# NFOCUS Major Release Combined EA & MLTC April 11, 2021

A Major Release of the N-FOCUS system is being implemented April 11, 2021. 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 NFOCUS users should read this section.

**ACCESSNebraska:**  NFOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

**Developmental Disabilities Programs:** NFOCUS 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 NFOCUS 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 NFOCUS 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 may be documented in both the primary location that describes the entire process in addition to being in the Alerts, Work Tasks and Correspondence sections. P

Interfaces, Document Imaging and NFOCUS Tips sections will be added as appropriate for the release.

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# General Interest and Mainframe

## EA & MLTC – Emergency Impact Indicator (New)

A new window has been added from of the Person Detail window to track participants whose eligibility has been impacted by an event or situation that requires a participant to remain eligible at a level that may not be accurate.

Policy will send further instructions for use of this new functionality at a later date.

The new Emergency Impact Indicator window is accessed from the Detail menu on Person Detail.
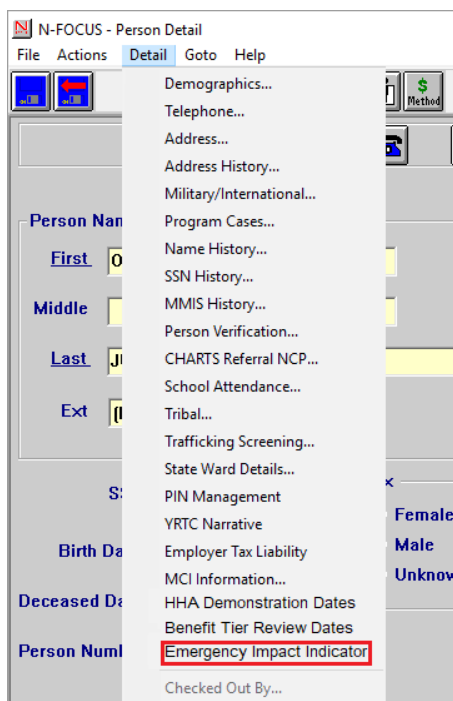


If no records exist, N-FOCUS will ask the worker if a new Emergency Impact Indicator should be created by selecting Detail>Emergency Impact Indicator.

A question pop-up box will display.

No – The Person Detail Window will display.
Yes - The Detail Emergency Impact Indicator Window will display.
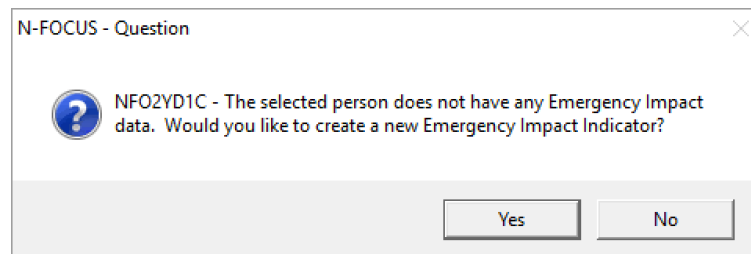


If any records exist, the Emergency Impact Indicator window will display with the records listed.

- The Emergency Impact Indicator window will display all indicators without an End date or reason, or with a future End Date, in the top Current Emergency Impacts box.
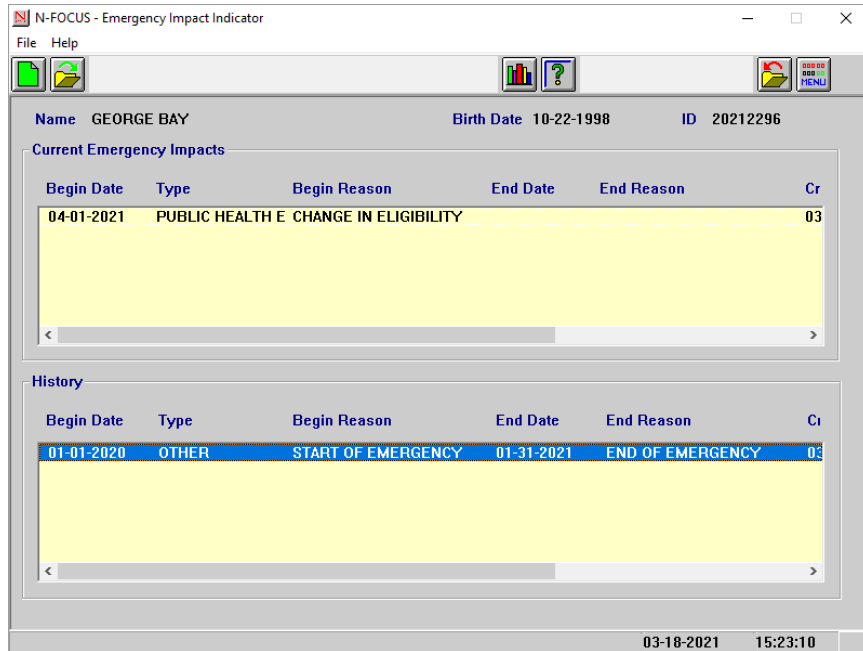- All indicators with an End date on, or before, the current date will display in the bottom History box.

## Add or Update Emergency Impact Indicator

To add a new indicator, click the new icon.

To update or delete an existing indicator, highlight the row and double click, or click on the open icon at the top of the page, to open the Detail Emergency Impact Indicator window for that record.

See screen print on next page.

- The Begin Date, Reason and Type fields, in the Emergency Impact Begin section, are mandatory to create a new Emergency Impact Indicator.
- End Date and Reason fields, in the Emergency Impact End section, can be entered at creation or by updating an existing record. Both fields must be completed in the section to save End Date and Reason.
- If a mandatory field is incomplete, N-FOCUS will not allow the indicator to be saved, and display a message that required fields are missing.

## Delete Emergency Impact Indicator

To Delete an indicator, select Actions>Delete and click Yes on the Delete Confirmation message. Once an indicator is deleted, it will no longer display.

## EA & MLTC - Activity History List Window (Fix)

This window will now display over 99 Master Case rows when over 99 Master Cases are assigned to the same worker on the same day.

# ACCESSNebraska

## MLTC - Client Change Report (Update)

The Health Insurance change type has been updated with new questions to capture more detailed information regarding an individual's private health insurance.  Screenshots below display the updated content and questions that will be displayed.

## Starting Insurance

- Did the health insurance coverage start, stop or change?:
    - Reason Coveraged Stated (Drop Down)
    - Are you HIPP (Health Insurance Premium Payment) program participant? (Yes/No)
    - Was the coveraged offered through an employer? (Yes/No)

## Stopping Insurance

**Health Insurance**

Did the health insurance coverage start, stop, or change?
○ Started   ● Stopped   ○ Changed

Date Coverage Stopped | Reason Coverage Stopped
mm-dd-yyyy | << select >>

Was this coverage offered through an employer?
○ Yes   ○ No

Policy Holder | Policy or Group Number

Name of insurance company

Name(s) of household member(s) whose coverage ended for this policy

Comments

⊘ CANCEL   💾 SAVE

- Did the health Insurance coverage start, stop or change?
  - Reason Coverage Stopped (Drop Down)
  - Was this coverage offered through an employer? (Yes/No)
    - Policy Holder
    - Policy or Group Number

## Changing Insurance

**Health Insurance**

Did the health insurance coverage start, stop, or change?
○ Started   ○ Stopped   ● Changed

Date Coverage Changed | Reason Coverage Changed
mm-dd-yyyy | << select >>

Was this coverage offered through an employer?
○ Yes   ○ No

Policy Holder | Policy or Group Number

Name of insurance company

**Address of insurance company**
Address Line 1

Address Line 2

Address Line 3

City | State | Zip Code
| << select >> | 99999-9999

Phone number of insurance company
(999)999-9999

Premium Amount

Name(s) of household member(s) covered by the health insurance policy

Comments

⊘ CANCEL   💾 SAVE

- Did the health insurance coverage start, stop or change?
  - Reason Coverage Changed (Drop Down)
  - Was this coverage offered through an employer? (Yes/No)

## EA & MLTC - Exit Button Changes in Web Apps (Update)

With Internet Explorer browser being phased out by IS&T, all NFOCUS and ACCESSNebraska Web Apps will now use Chrome or a Custom Web Browser.

These changes affect the following pages:

MLTC Program pages

- ACA Healthcare Page
- MED Renewal Page
- CBI Page

EA Program page

- EA Application

Children and Family Service Program

- PSA

When the Yes button is selected on the Exit Button, the new Exit page will display.

The new exit page which will display with the message "You may close the webpage now."

To close the webpage, click the X on the upper right hand corner of the browser.
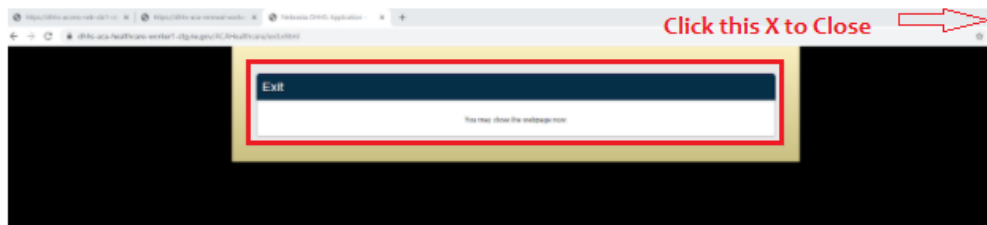
## Protective Service Alert Page (Update)

The following Protective Service Alert page an Exit Confirmation pop up will display.
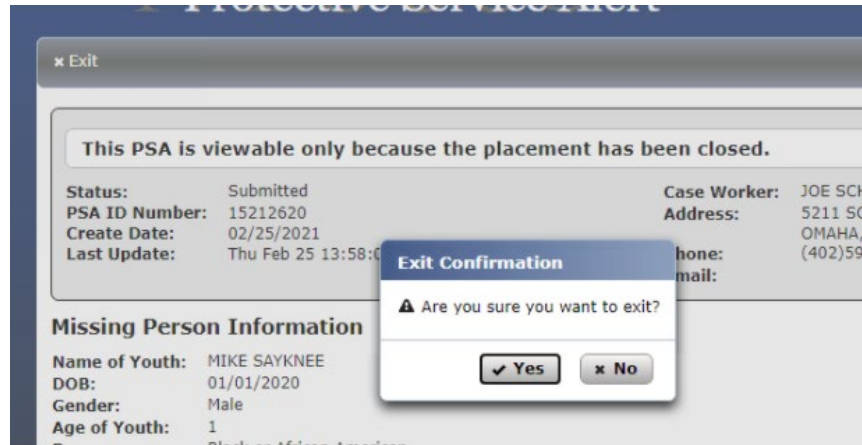


Select Yes, and the following message will display:

**You may close the webpage now.**

## EA – Exit Confirmation Changes (Update)

After selecting the Exit on the EA Application, the following pages will display. Answer the questions as appropriate.

**Who is completing the application?**
- ☑ I am the applicant
- ☐ I am a Guardian/Conservator for the applicant
- ☐ I am a Power of Attorney for the applicant
- ☐ I am the Authorized Representative for the applicant's Supplemental Nutrition Assistance Program
- ☐ I am a person authorized to act on behalf of the applicant
- ☐ I am a relative of the applicant
- ☐ Contracted Medicaid Provider

Sign by typing your name below (this

Mike Test

Contracted Medicaid Provider Name

To receive an e-mail confirmation, enter your e-mail address below

Phone Signature
- ☑ Yes, telephonic signature has been recorded.

**Exit Confirmation** ✖

⚠ Are you sure you want to exit?

✔ Yes    ✖ No

✖ EXIT    ↰ BACK    Submit ✓

Select the Yes to exit.
The following message will display.



https://dhhs-access-neb-app-wc ✖    +

← → C 🔒 dhhs-access-neb-app-worker1-stg.ne.gov/AccessNeApp/exit.jsp

**You may close the webpage now.**
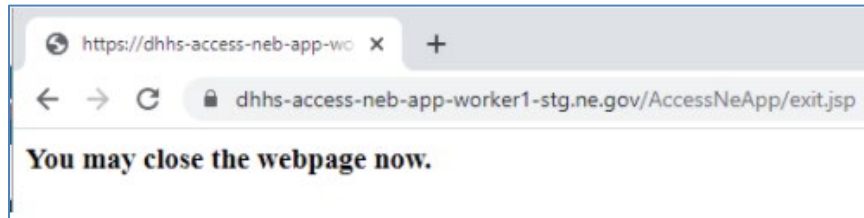
## MLTC - Update on Managed Care on display on CBI -

Healthy Blue will now display under Managed Care Provider if the Managed Care Provider is Healthy Blue.

# Expert System

## EA – AABD Closing/Denial Reason (Update)

AABD has added a Closing/Denial reason in Case and Participation Actions. The new reason code is Social Security suspended/terminated (AABD). The notice that generates will contain this reason and the NAC reference.



## EA - SNAP Maximum Allotment Update

The changes to the SNAP Maximum Allotment (15% increase) implemented in January 2021 related to the pandemic were initially slated to end July 1st. The Federal Government recently released changes to extend those through the end of the Federal Fiscal Year. This change will be implemented with the 4/11 release, any July budgets run prior to the release will have the normal, pre-15% pandemic increased amount.  Budgets run after the 4/11 release will have the extended increased amount.

## EA - Disaster SNAP Income Limits (Update)

The Disaster SNAP Income Limits have been updated with the FY 2021 standards effective October 1, 2020 through September 30, 2021.

## EA – Medicare Supplement Expense added to SNAP (Update)

The expense type of Medicare Supplement will now be included in SNAP budgets.

## EA - Verification Request Add Program Case Number (Update)

An update has been made to available information related to Verification Requests.  Prior to this release, the specific Program Case Number that a Verification Request was created for was not able to be identified through the Verification Request.  You could only see that the request had been created for a SNAP program.  This was resulting in issues for some of our ongoing reports.  There were instances where a Master Case would have two program cases of the same type (ex: a SNAP program case in Closed status and a second SNAP program case that was in Pending status), and you would not be able to tell which Program Case the Verification Request was associated with.

The following screen shows the display prior to this release:
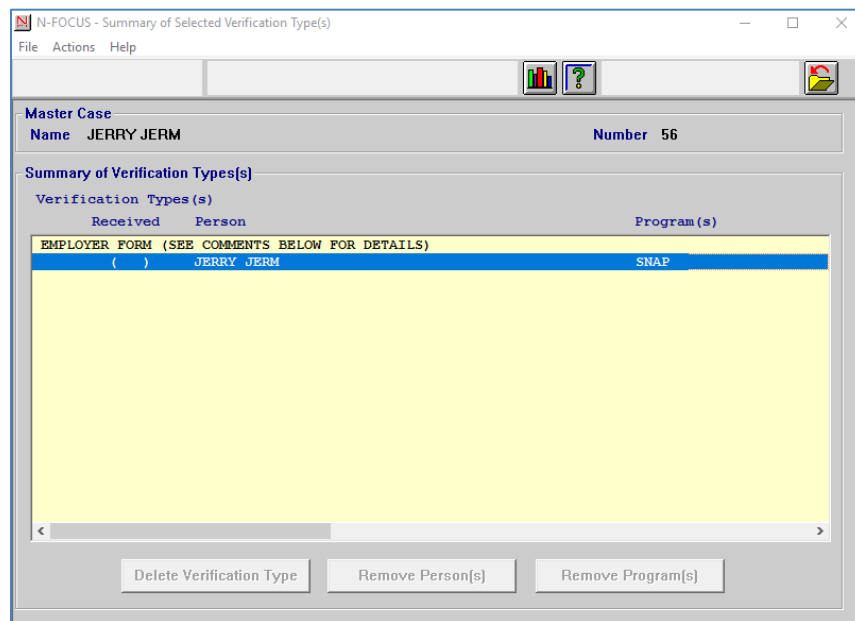


With this release, the Summary of Selected Verification Type(s) window will allow a worker to select an individual the screen, by selecting the appropriate row, then click the Open icon.

See screen print on next page.
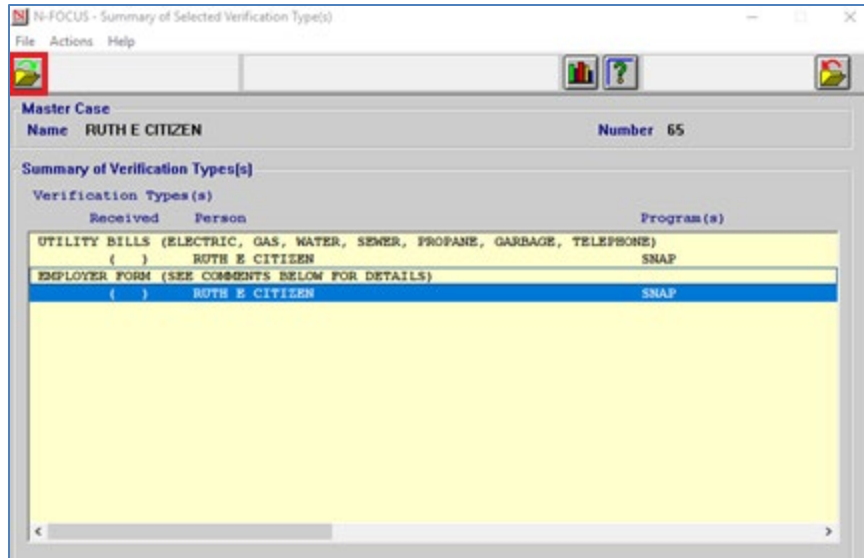
Selecting the Open Icon will then display the Detail Program(s) window, which displays the Program Case ID for which the selected item from the Summary of Selected Verification Type(s)" window request was sent.
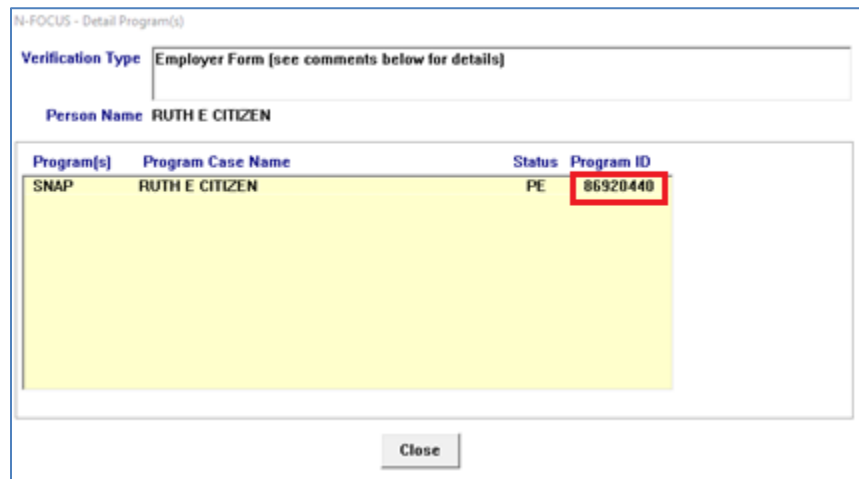


## EA - Recalculated ADC budgets Pro-Rate Logic (Fix)

An issue was identified in situations where a Regular ADC budget had been calculated with pro-rated benefits was needing to have a Recalculated budget run after the benefits had been issued.

In these situations, logic was not applying the proration to the Recalculated ADC benefits. This resulted in household being issued recalculated benefits in excess of what they were eligible for and required overpayments to be created.

Logic has been updated with this release which now correctly applies the proration logic in Recalculated ADC budgeting.

## MLTC – MAGI Determinations for Parent/Caretaker Relatives (Update)

With this release, Adult MAGI determinations for Parent/Caretaker Relatives will show the parent/caretaker question correctly during budgeting.

There is a known issue with the Minimum Essential Coverage for dependents question for Parent/Caretaker Relatives, which may be HHA eligible, for married couples with a pregnancy being reported. The Minimum Essential Coverage for dependents question is only populated if Yes was answered to the Parent/Caretaker Relatives question.

The parent/caretaker question is being asked for both parents when a pregnancy is added to an active MED case, however the Minimal Essential Coverage for dependent children question is not being asked for the father. If the father is over income for MAGI PC and the Minimal Essential Coverage question was answered No for the pregnant mother, then this is causing the father to fail MAGI PC and no determination to be made for HHA.

**Workaround** – Must answer YES to the Minimum Essential Coverage dependents question for the mother who is pregnant to populate the question for the father.

## MLTC – Earned Income Disregard Issue (Fixed)

The Earned Income Disregard has been corrected and will now calculate correctly in budgeting.

- For a disabled individual the disregard is the first $65 plus half of the remainder. For a blind individual it is the first $85 plus half of the remainder.
- This fix also impacts TMA(Child Care disregard only), and for MN and MAGI budgets it is correctly allowing the $100 disregard.

# NFOCUS Tips

## EA & MLTC - Unearned Income Adjustment issue

We have discovered an issue with the IUC Pandemic Stimulus payment as well as when there is a Prior Overpayment on Assistance. This is all related to the Unearned Income adjustment rules.

The adjustment reasons of IUC Stimulus Exclusion and Prior Overpayment on Assistance does not work in the following situations:

- IUC Stimulus Exclusion
  - 599 CHIP and AABD Payment program cases
    - The Adjusted Amount does not get deducted and it should be deducted from the total amount
    - To determine the amount that should be counted:

- Subtract the adjusted amount from the total amount and create a new IUC row for this amount in the Unearned Income Task.
  - On the Calculate Window, select only this IUC amount to average\convert

  - NOTE: Reminder, that these manually entered workaround payments will need to be excluded when running budgets for the other EA/MED programs.

| Earned Income | [ Fluctuating Unearned Income ] | | SE Ledger Income | |
|---|---|---|---|---|
| Owner | Type | | Frequency | Source |
| | Unemployment Co... | | Weekly | |

See screen print on next page.

Support
- Compare Support to Budgetary Need
- Count Support as Unearned Income

Calculation Method: Average/Convert

Display Month(s) of Unearned Income From 03-2021 To 02-2021    Multiplier

| Date Rcvd | Amount | Adj Amount | Net Amount | Assigned | Verif Source |
|---|---|---|---|---|---|
| 03-15-2021 | 568.00 | 0.00 | 568.00 | | IUC Interface |
| 03-09-2021 | 568.00 | 0.00 | 568.00 | | IUC Interface |
| 03-01-2021 | 568.00 | 0.00 | 568.00 | | IUC Interface |
| 02-01-2021 | 268.00 | 0.00 | 268.00 | | TALX file viewed |

- Prior Overpayment on Assistance
  - AABD and ADC Payment program cases
    - The Adjusted Amount does not get deducted and it should be deducted from the total amount
    - To determine the amount that should be counted:
      - Subtract the adjusted amount from the total amount and create a new row for this amount in the Unearned Income Task.
    - On the Calculate Window, select only this amount to average\convert

    - NOTE: Reminder, that these manually entered workaround payments will need to be excluded when running budgets for the other EA/MED programs.

This will be corrected May 9, 2021.

## EA & MLTC - Administrative Role:

If an Organization is the Administrative Role and the Organization's Name has an "&" in the name, it may cause a correspondence error where you are not able to view or pint the correspondence. If this happens, call NFOCUS Production Support so the Organization Name can be changed.