N-FOCUS Major Release
Economic Assistance
November 9, 2014

A Major Release of the N-FOCUS system is being implemented November 9, 2014. 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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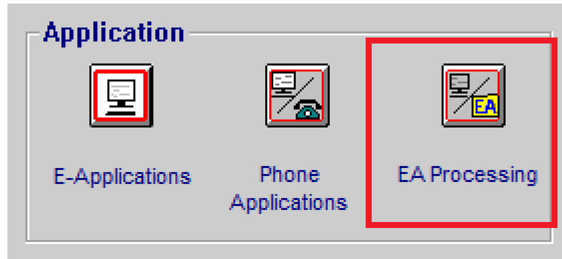
General Interest and Mainframe

Main Menu (Change)

EA Processing Icon (New)

The EA Processing icon will navigate you to the EA Processing window. This window is used to get Master Cases from the EA Processing Queue. Cases in the queue have initial and/or review/recertification applications tied to a Program Case.



Note: Only Economic Assistance SSWs with the function of Interview/Processing will be able to access the EA Processing queue.

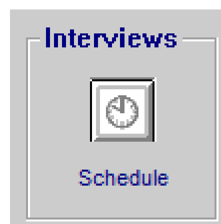
The Programs included in this queue include:

- AABD
- ADC
- Child Care
- Emergency Assistance
- LIHEAP
- SNAP
- SSAD
- SSCF

Interviews Schedule Icon (Change)

The Interviews>Schedule icon has been removed from the Main Menu.

Interview Schedule and Interview Schedule Administration has also been removed from the Goto menu.



EA Processing Queue (New)

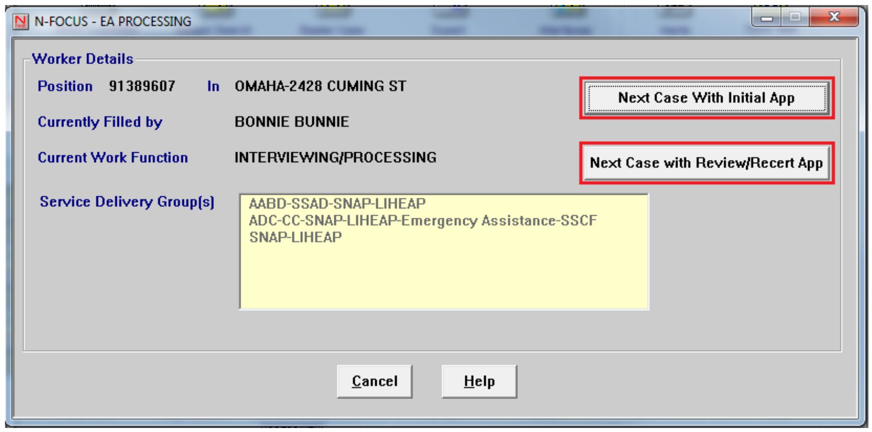
The Economic Assistance Queue:

- automatically assigns pending or active program cases tied to an application with the reason of Initial or Review/Recertification to a new positon, EA Processing,
- places the MCs in a Processing Queue;
- allows SSWs with a Function of Interview/Processing to get a MC from the EA Processing Queue.
- the Queue contains Initial and Review/Recertification applications and the user is able to select which type by the button clicked on the EA Processing window.

EA Processing Icon Main Menu (New)

The EA Processing Queue is accessed by clicking the EA Processing icon on the Main Menu.

The EA Processing window displays details for the logged on Worker (Positon Number, Location, Worker Name Current Work Functions and the Worker's assigned Service Delivery Groups). Both buttons are enabled. When a button is selected, the Master Case is removed from the EA Processing Queue and the assignment to the EA Processing positon is ended.



Next Case With Initial App – Click this button to be view the List Position Assignments – Program Case window that have an application tied to a program case with the reason of Initial will be delivered to the user. All pending and active EA program cases will be auto-assigned to the logged on user. The Program Case window will display showing the Master Case and Economic Assistance Programs that are assigned to the Worker.

Next Case with Review/Recert App – Click this button to be assigned the next Master Case in the queue that has a Review/Recertification application. The Master Case will contain Program Case(s) tied with the reason of Review or Recertification and any program cases with applications tied as Initial. Program cases that were assigned to the EA Processing Positon will be placed in Processing Mode. The mode of the program case assigned to the EA Processing position becomes Processing. The mode of any other program cases will not be changed.

The MC can also be removed from the Processing Queue by changing the mode from Assigned (and the assignment to the EA Processing position) to Processing or Change Management, or a user manually changing the assignment to another worker. However, the preferred method is to use the EA Processing icon on the Main Menu to receive Master Cases.

Programs Included in the Processing Queue

Only AABD/Pmt, ADC, Child Care, Emergency Assistance, LIHEAP, SNAP, SSAD and SSCF programs will be auto-assigned to the EA Processing position and included in the Processing Queue.

EA Processing Position

As of the release, users are not to assign Initial or Review/Recertifications to the EAIntake position, as N-FOCUS will automatically assign the program cases to the EA Processing position.

The EA Processing Position contains auto-assigned MCs that also have program cases tied to an application with the reason of Initial or Review/Recertification. Cases can only be assigned to the EA Processing position by N-FOCUS, this happens when an application is tied to one of the EA program cases in the Queue. N-FOCUS does not allow users to manually assign the EA Position number to any program cases.

The EA Processing Staff Position cannot be updated by users, and users are unable to view any assignments made to the position.

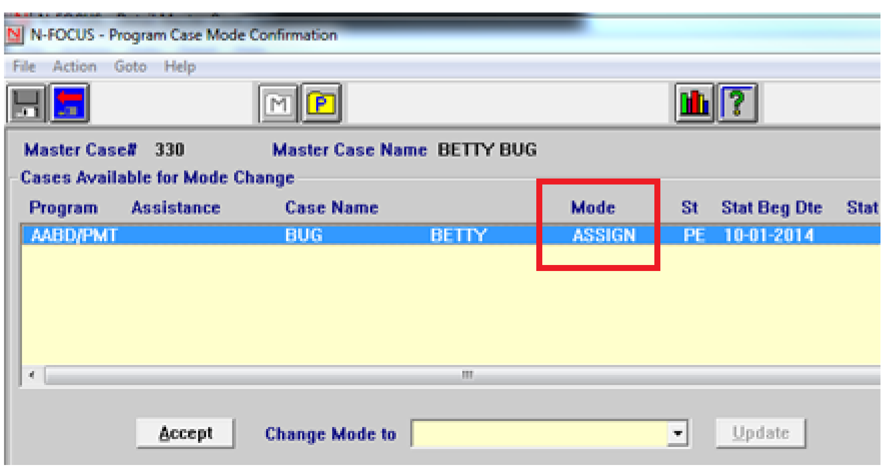
Working with the EA Processing Queue

Master Cases with a program case assigned to the EA Processing position are placed in the Processing Queue. They remain in the queue until the assignment to the EA Processing Position is end-dated by a user clicking the EA Processing icon on the Main Menu, and receiving a MC by selecting either the Next Case with Initial App button or Next Case with Review/Recert button.

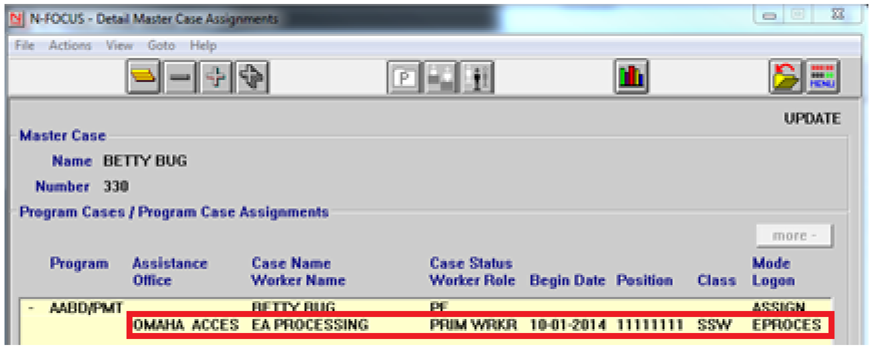
Note: The following sections covers adding program cases, re-opening closed or denied program cases, both in the Mainframe and Expert.

Mainframe: Case Registration

The process for adding a new program case has not changed until the Program Case Mode Confirmation window appears. When an application has been tied to an AABD/Pmt, ADC, CC, Emergency Assistance, LIHEAP, SNAP, SSAD or SSCF program with the reason of Initial, the Program Case Mode Confirmation window will recommend the mode of Assigned (the mode can be changed, if needed).



If the Assigned mode is accepted, the program case is automatically assigned to the EA Processing Position, 11111111.



If a new program case is added to the MC in the Mainframe, and is not tied to an application, it will be auto-assigned to the EA Processing position. Master Cases containing program cases assigned to the EA Processing Position are placed in the Processing Queue.

If the program case should be assigned to another worker, the assignment can be changed using the Detail Master Case Assignments window. If the program case was already assigned to a worker's position number, it will remain assigned to the same worker, and will not be placed in the Processing Queue.

Mainframe: Re-opening a Closed Program Case

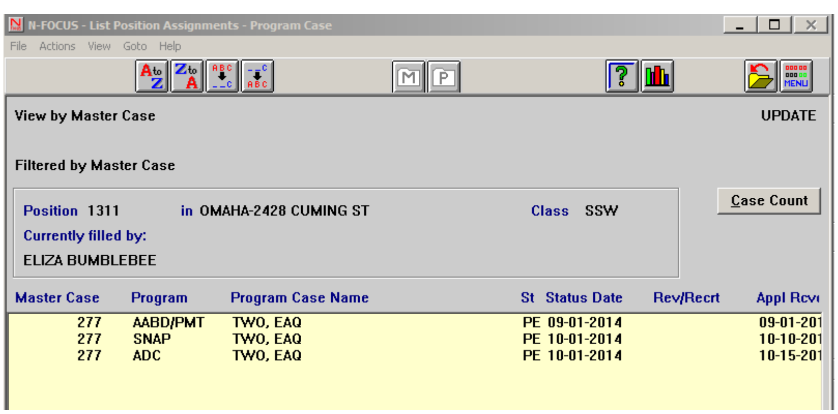
When a mainframe program case (EA, SSCF, SSAD) in closed status and in UC mode is repended and the application is tied with the reason of Initial, the program case will be auto-assigned to the EA Processing position and placed in the Processing Queue. If the closed program case is assigned to a worker, the program case will continue to be assigned to the worker, and will not go into the Processing Queue.

Mainframe: Tying an Application with Reason of Review

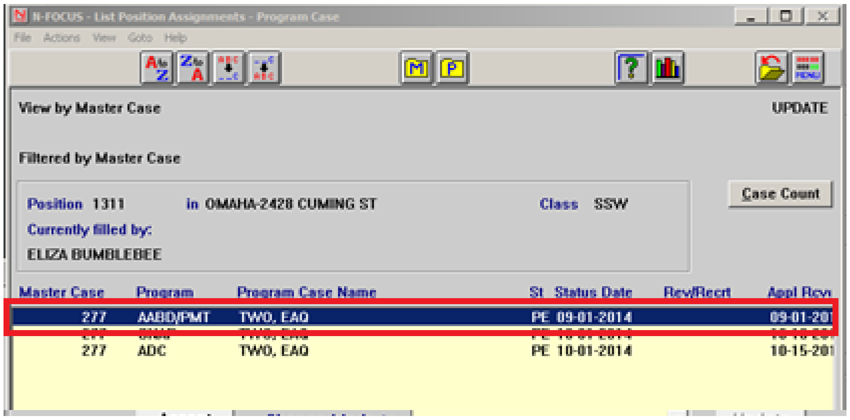
When a program case in UC mode has an application tied with the reason of Review, the program case is auto-assigned to the EA Processing position, and placed in the Processing Queue. If the program case is assigned to a worker, it remains assigned to the worker and will not be placed in the Processing Queue.

Next Case with Initial App

After clicking the Next Case with Initial App button Next Case With Initial App the List Position Assignment window opens. It displays the Master Case and lists the EA program cases auto-assigned to the user. All pending and active EA program cases will be assigned to the user.



Highlighting a row of the program case listing will enable the MC and PC icons, allowing the user to navigate to the Master Case. All pending and active EA program cases in the Master Case are assigned to the user. If there are any Work Tasks appropriate for the user, they will be auto-accepted.



Next Case with Review/Recert App

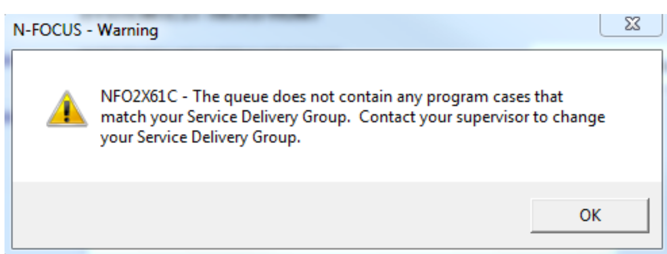
When the user clicks the Next Case with Review/Recert App button, the Detail Master Case window opens. The assignment to the EA Processing positon ends for the program case(s), and the mode of the program case(s) switches to Processing. The mode of any other EA program cases will remain unchanged.

Example:

A Master Case contains active ADC, CC and SNAP program cases, all in Change Management mode. An application is tied to the ADC and CC programs with the reason of Review, which auto-assigns both program cases to EA Processing positon. SNAP remains in Change Management mode. When the user clicks the 'Next Case with Review/Recert button' the assignment of the ADC and CC program cases to the EA Processing position ends, and both program cases will be placed in Processing mode. The SNAP program case remains in Change Management.

Empty Queue

If the queue does not contain cases matching the Service Delivery Group of the logged on user, they will receive this message, and will need to change their Service Delivery Group specializations.



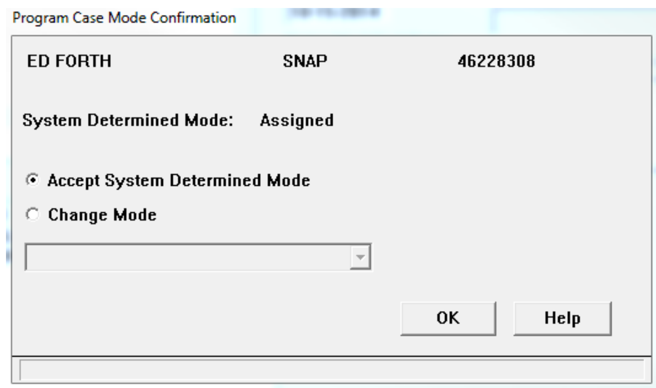
Order of MC Delivery to the User

The Master Case presented to the user is based on the Service Delivery Group of the user, the priority of the program, and the date the application was received. Pending Emergency Assistance program cases have the highest priority; expedited SNAP program cases have second priority, and all other program cases are in the next group. Oldest applications are presented first.

If a Master Case is in Processing Queue, and a another application is tied to a program case in the Master Case, a reevaluation of queue type (Initial or Review/Recert), priority and application date order occurs, so that priority cases and oldest application dates are presented before non-priority programs and programs with newer application dates.

Expert System: Adding or Re-opening a Program Case

When a new program case is added in Expert, and Yes is selected on the Tie Application window, after entering the application information, the Program Case Mode Confirmation window displays a system determined mode of Assigned. If the user accepts the system determined mode of Assigned, it will be assigned to the EA Processing Position upon check-in.



Note: If a closed or denied program case is assigned to a worker when re-opening the program case, N-FOCUS will recommend Assigned and it will be auto-assigned to the EA Processing position instead of the worker. If the program case needs to remain assigned to the worker, the assignment must be changed after the MC is checked in. This will be fixed in the December release.

When a closed or denied program case is re-opened, if the application is not tied to the program case the Program Case mode confirmation window will not display, and the mode remains the same. This allows for re-opening program cases without an application being needed (error correction, appeal, etc).

Expert System: Review or Recertification Task

When the Review/Recertification Task is used to tie an application for a Review or Recertification, and the program is in UC mode, after the Tie Application window information is entered, the Program Case Mode Confirmation window opens, displaying the System Determined Mode of Assigned. The program case will be auto-assigned to the EA Processing position and changed to Assigned mode upon check-in. (It is possible to change the mode to UC if needed.)

Determining Eligibility in Mainframe and Expert

Note: The following sections covers determining eligibility both in the Mainframe and Expert.

Mainframe Program Case Information

When the Master Case is accessed by clicking the Detail Master Case icon instead of going through the EA Processing icon to access the Master Case, and there are pending or active EA, SSCF or SSAD program cases assigned to the EA Processing position and the Mainframe program case is closed or denied, the assignment to the EA Processing position will automatically be ended and the mode of the program case will change to Change Management.

Any other program cases assigned to the EA Processing position will continue to be assigned and the Master Case remains in the Processing Queue.

If the program case is assigned to a worker; it remains assigned to the worker when closed or denied.

Expert System Changes

When the mode of the program case is Processing, after budgeting is completed, the mode of the program case will become Change Management when the Master Case is checked in.

There is no change when a program case is assigned to a worker. After eligibility is determined in the expert system, the worker must change the mode of the program case if appropriate.

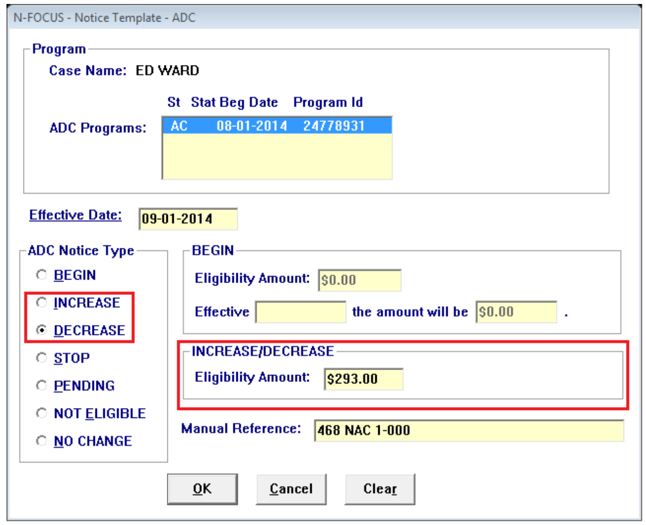
SNAP Narrative (Change)

The wording “Interview Not Held” has been removed from the Expedited SNAP Automated Closure Narrative. The new wording is as follows:

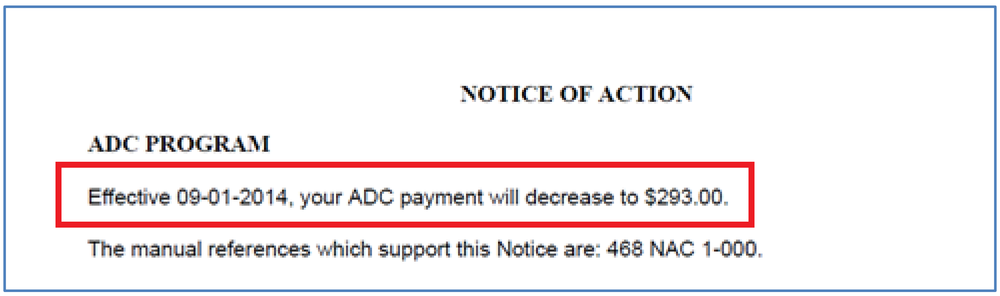
> Expedited and/or aggregate budget. Case closed because verifications were not provided.

Notice Template (Change)

A change has been made to the Notice Template to clarify how information is to be entered when notifying a client of an increase or decrease in benefits. The wording in the INCREASE/DECREASE field has been changed to Eligibility Amount. Workers will enter the new total benefit amount in this field to reflect the increase or decrease in benefits.



The amount entered in the Notice Template window will appear on the printed notice as shown below.


NOTICE OF ACTION

ADC PROGRAM

Effective 09-01-2014, your ADC payment will decrease to $293.00.

The manual references which support this Notice are: 468 NAC 1-000.

Interview Tracking and SNAP Waived Interviews (Change)

The SNAP program has received a waiver to waive interviews for certain households. These waived interviews, however, need to be counted for reporting purposes. To do so a New Interview Type of Waived will be available for SNAP cases only.

To document this information, follow these steps:

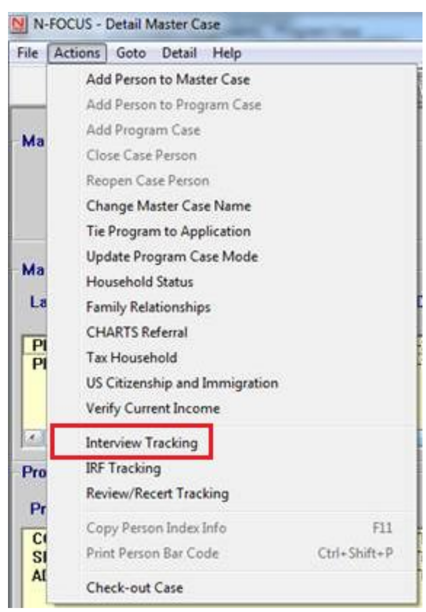
1. From the Detail Master Case window, select Actions>Interview Tracking.

   The List Interview window will display.

2. Click the green New Icon. 

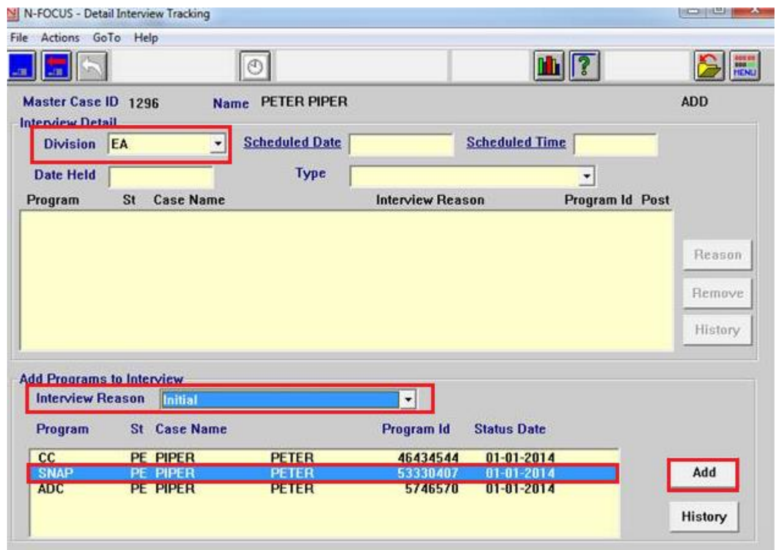
3. A message will display asking if you want to create a Waived Interview.

4. Click Yes to create a Waived Interview or click No to create a Regular Interview.



The Detail Interview Tracking window will display.

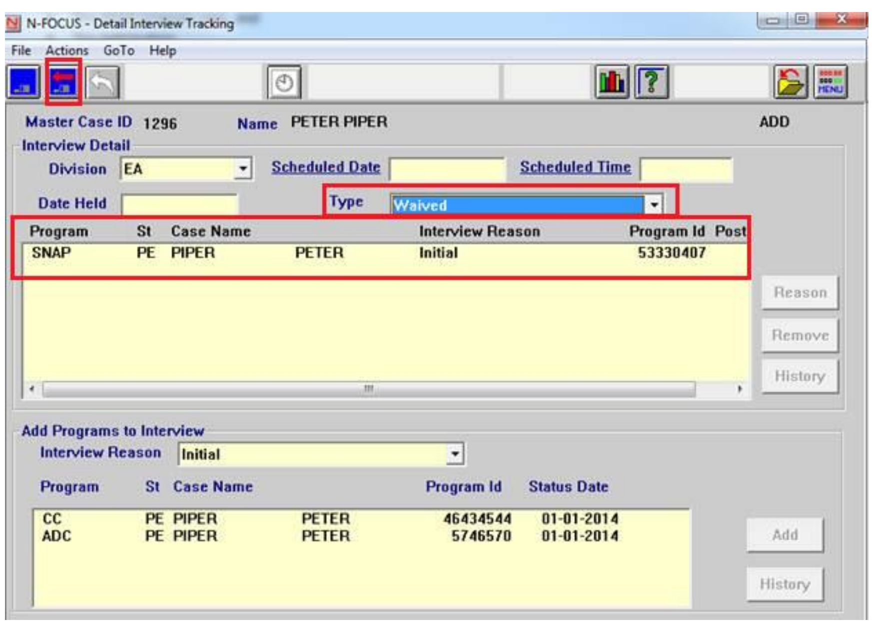
5. Select the Division.
6. Select the Interview Reason.
7. Select (highlight) the SNAP case.
8. Click the Add button.



The SNAP Program information will display in the top Group Box.

9. Select the Interview Type Waived.
10. Click Save and Close

The EBT Card question window will display if the case is not completely new and if no EBT card has been issued in the past 30 days.



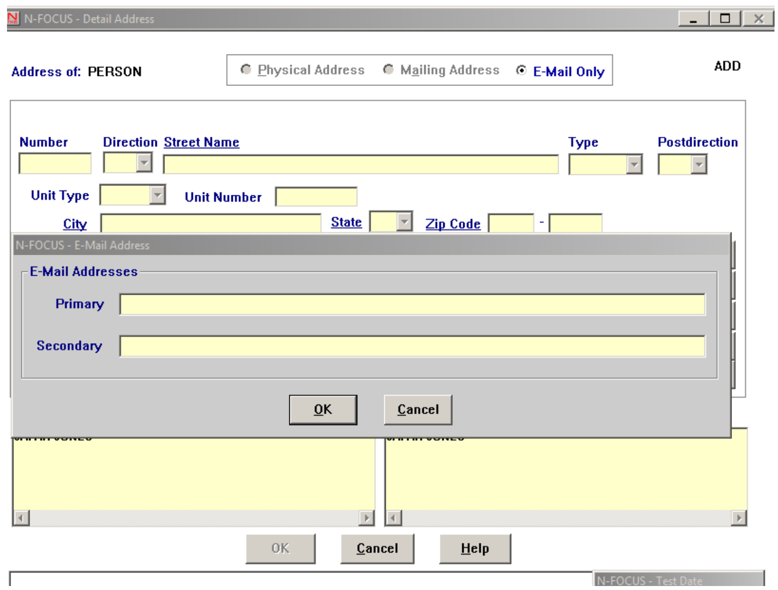
E-Mail Address Only (Change)

With this release, you can now add an E-Mail address for a person without needing a Physical Address for the person. However, when creating a new Master Case, you will still be required to enter a Physical Address for the Master Case Person.

To enter an E-Mail Only address follow these instructions:

1. On the Detail Address window, select the E-Mail Only radio button.
2. Select the E-Mail Address push button.

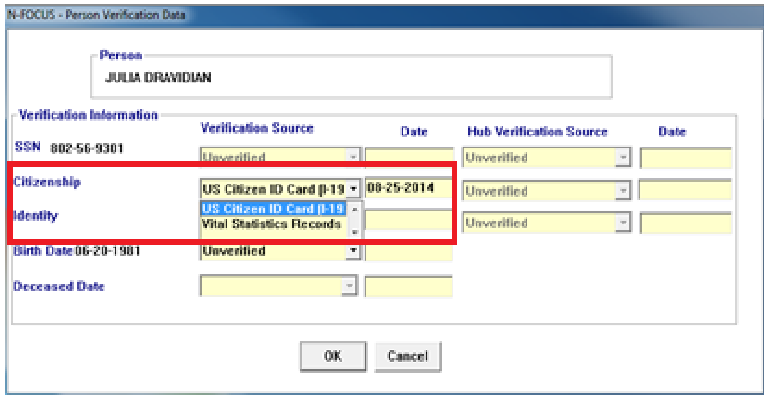
Result: the E-Mail Address dialogue box displays.



3. Enter the appropriate E-Mail Address(es).
4. Click OK.
5. Click OK on the Detail Address screen to save.

Person Verification Data Window (Change)

SVES Interface has been removed from the Person Verification Data drop-down menus for Citizenship and Identity. This information can no longer be updated manually. Only the Interface can update Citizenship and Identity with the Verification Source SVES Interface.



Medicaid and Economic Assistance Narrative

Prior to this release, when more than 500 Narrative Subject Headings existed for a search criteria, N-FOCUS would randomly choose the display order of the narrative. Effective with this release, if there are more than 500 Subject Headings for the search criteria, you will see an error message instructing you to refine your search criteria.

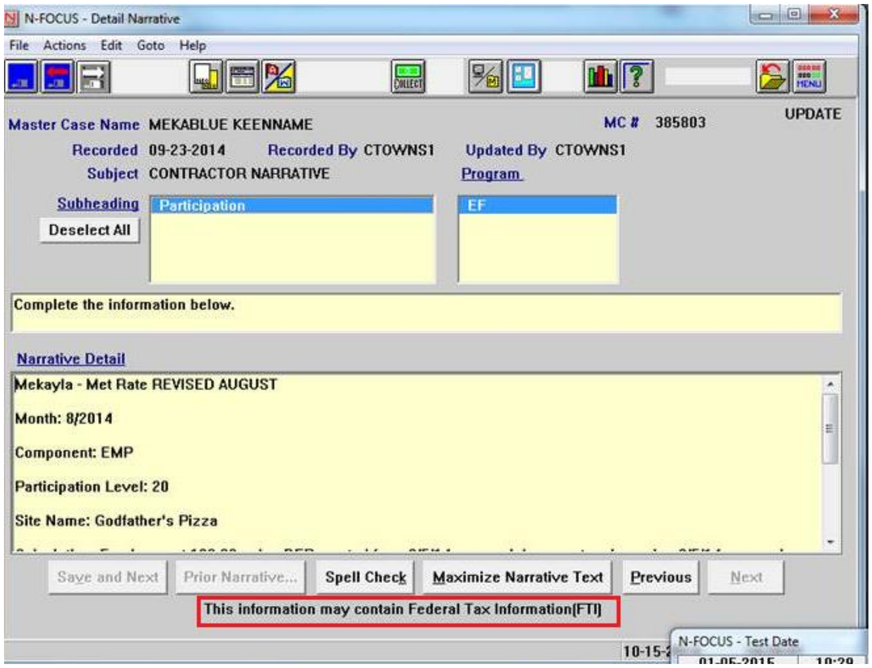
If you refine the search criteria to fewer Programs, Subjects or Subheading the most recent Narratives will display from the most recent to the oldest.

Expedited SNAP Automated Narrative (Change)

The Expedited SNAP Automated Narrative will now read "Expedited and/or aggregate budget. Case closed because verifications were not provided." The wording "interview not held" has been removed.

Narrative IRS Warning (Change)

Per Federal Audit request, the wording "This information may contain Federal Tax Information" has been added to the Detail Narrative window to remind us of confidentiality restrictions.



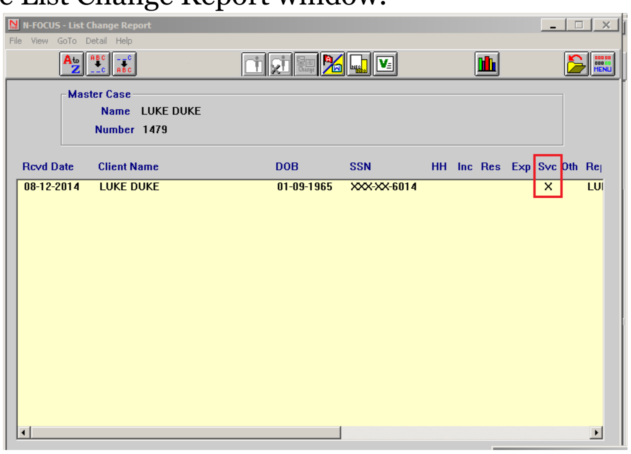
Verification Request Window (Change)

N-FOCUS will no longer display Out of Household persons when a Verification Request form is being created.

List Change Report Window (Change)

The following changes have been made to the List Change Report window:

- Status column has been removed
    - Workers will no longer need to update the Status of a Change Report. This functionality has been removed.
- Svc column has been added
    - This column will have an 'X' displayed to indicate a change report was created in the Service Provider category.



*See the Electronic Application section of these Release Notes for more information about Change Report enhancements.

Provider Rates (Change)

The Provider Rates for some providers allow them to bill for different rates for the same frequency and time period, however Service Authorizations have not allowed the addition of multiple rates for the same frequency and time period.

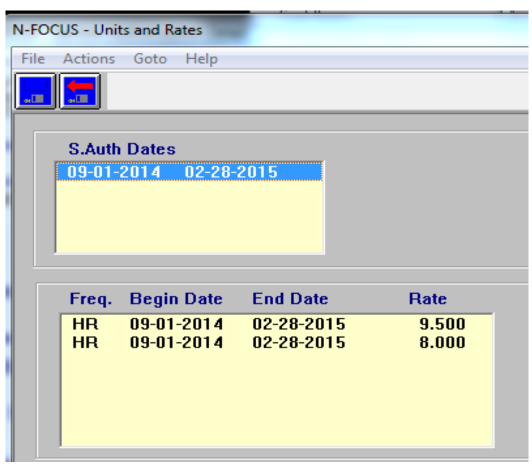
If Provider Rates have amounts entered in the Minimum and/or Maximum fields, multiple rates can be entered in the Units and Rates box in Service Authorizations. All frequencies will allow for entry of multiple rates, if Provider Rates have entries in the Minimum or Maximum fields for that frequency.

Example of Provider Rates with Min/Max Entered:

Begin Date	End Date	Amount	Minimum	Maximum	Frequency	Description
01-01-2014		0.000	15.000	30.000	Hour	

When the user enters Units and Rates in the Service Authorization, no rate information will display when the Provider Rates have Minimum/Maximum rates entered. The user should flow to the Provider Rates window to determine the rates to enter in the Rate field.

If the provider is approved to bill for different rates during the authorization period, each rate can be entered in the Units and Rates field in the Service Authorization.



Multiple Rates for Same Frequency Overview (New)

Some providers have Provider Rates allowing them to bill for different rates for the same frequency and time period. If Provider Rates have amounts entered in the Minimum and Maximum fields, multiple rates between the two amounts can be entered in the Units and Rates box in Service Authorizations.

All frequencies will allow for entry of multiple rates, as long as Provider Rates have entries in the Minimum and Maximum fields for that frequency.

Claims (Change)

If the provider bills at less than the minimum rate or up to the minimum, the claim will be paid using the amount billed and decreasing the units associated with the minimum rate. If the number of units in the claim exceed the number associated with the minimum rate, suspend the claim. Do not use the units authorized for a higher rate.

If the rate on the claim is between two rates on the Service Authorization with the same frequency, use the units associated with the next highest rate.

If the number of units submitted in the claim exceed the number authorized for the rate, the claim should suspend.

Viewing Assignments (Tip)

To see the Master Case/Program Case that have been assigned to a position, follow these steps:

1. From the Main Menu, click the Position icon.

   The Search Office Position window displays.

2. Search for the position.

   The List Office Position window displays.

3. Double-click the Office Position row or highlight the Office Position and click the Open icon.

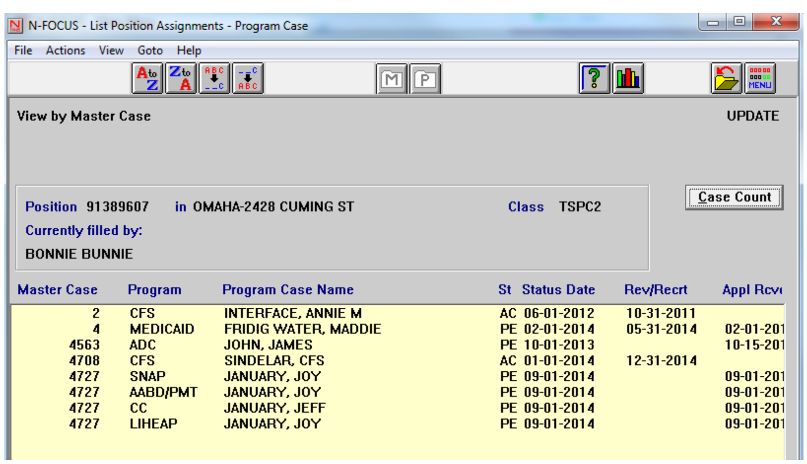
   The Detail Office Position window displays.

4. Click the Assignments icon.

   The Search Position Assignments window displays.

5. Select the Search for Program Case Assignments radio button.
6. Click Search.

   The Program Case Assignments List Display pop-up window displays.



7. Select the Master Case radio button.
8. Click OK.

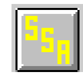
   The List Position Assignments – Program Case window displays the position's assignments.

Interfaces

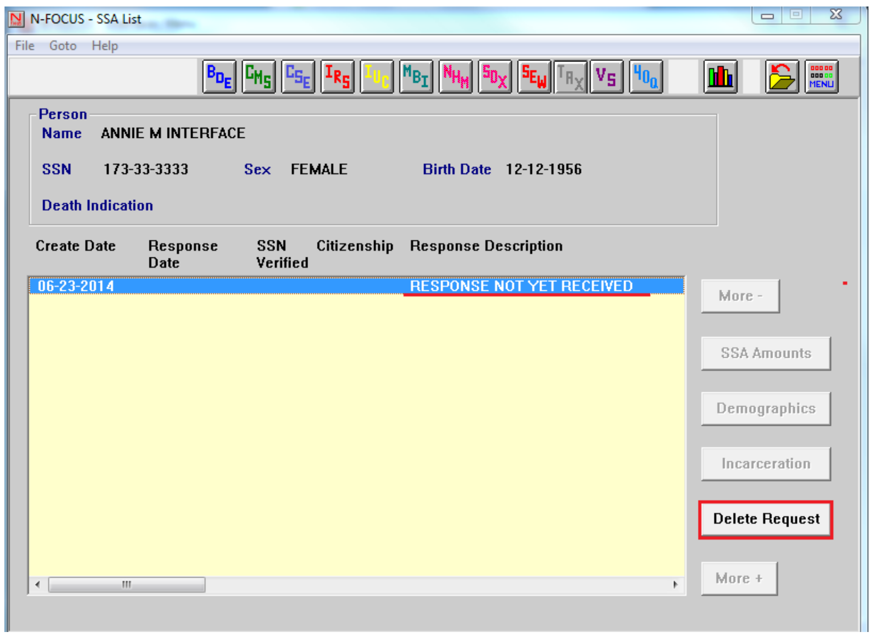
Delete SNAP Prisoner Request (Change)

Effective with this release you will now be able to delete a Prisoner Request provided a response has not been received. To delete the Prisoner Request, follow these steps:

1. From the Interface Menu, select the Yellow SSA icon.



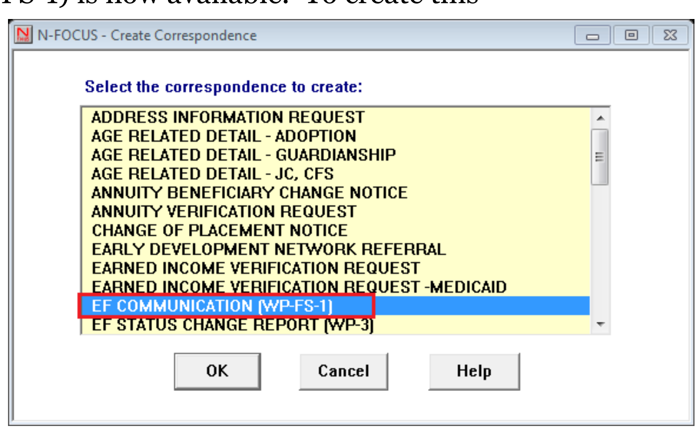
2. Highlight the row to be deleted.
   Note: The Response Description must be Response Not Yet Received. The Delete Request button will become enabled.
3. Click the Delete Request button.



Correspondence

Employment First Communication WP-FS-1 (Change)

A new version of the EF Communication (WP-FS-1) is now available. To create this correspondence, follow these steps:



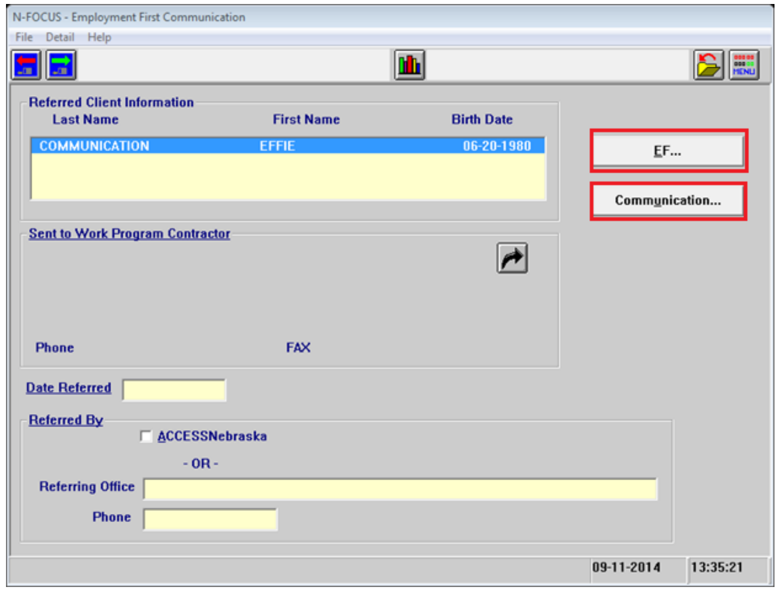
1. From the Detail Program Case window, click the Correspondence icon.

   The Create Correspondence window will display.

2. Select EF Communication (WP-FS-1)
3. Click OK.

The Employment First Communication window will display.

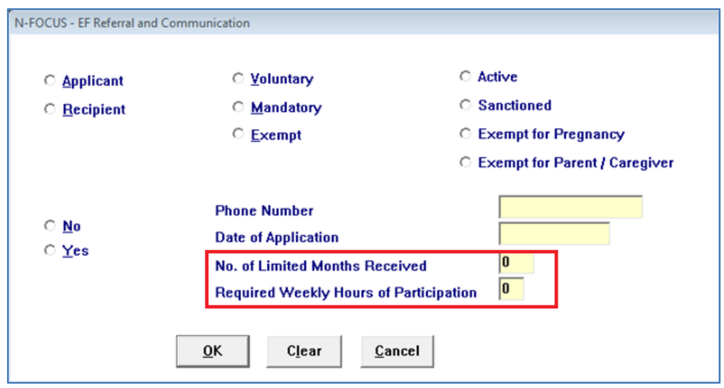
Note: All references to SNAP/E&T have been removed from this window.



4. Click the EF button to access the EF Referral and Communication screen.
5. Complete the Status fields as appropriate.

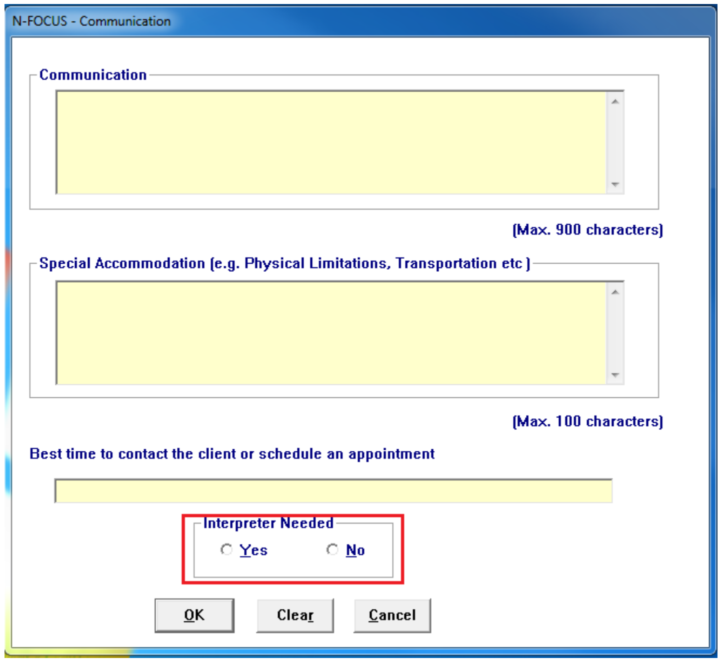
Note: The following fields are mandatory:

- No. of Limited Months Received
- Required Weekly Hours of Participation



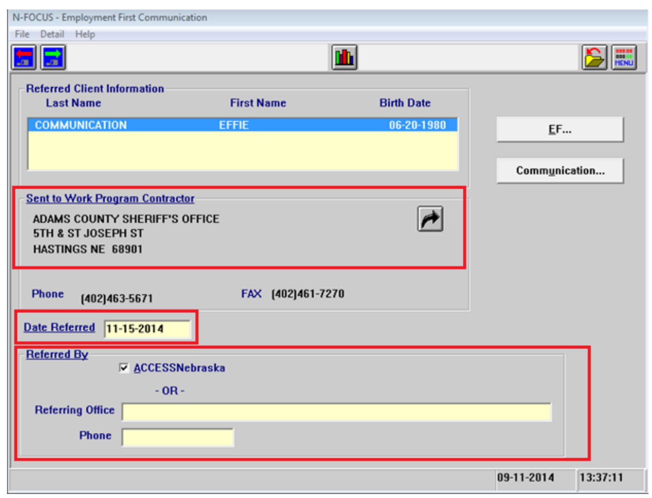
6. Click OK to return to the Employment First Communication window.
7. From the Employment First Communication window, click the Communication button.

The Communication screen will display.

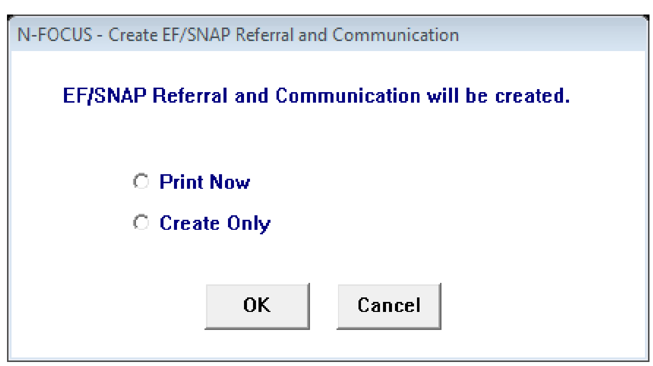


8. Complete the information as appropriate.

Note: It is mandatory to complete the Interpreter information.



9. Click OK to return to the Employment First Communication window.
10. Complete the following information as appropriate:
    - Sent to Work Program Contractor
    - Dated Referred
    - Referred By



11. Click Save or Save and Close
12. The Create EF/SNAP Referral and Communication pop-up will display.
13. Select appropriate response and click OK.

LIHEAP Notice (Change)

The LIHEAP Notices created in Expert System will now include manual references.

Example:

Overpayment

Low-Income Home Energy Assistance Program (LIHEAP)

DHHS has determined that you received an overpayment of LIHEAP benefits due to a client caused error. Effective 12-01-2014, any LIHEAP benefits for which you are eligible will be reduced by the amount of the overpayment. Once the overpayment has been satisfied you will begin receiving the full amount of any LIHEAP benefits to which you are entitled.

You were overpaid by $110.00.

The DHHS regulation supporting this action is: 476 NAC 1-010.02

Disqualified

Low-Income Home Energy Assistance Program (LIHEAP)

You are disqualified from receiving LIHEAP benefits of any type, effective 12-01-2014, due to a: **- Intentional Program Violation #3 (LIHEAP)**

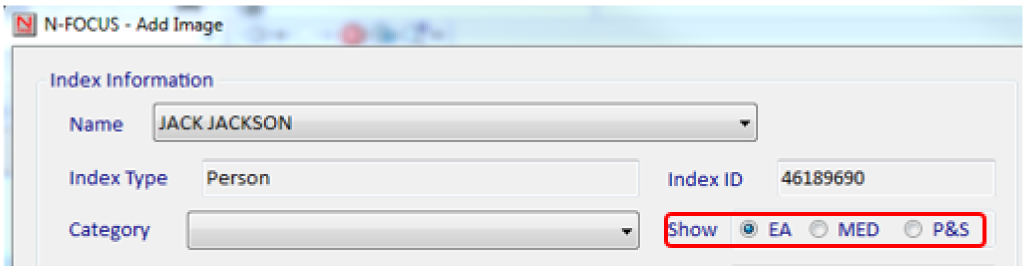
This disqualification will continue through 12-31-9999. You were overpaid by $140.00.

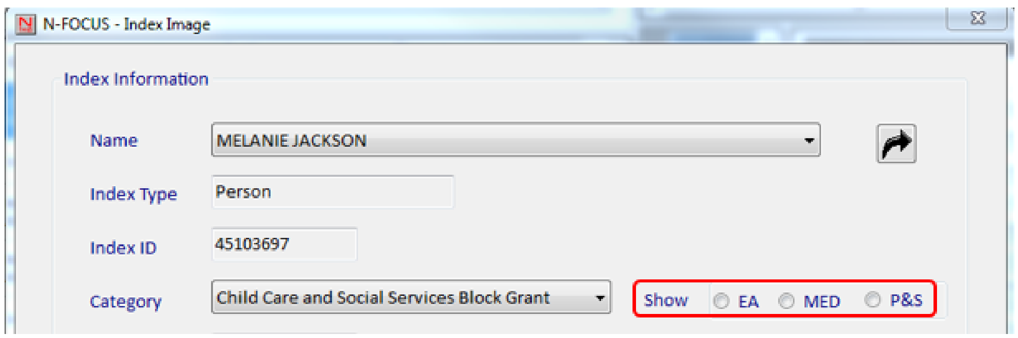
The DHHS regulation supporting this action is: 476 NAC 1-010.02

Document Imaging

Division Categories (New)

Division Categories (EA – MED – P&S) have been added to the Add Image and Index Image screens. When one of the Division Categories is selected, the Category field will be narrowed down to reflect the categories relevant to the selected Division.





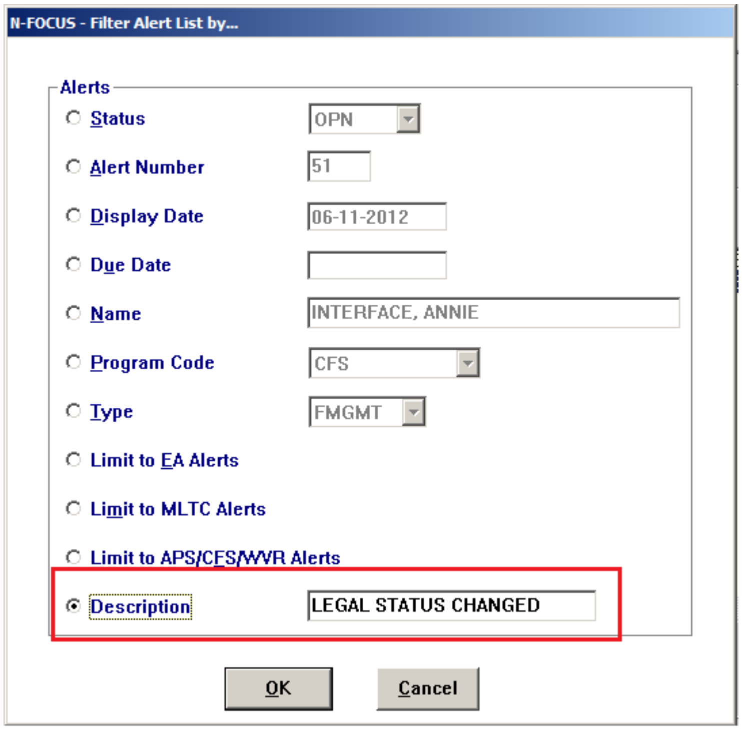
Categories (Change)

With this release, 16 new Categories have been added for Document Imaging. The new categories are primarily for CFS documentation and are based on information tabs currently used in the CFS paper files.

Alerts

Sort and Filter Alerts (Change)

Effective with this release, you will now be able to Sort and Filter Alerts from the List Program Case Alerts window and the List Org Alerts window by the Alert Description.



Alert 157 – Expedited Closing (Change)

The wording "interview not held" has been removed from this alert.

Alert Text:

Expedited and/or aggregate budget. Case closed because verifications were not provided.

Alert 391 – EF Mail Received (Change)

The Income mail category has been added to this alert. The text of the alert has been updated.

Alert Text:

Mail has been scanned for the Employment First case. View by going to Document Imaging.

Alert 509 ADC Budget Ran (New)

A new ADC Budget Ran alert will be created upon check-in when ADC budgeting is run and authorized. Refer to the Create EF Alert When ADC Budget Run section in the Expert System for additional information.

Alert Text: ADC Budget Ran

Alert 510 Turning Age 18 (New)

This Alert notifies RD workers assigned to Home Details that an Org Related Person is going to be turning 18 Years old with in the next 90 days.

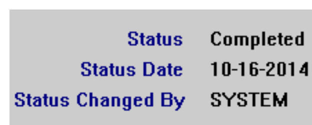
The intent is to give workers time to begin the process of updating that person's Background Checks as needed. This alert will be sent 2 months prior to the person's birthday month, i.e. the December Alerts will concern persons turning 18 in February.

Alert Text:
<ARP Name>, related to the <Organization>,<Org #>, will turn 18 on <Date of Birth>.

Work Tasks

EA Queue Work Tasks (New)

When a Master Case is placed in the EA Processing Queue, many Work Tasks will be automatically closed by N-FOCUS. Work Task Status will display as Changed by SYSTEM.



The following Work Tasks will not be closed if they had been created prior to the Master Case being placed in the EA Processing Queue:

- 002 Sanction Recommended. Directed to Supervisor, high priority.
- 008 Failed to Attend Initial EF Appointment
- 015 Sanction Approved
- 016 EF Contract Signed
- 021 Review Status for Customer Appeal. Directed to Lead Worker.
- 022 State Disability Prgm Request-EA. Directed to Lead Worker
- 023 Case Has Under/Overpayment. Directed to Lead Worker
- 024 Supportive Service Request. Directed to Supervisor, high priority.
- 025 Supportive Service Decision
- 029 EF Referral Needed (User)-EA. High priority.
- 030 Approve budget(s) for LIHEAP. Directed to Supervisor, high priority.

Lead Workers and Supervisors can access Work Tasks directed to them by clicking the Work Task Manager, even when the MC is in the EA Processing Queue.

When an SSW gets the Master Case from the EA Processing Queue, the work tasks directed to them will automatically be placed in Working Status.

Case Pending 45 Days-Review for Status (Change)

The dating logic to determine which day the work task is created has been changed. The work task will be created the last business day prior to the 45th day.

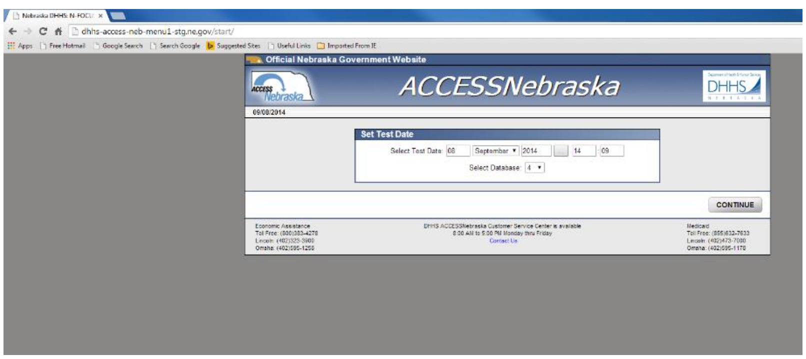
For example- the application received date was 09/30. The 45th day is 11/14. On the night of 11/13 the work task will be created. The creation date will say 11/13. The worker would see the work task the next business day, 11/14.

Update Service Delivery Group (Change)

The Service Delivery Group on an EA Work Task can no longer be updated to a MLTC Service Delivery Group and vice versa.

Electronic Application

Google Chrome (New)



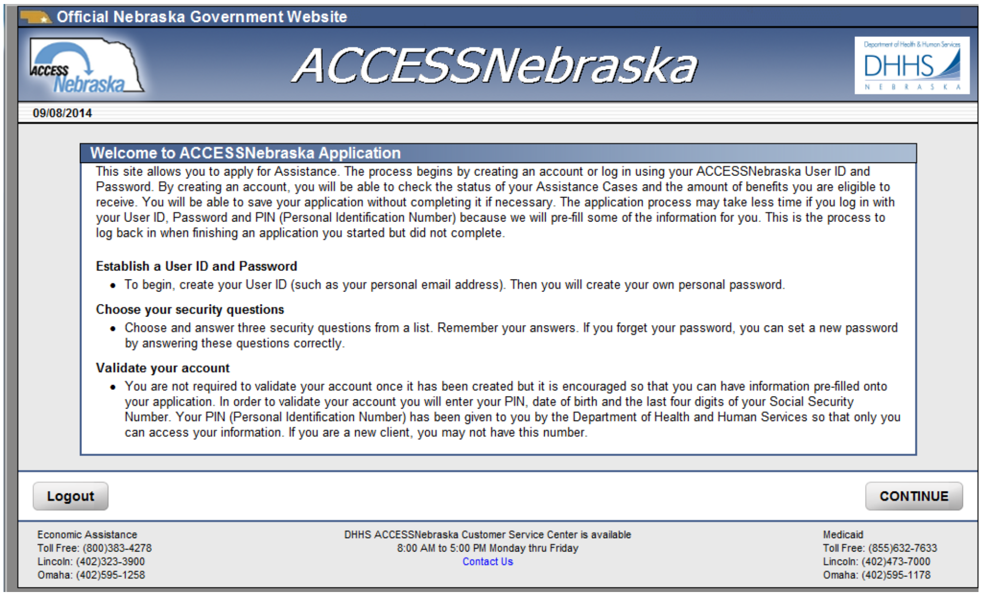
In addition to Internet Explorer and FireFox, users will now have an option to utilize ACCESSNebraska via Google Chrome. Although users may experience different font/text sizes or banners may appear slightly different, data within ACCESSNebraska will remain the same.

ACCESSNebraska Menu Page Scrolling Banner (Change)

An informational ribbon (Scrolling Banner) has been added to the ACCESSNebraska Menu page to provide useful information to our clients regarding functionality of the web site. The information will be changed as appropriate.

EA Require ACCESSNebraska Account (Change)

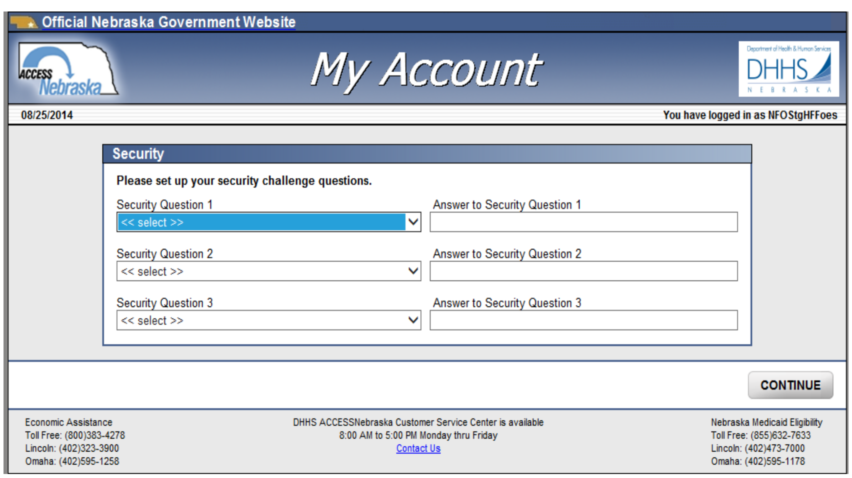
Economic Assistance Clients will now be required to create an account to complete an EA Application. The following screen has been modified and will follow the Welcome to ACCESSNebraska Application screen.



User Account Security Questions (Change)

Prior to this release, it was easy for a client to create an account and exit prior to completing the security questions. Many clients would then return and were unable to utilize the forgotten password because the security questions had not been answered. Their only option then was to create a new account.

To assist clients who incorrectly type their password or forget their password between login times, the Security Questions will now be answered during the initial ACCESSNebraska Log-in process.



Security questions have been moved to account registration. The security questions are stored for a later time if the user forgets their password or needs to change their password as a way to validate who they are.

User Account Password (Change)

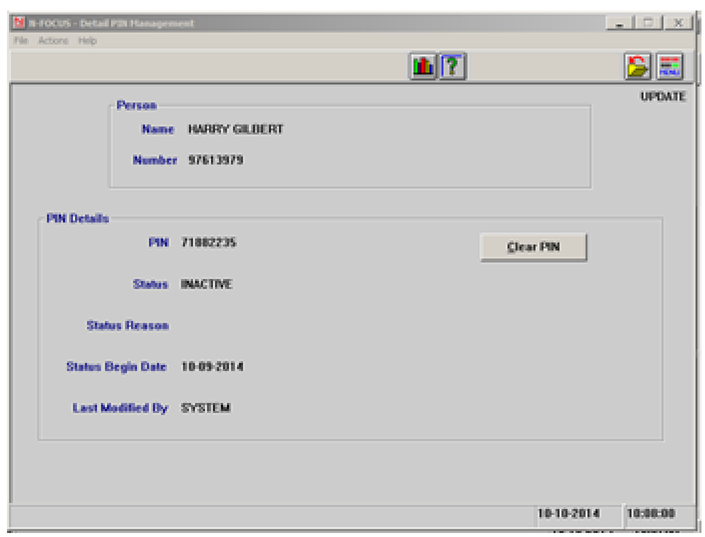
ACCESSNebraska clients only need to enter their PIN when they authenticate their account.

The ACCESSNebraska password must be changed every 90 days. The client will not need to enter their PIN in order to change their password.

Regeneration of PIN (Change)

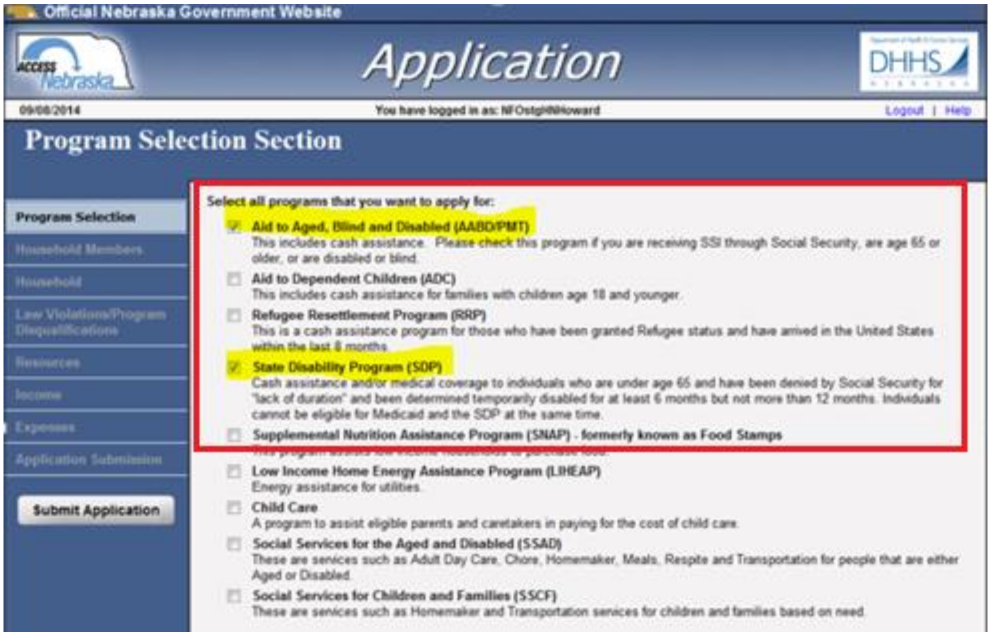
With this release, if a client has an inactive PIN status and they reopen a closed case, N-FOCUS will generate a new PIN and send the client a letter with this new information.

Note: This will occur each time a client reopens a case if they had not activated their PIN or if their PIN has been disabled.



State Disability Program (Change)

The State Disability Program will be added to the E-Application as a program to be selected and requested. Once selected, AABD/PMT will auto-select. AADB/PMT cannot be de-selected while the State Disability Program remains selected.



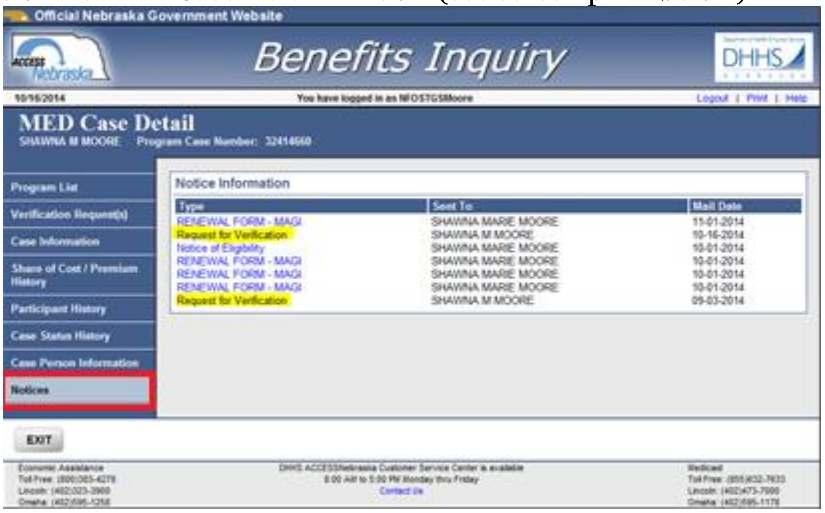
Refugee Resettlement Program (Change)

Currently, when Refugee Resettlement Program is selected, ADC is auto-selected. With the November release, if all applicants requesting assistance meet conditions that would automatically select the AABD/PMT and the ADC program will be deselected and Refugee Resettlement Program.

AABD/PMT is automatically selected when a person requesting services is age 65 or older or has SSI income. If one Household member requesting services does not meet conditions for AABD/PMT, the ADC program will remain selected. ADC cannot be deselected unless the Refugee Resettlement Program is de-selected first. AABD/PMT cannot be de-selected unless age/SSI is changed first.

CBI Displaying Verification Requests (Change)

MLTC and EA Verification Request correspondence will be available to view via the Notices link on the left side of the MED Case Detail window (see screen print below).



In addition, CBI (Client Benefit Inquiry) will begin displaying open Verification Requests for Economic Assistance (EA) programs as of the November release.

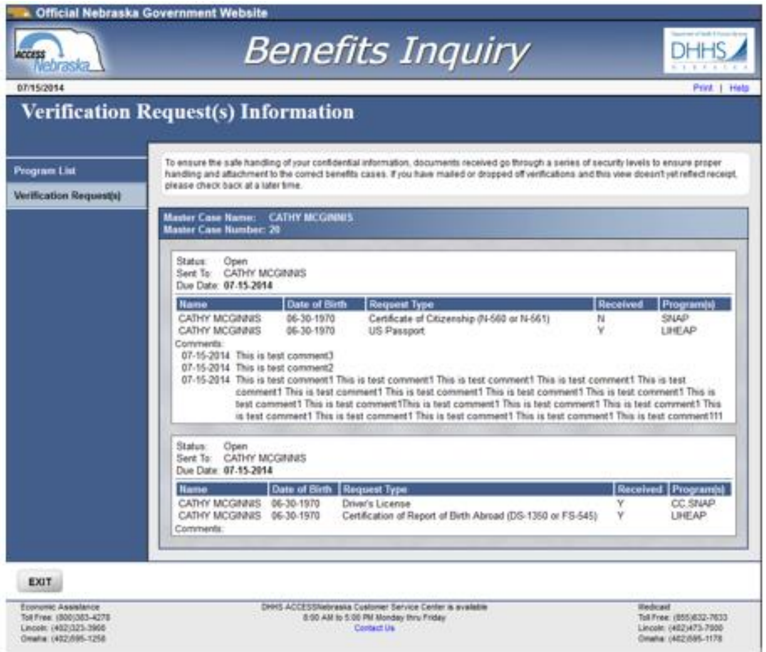
Note: Medicaid Verification Request information will not display on this screen. To view Mediciad Verification Request Information you must go to the Program List and view Notices. This is relevant to Refugee Resettlement Program (RRP) and State Disablity Medicaid cases which are managed by Economic Assistance.

- EA program Verification Requests created on or after July 13, 2014 will display while in open status

The verification Information Sheet has been added to My Account and the user will be able to login with their account using their PIN. Any authenticated PIN user who has an administrative role as Program Case Name of any program listed within the Verification Request, will have access to view the Verification Request. Case Representatives and Case Payees will not have viewing priviledges.

The Verification Request will display the following information:

- Master Case Name
- Master Case Number
- Program Case for whom the verification information is being requested
- Name of the Person for whom the verification information is being requested
- Date of Birth of the Person for whom the verification is being requested
- Person to whom the correspondense was sent



A real time Yes/No indicator has been added to inform clients as to whether their verification has been received.

Once verifications are updated in N-FOCUS as received, this too will be udpated within Client Benefit Summary as updated.

Closure of the Verification Request will remove the Verification Request from the Client Benefit Summary view.

Change Reporting (Change)

The Change Reporting area of ACCESSNebraska has been enhanced to assist customers in reporting changes to a specific division (EA, MLTC or Both).

Customers can submit a Change Report from the Main ACCESSNebraska Menu or via My Account.

Change Reporting WEB View (Change)

Change report contact information will display a little differently with this release. The email that was displayed will be that of the person reporting the information and not that of the person receiving the assistance. The words “Confirmation will be sent to this email address” has been removed.

Change Report Menu

The list of categories presented to the customer will be tailored based the following criteria:

- If at least <u>one</u> EA Program Case is present, no tailoring will occur on Change Report Menu
- If there are <u>no</u> EA Program Cases, a check will be done to find all the Program Case involvements of the validated person
- If the person only has involvement in <u>MAGI Medicaid</u>, the menu will exclude the following 5 categories:
    - Housing Bills
    - Utility Bills
    - Resources
    - Child Support Expenses
    - School Attendance
- If the person has involvements in <u>Non-MAGI or Combined cases</u>, all categories will display.

Alerts Generated from Change Report

If the Menu is not tailored up front due to the existence of an EA Program Case, the Alerts presented to the worker will be tailored based on the following criteria:

- Changes reported under Service Provider Category for PAS only and no other change is reported
  - No alert will be presented to EA
- Changes reported for Utility Bills, Housing Bills, Resources, Child Support Expense or School Attendance will generate alerts only to EA and MLTC (if the person involvement includes a case that is Medicaid Non-MAGI or Combined)
  - If the person involvement includes only Medicaid cases that are MAGI, no alert will be presented to MLTC for these categories
- Changes reported for Service Provider will not present an alert to Medicaid if the selected provider is Adult Day Care, Child Care, Homemaker or Meals

Change Report Categories

- Contact Information Category
  - Client can now report new email address
- Person Moved In Category
  - Two additional questions regarding income and resources as well as Medicaid tax household questions will display
  - Tax household questions have a disclaimer for Medicaid only
- Pregnancy Category
  - Questions added to ask for the number of expected babies within the pregnancy
- Disabled, Blind, Unable to Work Category
  - New Disability/Injury questions have been added to this category
- Service Provider Category
  - The type of Service drop down list display is based on the program case that the customer has an involvement
- Nursing Facility
  - Added an option for nursing facility to report death, Medicare Payment Begin Date and Medicare Payment End date
- Submit Page
  - Added address field to collect contact information for individual/organization person who reported rather than the client
  - In Submit Page there is a note stating that Medicaid will be using the electronic data sources to attempt to verify the reported information.

Mainframe Change Report (Change)

The following changes have been main in the N-FOCUS Mainframe regarding the Client Change Report:

- Workers will no longer need to update the status of the change report, this functionality has been removed
- Service is being added to record when a Change Report has been created in a Service Provider category

Expert System

SNAP Utility Expenses (Tip)

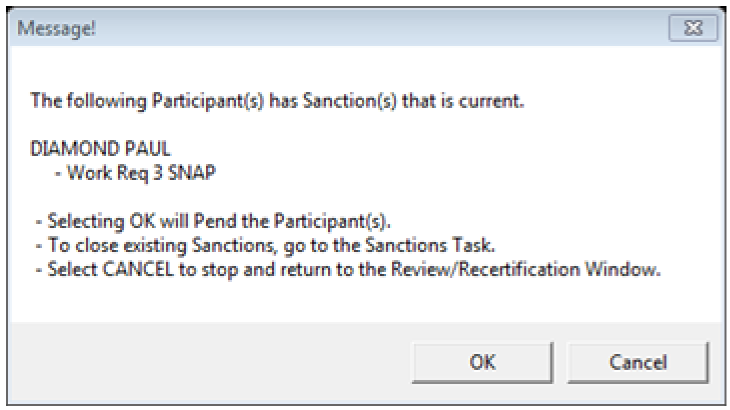
The following rate changes went into effect October 1, 2014:

- Standard Utility Allowance updated from $434 to $447
- Limited Utility Allowance updated from $201 to $203
- One Utility Allowance updated from $37 to $38
- Telephone Utility Allowance will remain the same.

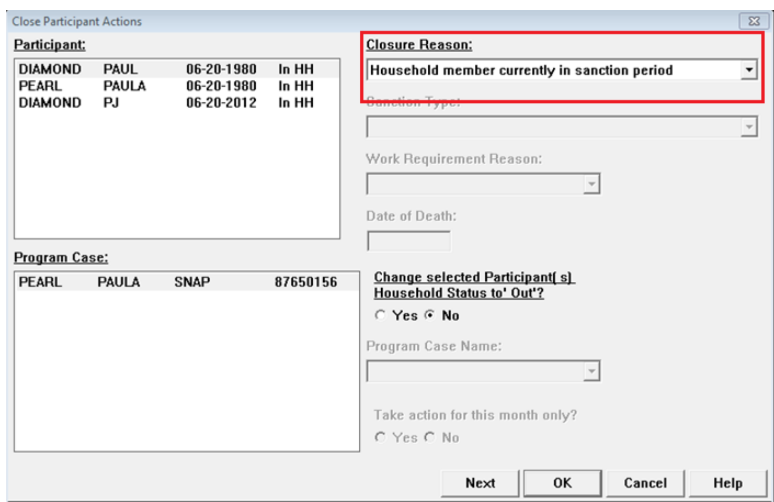
Close Participant Actions – Sanctions (Change)

A new closure reason ‘Household member currently in sanction period’ has been added to Participant Actions for household members currently sanctioned.

In the Message shown to the right, the client was pended in the SNAP household for recertification, but is ineligible due to a current Work Requirement sanction.



The ineligible client must be closed out of the SNAP Program Case in Participant Actions using the new Closure Reason Household Member currently in Sanction period.

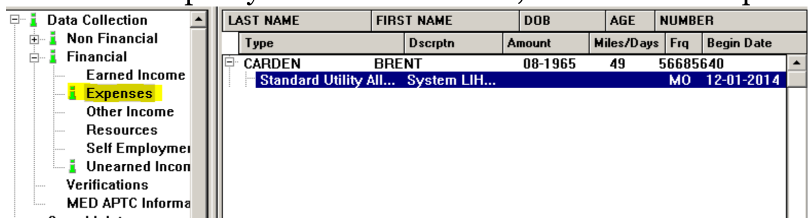


SNAP Sanction on Indian Reservation (Change)

When the closure reason of Sanction is selected in Participant actions or in Case actions the new sanction reason “Food Dist. Prog. Ind Res Diqual” (Food Distribution Program on Indian Reservations/FDPIR) can now be selected. This sanction cannot be applied in the sanctions tab in Expert as this sanction does not cause a percentage reduction.

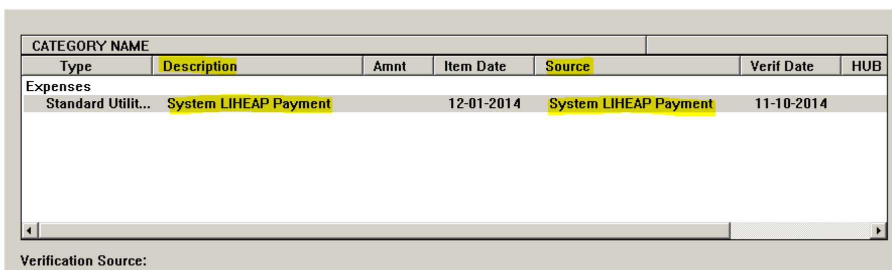
Add/Reopen Process Delay (Change)

When an application is processed, the system calculates the time frame between the date the program application was recorded as received and the date on which the eligibility determination is made. If this is outside of the policy directed timeframe, the worker is required to enter a reason for the delay in processing (client delay, agency delay, 3rd party delay). In situations where a program case was closed and then reopened, a worker may be required to use an application date that is many months in the past. A new reason (Reopen Case/New Application not Required) has been added to the "delay reasons" list so that cases are not recorded as actual delayed processing if they are simply being reopened.

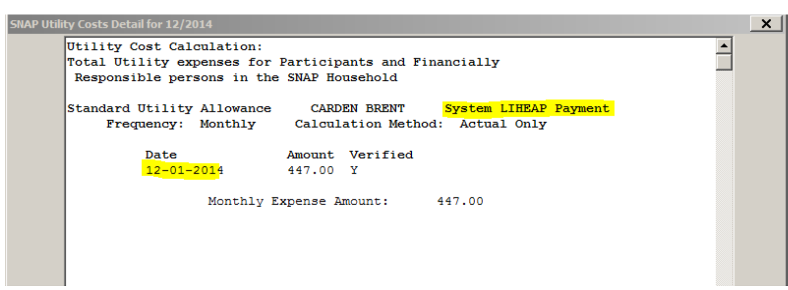


SUA Expense when LIHEAP Payment Approved (Change)

A Standard Utility Allowance (SUA) expense is automatically added to Expert System under the expense tab when a LIHEAP payment is approved for Cooling, Heating, or Crisis that is $20.00 or greater. The SUA expense will be added to the LIHEAP Program Case Name. This will only happen if there is not a SUA expense already listed in Expert System for the LIHEAP Program Case Name.



If a LIHEAP payment is approved for Repair, Deposit, Supplement or Cooling, Heating, and Crisis that is less than $20.00 the system will review to see if a payment for Cooling, Heating, or Crisis had been approved in that person's name in the last 12 months that equals $20.00 or greater in the Master Case. If there was a payment in the last 12 months that meets the requirements then a SUA Expense will be added in that person's name.



If the SUA expense is created by the system it will show a description of "System LIHEAP Payment" and verified source of "System LIHEAP Payment." There is not an alert to the worker indicating this Expense has been created.

The begin date for the SUA expense that is created by the system is the first of the month following the LIEHAP approval month.

The SUA expense is no longer tied to the Master Case but is now tied to the client. Any SUA expense under the client's name will travel with the client into different Master Cases. Because of this change you may see that a person has multiple SUA expenses under their name. In these situations only one SUA expense will be used in the SNAP budgets. The SUA expense created by the system will not close on its own. If the expense should be end dated this will have to be done manually.

LIHEAP Overpayments (Change)

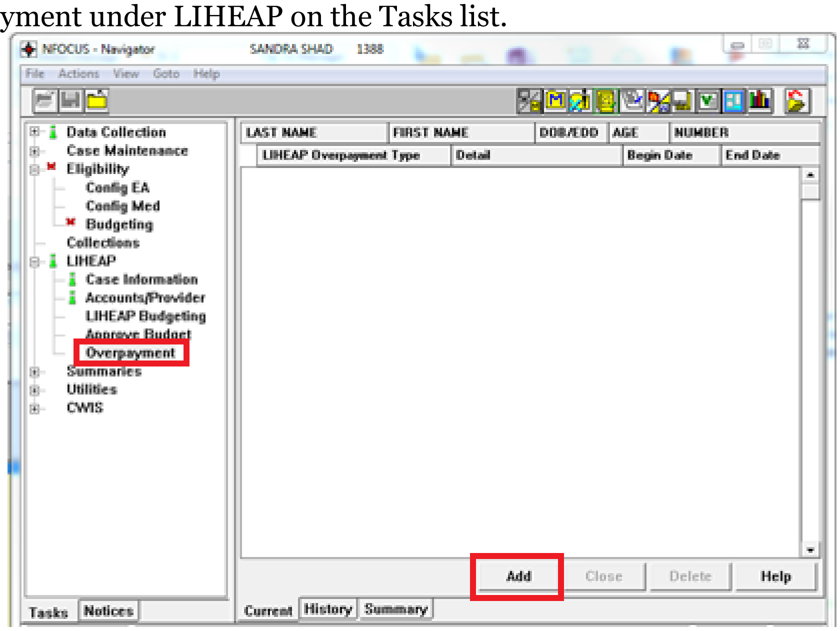
Functionality has been added to allow creation of LIHEAP overpayments which are the result of client caused errors (agency caused overpayments will not be pursued). When overpaid benefits are identified, an overpayment can be manually created through a new Expert System Overpayment task.

When you authorize a new budget for the same energy budget type (heating or cooling), When creating an overpayment, the recalculated budget will override the existing budget, therefore, you will need to compare the recalculated budget to the amount of originally issued benefits to determine the amount that was overpaid. NFOCUS will not provide the calculated difference (as happens in ADC or SNAP budgeting) and this amount will need to be entered on the Overpayment screen.

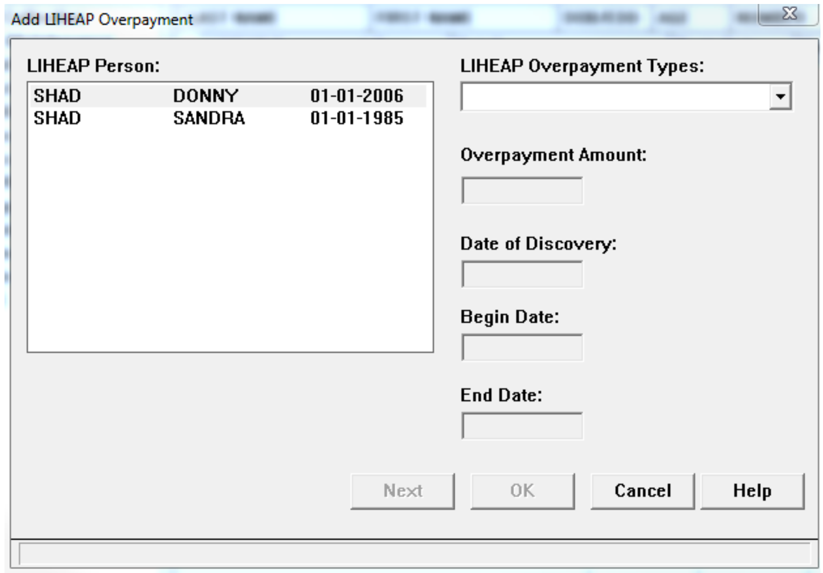
LIHEAP overpayments can restrict an individual's eligibility for future energy assistance until which time the amount that was overpaid has been recouped. Policy staff will be involved in tracking the recoupment of those benefit amounts (Policy staff will provide instruction on the process that will be used by the field for handling overpayments).

Below are the screens in the process for creating a LIHEAP overpayment:

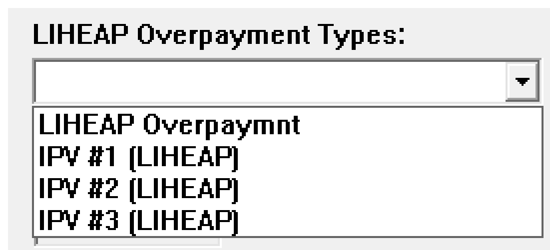
Select Overpayment under LIHEAP on the Tasks list.



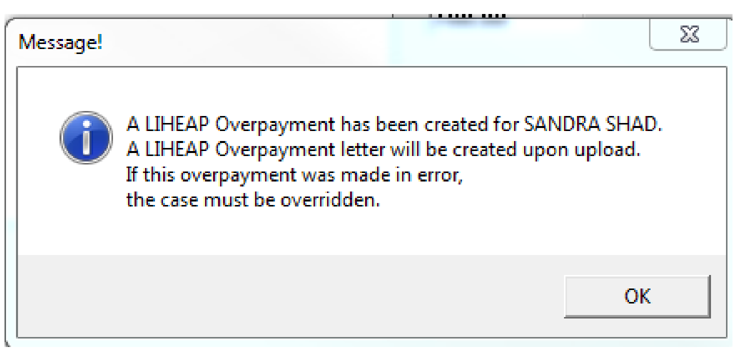
Select "Add" and you will be directed to the "Add LIHEAP Overpayment" window (below).



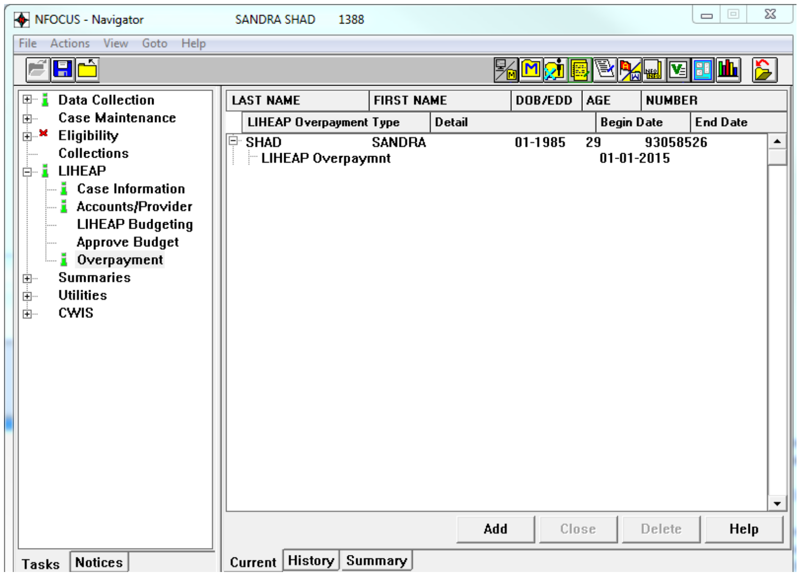
You will need to select a LIHEAP person and a LIHEAP Overpayment Type. For non-policy staff persons, the only Overpayment Type to select will be "LIHEAP Overpaymnt"(other Overpayment Types (shown below) will be available to policy staff who have been given security clearance to create LIHEAP IPV type sanctions (which will only be imposed after findings are received from the Fraud Unit)).



Once the "Type" is selected, the Overpayment Amount element will be enabled for required entry. The entry of an amount will then enables data entry for the "Date of Discovery" element. Once a date is entered there, the "Begin Date" and "End Date" elements enable. A Begin Date is required, but the end date is an optional element and will not require any entry as this may not be known. Once the required data elements have been completed, the "OK" button will be enabled. Upon selection of OK, the following message will appear:



By clicking 'OK' on the message, you are returned to the Overpayment summary window. If it is discovered that the overpayment is incorrect, the "Delete" button on this screen will simply remove the item from the summary screen. As the Message above states, an Overpayment letter based on the deleted overpayment(s)will be created when case is checked in.



Note: If you delete an overpayment from this screen and do not override your checkout, you must go to the mainframe correspondences and delete the Overpayment letter(s). Failure to do so will result in the created Overpayment letter(s) being mailed out with no system overpayment(s) to support the letter(s) having been created and mailed.

Failure to Comply Sanction (Change)

When the person responsible for the Failure to Comply Sanction leaves the household, the sanction will be automatically end dated for ADC and AABD Program cases.

Child Support Enforcement (CSE) Non-Cooperation Sanction (Fix)

A fix has been added so that budgeting will be allowed on programs which are not affected by the presence of a CSE Non-Cooperation sanction. Budgeting will continue to be restricted if a CSE Non-Coop sanction is imposed on one program, but has not yet been imposed on other programs which require the sanction to also be imposed.

Child Support Enforcement (CSE) Sanction ADC Payment Only Case (Fix)

Before this fix, if you were budgeting an ADC program case and there was a CSE Sanction applied to a FR female ARP who is the bio mom of a Participant in the ADC case, you would be prevented from budgeting due to "Mandatory Tasks" message in budgeting.

This release will include a logic change that will allow the ADC program budget to be run. The budget will reflect a % reduction in benefits due to the CSE Sanction.

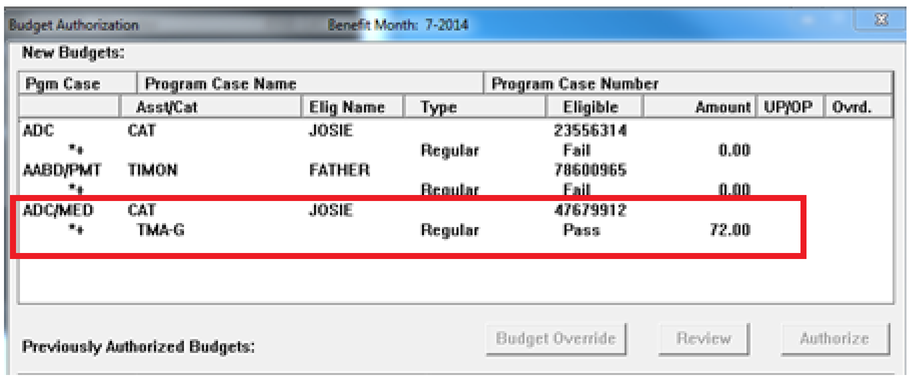
Certification Periods (Change)

When a SNAP budget has been denied two months in a row (application month and month following) for being over income or resources then re-processed for the application month and is approved, you can now enter the correct certification period unless there was an active SNAP within the previous two calendar months. Do not run the come up month if you are at the end of the certification period. In these situations you can only tie the recertification application to the SNAP case through N-Focus Detail Master Case Window not through Expert System. In cases where there is an active SNAP case within two calendar months prior to the current month you are processing, you will be required to do a one month certification period for the application month but the following month you can extend the Certification out to five months to equal the total six months.

Budget Summary (Change)

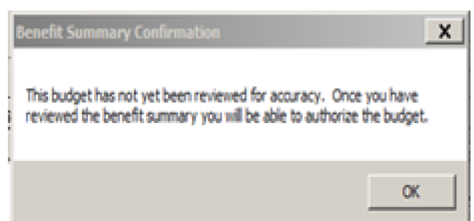
In order to reduce errors, it is now required that Workers view the Budget Summary before the Budget will be allowed to be authorized for EA Programs, Medicaid and 599 CHIP.

When the worker is in the budget authorization window, they will notice that budgets have a "*" and "+". The "*" indicates the budget has not been authorized. The "+" indicates that the benefit summary has not been viewed.



A new feature to the budget authorization window is the ability to double click on the budget line and the benefit summary will display. This works in both the "New Budgets" and "Previously Authorized Budgets" sections.

If the "Authorize" button is selected before the benefit summary has been removed, the "Error" message shown to the right will display.



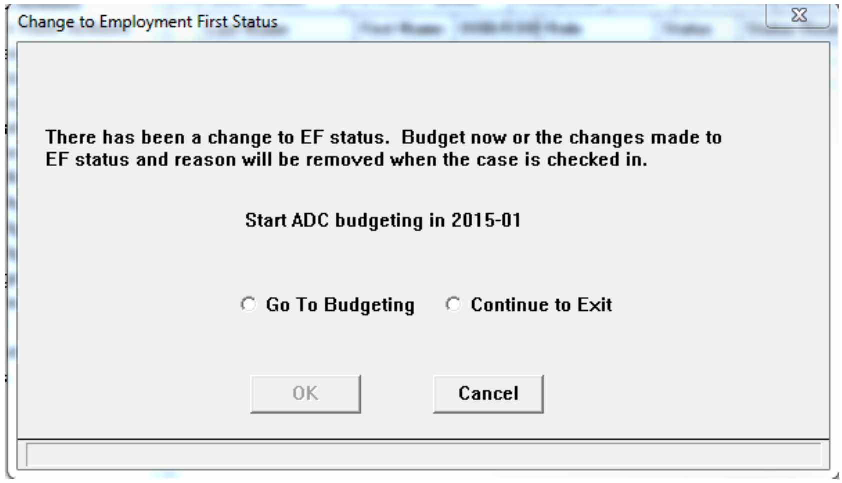
Once the benefit summary has been viewed the "+" disappears leaving the "*" indicating that budget needs to be approved.

ADC Case Budgeted When EF Status Updated (Change)

This update was requested as a means to keep funding codes in line with the EF status/reason.

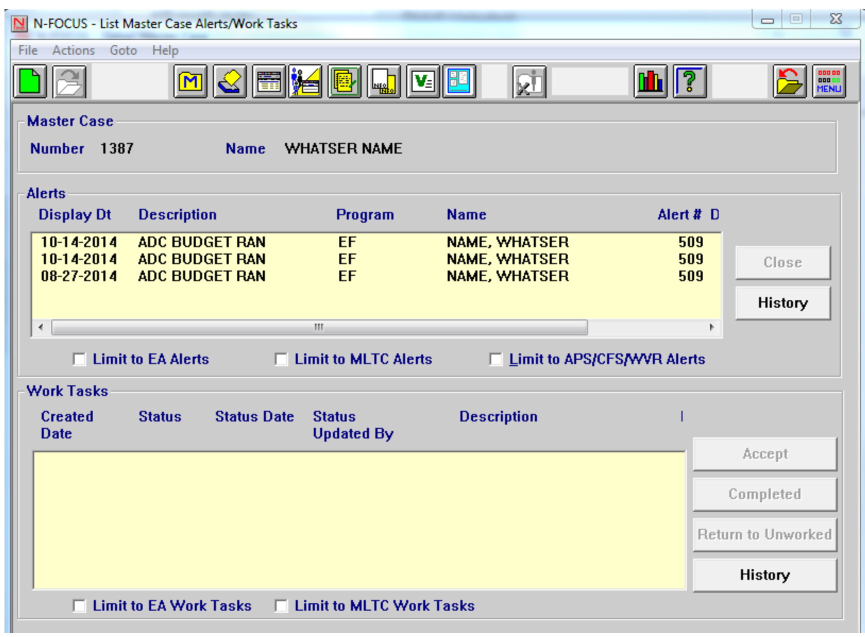
If a change has been made to either the EF status or status reason, ADC budgeting will be required to be run. A pop-up message will appear if worker attempts to exit the Expert system without budgeting. The message will appear before the notices pop-up message and will read **"There has been a change to EF status. Budget now or the changes made to EF status and reason will be removed when the case is checked in."** The worker will be presented the option of "Go to Budgeting" or "Continue to Exit".

Note: If the worker elects to exit without running budgets, upon check-in, the changes that worker had made to the EF program (status or reason) will be removed.



Create EF Alert When ADC Budget Run (Change)

A new ADC Budget Ran alert will be created upon check-in when ADC budgeting is run and authorized. If case is checked in, then checked out again and has ADC budgeting run a second time on the same day, a second alert will be created. This ensures that, if multiple changes are processed at different times on the same day, the assigned EF worker is notified that budgets need to be reviewed for possible changes each time a budget is approved.



End FTC Sanction Related ADC or AABD Case Closes (Change)

New logic has been added which will place an end date on FTC SNAP sanctions when they are entered simultaneously with and Employment First sanction on the ADC program case. The end date will be set to expire after the minimum time frame of the EF sanction penalty has passed (EF#1 = 1 month, #2 = 3 months, #3 = 12 months). A new budget will need to be run following the end of the minimum penalty period to ensure correct benefits are calculated.

The system currently presents a message asking if a FTC sanction should be imposed in conjunction with other imposed sanctions. New logic will provide a similar message if a FTC sanction exists and changes are made to other existing program sanctions. The new messages will appear:

- If a sanction instance is closed
- If "responsible party" leaves the household
- If ADC or AABD program is closed in Case Maintenance
- If a sanction instance is deleted (situations like appeals)

5 Year Ban for SSI Recipients (Change)

Budgeting of AABD and ADC will be allowed for persons who have an immigration status that would otherwise be subject to the 5-year ban rules if the person is confirmed as receiving SSI or SSI-FBR income.

3rd Trimester Unborn Configuration (Change)

If a case includes an Unborn, the Unborn will not be included on the list of possible participants to include in the unit if the mother is not in the 3rd trimester of pregnancy. If a case with an Unborn in ADC program existed on NFOCUS prior to the release, new system logic has been updated so that the Unborn is excluded from the unit size until the 3rd trimester begins, as long as the pregnancy is verified as this is an ADC requirement. If the pregnancy has not been verified, the Unborn will not be counted in the unit size even if the pregnancy has entered the 3rd trimester.

Eligibility for Participants Born on 1st of the Month (Change)

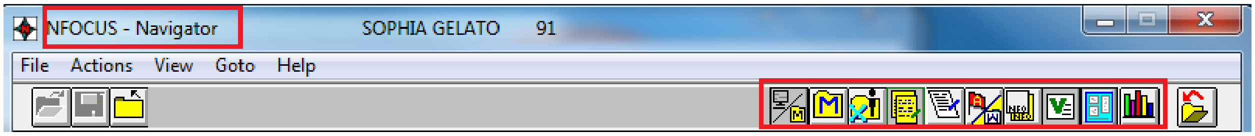
Budgeting will no longer allow a child who turns 19 on the first of the month to remain in the MAGI 6-18 category or go CHIP that month. Note this budgeting change only applies if the person was born on the first day of the calendar month. If the child is born on the second day of the month or later, they are eligible for the rest of the month.

Additional Age Related Budget Changes

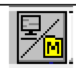
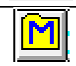
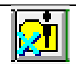
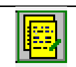
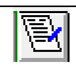
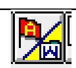
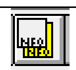
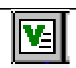
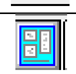
- MAGI Infant, if born on the first day of the month they would go to MAGI child 1-5 on their first birthday, if born on any day other than the first of the month then they would not change until the following month
- MAGI 1-5, if born on the first day of the month they would go to MAGI child 6-18 on their sixth birthday, if born on any day other than the first of the month then they would not change until the following month
- AABD , if born on the first day of a month would go from AABD – Disabled to AABD-Aged, if born on any day other than the first of the monthly then they would not change until the following month.

Expert System Navigation (Tip)

When you check out a case to Expert System the case is open on the Navigator window. Numerous icons have been added to the Navigator window to help you in entering information without the need to go back to the Mainframe.



Each of these windows may be moved to another screen so that you can continue to work in Expert System and document or view information provided.

Icon	Functionality
	Client E-App – This icon will navigate you to the Summary of Applications Tied to the Program Case window.
	Master Case – This icon will navigate you to the Detail Master Case window of the case you have checked out.
	Interfaces – This icon will navigate you to the Interface Person Selection window. Select the person for whom you want to view the Interfaces and click OK. The Interfaces Menu will display.
	Narrative – This icon will navigate you to the Search Narrative window. From this window you can search or create new narrative for the Master Case you have checked out.
	CFS/APS Narrative – This icon will navigate you to the Search Narrative for the CFS/APS Narrative. From this window you can search or create new narrative for the CFS/APS Program Case.
	Alert/Work Task – This icon will navigate you to the List Master Case Alerts/Work Task window.
	Correspondence – This icon will navigate you to the Search for Correspondence window. Search or create new correspondence as appropriate.
	Verifications – This icon will navigate you to the Deatil Verification Request Tracking window.
	Document Imaging – This icon will navigate you to the Search Image window. Search for the documents as appropropriate.
	Policy Manuals – This icon will navigate you to the On-line Help Policy Manuals.