N-FOCUS Major Release Economic Assistance July 10, 2011

A Major Release of the N-FOCUS system is being implemented on July 10, 2011. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

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

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

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

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

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General Interest and Mainframe Topics

SSN Randomization (New)

Effective June 25, 2011, the Social Security Administration will begin SSN Randomization for new Social Security card applicants. This change will eliminate the geographical significance of the first three digits of the SSN. Prior to this change, all SSNs were assigned to individuals based on their state of residence at the time of application, Nebraska SSNs all began with the number 5. With randomization, the first three numbers will no longer hold any geographical significance.

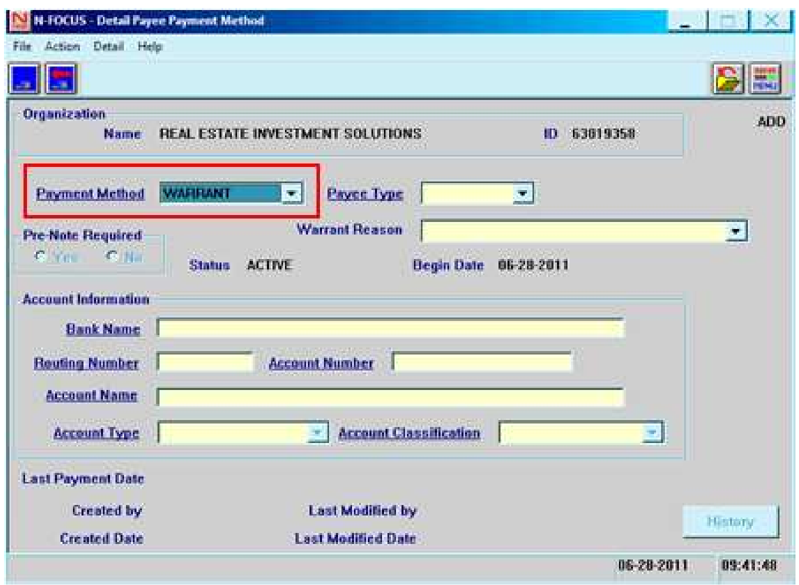
Randomization will also introduce previously unassigned numbers excluding the numbers 000, 666 and 900 – 999.

If you would like further information regarding this change, please refer to the following web site:

http://www.ssa.gov/employer/randomizationfaqs.html#what

Mandatory Electronic Payments for Medicaid (New)

With the July 10, 2011 release, a new Payment Method of 'Warrant' was added as a Payment Method. This is the first step in requiring that all providers be paid electronically. When a Payment Method of Warrant is selected, a Warrant Reason is required to be selected before the user can save the information.



Only those individuals with security to add Direct Deposit as a Payment Method will have security to add a Payment Method of Warrant. A Payment Method of Warrant is only authorized to be used with the approval of Financial Services Division. At present, only vendor payments for Medicaid-related programs are subject to mandatory electronic payment but it is expected that this requirement will gradually be applied to all providers. Eventually, this will also apply to client payments.

When a Warrant Payment Method is created, it overrides any electronic payment method for the provider until such time as the Warrant Payment Method is closed.

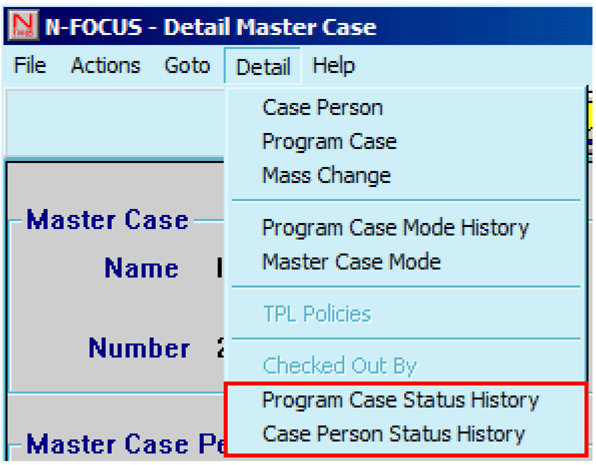
Effective July 10, 2011, payments for Medicaid related services such as PASS and Waiver claims will be held until an electronic payment method is established on N-FOCUS.

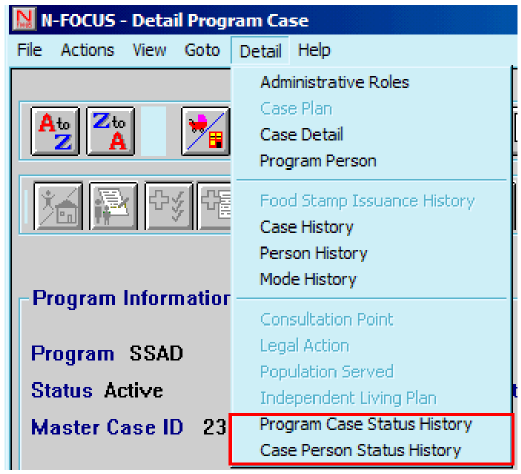
Payee Payment Method change

Payments will now be made to a State debit card (Reliacard) that is in Request status. The client will need to activate the card to access the funds.

Program Case Status Tracking (New)

Changes made to a Program Case and Program Case Person Involvement can now be tracked on N-FOCUS. To view this information from the Detail Master Case window or the Detail Program Case window, highlight a Master Case Person or a Program Case and then select Detail>Program Case Status History or Case Person Status History.

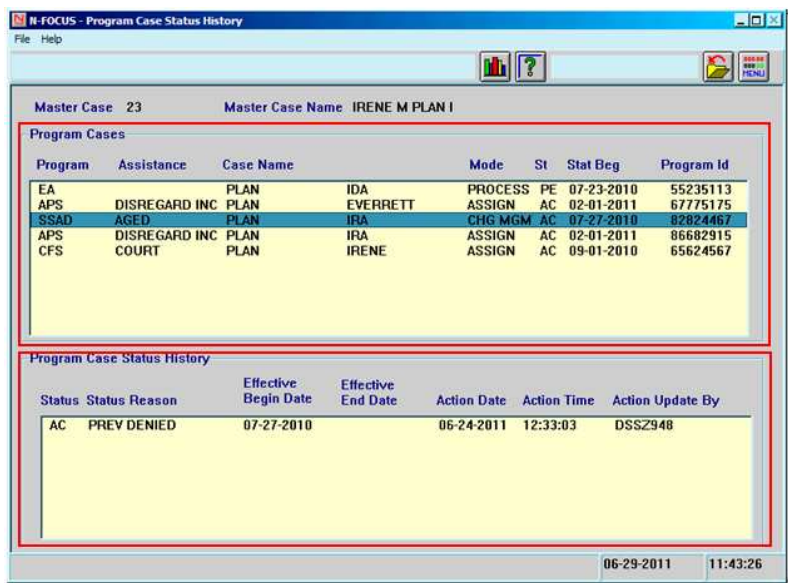




Program Case Status History Window (New)

This is an inquiry only window. The information displayed shows who created the Program Case, made changes to the Program Case and when the changes were made.

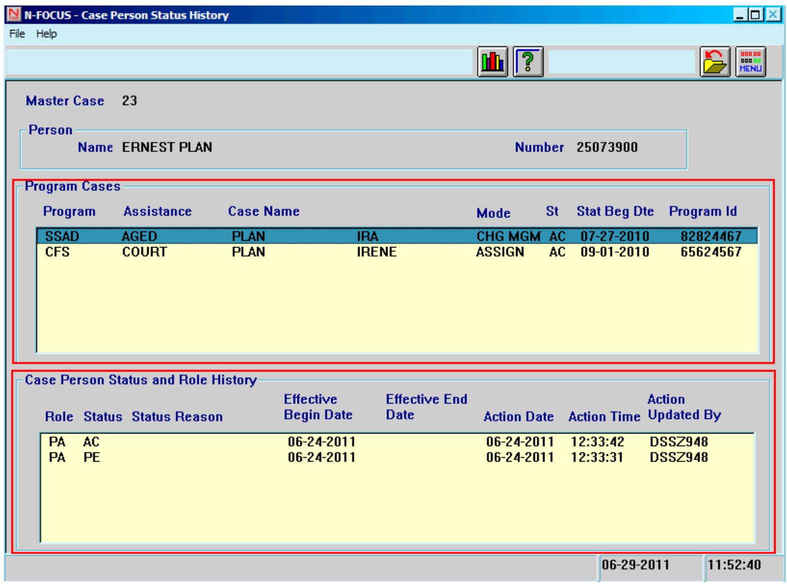
Select a row from the Program Cases group box to display information in the Program Case Status History group box.



Case Person Status History Window (New)

This is an inquiry only window. The information displays information regarding the status history of a selected person.

Select a row from the Program Cases group box to display information in the Case Person Status and Role History group box.



Department of Motor Vehicle Interface (New)

The Department of Motor Vehicles (DMV) shares information with Health and Human Services regarding driver and motor vehicle licenses for all individuals in the State of Nebraska. Previously, this information was accessed through the C1 program in the old Legacy system. With this release, this information will now be accessible through N-FOCUS Interfaces on the Main Menu.

Workers who have access to DMV information via C1 and have signed the DMV Appropriate Use and Disclosure Certification will be added to the security group that will enable the DMV icon on the Interfaces Menu.

Several current workers have been identified as not having signed the DMV Appropriate Use and Disclosure Certification. Those workers will not be given access to the DMV information through N-FOCUS and they could eventually lose their C1 access. Access to DMV records through C1 will remain active for all current workers until November 2011. In November 2011 the C-1 DMV access will be terminated for N-FOCUS users and their only access to DMV will be via N-FOCUS.

If you do not have access to the DMV icon on the Interfaces Menu and you currently have C1 access, or if you require DMV access and currently do not have this access, you will need to go to the following web site to complete the DMV Appropriate Use and Disclosure Certification.

http://www2.dhhs.ne.gov/operations/ist2/sat/index.htm

The DMV Appropriate Use and Disclosure Certification can also be reached by taking the following steps from the Intranet:

1. Select `Resources' located on the listing on the right side of the DHHS Employee Intranet page.

   The Employee Resource page opens.

2. Select `Security Awareness Training'.

   The Information Technology Security Awareness Training Page opens.

3. Select #5 Department of Motor Vehicles (DMV) Appropriate Use and Disclosure

   The DMV Appropriate Use and Disclosure page opens to be read.

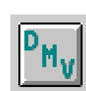
4. Read the DMV Appropriate Use and Disclosure
5. Click the Agree pushbutton at the end to indicate you have completed and read the information on the page.

Once you have completed the DMV Appropriate Use and Disclosure Certification, contact your Security Administrator and request that you be granted access to the DMV Interface.

Accessing DMV Information on N-FOCUS (New)

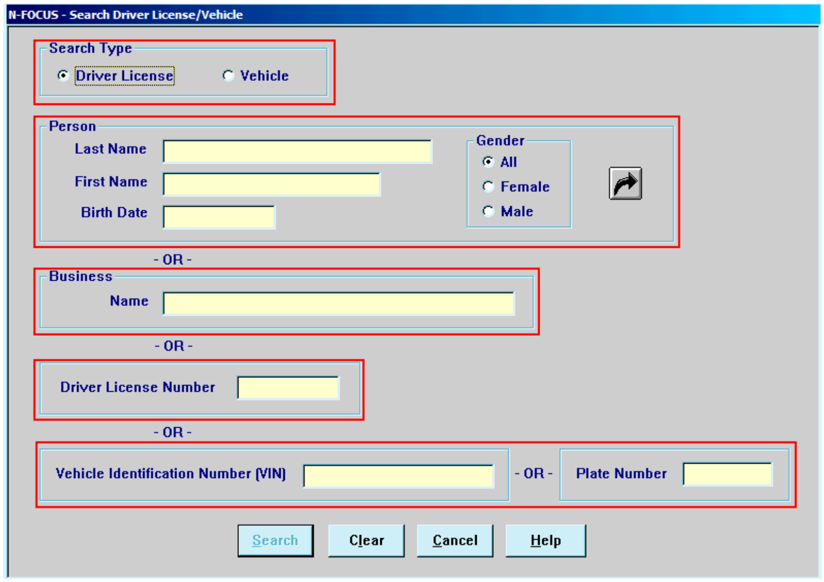
An online demonstration that addresses how to use this Interface is available on N-FOCUS On-line Demonstrations.

To access information from the DMV Interface, follow these steps:



1. From the Main Menu, click the Interfaces icon
   The Interfaces Menu will display.
2. Click the DMV icon.
   The Search Driver License/Vehicle window will display.

Note: You can search for both Driver License information and Vehicle information from this window.



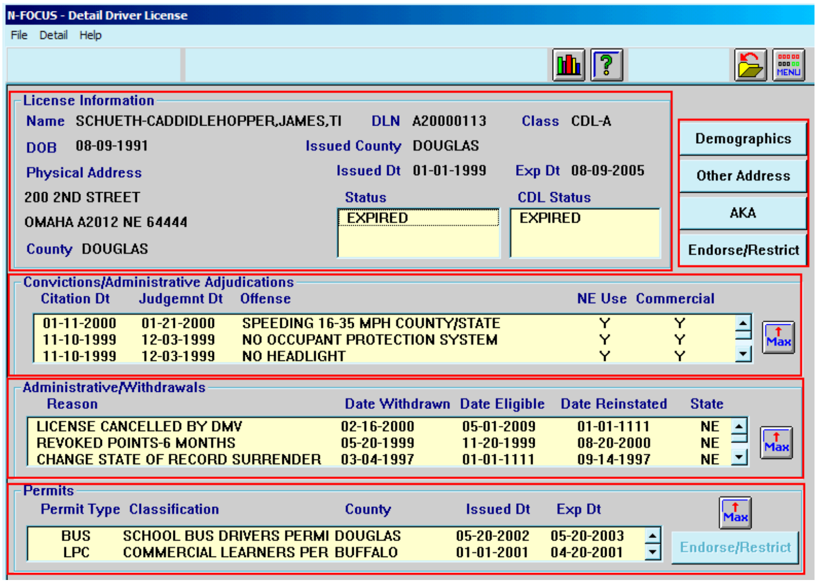
- **Search Type Driver License and Vehicle Radio Buttons -** Select the radio button that corresponds to the information for which you are searching.
- **Person** – This search criterion is available when searching for either a Driver License or a Vehicle. Enter the Name of the person for whom you are searching and click the Search button.
  - **Note**: It is best to enter just a few characters of the Last name field for your search criteria and then scroll through the list. Every character and space is specific to locating a file; therefore, entering specific Person information can cause you to miss finding the data you are seeking if it was originally entered differently. Additionally, if you enter a few characters in the Last Name field and some in the First Name field, the DMV database will string them together.
    - **Example**: L
      Name = JOH
      First Name = J,
      DMV will search for JOHJ
  - Because of the way the DMV database works, the Birth Date field should not be used in your search criteria. If it is populated because you accessed the Interface from Person Detail, this does not have to be cleared, although it is recommended that you clear the fields for better results.
- **Business** – The Business search is only available when searching for Vehicle information. If you search by Business, enter the first few characters of the business name and click Search to scroll through the list provided. This field works similarly to the Person search field discussed above.
- **Driver License Number** – This option is only available when searching for a Driver License. All Driver License Numbers are 9 characters. Make sure you have 9 characters before selecting the Search button or this will result in `No March Found'.
- **Vehicle Identification Number (VIN) or Plate Number** – These search criterions are only available when searching for a Vehicle.

3. After you enter the search criterion, click Search.
4. Either the List Driver License or List Vehicle Information window will display.
    a. Which list window displays is based on the Search Type selected.
        i. Driver License
        ii. Vehicle
5. Select the appropriate row from list and click the Open icon.
    a. You could double click the appropriate row instead of using the Open icon.
6. The Detail window will display with information obtained from the DMV database.
    a. Detail Driver License
    b. Detail Vehicle Information

Detail Driver License Window (New)

This window provides information regarding a driver who has or has had a Nebraska Driver License.

License Information – This section indicates general information regarding the license holder and the status of the licenses held.



Convictions/Administrative Adjudications – This section indicates any convictions or administrative adjudications for offenses that have been charged to the license holder.

Click the Max button to view this area as a full screen.

Administrative/Withdrawals – This section indicates if the license has been withdrawn along with the reason and dates for the withdrawal.

Click the Max button to view this window as a full screen.

Permits – This section indicates any permits the license holder may currently have or has had in the past. To view any Endorsements or Restrictions that have been placed on the Permit, select the permit to activate the Endorse/Restrict button.

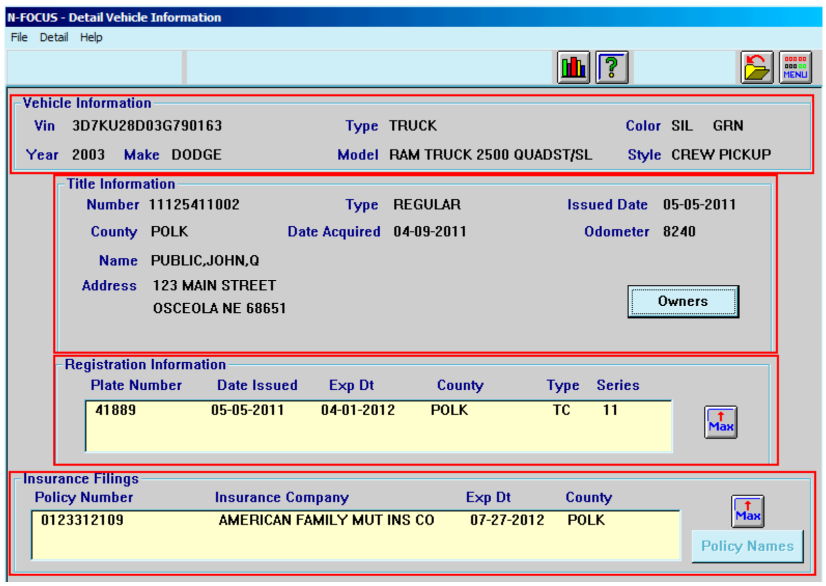
Click the Max button to view this area as a full screen. Endorsements and Restrictions can also be viewed from the Maximized window.

Demographics, Other Address, AKA and Endorse/Restrict Buttons – Click each button to learn more about the license holder. When each button is clicked, a new screen will display. Click the OK button on the new window, to return to the Detail Driver License window.

Demographics Button	Provides general information regarding the license holder.
Other Address Button	Provides the license holders Mailing and Most Recent address. The Mailing Address is the address provided by the person when they received their License. The Most Recent Address will be different if the license holder provided a different address to an officer at some point after the License was initially issued.
AKA button	This window displays other licenses this person would have had under another name or if they had to surrender a license for name change or change in state of residence.
Endorse/Restrict	Any Endorsements for Restrictions to the Driver License will display

Detail Vehicle Information Window (New)

This window provides information regarding a registered vehicle and its ownership.



Vehicle Information – Information regarding the vehicle is indicated in this section.

Title Information – This section provides information regarding the person or business that is indicated on the Title. Click the Owners button to see the name(s) of the vehicle owner(s).

Registration Information – This section contains specific registration information such as Plate Number and County. Click the Max button to enlarge this field.

Insurance Filings – This section provides information regarding the insurance policy for the vehicle. Click the Max button to enlarge this field. Select the Insurance row to activate the Policy Names button in order to see the Policy Owner's Pop-up.

Verification Tracking (Change)

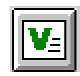
The Verification Request/Tracking windows have extensive changes. Persons and Programs will now be attached to Verification items when creating the Verification Request Letter.

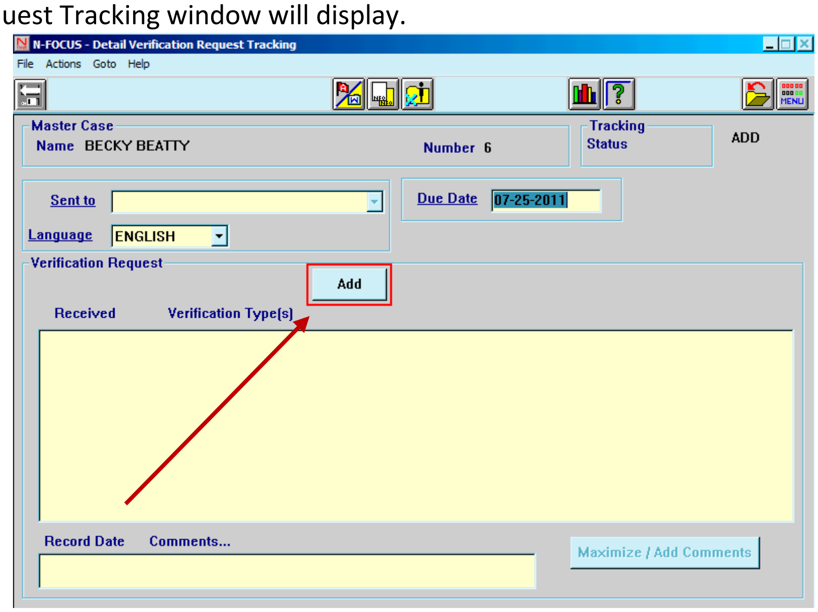
The following EA programs are covered by the Verification Request tracking:

- AABD
- ADC
- CC
- MED
- SNAP
- SSAD
- SSCF
- EA

Creating a Verification Request Tracking (Change)

To create a new Verification Request, follow these steps:

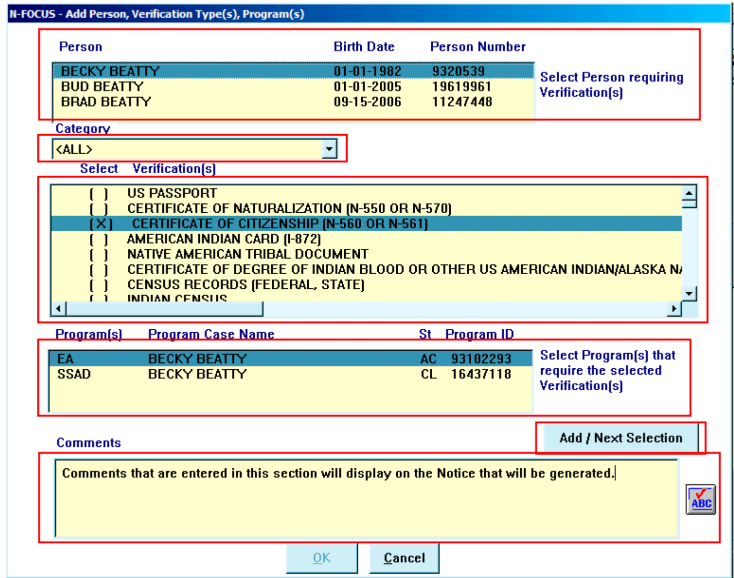
1. From the Detail Master Case Window, click the Verification Request Tracking icon. 
   a. If a previous Verification Request exists, the List Verifications Request Tracking window will display.
      i. Click the New icon to create a New instance of Verification Request Tracking
   b. If a previous instance of Verification Tracking does not exist, the Detail Verification Request Tracking window will display.



Note: The Sent To person cannot be selected until after Items, Persons and Programs are selected.

2. Click the Add/Update Checklist pushbutton
   The Add Person, Verification Type(s), Program(s) window displays

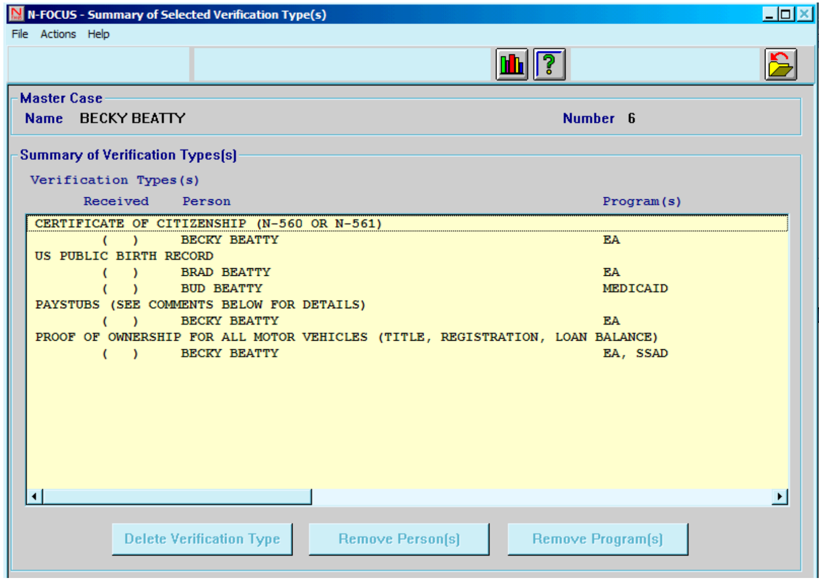
3. Select the Person, Verification types, Programs and Comments as appropriate.
    a. **Select Person requiring Verifications** – Each Verification item must have a person and at least one program case attached to it. Only one person can be selected at a time, however, multiple verification items and programs can be attached to one person.



    b. **Category** – A listing of the various categories of verifications may be selected from the drop down list. Selecting a category will narrow the list of verification types for selection.
    c. **Verification(s)** – All Verification types display for selection unless a category has been selected from the above Category field, then only the items within the selected category will display.
    d. **Select Programs that require the selected Verifications** – Select the Programs that require the selected Verification items for the selected Person. This field displays the program cases in the Master Case in which the person selected has a role.

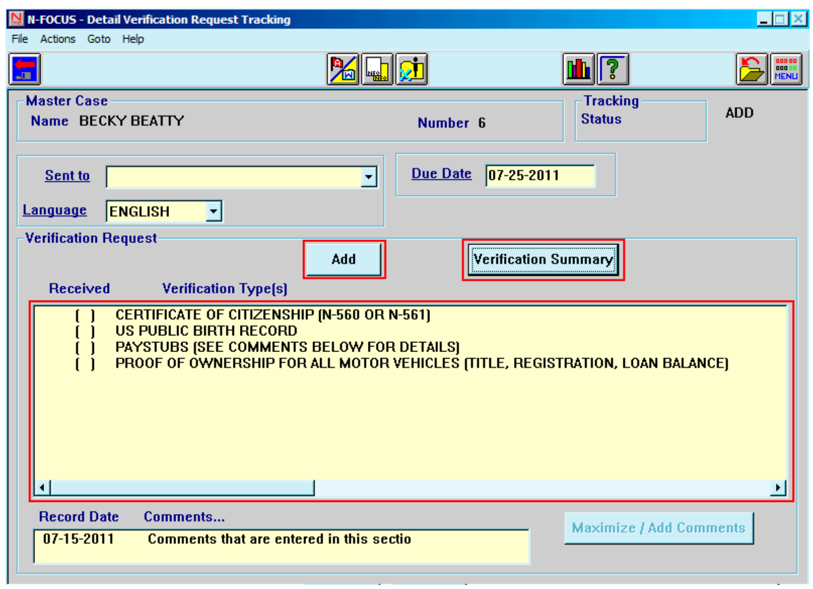
       Note: Emergency Assistance is an available option for Energy Assistance applications.
    e. **Add/Next Selection Pushbutton** – Click this button to save the items selected in the above fields. The window will be refreshed so you can add the next item(s).
    f. **Comments** – Enter comments as needed. Additional comments can be added at any time during the process. Comments entered can be Spell Checked by clicking the Spell Check icon.
4. Click the Add/Next Selection pushbutton.
   The selected items are saved and the OK pushbutton becomes active. You can now do one of the following:
    1. Add additional Verification Type Requests for other people listed in the Select person Requiring Verifications section
    2. Once all of the Verification Types have been requested, click OK to proceed.
5. Click OK.

The Summary of Selected Verification Type(s) window will display. This window indicates all of the items you selected for each Person and the related Programs. From this window, you can make corrections to the selected information.



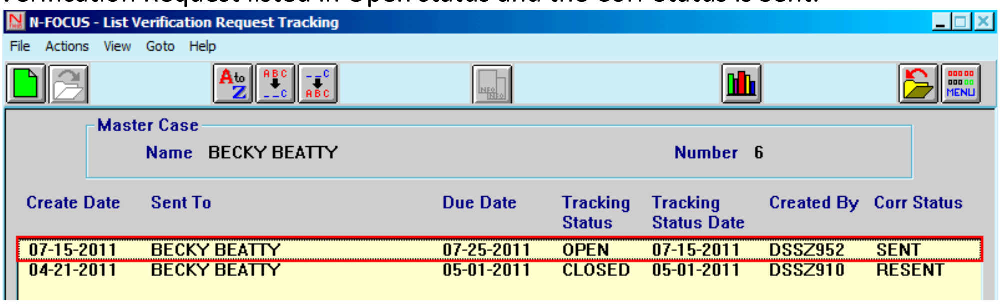
We will cover the steps for Deleting Verification Types, Removing Persons and Removing Programs in later sections. For the following steps, we will consider the requested information as correct.

6. Click the Close icon.
   The Detail Verification Request Tracking window will display.
   a. The Verification Types requested are now indicated in the Verification Request field
   b. Notice that the Verification Summary button is now available on this window. Selecting this button will return you to the Summary Selected Verification Type(s) Window
   c. The Add button is enabled so you can add additional Verification types or to add/edit Comments



7. Select the person to whom you wish to send the Verification Request letter.
   Persons with Administrative Roles or Program Case Name and Case Representative will be listed, based on the selected Programs
8. Change the due date and Language if appropriate.
   An alert will be created the night of the Due Date if the Verification Request is in Open status at that time. **Do not change the DUE Date to any date before July 20, 2011** as no Alert will be created. Alerts due July 20, 2011 or later will be created the night the Verifications are due if the Verification Request is still in Open status.

9. Click Save and Close
   The Print Options window will display.
10. Select the appropriate Print Option and click OK.
    The Select Worker Name window will display
    a. Universal Caseload
        i. The worker information on the correspondence will direct the client to contact the Customer Service Call Center
    b. Assigned Case
        i. If you want a different person's name to display on the letter, use the out select arrow to select the person
11. Click OK.
    The List Verification Request Tracking window will display with the newly created Verification Request listed in Open status and the Corr Status is Sent.



12. Click the Close icon

NOTE: Verification types from all categories are mandatory to be received except Expense verifications. Clients will see the following comment on the Verification Request letter regarding Expense Verifications:

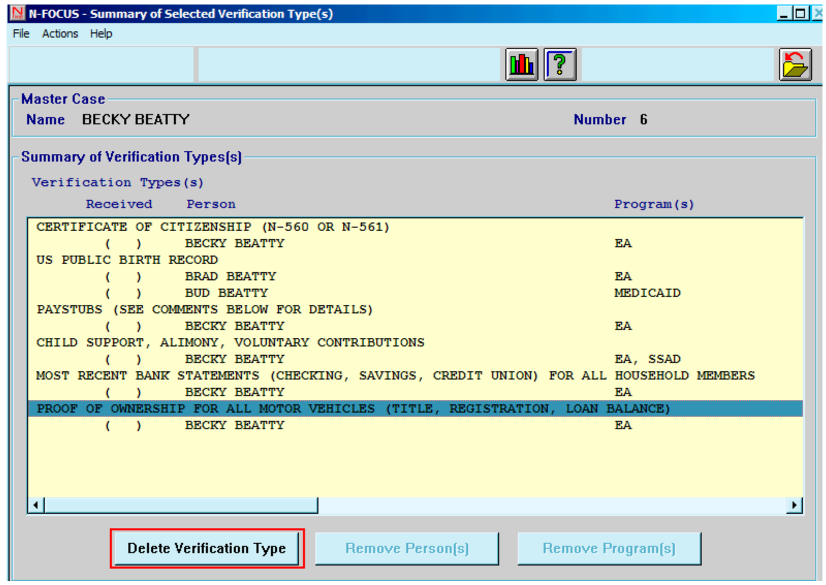
" Expenses are not required to be provided in order to determine eligibility. If you provide proof of the requested Expenses (example Child Care, Health Insurance Premium), the amount of the benefits you are eligible to receive may increase "**

Making Corrections to a Verification Request Prior to Printing (Change)

The following steps can only be performed when you are in the Add Mode. Once the Verification Request Notice has been sent, these correction options are no longer available.

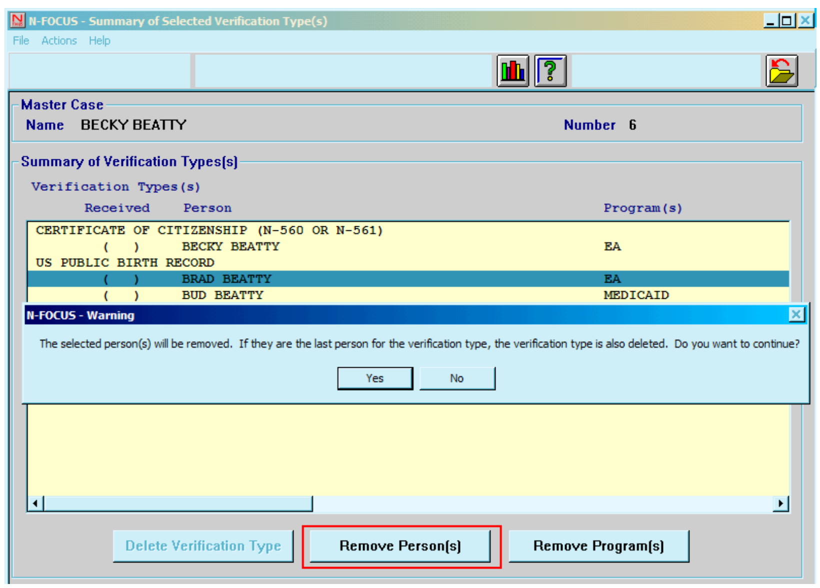
Steps to Delete Verification Type (New)

1. Select the line indicating the Verification Type that is to be deleted.
   The Delete Verification Type pushbutton becomes active.
2. Click the Delete Verification Type pushbutton.
   A confirmation window will display.
3. Click Yes
4. The selected item will be removed from the list.



Steps to Remove Person(s) (New)

1. Select the line indicating the Person that is to be removed.
   The Remove Person(s) pushbutton becomes active.
2. Click the Remove Person(s) pushbutton
   A confirmation window will display.
3. Click Yes
4. The selected Person will be removed from the list.

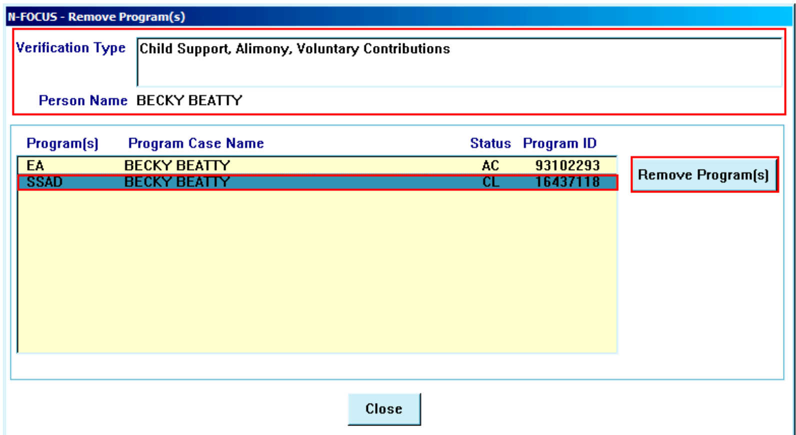


Steps to Remove Programs(s) (New)

This functionality is available from the Summary of Selected Verification Types while in Add Mode Only.

1. Select the line indicating the Program that is to be removed.
   The Remove Program(s) pushbutton becomes active.
2. Click the Remove Program(s) pushbutton

Remove Program(s) window will display. The Verification Type and the Person that was selected on the previous window is indicated in the Verification Type and Person Name fields.



3. Select the Program to be removed.
4. Click the Remove Program(s) pushbutton.
   A confirmation window will display.
5. Click Close to proceed.

   The Summary of Selected Verification Type(s) window will display with the Program removed.

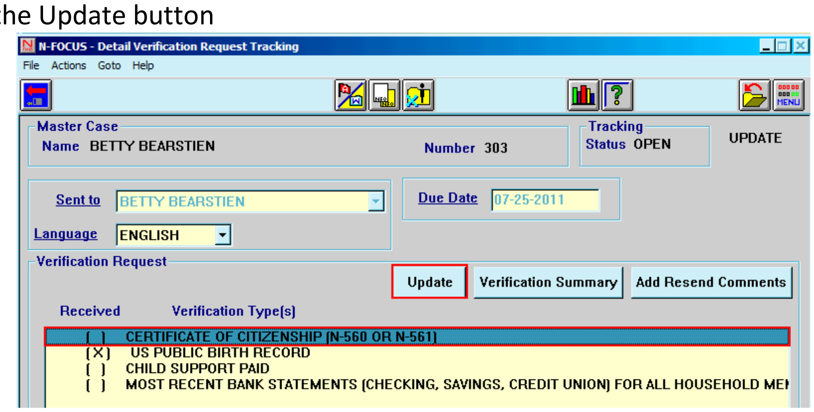
Updating a Verification Request (Change)

When documentation is received from a client, the documents are scanned and Alert #361, `Mail Received' is generated. If the affected Master Case is part of the Universal Caseload the `Alerts Exist' Work Task is also generated.

Steps to Update a Verification Request (New)

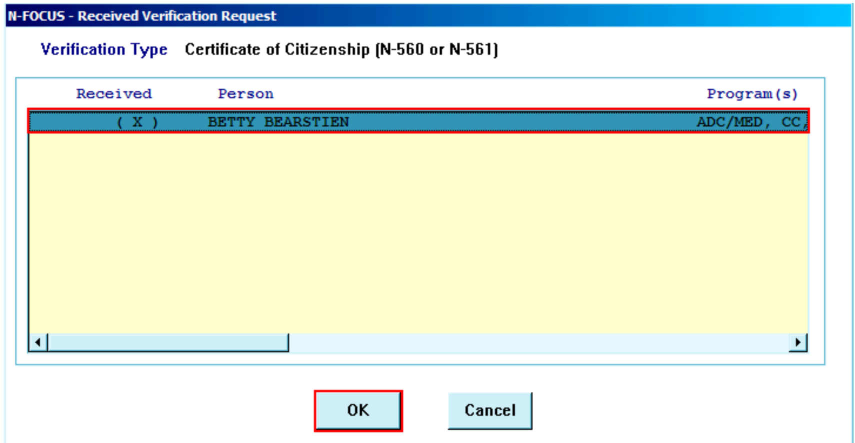
The following steps will begin on the Detail Verification Request Tracking window.

1. Select the Verification item that has been received
2. Click the Update button



The Received Verification Request window displays

3. Click the Received column An X will display
4. Click OK

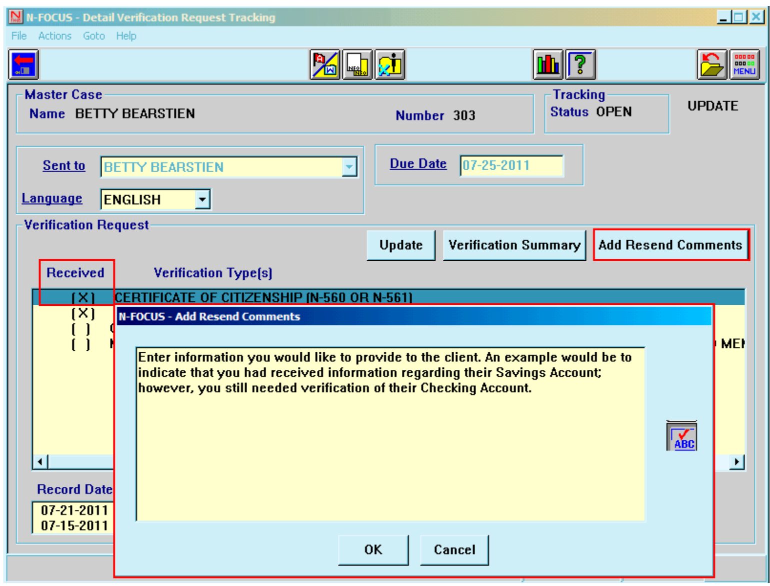


The Detail Verification Request Tracking window will display with an X in the Received Column for the selected Verification Type.

5. Click the Add Resend Comments button

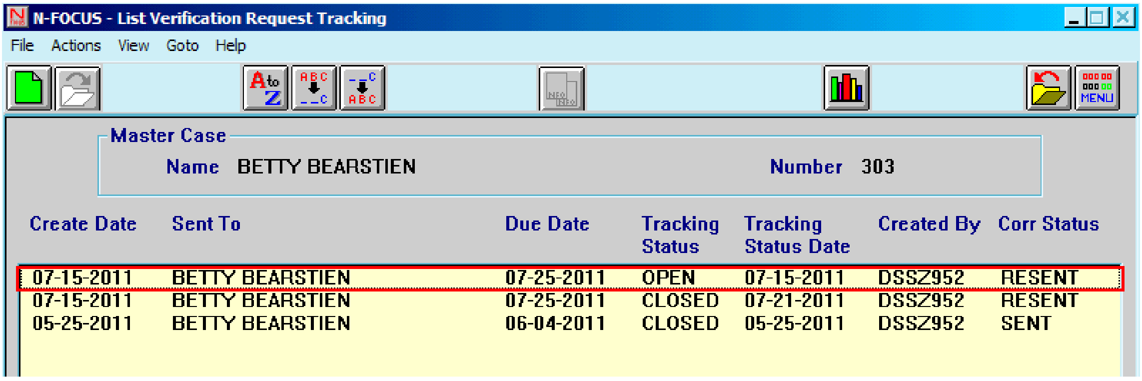
Note: Add Resend Comments is designed so workers can mail the original Verification Request with more comments to explain what is needed.

The original Verification Request will be sent to the Client with the new comments added to the top of the letter.



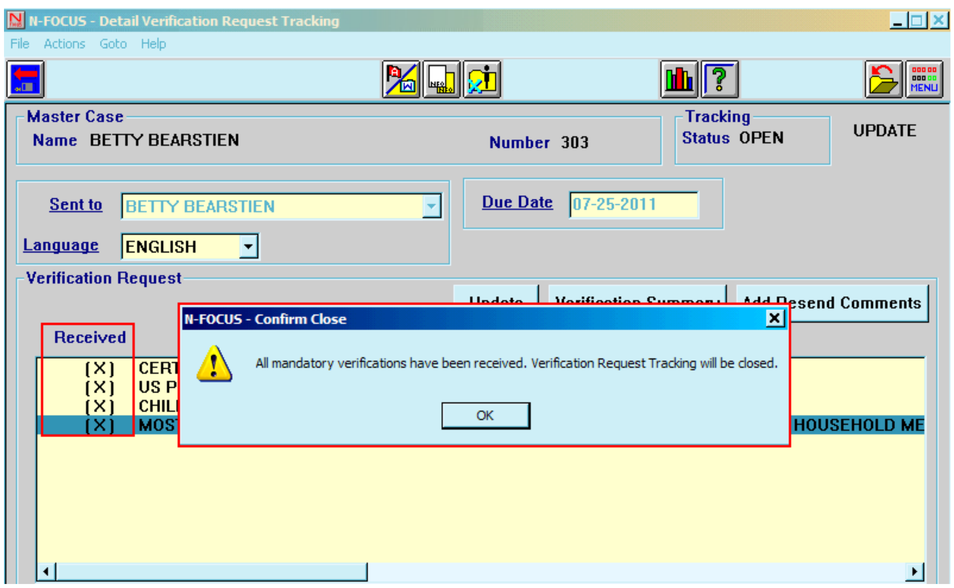
6. Enter text as appropriate.
   Note: Spell Check is available for this text box.
7. Click OK
8. Detail Verification Request Tracking window
   Note: You could click the Verification Summary button to review the requested items that have been received and the ones that are still outstanding.
9. Click Save and Close
10. Print Options
    Note: If we had not added Resend Comments, the Print Options window would not have displayed.
    a. Select Print Now or Print Later as appropriate
11. Click OK
12. List Verification Request Tracking window displays.

Note: The new Verification Request is still listed in Open status because there are still Verification Items that have not been received. The Correspondence Status is Resent.



Closing a Verification Request (Change)

Once all items are marked as received the Verification Tracking will close.



Update Pending Program Case Mode (Change)

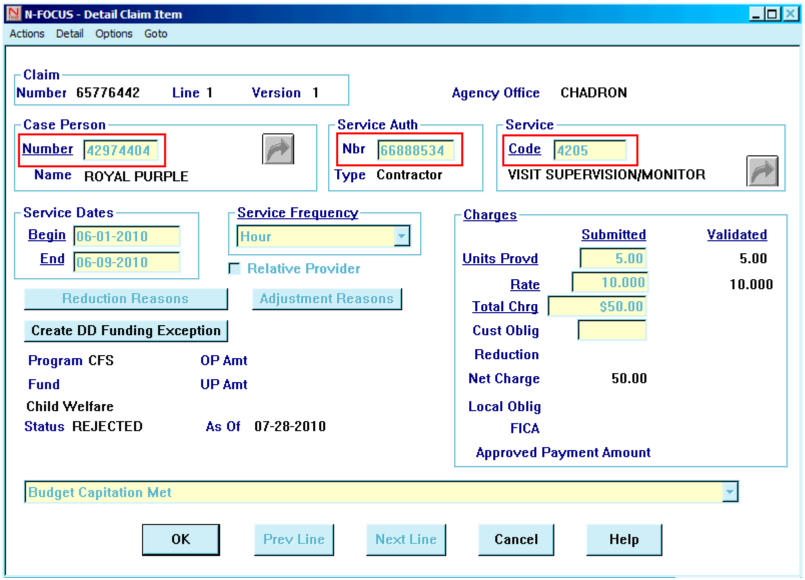
Workers will no longer be able to change the Mode of a Program Case that is in Pending status to the Change Management Mode.

- **Exception** – Pending EA and PAS Cases may be placed in Change Management Mode

Detail Claim Item Window (Change)

Once a claim is paid, the Case Person, Service and Service Authorization fields on the Detail Claim Item window will no longer be allowed to be changed for that Claim.

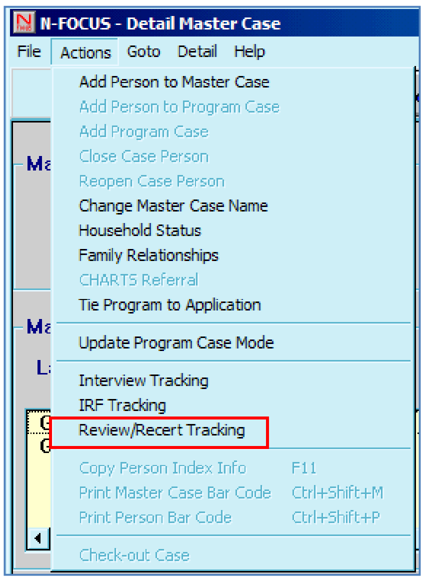
When a claim has been Rejected, Ignored or Canceled none of the information in any of the fields on the Detail Claim Item window will be allowed to be changed for that Claim.



Service Coordinators Access to Review/Recertification List Window (Change)

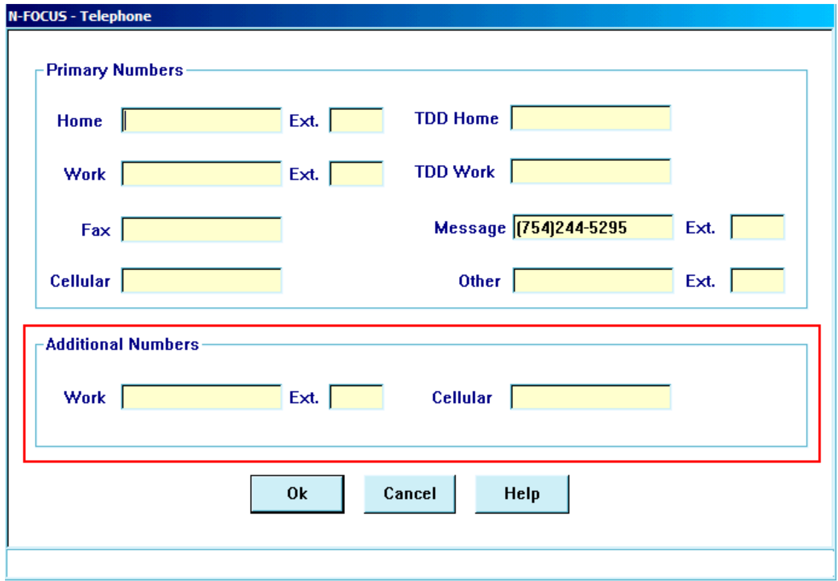
Service Coordinators can now view the Review/Recertification List window. To access this window, follow these steps:

1. Navigate to the Detail Master Case window.
2. Click Actions>Review/Recert Tracking
   The Review/Recertification List window will display.
   Note: For information regarding this window, please refer to the Window Help in N-FOCUS



Telephone Detail Window (Change)

Two new telephone number fields have been added to allow for an additional Home and Cell phone number. The design of the window has also changed. There is now one group box for Primary numbers and one group box for Additional numbers.



In order to enter the Additional number, the Primary number must be entered first. When added, the Additional numbers will display on the List Organization window and the Provider Matching window. The Additional numbers will also print to the Home Study document and the Placement List documents.

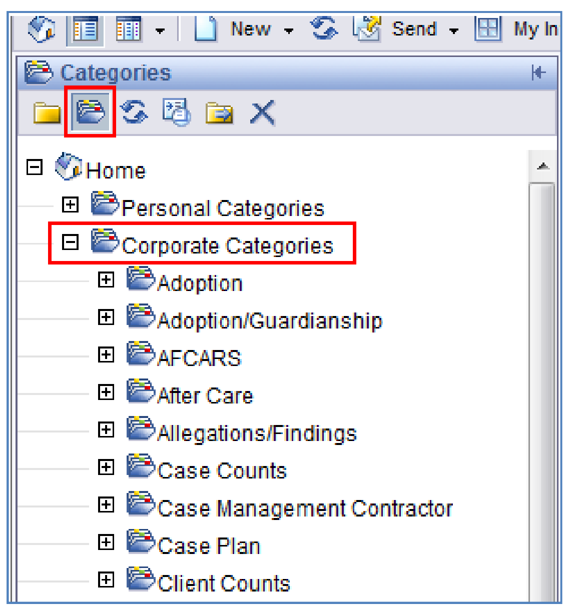
InfoView Reports *Help Folder (Change)

InfoView Reports is going through an upgrade preparation and is targeted to be released to the field on July 19, 2011. When this occurs, there will be another announcement prior to the event which will provide greater detail about the enhancements and changes.

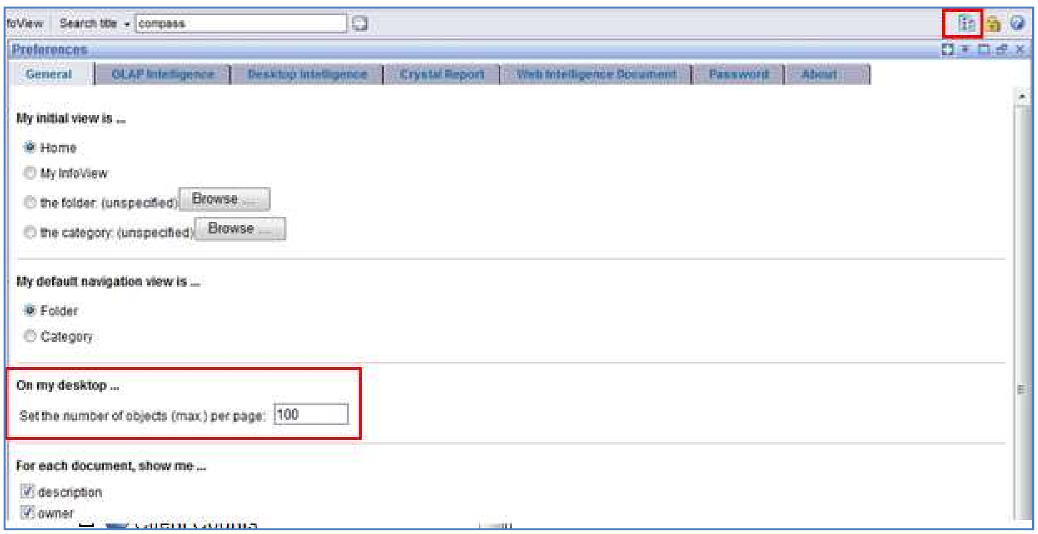
When the upgrade is implemented, your preferences will reset to the default preferences. If you made changes to your preferences or how your InfoView looks, you will need to reset those when the upgrade is implemented.

Several of the enhancements have already been applied to the current version in preparation for the upgrade and they can be used today. Some of those are as follows:

- Categories
  - The technical staff, in coordination with the Business Analyst for each program, has added Categories to each report. This will allow you to search by categories instead of Folders.
    - The advantage to this search method is that if you are looking for a report but do not know what Folder it is located in, the Category may provide a better clue to assist you in locating the report.
    - Reports can have more than one Category



    - To change to the Category view, select the Categories icon and expand the Corporate Categories section.
- Setting Preferences
    - Preferences may be set on InfoView to make it easier to view reports.
    - The most helpful Preference setting that the technical team has found is to reset the number of objects viewed per page.
        - The default is 10 and usually requires the worker to select pages or page forward to search through the list to locate the desired report
        - It is suggested that you change the setting to 100 so that all of the reports will appear on one page.
    - To change the Preferences do the following:
        - Click the Preferences icon at the upper right corner of the General Tab
        - Change the number in the `On my desktop…' to the desired count. (We recommend 100)
        - Scroll to the bottom and click Apply
        - Click OK

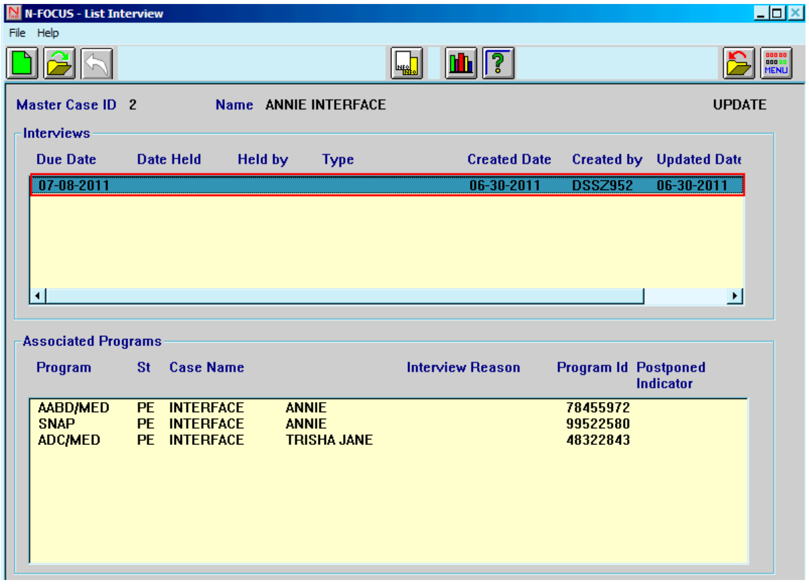


Additional details and other helpful hints are included in the Reports Help documentation located in the N-FOCUS InfoView Reporting Portal *Help Folder. The information available includes the following information:

- Detailed Instruction Guide
- General Tip Sheet
    - Addresses InfoView basics
- Categories Tip Sheet
    - Addresses the use of Categories within InfoView
    - The use of Categories is currently available for CFS only

IMPORTANT Tip for Interviewers (Tip)

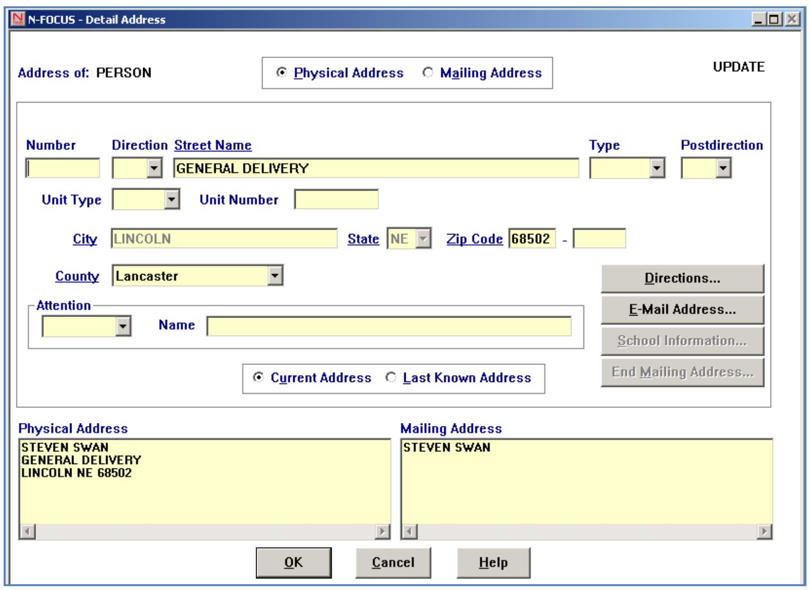
When you complete an interview Update use the most recent row in Interview Tracking with the Interview Held Date. Do not create a new Interview Tracking row. If a row of Interview Tracking has been created since the application you are working on was received, update that row with the Interview Held Date. Creating a new row of interview tracking will result in the Notice of Missed Interview being sent of the original row.



Address for the Homeless (Tip)

When a person is homeless and does not have a physical address, enter the Street Address as General Delivery along with the City, State and Zip for the person's location.

If the person has a Mailing Address but not a Physical Address, it is OK to use the Mailing Address as the Physical Address until they are able to establish a more permanent Physical Address.

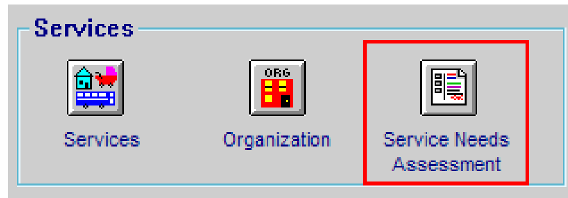


Service Needs Assessment (Tip)

Service Needs Assessments provide information regarding Tasks and Hours for clients receiving PASS or SSAD Chore services. If you would like to give a Provider documentation regarding the Tasks and Hours that have been approved, you can print a Service Needs Assessment Notice. To create a Service Needs Assessment Notice, follow these steps:

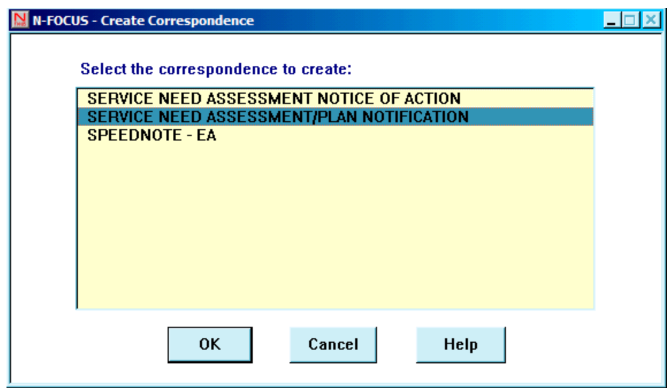
1. Navigate to the Detail Service Needs Assessment window.

   Note: You can access this window either by clicking the Service Needs Assessment icon on the Main Menu or by clicking the Service Needs Assessment icon on the Person Detail window.



2. Click the Correspondence icon. The Search Correspondence window displays.
3. Click the New button to create a Service Needs Assessment Notice

   The Create Correspondence window displays.



4. Select the Service Need Assessment/Plan Notification
5. Click OK

   The Plan Notification window displays.
6. Click the Black Select Arrow to select a Provider.

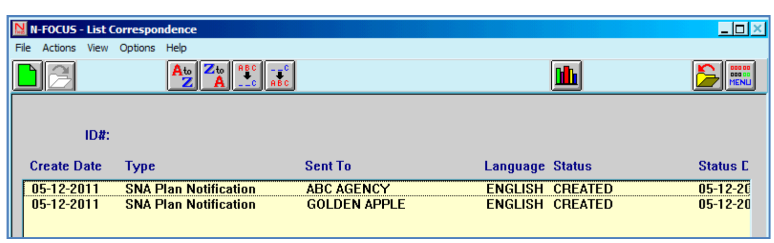
   The Search Organization window displays.

7. Search for the Provider
8. Select the Organization
9. Click the Blue Arrow

   The Plan Notification window displays.
10. Save or Save and Close

    The Create Correspondence window displays. You can create another Notice from this window at this time if need be. For our purposes, we do not need to create another Notice at this time.
11. Click Cancel

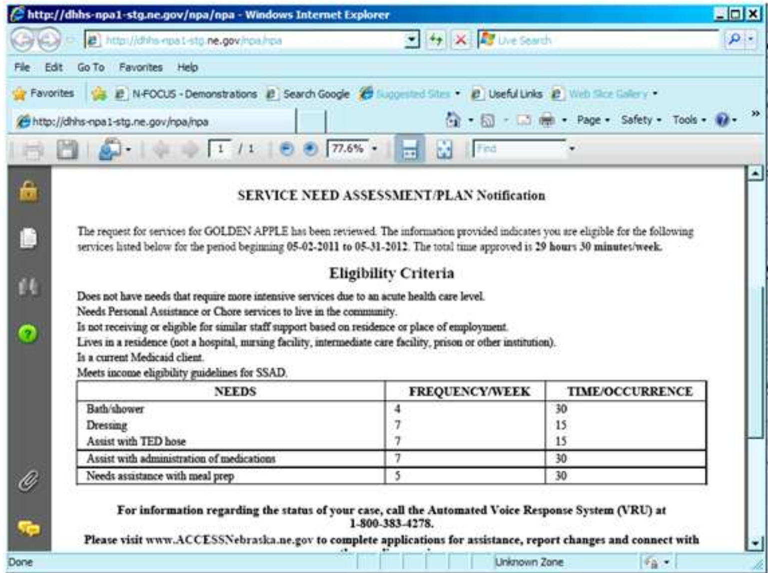
    The Search Correspondence window displays
12. Click Search



The List Correspondence window displays. A notice has been created for the Provider and the Client.

The approved Needs, Frequency and Time/Occurrence for each Chore are indicated on the Notice.

To view a copy of the Notice, click Action>Print Preview



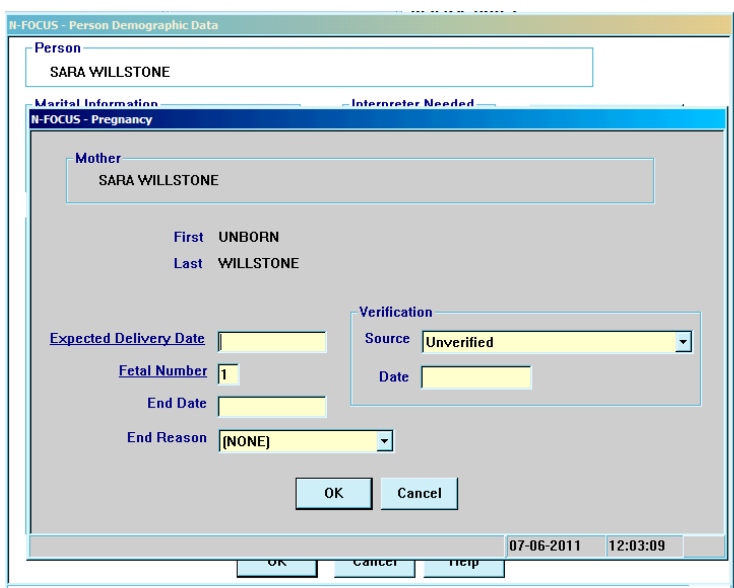
PASS Training On-line (Tip)

Because of Federal Audit Findings, it is going to become increasingly important for staff to understand the processes covered in this training. One such area of importance is working with the Service Needs Assessments. Please take a few minutes to review this material. Should you have additional questions, please refer them to your Supervisor.

The training can be located in TRAIN under Self Study, S.S.W-PAS/SSAD Chore Service Needs Assessment

Pregnant Woman (Tip)

- Add the Pregnancy to the pregnant women
- DO NOT PEND the Unborn in any Program Case
- DO NOT ADD or REOPEN an unborn in the Case Maintenance Task



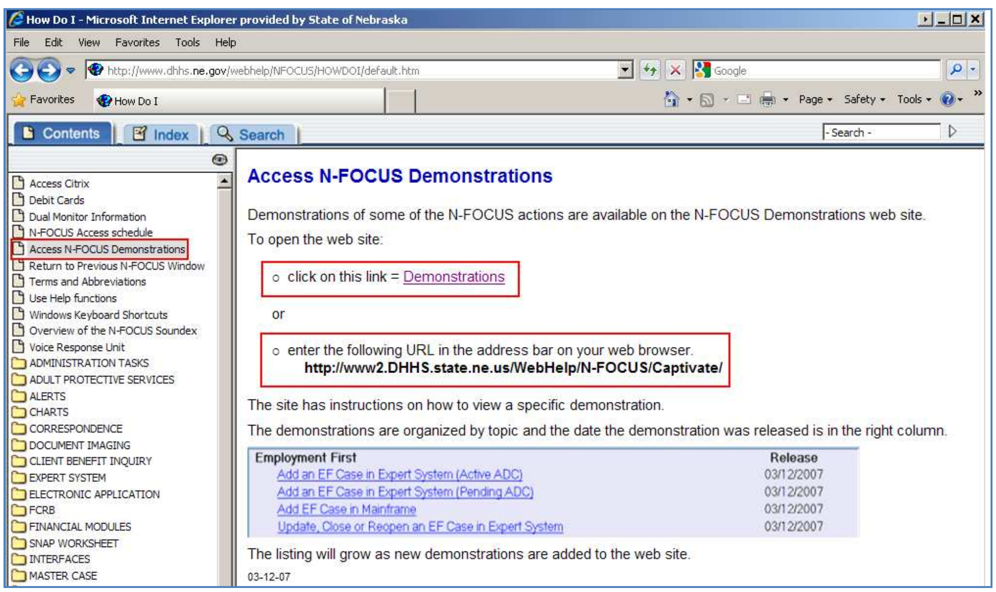
On-line Training Demonstrations (New)

The following new N-FOCUS On-Line Training Demonstrations are available with this release.

- Topic Area – Alerts
    - Processing Alerts
- Topic Area – Citizenship/Immigration
    - Lawfully Present
- Topic Area – Interfaces
    - DMV Interface
- Topic Area – Tracking
    - Updating and Closing a Verification Request
    - Verification Request Tracking

To access these training demonstrations, follow these steps:

1. Select N-FOCUS Help>How To…
2. Select the Access N-FOCUS Demonstrations option on the Contents page.
3. Click the Demonstrations link.
   -Or-
   Enter the following URL address in the Address Bar on your Web Browser:
   http://www2DHHS.state.ne.us/WebHelp/N-FOCUS/Captivate



   The N-FOCUS Demonstrations window will display.
4. Click the View Demonstrations pushbutton.
5. Select the appropriate Topic and Title.

Correspondence

Client Benefit Inquiry (CBI) – New

Clients will now be able to view the following correspondence types that were sent to them in the previous 6 months:

- Expert System Notices
- Quarterly Report Form (QRF)
- Interim Report Form (IRF)
- Expiration of Certification Period/Review Due Notice
- Notices created in Notice Template

Bar Code Sheets (New)

Bar Code sheets will be printed automatically for the following four types of correspondence:

- Earned Income Verification Request --(Created from Master or Program Case)
- Financial Institution Verification Request -- (Created from Master or Program Case)
- SNAP Interim Report Form -- (Created from IRF Tracking or Batch)
- Quarterly Report Form-- (Created from QRF Tracking or Batch)

Child Care Notice Approval Wording (Change)

The following wording has been added to the Child Care Approval Notice:

"The Child Care benefit is effective from the application received date mm/dd/yyyy."

Interview Appointment Letter Indicating Wrong Phone Number (Fix)

When creating an Interview Appointment letter, if an Organization is selected from the Sent to field, the phone number for an Org Related Person will no longer be included in the letter. If no phone number is available for the Organization, a pop-up window will display which says "No telephone number found. Please select another method or add a phone number".

Relinquishment of Child by Parent Form (Fix)

With this release we have fixed the functionality and changed the wording of this document regarding a parent who lives in another Country, whose address is tagged as Last Known on the Address window, or has no address entered on N-FOCUS. In these scenarios, the printed form will display a blank line after the parent's name. The worker will have to write in the parents current City and State or City and Country of residence.

Tip: It is important that the worker update the parents address and the child's Birth Information (CFS Person Information window) on N-FOCUS, prior to printing the Relinquishment of Child form. If the parent does not live in the US, the address cannot be entered on the N-FOCUS address window.

School District Notice Letter (Fix)

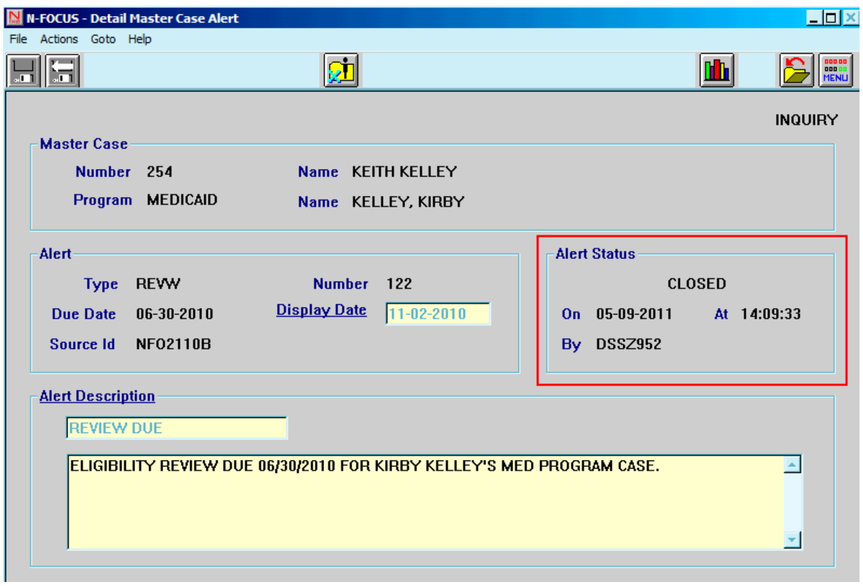
The Save & Next functionality on the School District Notice letter has been fixed.

When you have more than one child in the family, you need to send a School District Notice letter for each child. When the information contained in the letter is the same for each child, create the letter for the first child in the list and select Save & Next. The letter will print for that child and the next child in the list will be highlighted. Select Save & Next again to print the second letter. Continue this process for each child in the list. For the last one in the list select Save & Close, The letter will print and the window will close.

Alerts

Detail Master Case Alert Window – Alert Status (New)

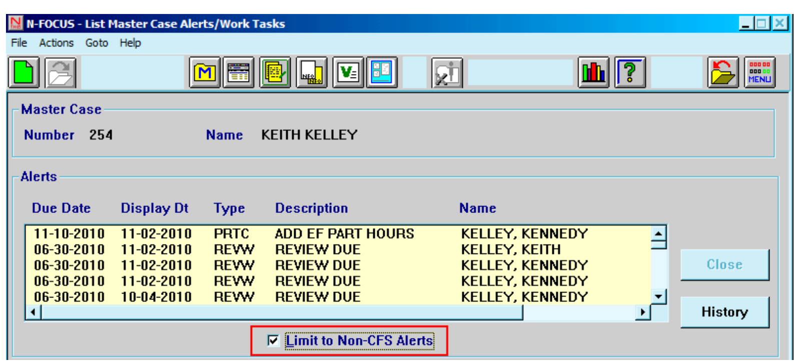
The Alert Status section of the Detail Master Case Alert window will now display the Date, Time and UserID of the worker who changed the Alert's status to Closed.



List Master Case Alerts/Work Tasks Window – Limit Alerts (New)

The Alerts section of the List Master Case Alerts/Work Task window displays all Alerts related to the case that are in Open Status. Selecting the Limit to Non-CFS Alerts check box will remove the following Alert types from the list:

- Intake
- Case Management
- Financial Management
- Resource Development
- Waiver



Copy/Paste Function (Fix)

The text of an alert can now be copied from the Detail Master Case Alert window. This gives the UC Workers the ability to copy and paste an alert into a narrative.

Economic Assistance Alert #380 – Close Lawfully Present (New)

This alert is created on the 1st working day of the month to notify the worker when a participant in a Medicaid case in AC, SP or PD status is no longer qualified to be considered Lawfully Present as a Citizenship/Immigration status. The following are requirements that N-FOCUS will verify prior to allowing entry of the Lawfully Present status for Pregnant Women and Children who are lawfully in the United States.

- The client must be 18 or younger – through the month of their 19th birthday
- The woman must be pregnant or the pregnancy end date must be less than or equal to 60 calendar days from the alert processing month, regardless of age
    - This qualification provides for Postpartum services

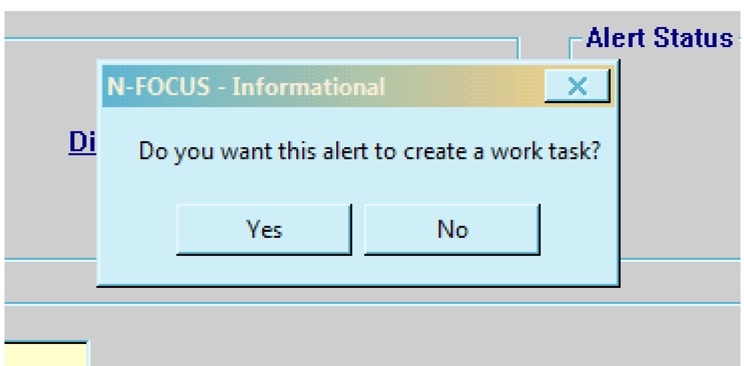
Alert Text – <First Name Last Name> no longer meets the immigration requirements for "Lawfully Present". Close participant and update immigration status to `ineligible alien'.

Refer to the Citizenship/Immigration Status - Lawfully Present section of this document for additional information.

Economic Assistance Alert #9998 – Worker Alert (New)

This alert will be a Program Case Alert that is created for Assigned Program Cases only. This Alert will not generate a Worker Alert.

When creating a worker alert users will be given the choice of having the alert create an 'Alerts Exist' work task. The option will only be presented if the program case is in the universal caseload and there is an additional worker assignment. If a work task is not needed then the new 9998 worker alert will be created. The following message will appear when the alert is saved.



Economic Assistance Alert #119 – Add EF Part Hours (Obsolete)

This alert will be obsolete effective July 20, 2011

Economic Assistance Alert #250 – Unborn Overdue (Change)

The Unborn Overdue Alert has been changed to the Pregnancy Overdue Alert.

This change has been made because unborn children are not participants in Medicaid; the alert logic was changed to read the status of the pregnancy. This alert posts to a universal case but does not create an Alerts Exist work task.

Economic Assistance Alert #251 Third Trimester Begins (Change)

Because unborn children are not participants in Medicaid, this Alert was changed to read the pregnancy. This alert posts to a universal case and also creates an Alerts Exist work task.

Economic Assistance Alert #260 – CHARTS Referral (Change)

This Alert will now create a high priority Work Task for UC Cases. The Alert has not changed.

Economic Assistance Alert #340 – Verification Due (Change)

This alert is changed to accommodate the changes made to verification request tracking. The alert will be associated to one of the program cases attached to the verification request.

Note: For any verification request created 07/10/11 or later make sure the due date is 07/20/11 or later. If the verification request is created 07/10/11 or later and the due date is prior to 07/20/11 an alert will not be created. If the due date is before 07/20/11 you will need to create a worker alert to be displayed on the due date.

Emergency Assistance Program Cases are now included to the list of program cases that will receive this alert. The other program cases that also receive this alert include ADC, AABD, SNAP, MED, CC, SSAD and SSCF.

Alert Text – Verification is due on checklist that was sent to <notice person or organization name>.

Economic Assistance Alert #355 – Change Reported (Change)

This alert is created when a change report is submitted from the web. Only one Alert will be created for all program cases instead of having a separate Alert created for each Program Case.

The Program Cases that are affected by this Alert include ADC, AABD, MED, SNAP and CC.

Alert Text – An electronic change report was completed for <change name> change. <Last Name>, <First Name> is in <Program Case>. Take necessary action.

Developmental Disabilities Alert # - 378 Pending Change Reported (New)

This alert is created when a change report is submitted from the web and the client is a participant in a Developmental Disabilities case. If the client is active in both a Developmental Disability case and an Economic Assistance case, such as Medicaid, both alert 378 and alert 355 will be created.

Alert Text – An electronic change report was completed for <Type of change – household, expense, income, etc.> change. <Last Name>, <First Name> is in <DDSC, DDAC, DDAD, DDCSA or DDAID>. Take necessary action.

CFS Placement Alert #295 Placement Started (Change)

The facility type of Foster Home – Agency Based has been added to this Alert. This Alert will be generated when a child is placed in an Agency Based Foster Home.

Alert Text: <Child's Name> has been placed with <Organization Name> on <mm-dd-yyyy>.

CFS Placement Alert #296 Placement has Ended (Change)

The facility type of Foster Home – Agency Based has been added to this Alert. This Alert will now be generated when a Child's placement in an Agency Based Foster Home ends.

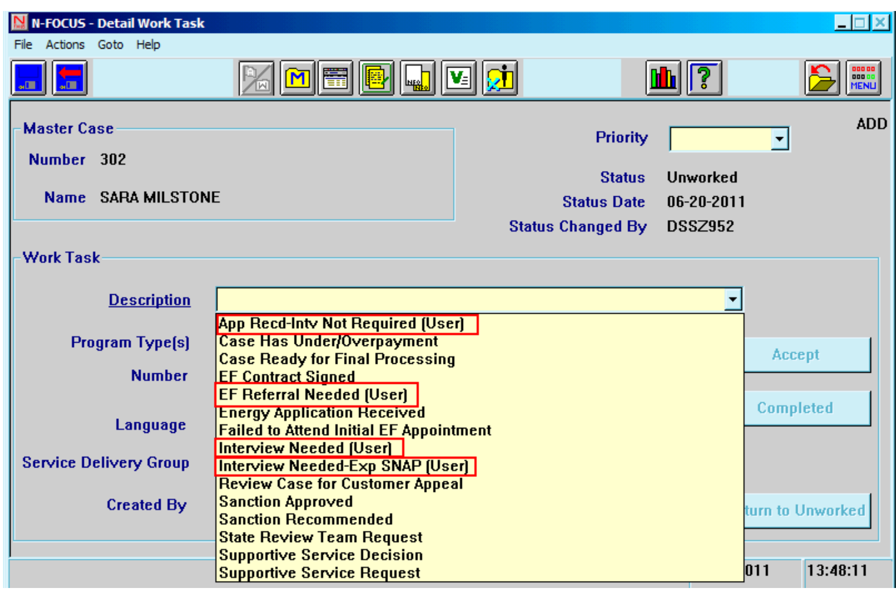
Alert Text: <Child's Name> placement with <Organization Name> ended on <mm-dd-yyyy> due to <placement change reason>.

Work Tasks

Identify Worker Generated Work Tasks (New)

When creating a Worker Alert workers will be given an option of creating a Work Task for the Universal Caseload. The option will only be presented when the selected Program Case for the Alert is in a UC Mode and there is an additional Worker assigned. The system will create either Worker Alert #9998 (new alert) or Worker Alert #9999 depending on the option selected.

The following work tasks will now identify if they were created by the System or by a Worker. If the Work Task Name says (User), then the person whose Logon ID is in the `Created By' field manually created the Work Task. If the Work Task Name says (System), the Work Task was created by the System either from online actions (registering a case and tying the application, for example) or through a batch job.



- App Recd-Intv Not Required (User)
- EF Referral Needed (User)
- Interview Needed (User)
- Interview Needed-Exp SNAP (User)

Lawfully Present Work Task (New)

Alert #380, Lawfully Present will create a high priority `Alerts Exist' Work Task for UC cases.

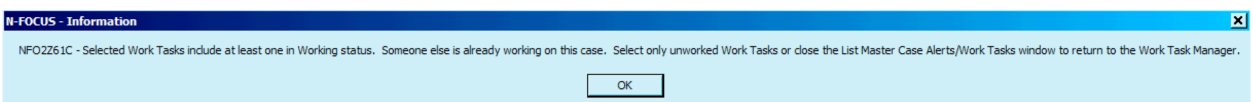
CHARTS Referral Work Task (Change)

Alert 260, Charts Referral Needed, will now create a high priority `Alerts Exist' Work Task for UC cases. The alert has not being changed.

Accepting Work Tasks (Change)

If you highlight multiple Work Tasks and then click the Accept pushbutton, the following message will display if one of the selected Work Tasks is already in Working status:

Selected Work Tasks include at least one in Working status. Someone else is already working on this case. Select only Unworked Work Tasks or close the List Master Case Alerts/Work Tasks window to return to the Work Task Manager.



List Work Tasks – History Window (Change)

The Work Tasks will display on this window in the following order: (Unworked, Working, and Completed)

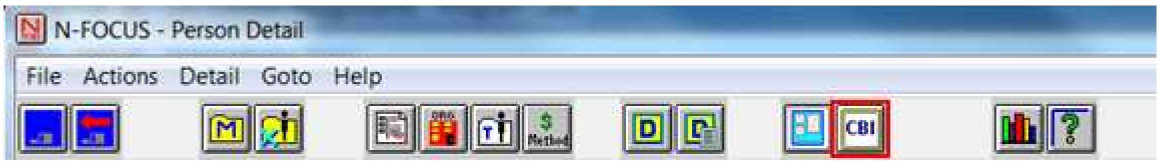
- Unworked
- Working
- Completed

The Status Date will be sorted in descending order with the ones with the newer (more current) Status date at the top of the list.

Electronic Application

Notices Displaying on the Client Benefit Inquiry (Change)

Beginning in July some notices will be available for clients to view or print from the Client Benefit Inquiry. (Web) Workers can view the notices by accessing the CBI icon on the Person Detail window.



Expert System notices, Notice Templates, Snap Interim Report Forms, Quarterly Report Forms, and the Expiration of Certification/Review Due notices will be the first group available.

Worker View of E-App (Change)

The worker view of the E app has been redone to separate out by programs and services whereas previously they were listed all together.

Printable Spanish Application (Change)

The printable application from the ACCESSNebraska Main Menu can now be viewed/printed in Spanish

Client Screening for Developmental Disabilities (Change)

Clients can now be screened for the Developmental Disabilities program (DD). New questions have been added to the screening pages. As with all screening, it is merely a tool to give clients an idea of eligibility and does not guarantee that client will qualify.

Client Electronic Application for Developmental Disabilities (Change)

Clients are now able to apply for the Developmental Disabilities Program (DD) using the ACCESSNebraska website. When clients select this program they will also be applying for Medicaid and AABD. **When these applications are received it is critical that no worker PEND OR APPROVE any DD program cases. These cases are handled by a specialized unit.** There are a few new questions on the application when clients apply for this program.

Applying for SSAD and SSCF (Change)

Clients are now able to apply for Social Services Aged and Disabled (SSAD) and Social Services Children and Families (SSCF). These program cases are treated the same as any other universal caseload program (if applicable).

Housing Expenses Questions (Change)

Questions about housing expenses will now be asked on the E app when ADC and/or Medicaid are the only programs requested.

Apply Now Button (Change)

Clients have the option of using the "Apply Now" button after they have filled out the minimum required information (name and address). If clients have not seen all of the questions on the app there will be a message saying that clients can submit the application but all of the information may be required to process their benefits.

Office Address Displayed (Change)

The confirmation page of the E app will now only view the mailing address of the office the application has been assigned to instead of the physical address.

Duplicate SNAP Benefits Question (Change)

A new question has been added to ask client whether they have fraudulently received duplicate SNAP benefits in another state after September 22, 1996.

Client Reported Changes (Change)

Clients are now able to report the following changes through ACCESSNebraska. As long as a client does not have the status of closed, denied or ineligible for both the current month and the following month, they can use the Change Reporting function

- The Clients has been admitted, discharged or changed a payment source at a nursing home or other facility.
- Clients can now report whether a person was born or somebody died separate from the Person moved in/out categories.
- Clients can now report if their Legal Relationships have stopped, started or changed. The types of relationships that can be changed are Power of Attorney, Guardianship/Conservator and Authorized Representative for SNAP.

Confirmation Page Displaying Physical Address (Fix)

The Confirmation Page for the E-App will no longer display the physical address of the office to which the application will be forwarded. Instead, this page will display the mailing address.

Developmental Disabilities Program

Developmental Disabilities Program Added to E-Application (New)

Effective with this release, applicants will have the ability to select DD Programs on the Electronic Application. When an E-App has a DD Program selected, EA Application Management is not to do anything with that program. These E-Apps will be routed to DD staff and they will be responsible for pending the DDSC case and tying the E-App to that case.

DD Applications Received Report (New)

A daily report will read which electronic applications have a DD Program selected and has had the application tied to an AABD or MED Program Case. Once the DDSC Program Case has been tied in N-FOCUS, the instance will be removed from the report.

This report will only be viewed by a select few DD staff persons.

DD Application Not Pended Report (New)

A weekly report will be provided for Economic Assistance Supervisors to show all applications in which a DD Program Case was selected on an application and the DDSC Program Case has not been tied in N-FOCUS.

This report will only be viewed by a select few DD staff persons.

Developmental Disabilities Alert # - 378 Pending Change Reported DD (New)

This alert is created for Developmental Disabilities program cases (DDSC, DDAC, DDAD, DDCSA and DDAID) only. The alert will be created when the validated PCPI status is `Open' or `Pending'. The variables that will appear in the alert will depend on the type of change a client has selected. If multiple changes are reported in different categories, one alert will be created with multiple categories showing in the variable. An alert will be created for each program case that meets the criteria.

Note: Only DD Workers will receive this alert.

Alert Text – An electronic change report was completed for <Type of change – household, expense, income, etc.> change. <Last Name>, <First Name> is in <DDSC, DDAC, DDAD, DDCSA or DDAID>. Take necessary action.

Expert System

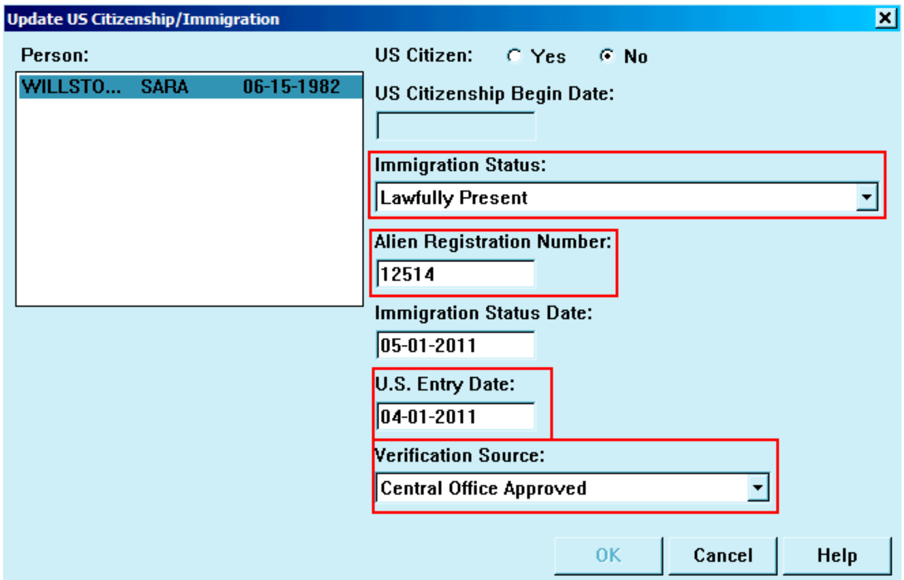
Citizenship/Immigration Status - Lawfully Present (New)

Certain non-citizen children and pregnant women, who are lawfully residing in the United States and who are Nebraska residents, may be approved for Medicaid or CHIP if they meet all of the eligibility requirements. The Citizenship/Immigration task in the Expert System now has the new Immigration status of `Lawfully Present'. This will be used to designate those persons who meet the requirements to have `Lawfully Present' as their immigration status by Central Office Medicaid Program staff.

Entering Lawfully Present Status (New)

After obtaining approval from Central Office staff that the person meets the immigration requirements for `Lawfully Present' Medicaid benefits:

- Pend the person in a new or existing Medicaid program case

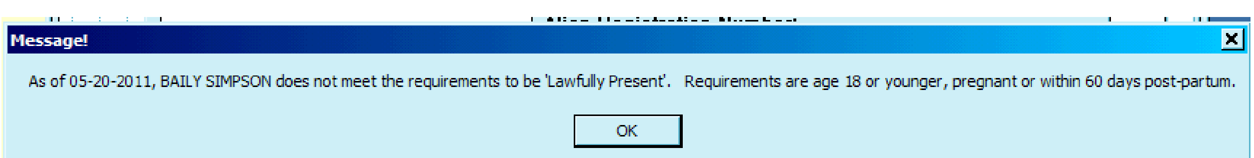


- In the Citizenship/Immigration task enter:
  - **US Citizen** = No
  - **Immigration Status** = Lawfully Present
  - **Alien Number** = From INS documentation (if not available, leave blank)
  - **Immigration Status Date** = Enter the Date that Central Office has given as the effective date that the Lawfully Present Medicaid benefits may begin
  - **US Entry Date** – From INS documentation
  - **Verification Source =** Immediately defaults to Central Office Approved

N-FOCUS will enforce the following requirements when Lawfully Present is selected as an Immigration status:

- The client must be 18 or younger – through the month of their 19th birthday
- The woman must be pregnant or pregnancy end date must be less than or equal to 60 calendar days from the documented Immigration Status date, regardless of age
  - This qualification provides for Postpartum services

If you select the `Lawfully Present' status for someone who does not meet the above criteria, the following error message will display when you click the OK or Next button. You will get this same error if you enter an Immigration Status Date for an adult woman that is earlier than her pregnancy begin date.

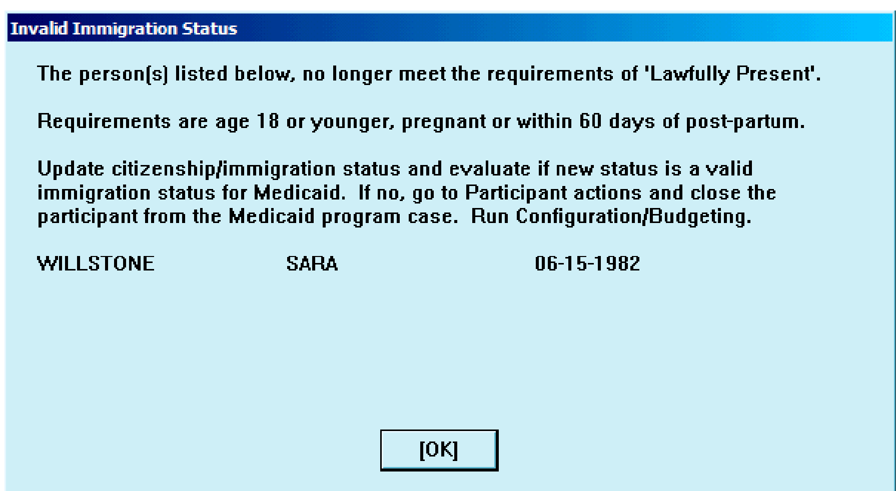


Programs other than Medicaid will treat the status of `Lawfully Present' the same as `Ineligible Alien'. A person with this status must be closed with the reason of `Ineligible Alien' and made a Financially Responsible person in other program cases.

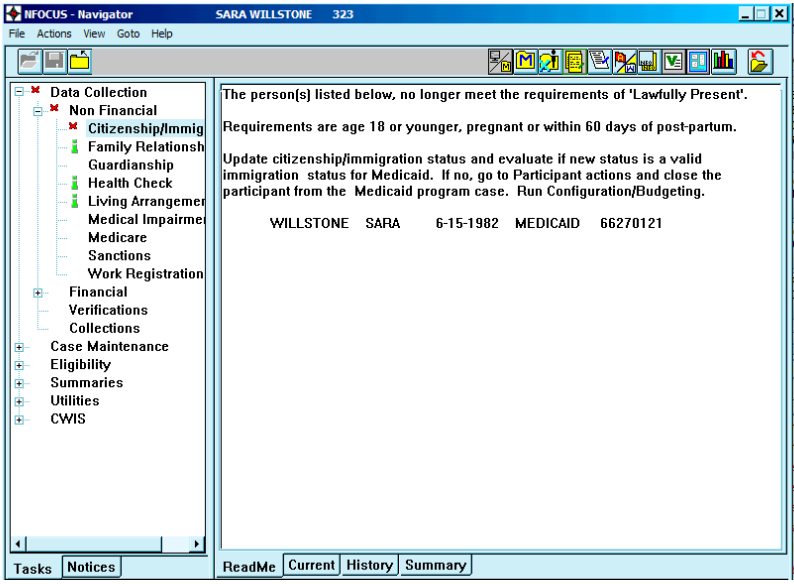
When a client no longer qualifies for the Lawfully Present Immigration Status, Alert #380, Close Lawfully Present Participant will display for Active, Spend Down and Premium Due Medicaid cases with this status. (Refer to the Alerts section of this document for further information regarding this Alert.)

- **Participant Actions** - The person should be closed from the Program Case (or the entire case closed) with the reason `Ineligible Alien'; update the person's immigration status to `Ineligible Alien' with an Immigration Status Begin Date equal to the 1st day of the month they no longer meet `Lawfully Present' Immigration status; budgets run as necessary and a Notice of Action created.
- **Case Action** – If all participants of the MED program case are ineligible, then close the program case. If the person is not Financially Responsible for an active participant in another program case, then not update the person's Immigration Status until that status has actually changed and they reapply for benefits. When the person obtains a new Immigration Status, update the Immigration Status with the new status and the **new status effective date**. This way the history of the `Lawfully Present' status will be maintained.

The Invalid Immigration Status message will display in Budgeting when a woman or child no longer meets the requirement for Lawfully Present Immigration Status.



The Read Me Tab will display in the Navigator Citizenship/Immigration Tab when the person's Immigration status and Participant status are not compatible. For example, if the person is no longer eligible for Lawfully Present benefits but they continue to have a role of Active Participant in a Medicaid program case.



Citizenship/Immigration (Change)

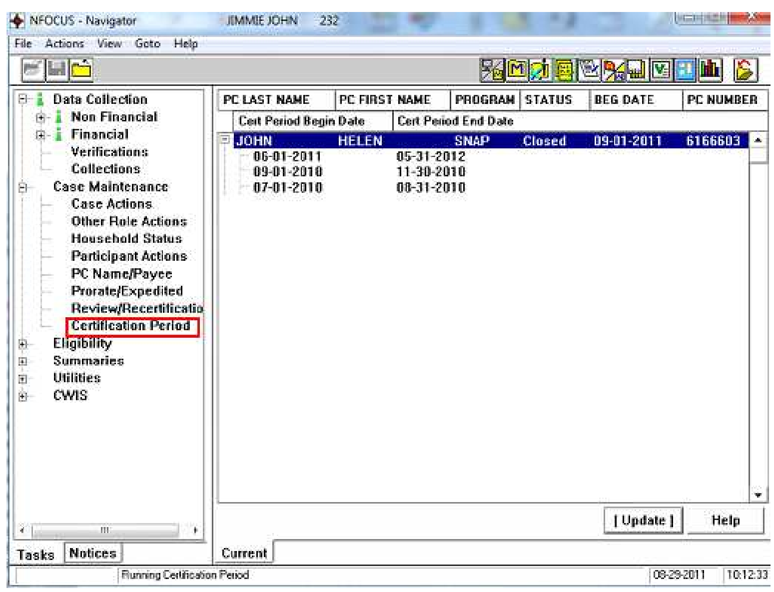
N-FOCUS has been changed to allow for changing the Immigration Status Date effective for up to 2 months in the future, when updating a client's status from on Non-Citizenship Status to another Non-Citizenship Status.

SNAP Certification Period (New)

A new action has been added to the Case Maintenance functions called Certification Period. Certification Period may be used to end a SNAP Certification period if the client has reapplied for benefits and the pervious Certification Period is being defaulted by the system.

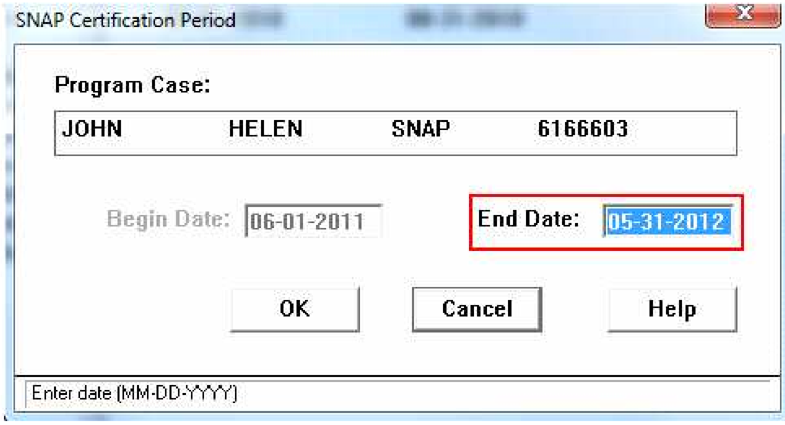
To end the previous period:

1. Close the SNAP case as necessary.
2. Double click on the Certification Period task.
3. Select the top row.
4. Select Update.
   The SNAP Certification Period window will appear.
5. Enter the date that you want the Certification Period to end.
6. Select OK.
   The most recent Certification Period end date will be changed.



7. Go to Case Actions and Reopen the SNAP case.
   The previous application dates will no longer display.

8. Add your new dates and proceed.
   Note: Only the most recent Certification Period end date can be changed



SNAP Budget – Eligibility Expenditure Type – Disaster (Change)

A new eligibility expenditure type of Disaster has been added as an option when calculating SNAP budgets.

Do not include Disaster benefits in the total of the benefits amounts that are issued or in the check if any benefits have been issued for the month. This change affects the calculation of issued benefits used in budget authorization when authorizing the budget and the over under payment determination.

SNAP Budget – Reinstatement Default (Change)

When a SNAP case is closed and then reopened in the current month and the Certification Period spans the current month, the Reinstatement option on Case Actions will no longer be defaulted to Y. The worker will need to determine if the case is eligible for reinstatement or not and answer Yes or to the Reinstatement question. If this is a true reinstatement select Yes and the previous Application Request and Received dates will default. If the answer is NO the worker will need to enter the new dates.

Medicaid Budgeting for MSP and QMB (Change)

If a MSP budget fails both the date and income test, then it will be a read only failed budget. The worker will have the option of SLMB or MN.

If a QMB case is closed and then later reopened for the month of closure, the `date test' will no longer be applied as an eligibility requirement when determining QMB eligibility.

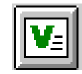
Expense Amount (Change)

Transportation Mileage for both AABD Special Requirements and Medical Expenses has changed. The Transportation Mileage amount has increased from $.51 to $.56 per mile effective July 1, 2011.

For those eligible for this expense deduction, recalculated budgets can be run for July and August 2011 to give the client the correct mileage expense deduction.

Verification Icon on Expert System Toolbar (Change)

The Verification Request icon is now available on the Expert System toolbar.



Changing Category in Configuration (Tip)

If you change the Category Code in Configuration you must run the budgets. If you do not, this will cause a failure with Interfaces and the system will close the Medical Benefits.

EXAMPLES

1. Family has an open MED program case as category of TMA. Today, it is 06-06-2011 and they report no one in the household is working so they are no longer eligible for TMA. Worker would go to the July month, select configuration and update the parents' category to ADC-U (or ADC-Absent or ADC-Incapacity), and update the children to CMAP. THEN RUN THE JULY BUDGET. Failure to run the budget causes the interface failure so essentially closes the medical benefit for this family in Job 31.
2. Today is 06-06-11 and Family has open MED program with the category code of TMA. The TMA eligibility should have ended 04-30-11 but it had not been acted on until today. Due to no 10 day notice of adverse action given for May or June, action of updating configuration and running the budget would be taken starting July.

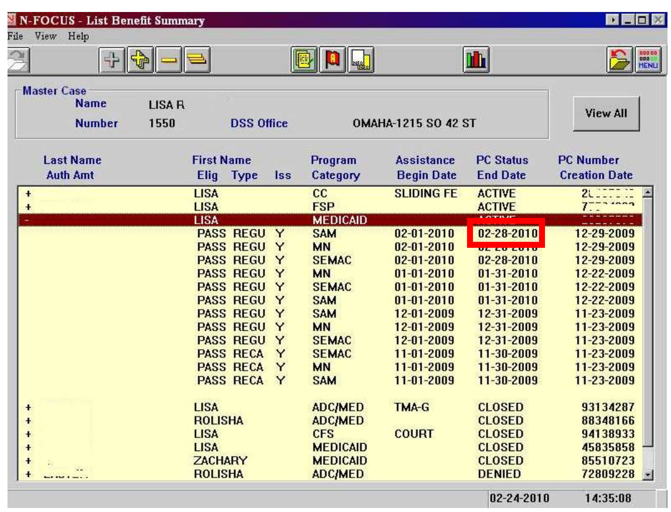
Resolution on Windows 7 (Tip)

Processing errors are occurring when staff has their text Resolution on Windows 7 higher than 100%. The Expert system month to process display must be changed using the mouse or up/down arrows on the keyboard causing workers to skip processing months. Before checking in a case, please check to see that all necessary months were processed.

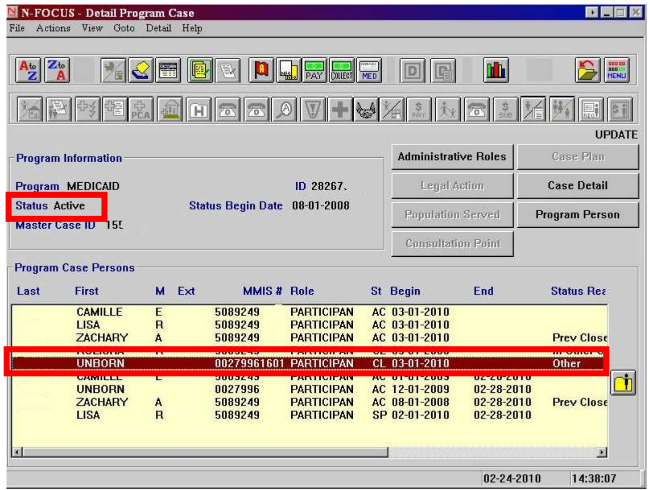
Running Budgets (Tip)

Whenever a person is taken out of a program, configuration and budgets must be run through the come up month. Without doing so, benefits and unit size may not be correct. It is very important that budgets be <u>run through the come up month</u> in order for clients to get the correct benefits.

Please review the following screens to see one example of the adverse affect not running budget through the come up month can have on a MED case.



In this example, a person has been closed out of the MED Case. The List Benefit Summary shows the MED budget has an END DATE of 2/28/2010 (budget was run on 12/29/2009); this should not have any END DATE. The End Date field should be blank because the Program Case is still active. In this instance, no benefits will be issued for March.



When you look at the Program Case, the Unborn was CLOSED effective 3/1/2010. The Program Case is showing an Active Status but the budget has an END DATE of 2/28/2010 because Configuration and Budgeting were not re-run for March for the remaining household members.

When budgets are not run through the come-up month, it causes problems with Co-Pay, SOC, Medicare, etc. and notices and indicators on C1 are not always set correctly.

In this example, we can see that the budget was run for the current month only (or current month plus prior months) but not run through the come up month.

The budget was run on 2/9/2010 for December, January and February. If the budget would have been run for March, there would not be an END DATE of 2/20/2010. Instead, the End Date field would be blank.