DOE		Male	Not Available	03-31-1998	15	Yes*
SALLY	ANNE	DOE		Female	365-85-7412	05-04-2000	13	Yes*
JA'QUELINE	RENEE	DOE-MATTHEWS		Female	145-85-7412	12-21-1975	37	No

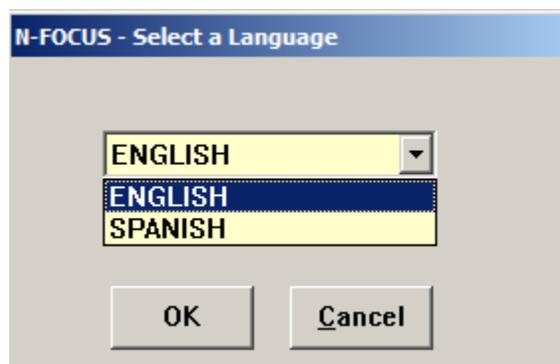
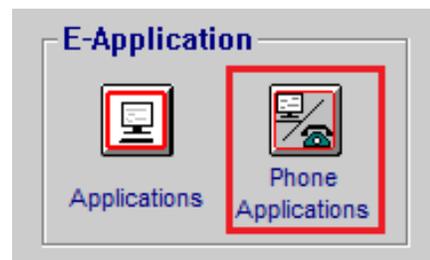
- Electronic Documents can be submitted through this application just as the current application allows.

Phone Applications (New)

Phone Application for the Affordable Care Act can be accessed by clicking the Phone Applications icon located on the N-FOCUS Main Menu.

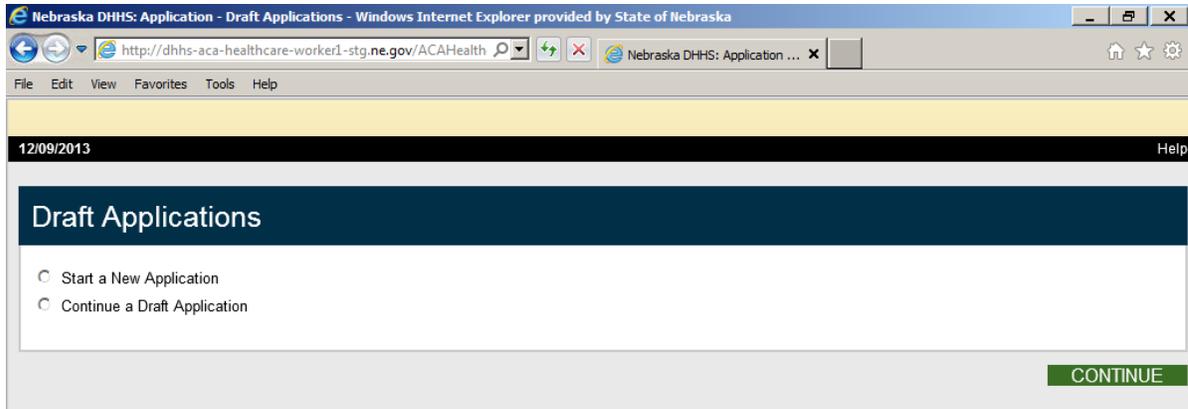
Once the button is pressed you will be asked to “Select a Language” (English or Spanish). Select the appropriate option and click OK.

Note: Spanish is not currently available.

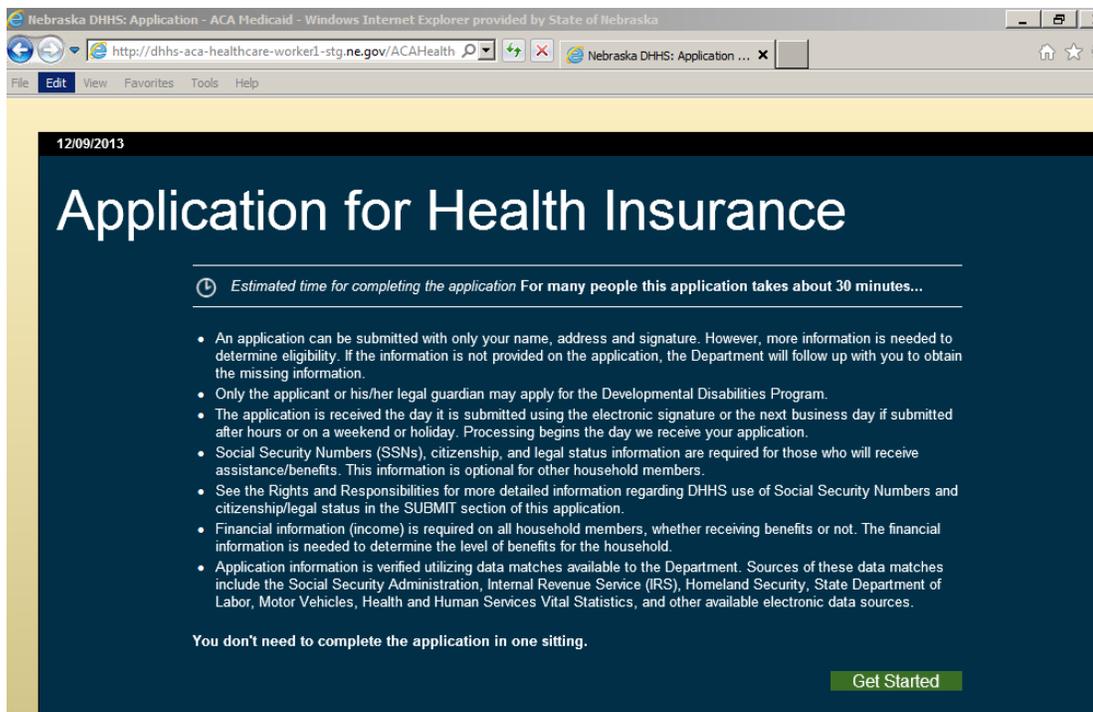


A web based window will display with the choice to do one of the following:

- Start a New Application
- Continue a Draft Application

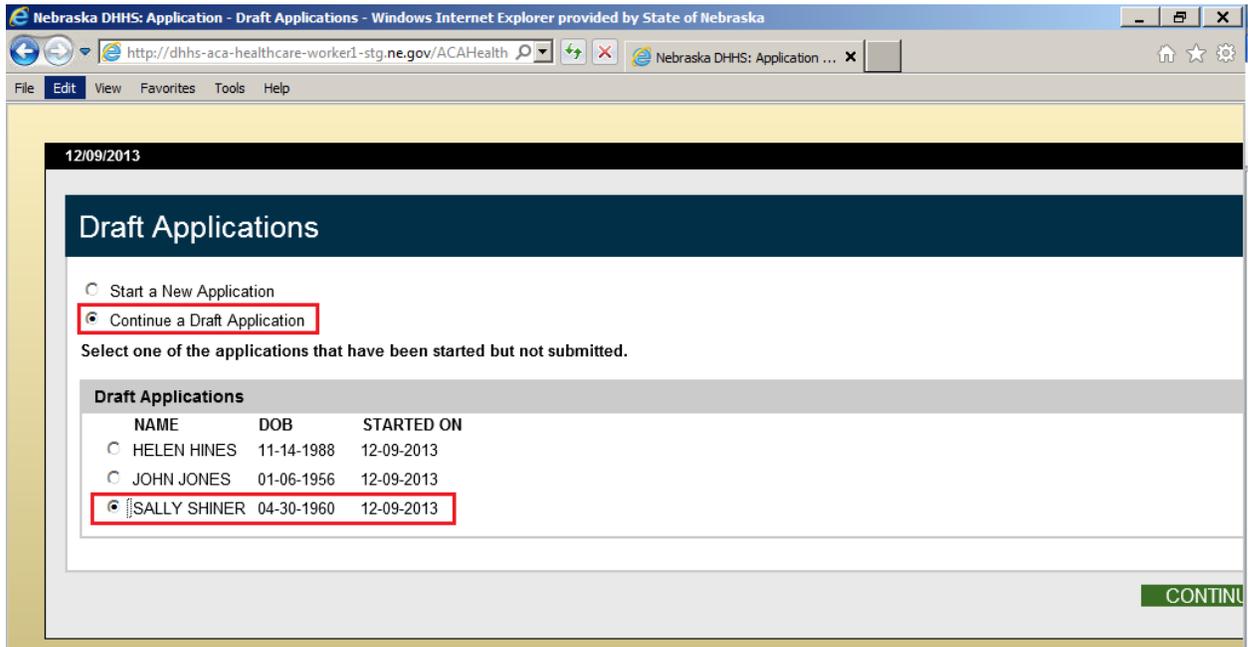


The following window will display if you select the Start a New Application option. Read the information and click the Get Started button to proceed.



When you select the Continue a Draft Application option, a list of applications that have been started, but not completed will display. **It will be critical to look through this list thoroughly to find the client's application.** Starting multiple applications will confuse clients and also cause the list to be very large.

Select the radio button for the application that has been started but not submitted that you wish to work with and click the Continue button.



Note: Applications that have not been completed will stay on the list for 30 day. After 30 days they will be deleted.

Electronic Signature (New)

On the Sign & Submit page, type the applicant's name in the Electronic Signature box.

Note: The Sign and Submit page will be different depending on whether the client is applying for Financial Assistance.

12/11/2013 Help

START YOUR APPLICATION

FAMILY & HOUSEHOLD

INCOME

ADDITIONAL QUESTIONS

REVIEW & SIGN

REVIEW APPLICATION

SIGN & SUBMIT

CONFIRMATION/PRINT

Client applying for Financial Assistance

Sign & Submit

Read and select option button next to each statement if you agree/disagree.

If anyone on this application enrolls in Medicaid, I'm giving the Medicaid agency our rights to pursue and get any money from other health insurance, legal settlements, or other third parties. I'm also giving to the Medicaid agency rights to pursue and get medical support from a spouse or parent.

Agree
 Disagree

No one applying for health coverage on this application is incarcerated (detained or jailed).

Agree
 Disagree

To make it easier to determine my eligibility for help paying for health coverage in future years, I agree to allow the Department of Health and Human Services or the Federal Health Insurance Marketplace to use income data, including information from tax returns, for the next 5 years (the maximum number of years allowed). The Department of Health and Human Services or the Federal Health Insurance Marketplace will send me a notice, let me make any changes, and I can opt out at any time.

Agree
 Disagree

I know that I must tell the program I'm enrolled in if information I listed on this application changes.

Agree
 Disagree

I'm signing this application under penalty of perjury, which means I've provided true answers to all of the questions to the best of my knowledge. I know that I may be subject to penalties under federal law if I intentionally provide false or untrue information.

Agree
 Disagree

For statistical purposes tell us where you are completing this application.

<< select >>

JACE HAPPY's Electronic Signature

After signing, you will be able to print your application.

Submit Application

N-FOCUS - Test Date

01-01-2014 09:06

12/11/2013 Help

START YOUR APPLICATION

FAMILY & HOUSEHOLD

REVIEW & SIGN

REVIEW APPLICATION

SIGN & SUBMIT

CONFIRMATION/PRINT

Client is NOT applying for Financial Assistance

Sign & Submit

Read and select option button next to each statement if you agree/disagree.

No one applying for health coverage on this application is incarcerated (detained or jailed).

Agree
 Disagree

I know that I must tell the Federal Health Insurance Marketplace if information I listed on this application changes. I know I can make changes in "My Account" at the Federal Health Insurance Marketplace or by calling (800)318-2596. I understand that a change in my information could affect eligibility for member(s) of my household.

Agree
 Disagree

I'm signing this application under penalty of perjury, which means I've provided true answers to all of the questions to the best of my knowledge. I know that I may be subject to penalties under federal law if I intentionally provide false or untrue information.

Agree
 Disagree

LUCAS BLUE's Electronic Signature

After signing, you will be able to print your application.

Submit Application

Click the Submit Application Button to send the completed application to the Application Processing Queue.

Note: N-FOCUS will document the User ID of the staff person who completed the Phone Application.

Authorization for Release (New)

When an application for Financial Assistance is submitted, staff will print and send the completed application form to the client. If they need a Release of Information form, print and send that to the client as well.

Your application has been submitted.

This is your Confirmation Number: 12406
This is the Electronic Signature for your application: ISQq5qzA63GDdpZ/559OukEDJGou/U2D

Following are useful links for this application.

[View/Print Application - View or Print this Application](#)

[Required Documents - List of required documents](#)

[Release of Information - Release of Information](#)

[Submit Documents - You can submit documents using this link](#)

EXIT

The available links will be different when the client is not applying for Financial Assistance.

Your application has been submitted.

This is your Confirmation Number: 12407
This is the Electronic Signature for your application: BnPOO/4Yx+rBxLzXCYNdHWCHSVTpVi8

Following are useful links for this application.

[View/Print Application - View or Print this Application](#)

[Required Documents - List of required documents](#)

EXIT

Developmental Disabilities

Developmental Disabilities Eligibility (Change)

Effective with this release, the only active fields on the Developmental Disabilities window will be Person, Determination Eligibility and Ineligible Radio Buttons and the Determination Date field.

The other fields on this window have been disabled because that information is now stored and can be retrieved from OnBase.

The screenshot shows the 'N-Focus - Developmental Disabilities' application window. The 'Person' field is 'SCOTBLUE W BARTNAME'. The 'Determination' section is highlighted with a red box and contains the following fields:

- Eligible
- Ineligible
- Date: 12-30-2002

Other sections include:

- Settings:** Residential (Shares Home with Family Caregiver), Day Vocational (None)
- Consultant Review:** Yes, No, Date: []
- MR/MI Dual Diagnosis:** Yes, No, Undocumented
- Referral:** Source (Family/Guardian), Reason (Change in Service Needs)
- Eligibility:** Mild, MR Factor
- Functional Limitation Factors:** Self Care, Receptive/Expressive Language, Learning, Mobility, Self Direction, Capacity for Independent Living, Economic Self-Sufficiency, Child Under the Age of Three

The status bar at the bottom right shows the date 11-05-2013 and time 15:50:11.