# NFOCUS Major Release MLTC August 7, 2022

A Major Release of the NFOCUS System is being implemented August 7, 2022. 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 workers responsible for case activity received through the ACCESSNebraska website should read this section.

**Home and Community Based Services:** NFOCUS workers who work directly with DD/AD Waiver 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 Home and Community Based Services Programs.

**Expert System:** All NFOCUS workers with responsibilities for case entry for AABD, AD Payment SNAP, LIHEAP, LIHWAP, CC, CFS, MED, etc. 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.

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

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## **General Interest and Mainframe**

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NFOCUS CHARTS Referral – (Fix)
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In the August 2021 release, a fix was put in place to prohibit CHARTS referrals from being sent for pending SNAP cases. However, some pending SNAP referrals were still being sent. This issue is being corrected for this release.

N-FOCUS will not allow a referral if SNAP is in pending or closed status. The program must be in active status. The following error message will display if SNAP is pending:

N-FOCUS - Error	Х	
NFO3ET1C - The referable program case is not in active (SNAP/CC) or pending (CC) status.		
ОК		

### **Developmental Disabilities**

## AD Waiver and TBI Waiver Service Coordination ADTBI SC Program Case (New)

A new program case has been created for AD Waiver and TBI Waiver Service Coordination called ADTBI Service Coordination. This will be utilized to ensure a person known to the N-FOCUS system has data elements transferred to the Therap System for HCBS Single Case Management.

- Use of this program will be for Service Coordination and Eligibility and Enrollment.
- Case assignments to a Gatekeeper Position is required.

erson Number	55995067	Birthdate	08-31-2017	Sex FEMALE
	N-FOCUS - Pr	ogram Case Begi	n Date	
SUBSI SUBSI KATIE DD SE DD ST DD AD COMP ADTBI WAIVE WAIVE WAIVE WAIVE WAIVE WAIVE WAIVE WAIVE	DL DL BE RV REHENSIVE SE SERVICE COOL R AGED AND C R TRAUMATIC R AUTISM INS CANCER P C INSTITUTION A BENEFICIARY	OG-01-20 OK RVICES WAIV RDINATION IISABLED BRAIN INJUR ROGRAM MEDICAID	22 Cancel ER FOR DD	

#### ADTBI Waiver Tracking (New)

ADTBI Waiver tracking is accessed from the ADTBI Program Case Window Actions>ADTBI Waiver Tracking option. When this menu option is selected, the List Waiver Services window will display.

N-FOCUS - List Waive	r Services				-		Х
File Help							
			<b>h</b>			000 00 000 00 MENU	
Person Name	MARTY MCFLY JR	l					
Level of Care							
Application Date	Determination Date	Determination	Туре	Created by	Created		
05-01-2022	06-27-2022	Eligible	AD Waiver	DSSZ928	06-16-2022		
Eligibility						>	
Determination	Determination	Eligibility Begin Date	Eligibility End D	ate Created	by Created		
07-06-2022	Not Eligible			DSSZ95	2 07-06-20	22	
<						>	

Waiver Services are listed in the Level of Care list box. To open an existing level of care item, double-click the row in the Level of Care list box to or highlight the row in the Level of Care and select the Open icon. The Detail Waiver Services window will display.

The Detail Waiver Service window is used to view and update Waiver Services.

N-FOCUS - Detail Waiver Services	– 🗆 X
Person Name MARTY MCFLY JR	UPDATE
Level of Care	
Application Date 05-01-2022 Determination Eligible	
Determination Date 06-27-2022 Type AD Waiver	History
Eligibility	
Determination Date 07-06-2022 Determination Not Eligible 💌	Services
Eligibility Begin Date Eligibility End Date	Expln Reason History

**Note:** To create a new row, select the New icon from the List Waiver Services window.

#### Level of Care Group Box

Selecting the History Button from the Level of Care Group box will open the Level of Care History Pop Up window.

History

	11.				_
N-FOCUS - Level of Care	History				
Determination	Туре	Application Date	Determination Date	Begin Date	I
Pending - State R	AD Waiver	05-01-2022	05-15-2022	06-16-2022	
Eligible	AD Waiver	05-01-2022	06-27-2022	06-27-2022	
					>
		ок			

#### Eligibility Group Box

window

Selecting the Services Button from the Eligibility Group Box open the Services Pop-Up window.

Selecting the Expln Reason Button from the Eligibility

Group Box will open the Explanation of Reasons Pop-Up

Services will

Expln Reason

N-FOCUS - Services Services		×
All Waiver Services Adult Day Health Assisted Living Assistive Technology Chore Companion Extra Care for Children with Disabilities Home Again	~	History
OK Cancel		

**Note:** Selecting the History button will open the Service History Pop Up window.

Explanation of Beaso	h			
The unavailability of '	Vaiver capacity.		^	
The participant has no The participant has no The participant's need The participant does The participant or the The participant fails to A person-centered place	o Waiver service n ot used Waiver ser ls are being met b not meet priority as r guardian has not meet the specifie n (PCP) cannot be	eed. vices in the mos y another source ssessment criter supplied neede d eligibility crite developed and r	st recent 60 ia. d informatio ria at the ini naintained v	Н

**Note:** Selecting the History button will open the Expln of Reason History Pop Up window.

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Selecting the History Button from the Eligibility Group Box will open the Eligibility History Pop-Up window

History

Determination	Determination Date	Eligibility Begin Date	Eligibility End Date	Begin Date	End Date
Not Eligible	07-06-2022			07-06-2022	

#### VSTAT Death Window (Update)

VSTAT will be providing DHHS with the ICD10, primary cause of death, code. This is added to the VSTAT death window and will consist of four-digit code. This is being provided for workers in the Developmental Disability department and they will use <u>https://www.cms.gov/medicare-coverage-database/search.aspx</u> to determine what the code represents.

	umber	11149 2005	
Interface Re	ceived Date	06-02-2022 ¥	
Deceased	1		
Name		ANNIE INTERFACE	
SSN:	173-33-3333		Marital Status Widowed
Sex	F		Spouse's Name ROBERT H HUNZEKER
Birth Date	11-30-1913		
Date of Deat	h 10-06-20	05	Work Related Injury N
Place of Dea	th HASTING	S . NE (ADAMS COUNTY)	Autopsy Performed N
Manner of D	eath Natural		Method of Disposition Burial
	Death		
Lause of		TORY FAILURE	
ACUTE HYP	POXIC RESPIRA		
ACUTE HYP	POXIC RESPIRA	ath	
ACUTE HYP	Cause of De	eath	
ACUTE HYI Primary (	POXIC RESPIRA	ath	
ACUTE HYP Primary ( 1350	POXIC RESPIRA	eath	
ACUTE HYP Primary ( 1350 Informar Name	POXIC RESPIRA Cause of De	PAUL G NUSS	
ACUTE HYP ACUTE HYP 1350 Informar Name Funeral H	POXIC RESPIRA Cause of De Int	PAUL G NUSS	
ACUTE HYS Primary ( 1350 Informar Name Funeral H Name	Cause of De tt	PAUL G NUSS SUTTON MEMORIAL CHAPEL-SUTT	TON-804 S. SAUNDERS

### Correspondence

#### DD - Waiver Correspondence (New)

Three new Master Case correspondence types have been created.

- Select the Correspondence Icon
- Click the New button

N-FOCUS - Detail Master Case	– 🗆 X
File Actions Goto Detail Help	
- Master Case	UPDATE
N-FOCUS - Search for Correspondence - X	
MASTER CASE JENNIFER MCFLY ID#: 8219 Correspondence Date Range End Date of 06=21=2022 with a range of 180 ± days giving a begin date of 12-23-2021	's Mon
Search New Clear Cancel Help	am ID 3405 4450 9790 9266 9266 1380 160 160 160 160 160 160 160 16
06.91.909	2 00:10:44

- Scroll to locate the Waiver correspondences:
  - Waiver Eligibility Notice
  - Waiver Level of Care Notice
  - Waiver Notice of Determination

N-FO	CUS - Create Correspondence —	· []	×
	Select the correspondence to create:		
j 1 1	LIFE INSURANCE VERIFICATION REQUEST LIFE INSURANCE VERIFICATION REQUEST -MEDICAID NOTICE TEMPLATE SPEEDNOTE - EA SPEEDNOTE-MEDICAID UNEARNED INCOME VERIFICATION - RR OR CIVIL SERVICE UNEARNED INCOME VERIFICATION - RR/CIVIL SVC - MED UNEARNED INCOME VERIFICATION - VA UNEARNED INCOME VERIFICATION - VA UNEARNED INCOME VERIFICATION - VA -MEDICAID Waiver Eligibility Notice Waiver Level of Care Notice Waiver Notice of Determination	~	
-	0K Cancel Help		

• Select the correspondence and click OK

Waiver Level of Care Notice can have an action of Met, Not Met, Application Withdrawn

I-FOCUS - Waiver LOC Notice File Details Help		
Regarding	Send To	
JENNIFER MCFLY MAGGIE MCFLY		Non-System Person
Eligibility		Language
Determination	🗖 AD Waiver	
Effective Date	E muu	
End Date	I IBI waiver	Comments
Level Of Care		
⊖ Met	Determination Date	
Not Met		
O Application Withdrawn		

Waiver Eligibility Notice can have an action of Eligible or Not Eligible.

N-FOCUS - Waiver Eligibility Notice					
File Details Help					
Regarding	Send To				
JENNIFER MCFLY MAGGIE MCFLY			Non-System Person		
Eligibility			Гарилане		
Determination		AD Waiver			
Effective Date					
End Date		TBI Waiver	Comments		

Waiver Notice of Determination can have an action of Terminated, Changed, Reduced, or Denied.

N-FOCUS - Waiver Determination Notice				
File Details Help				
Regarding	То			
JENNIFER MCFLY MAGGIE MCFLY			Non-System	Person
Eligibility			Langu	ade
Determination		AD Waiver	ENGLIS	н -
Effective Date				
End Date		I I DI Walver	Comm	ents
Determination Action				
© Terminated Effective Date				
Changed				
C Reduced				
© Denied				
Services All Waiver Services	^			
Adult Day Health	ч			
<	>			
Explanation The unavailability of Waiver capacity.		/		
Heason(s) The participant has no Waiver service	need.			
I ne participant has not used Waiver se	ervices in t	ne most recent bU calend		
			06-21-2022	09:13:54

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## **Expert System**

## MLTC- Removal of Obsolete Medicaid Categories from Expert System (Update):

The following categories have been removed from any existing Expert System logic, including override category options. For any current determinations that have been overridden into an obsolete category, the override needs to be removed then budgets rerun through the come-up month. If more than one month needs to be run, the override will need to be lifted for each month individually.

- State 1619b AA
- State 1619b AB
- State 1619b AD
- Old/QMB AA
- Old/QMB AB
- Old/QMB AD
- ADC TMA Death
- ADC TMA Absence
- ADC TMA Incapacity
- ADC TMA Unemployment
- ADC MN Absence
- ADC MN Incapacity
- ADC MN Unemployment
- PW
- EMAC
- MAC
- SAM
- CMAP
- KC
- KC-IEF
- SEMAC
- MAGI-SCHIP

## **NFOCUS Tips**

#### Viewing NFOCUS Help Topics (New)

With the addition of Office 365, viewing help topics has been affected. When any Help option is selected, the displayed window will appear blank except for the tab options at the bottom of the window.

To view the needed help topic, please follow these steps:

- Select desired Help from the Help Menu.
  - The Help window will display as shown below with only the Contents, Index and Search tabs available.

		Program Case	× +			$\sim$	-	×
		$\leftrightarrow$ $\rightarrow$ C $$ publ	ictest-dhhs.ne.go	v/nfocus/stg/Windows/Program	n_Case/default_Left.htm#CSHID=15 StartTop	<i>B</i>	☆	:
Help		Contents		💷 🔚 🚵 Quick search	P 🚩 🔲 B P 🦨 強			
Help	Window Help Contents Policy Help How To Help on Help About N-FOCUS	Contents		💵 Îs 🥻				
		Contents Index Search						

• Select the Search tab

**Note:** This is the easiest way to locate a specific Help Topic

 Enter a word or phrase indicating the type of Help you are looking to retrieve.

**Note:** Less is more in the Search

- Press Enter or click the Search button.
  - Help Topics that have the search parameter included in the topic will display in the list. Scroll through the list to locate the desired topic.
- Highlight the Topic to display the information on the right side of the window.
  - The search criteria will be highlighted in <u>Yellow</u> within the selected Help Topic.

C	S Program Case × +	∨ - □ X
Search       Search       Search         Program Case       Beader SNAF Eligibility Determination         23       Detaster SNAF Eligibility Determination         24       Program Case Beaginments         25       Detaster SNAF Eligibility Determination         26       Detaster SNAF Eligibility Determination         27       Detaster SNAF Eligibility Determination         28       Detaster SNAF Eligibility Determination         29       Detaster SNAF Eligibility Detaster Service window is displayed from the ADTBI SC Program Case window by setting Actions-A Data Program Case Service Vindow vow, select the New icon.         29       Search CFS Consolicated Narrative Services         20       Case Perion Statia History         21       Chick Watter and OJS Propulation         23       Detail Program Case Seguration Name: The name of the person for the ADTBI SC Program Case         23       Detail Program Case Assignments - Program Case Window Program Case Vindow Progra	$\leftrightarrow$ $\rightarrow$ C $\bullet$ publictest-dhhs.ne.gov	ı/nfocus/stg/Windows/Program_Case/default_Left.htm#CSHID=15 StartTop 🖻 🖈 🔲 😩 🗄
Issuer SNAF Eighlin, Determination:       List Waiver Services         33       Desater SNAF Eighlin, Determination:         24       Program Case Assignments         25       Detail Program Case GoTo drop of the List Waiver Service window is displayed from the ADTBI SC Program Case window by select the New Ight.         26       Detail Program Case Application Dates         27       Detail Program Case Application Dates         28       Search CFS Consolidated Narrativ         29       Scale Detail         20       Child Weither and OLS Population         27       Child Weither and OLS Population         28       Case Person Status History         210       Child Weither and OLS Population         29       Child Weither and OLS Population         20       Child Weither and OLS Population         21       Child Weither and OLS Population         22       Child Weither Lagot Allows Summary         21       List Position Assignments         210       Store Program Case Application Date:         22       Child Weither Lagot Allows Summary         23       Detail Program Case Veitory         24       Employment First Portignation this         25       Sorth Portam Case Summary         26       Sold Weither Lagot Allows S	Search	💵 📴 😼 [Quick search 💦 🌮 🎽 🛄 🖻 🖉 🦓
33       Disaster SNAF Eligibility Determining         24       Program Case Asignments Conting Program Case GoTo drop drept Care is the ADTBI VSC Program Case window by select the New icon.         25       Detail Program Case GoTo drop drept Care is the Xot or highlight the row in the Level of Care is the ADTBI VSC Program Case window by select the New icon.         26       Case Parson Status History         27       Child Winfrare and CS Population Dates         38       Case Parson Status History         30       Case Parson Status History         31       Case Parson Status History         32       Child Winfrare and CS Population Dates         39       Costa Parson Case Control CFS or CF	Program Case Search	List Waiver Services
66     60 Month TANF Tracking icons     (08-2022)       57     Employment First Monthly Particip,     NF02AD1H (56)       58     ABAWD Time-Limited Tracking icons     NF02AD1H (56)       59     Close Position Assignment Confirm     NF02AD1H (56)       61     Detail Court Submission     Detail Court Submission       62     Program Information     Assignment Confirm       63     Worker Role     Spend Down Status       65     Presumptive Eligibility     V       66     Correct Legal Status     V	Program Case         Search           23         Disaster SNAP Eligibility Determini           24         Program Case Assignment Confir           25         Program Case Goin Date           26         Detail Program Case Goin Date           27         Detail Program Case Goin Date           28         Detail Program Case Assignments           29         Search CFS Consolidated Narrativ           30         Program Case Application Dates           31         Case Person Status History           32         Child Weifare and OJS Population           33         Detail Program Case Goin CFS or           34         Close Deny Program Case Confir           35         Sort By           36         Family Relationship Summary           37         List Position Assignments - Progra           38         ABAVD Time-Limited Tracking           40         SNAP Issuance History List           41         Search Pestion Assignments           42         Employment First Program Informed           43         Employment First Program Informed           44         Child Weifare Legal Offense Tracki           45         Medicaid Card Issuance           46         Select Administrative Role	List Waiver Services WINDOW OVERVIEW: The List Waiver Service window is displayed from the ADTBI SC Program Case window by selecting Actions> ADTBI Waiver Tracking. To open an existing level of care item, double-click the row in the Level of Care list box to r highlight the row in the Level of Care item, double-click the row in the Level of Care list box to r highlight the row in the Level of Care list box to r highlight the row in the Level of Care list box to r highlight the row in the Level of Care list box to r highlight the row in the Level of Care list box to r highlight the row in the Level of Care list box to r highlight the row in the Level of Care list Box: Person Name: The name of the person for the ADTBI SC Program Case Level of Care List Box: Application Date: The date of the application was submitted. Determination Date: The date the determination was made. Determination: The determination made. (Eligible, Not Eligible, Pending-State Review Team, Application Withdrawn, Duplicate Application) Type: The type of waiver. (AD Waiver or TBI Waiver) Created by: The user ID of the staff person who created the determination. Created: The date the determination was created. Eligibility List Box: Determination: The date the eligibility determination was made. Determination: The determination that was made. (Eligible, Not Eligible, Terminated) Eligibility Begin Date: The date eligibility began. Eligibility Begin Date: The date eligibility determined the eligibility. Created by: The user ID of the person who determined the eligibility. Created by: The user ID of the person who determined the eligibility. Created by: The user ID of the person who determined the eligibility. Created by: The user ID of the person who determined the eligibility. Created by: The user ID of the person who determined the eligibility. Created by: The user ID of the person who determined the eligibility. Created by: The user ID of the person who determined the eligibility. Created: The date eligibility was determined.
₽ Search	60 Month TANF Tracking icons     Employment First Monthly Particip     ABAWD Time-Limited Tracking ico     Close Position Assignment Confirm     List Waver Service     Program Information     Send Down Status     Fresumptive Eligibility     Correct Legal Status     Contents     Index	(06-2022) NFO2AD1H (56)
	₽ Search	

Another search option is to use the Contents tab. This search option will provide you with a Table of Contents search. Please note, not all Help Topics will be displayed when using the Contents search option. Topics related to the area of NFOCUS you are currently working in will display.

**Example:** When you are in the Program Case area, the Table of Contents for the Program Case area will display.

- Select the Contents tab
  - The Table of Contents for the area of NFOCUS you are currently working within will display.
- Select the desired Contents option
  - The selected section will expand showing the items listed in that portion of the Table of Contents.

**Note:** Not all Help Topics can be accessed using this method.

- Select the topic you want to view.
  - $\circ$  The topic will display on the right side of the screen.



## Viewing Release Notes through NFOCUS Help (Update)

View the current and past Release Notes in NFOCUS can be accomplished by following these steps:

- From the Help menu, select Help>Contents.
  - The Help window will display as shown below with only the Contents, Index and Search tabs available.

1	Help	
	1	Window Help
	(	Contents
	F	Policy Help
	ł	How To
	H	Help on Help
		About N-FOCUS



• Select the Contents Tab.

The N-FOCUS Book will display.

• Click the N-FOCUS Book.

The topics within the N-FOCUS Book will display.

- Click the N-FOCUS Help System Contents option.
- The N-FOCUS Help System Table of Contents will display in the pane to the right.



• Click the N-FOCUS Release Notes option.

A new tab will open and display the N-FOCUS Release Notes.



• Scroll to locate the appropriate Release Notes to view.

**Note:** The most recent Release Notes are at the bottom of the page.

#### ACCESSNebraska Calls Transferred to Production Support (Update)

ACCESSNebraska calls can be transferred to NFOCUS Production Support help desk. Please check the e-mail address to make sure that it is correct before you transfer the call so if we need to e-mail them, we have the current e-mail address.

When you call Production Support, they need the following information:

- User ID
- BF# or RA#
- How are you accessing NFOCUS?
  - RDP into workstation
  - o CITRIX
  - $\circ$  In Office
  - $\circ$  VPN
- MC# or Provider ID

#### NFOCUS Access Schedule (Update)

All times listed are Central Time.

Sunday:

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

Monday:

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

Tuesday through Saturday:

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

The following functions are not available during limited access times:

- SNAP Expedited Worksheet
- Expert System
- State Ward Trust Accounts
- Child Review Selection
- Refunds
- Ability to Pay
- EBT Card Issuance
- **Note:** If working during a period of limited access, be aware certain actions/icons/push buttons may be disabled. When normal access resumes, these functions will once again be enabled.
- **Note:** If you attempt to work in N-FOCUS after 10 PM, 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. Also, the DHHS Help Desk and N-FOCUS Production Support staff are not available for assistance.