
N-FOCUS Major Release

Economic Assistance

July 14, 2013

A Major Release of the N-FOCUS system is being implemented July 14, 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/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

Implementation of Program of All Inclusive Care for Elderly-PACE (New)

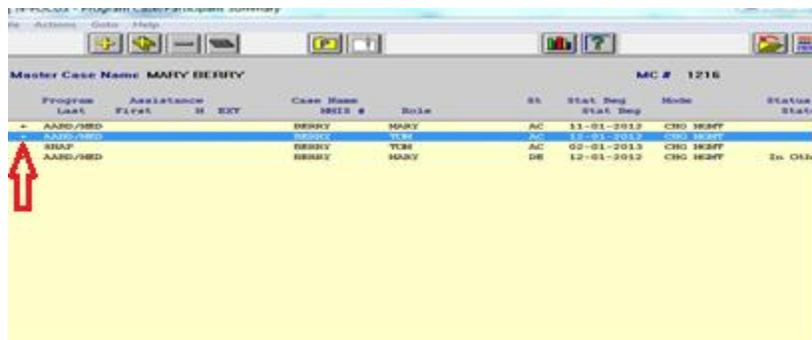
The Program of All-Inclusive Care for the Elderly (PACE) is a Medicare program and optional Medicaid State Plan. Service was implemented 05/01/2013 by the Division of Medicaid and Long-Term Care. The program provides another alternative along the continuum of available long-term care services and supports to enable participants to continue to live in a community setting.

View PACE Data (New)

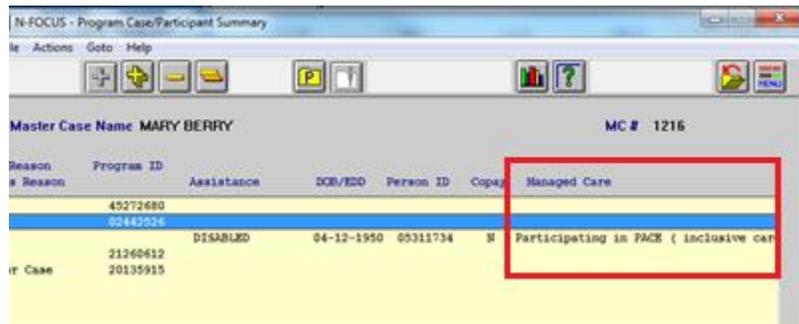
- From the Detail Master Case window, click the Program Case/Participant Summary icon.
 - The Summary Window will display.



- Highlight a person and double click the plus sign to expand the line.
- Scroll to the right to see additional information



- Managed Care data displays at the far right side of the screen.
- The screen print to the right shows the client participating in PACE



For questions about Medicaid eligibility and budgeting related to PACE, please email DHHS.PolicyQuestionsNFOCUS@nebraska.gov.

For questions on the PACE program and benefits, please email DHHS.PACE@nebraska.gov.

Organization Energy Indicator (Change)

When all fuel types on an Organization are End Dated, the 'Y' will no longer appear for the Organization on the List Organization window.



CHARTS Interface (Change)

A change was made to the nightly file between CHARTS and N-FOCUS to match on the full SSN and Date of Birth for a person who receives Child Support or Spousal Support income.

There were several instances of incorrect Child Support Income created due to the mismatch when CHARTS did not have the N-FOCUS ARP number and we were only matching on the last four numbers of the SSN and the Month and Year of the DOB. If you have incorrect Child Support income that was created due to a mismatch it can be deleted.

This change was effective 06-20-2013.

Email Address (Change)

When you add or change a person's physical address in N-FOCUS and at the same time add or change that person's Email address, the Email Address doesn't always save. With the March Release both addresses will save.

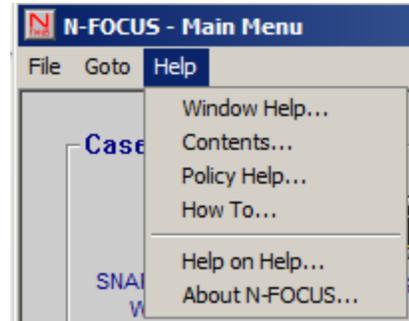
N-FOCUS On-line Help Conversion (Change)

The on-line help available on N-FOCUS has been converted to a new program called Flare. The help area will work in the same manner as it always has, however, it will have a more consistent look and feel. The following is a review of how to access N-FOCUS online help.

Help Menu

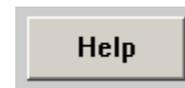
The following types of help can be accessed from any window in N-FOCUS that has a Help menu:

- Window Help
 - Provides help specific to the window you are currently on
- Contents
 - Provides links to help for various contents within N-FOCUS
 - Click the appropriate link (underlined text)
 - Use the Search function
- Policy Help
 - Directs you to links to Policy Manuals
- How To...
 - Provides navigational help
- Help on Help...
 - On any N-FOCUS window select Help>Help on Help for an explanation of how the new help interface works



Help Push Button

Numerous windows within N-FOCUS have a Help Button. Click this button to access Window Help for that specific window.



Window Help

Window help provides information specific to the window from which you selected the Help>Window Help or Help Button. Window Help may have the following sections:

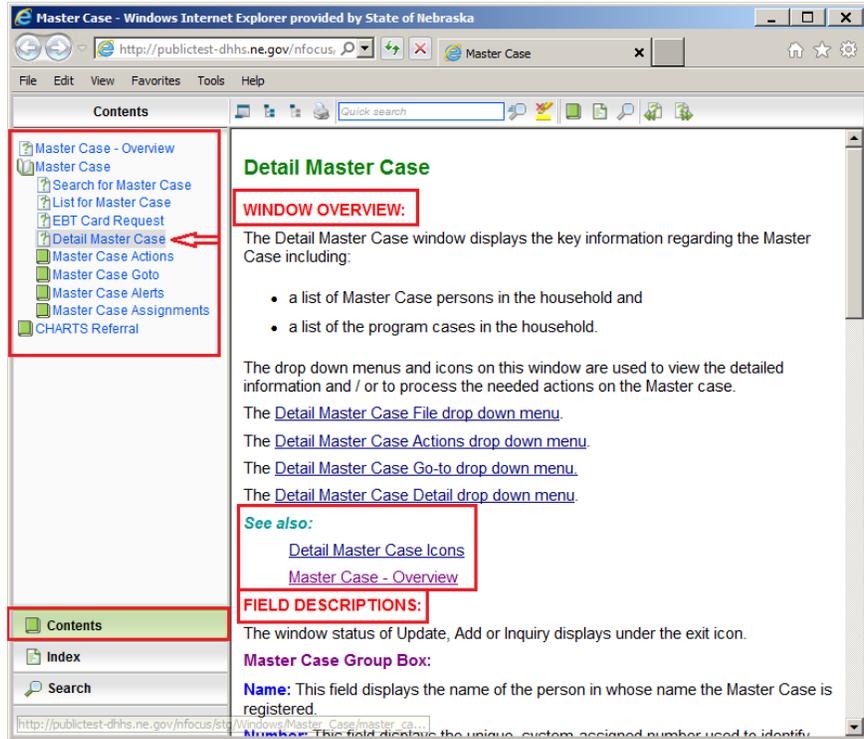
- Window Overview
- See Also
- How Do I
- Field Descriptions
- Links to other Help Topics
 - Underlined words or phrases indicate a link to another help topic
 - Use your mouse to click the underlined area to navigate to another Help Topic

Note: if you are taken to a new topic with the same area, you will remain on the same tab. Use your navigation arrows, located in the upper left hand side of the window, to return to the original help instance. If the link accesses a help topic that is stored in a different area (example Window Help accessing How Do I Help) a new tab will open on the browser window.

The tree list on the left side of the window can be used to navigate to additional areas within the Help System. In the window shown, we are on the Detail Master Case Window Help. Click on the other topics or books shown to navigate to additional help material.

As you look to the bottom of the window, the Contents Bar is green. This indicates we are on the Contents section. Click Index or Search to navigate to those sections of N-FOCUS Help.

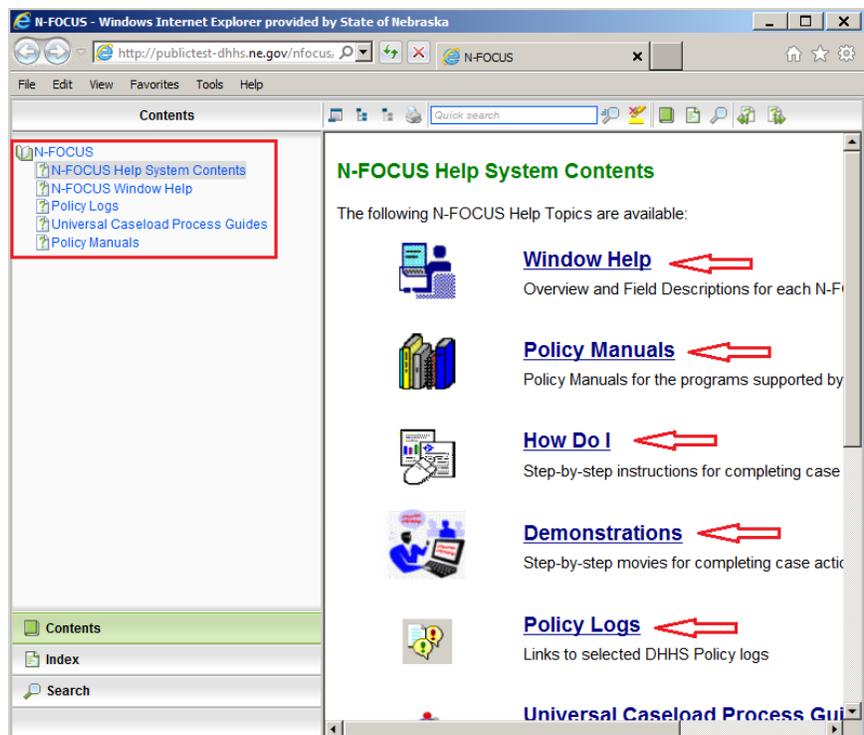
Note: These tabs (Contents, Index, Search) are available on all of the Help windows.



Contents Help

Click the various links to navigate to the Help Topic indicated. Scroll to see additional Help Topics.

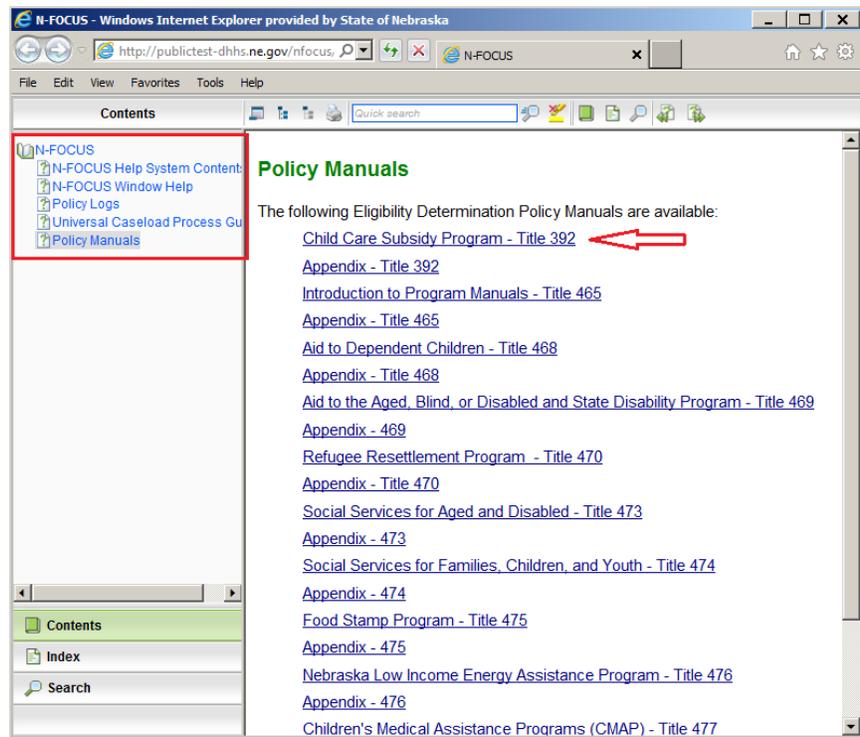
You can also see additional Help Topic by clicking the topics listed in the tree list located at the left side of the window.



Policy Help

Policy Help provides links to Eligibility Determination Policy manuals. Click on the link for the section you wish to view.

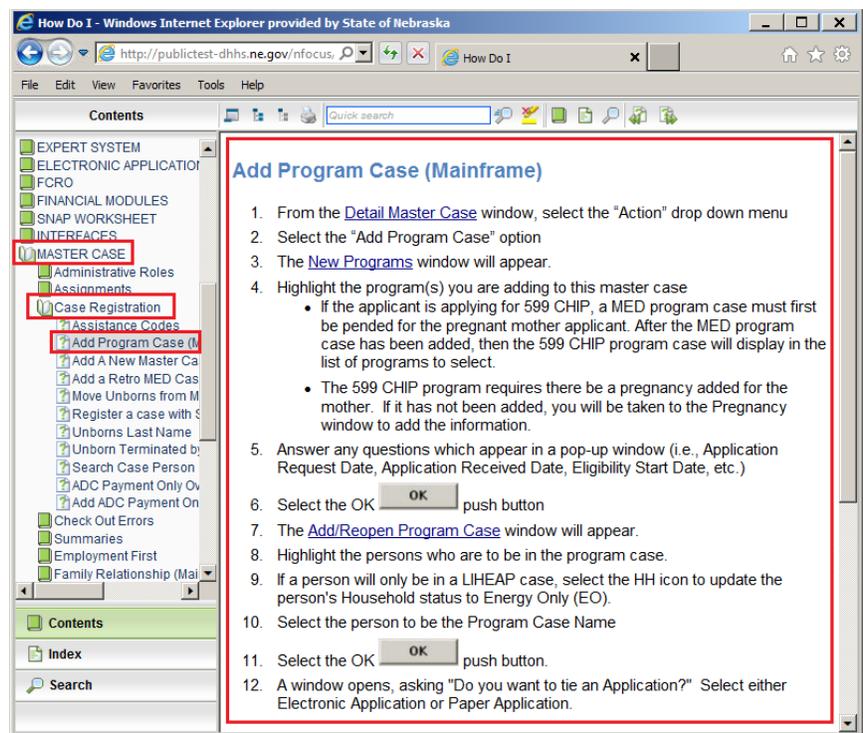
You can also see additional Help Topic by clicking the topics listed in the tree list located at the left side of the window.



How To Help

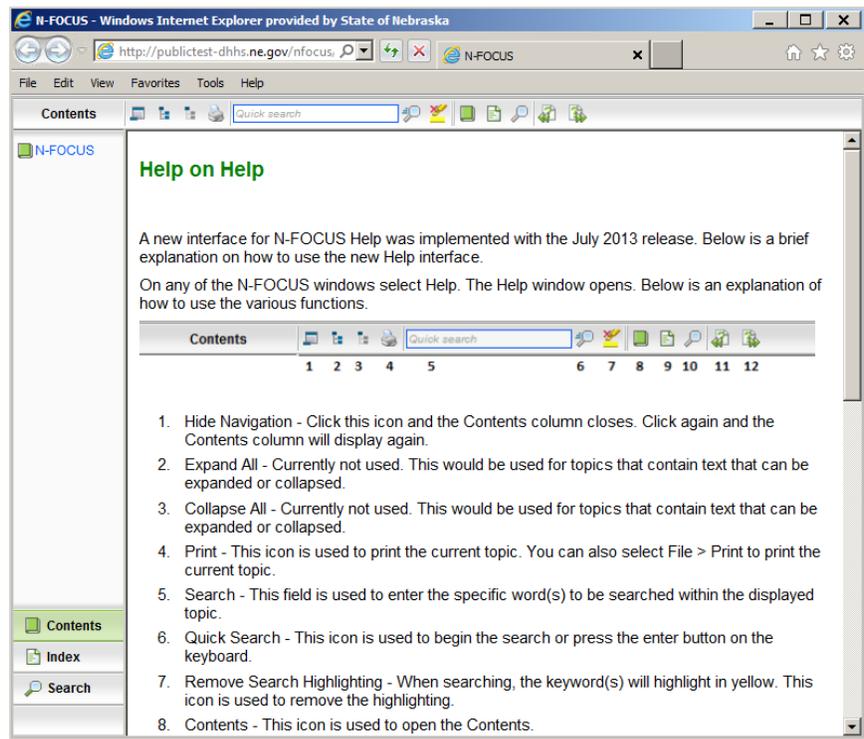
How To Help provides step by step instruction for various tasks within N-FOCUS. To locate the desired help topic, open a book in the tree list and select the appropriate topic. The topic will display on the right window pane.

Note: Some books will have another level of books (see screen print to the right) that help you to narrow your search.



Help on Help

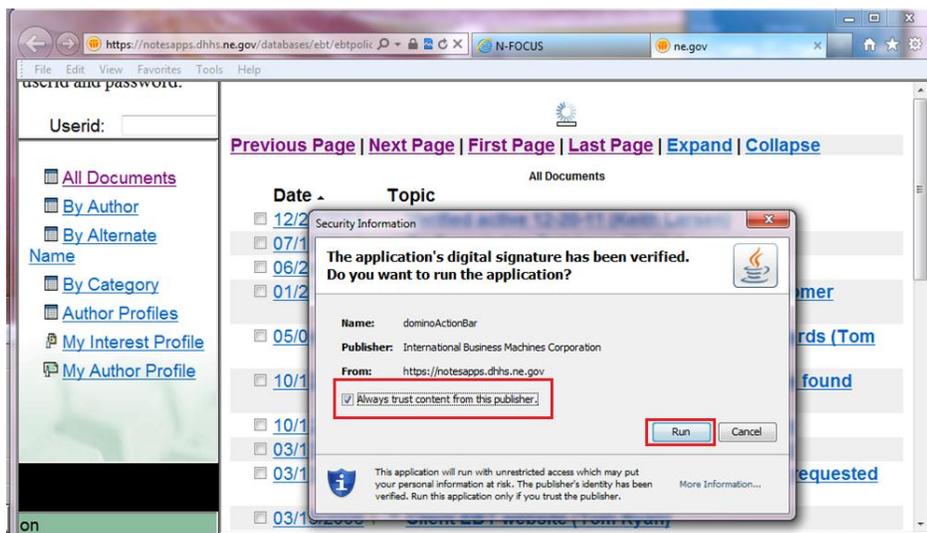
Help on Help provides instructions for use of the new Help Interface. This information can be accessed from any N-FOCUS window.



Security Information Message (Tip)

The following Security Information message may display when selecting the Policy Logs from the Contents window and opening the EBT Policy Log. If you get this message, check the Always trust content from the publisher check box and click Run.

You should only see this message once, however, if you get a new workstation, or your workstation is reimaged, you may see the message again.

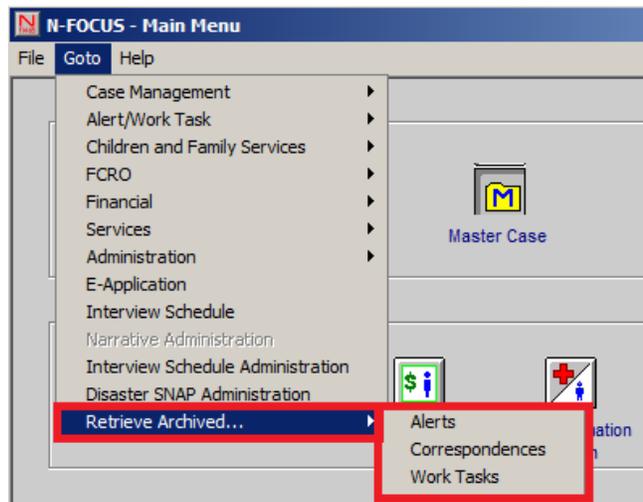


Supervisors-Check Archive Alerts, Work Tasks and Correspondence (Tip)

Supervisors and Lead Workers have the security to view archived alerts, work tasks and correspondence by selecting Goto>Retrieve Archived... from the N-FOCUS Main Menu.

Archived Alerts can be retrieved for Master Cases, Organization and Service Approvals. Alerts are archived for Master Case, Intake, Case Management or Financial alert types.

Archived Correspondence can be retrieved for Master Case, Intake, Accounts Receivable, Organization, Service Needs Assessment and YLS Assessment.



Work Tasks are archived 45 days after the status date was changed to Completed. Work Tasks will be removed from the Archive 18 months after the Work Task status date was changed to Completed.

N-FOCUS Access Schedule (Tip)

For a Major Release, there is limited access from 10 PM to 11 PM the Saturday before, and then no access from 11 PM until verification of the release is completed on Sunday.

Sunday:

- 12:00AM to 4:00AM: Limited access
- 4:00AM to 5:00PM: Normal access
- 5:00PM to 7:00PM: No access
- 7:00PM to 12:00AM: Normal access

Monday:

- 12:00AM to 10:00PM: Normal access
- 10:00PM to 12:00AM: Limited access

Tuesday through Saturday:

- 12:00AM to 4:00AM: Limited access
- 4:00AM to 10:00PM: Normal access
- 10:00PM to 12:00AM: Limited access

The following functions **are not available** during limited access times:

SNAP Expedited Worksheet
Expert System
FCRO
State Ward Trust Accounts

Child Review Selection
APS/CPS Website
Ability to Pay
EBT Card Issuance

Note: If you attempt to work in N-FOCUS after 10PM, please be aware that Batch processes are running. This processing locks up certain functions in N-FOCUS. You may receive errors and/or lose data.

Correspondence

Closing and Denial Notices (Change)

A listing of outstanding verifications will no longer be automatically included in the Closing and Denial Notices.

Document Imaging

List Image Window Printing (Change)

Images that have been rotated on the List Image Window will now print correctly.

Document Imaging (New)

With the July Release we are adding 6 new Categories in Document Imaging. These new Categories are being created specifically for CFS/OJS documentation. The CFS/OJS documents can only be added by using the Add Image icons in N-FOCUS, and will not be sent to the two Scanning Centers.

Here is a list of the new Categories and the documents that should be filed in each Category:

CATEGORY

Casework

FORMS

APS Documents
Genogram/Ecomap
Releases of Information
Safety Plans (Signed), Voluntary Service Agreements
Ansell Casey Skills Assessment
PALS Documents
Team meeting Agenda's
Agency Placement Agreements (lead contractor documents)
Daily Logs
Sign In Sheets
Releases
Signature page for PCA, Case Plan, Safety Plan
Conditions of Liberty
OJS revocation packet including evidence
Youth Responsibility Agreement (3b)
Detainer/Apprehension Order
BAM Meeting form
Placement worksheet
OJS Classification Form
Authorization to Release from Detention
YRTC Admission Summary/Intake Summary/Picture
Grievance/Appeal Forms
Change of Conditions of Liberty
EM forms
Tracker Form

Travel Permit
Furlough Permit
Discharge from Parole Letter
NCIC Entry Form

Legal-P&S

Affidavits & Update Letters for Court
Court Orders, Court memos
Paternity Acknowledgements/Legal Findings
Relinquishment Paperwork
Evidence for Court
Probation Reports
CASA Reports
Affidavits
GAL Reports
Delivery Verification Sheet

ICWA

Any ICWA Documentation

Correspondence-P&S

Letters, etc.
Mail Notices Certified/Registered.
Fax Cover Sheets
Emails
Newspaper articles
Signed Letters from DHHS

Evals/Provider Reports

Mental Health Reports
Evaluations on kids and parents
UA's
FCRO reports
Therapy Letters
Drug & Alcohol Evals
Psychological Evals
DD Eligibility paperwork
Progress/Placement Reports
IPP Report from DD
ESU Evaluation Report
Child Advocacy Center- Forensic interviews
Family Support Reports
Provider Reports, Treatment Reports,
Visit Reports
Agency Supported Foster Care Referrals
Placement Reports
OJS Eval, CCAA Evals
Tracker Reports
YRTC Reports

Restricted

- Natl Criminal History Checks (FBI Checks)
- Law Enforcement Reports
- Correspondence with DHHS Legal Staff
- Correspondence with County Attorney's Office
- Correspondence with Attorney General's Office
- Correspondence with Contracted Private Attorney
- HIV/AIDS test and result information
- Critical Incidents

Note: The Category 'Restricted' is the equivalent to the Appendix in a current paper Case file.

In conjunction with adding the new Categories, we are also adding a security element within the Document Imaging area. This will control who can add documents to specific categories and who can view documents in specific categories. The security will be based on the user's N-FOCUS Log-on ID and will determine which categories will be enabled for adding and/or viewing documents.

Note: The security for the Category, 'Restricted' is modeled after the current security for using the Appendix narrative in N-FOCUS.

For step-by-step instructions for using Document Imaging, you can go to the CWIS Desk Aide, Document Imaging, located in the DHHS Employee Intranet, under either the Children and Family Services or CFS Home site.

Expert System

PACE Added to Spenddown Window (Change)

PACE has been added to the text message. If the client is PACE, set the status to Active.

The screenshot shows a software window titled "pendown" with a subtitle "Benefit Month: 9-2013". The main text reads: "Select a status that is appropriate for all of the Participant(s) listed below. The status may only be set to Active if the participant receives Personal Care Aide, Medicaid Waiver services, or PACE Managed Care services and the Adjusted Share of Cost amount is less than the monthly medical need." Below this, there are two sections: "Participant(s):" and "Select Status:". The "Participant(s):" section contains a table with one row: BERRY, TOM, 04-12-1950. The "Select Status:" section contains a list box with "Active" and "Spend Down" options. At the bottom, there is a section titled "Recalculated Budget - Participant(s) Remain Active" with an empty text area. The window has buttons for "Close Share of Cost Participants", "OK", "Cancel", and "Help".

Participant(s):
BERRY TOM 04-12-1950

Select Status:

- Active
- Spend Down

Recalculated Budget - Participant(s) Remain Active

Close Share of Cost Participants OK Cancel Help

LIHEAP Provider Payment (Change)

Only providers with the selected fuel type will be able to be selected for LIHEAP crisis payments.

