
N-FOCUS Interim Release

Combined All Divisions

August 16, 2026

An Interim Release of the N-FOCUS System is being implemented August 16, 2026. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into two main sections and addresses all of the Divisions, MLTC, OEA, CFS, DDA and BH.

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

Expert System: All N-FOCUS workers with responsibilities for case entry for AABD, ADC, SNAP, LIHEAP, Medicaid, CFS, etc. should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (i.e. 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 N-FOCUS Tips sections will be added as appropriate for the release.

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General Interest and Mainframe

OEA – Medicaid Work Requirements Budget Summary Gen (New)

When an HHA Medicaid Expansion budget is run, NFOCUS now automatically identifies the appropriate Medicaid Work Requirement (MWR) record based on the first day of the budget month. The MWR values displayed are saved directly to the budget, creating a permanent snapshot of the participant's Work Requirements status at the time the budget is generated.

Budget Summary Enhancement

A new Work Requirements row has been added to the Budget Summary screen.

Selecting this row opens a drill-down screen that displays the stored MWR data captured during the budget run.

The Work Requirements status will display one of the following:

- **Blank** – No MWR record exists for the budget month. The drill-down screen will indicate that no Work Requirements record is found.
- **Pass** – The participant met Work Requirements through compliant activity, an exemption, or an approved hardship.
- **Fail** – The participant has a non-compliant status, such as Pending, Undetermined, Non-Compliant, Non-Responsive, or another failure status. The drill-down screen displays the specific reason for the status.

The MWR information stored with the budget is a point-in-time snapshot based on the first day of the budget month.

If the participant's MWR status changes later in the month (for example, due to updated compliance information), the stored budget values are not automatically updated. Changes are reflected only when a new or recalculated budget is run for that same month.

N-FOCUS - Benefit Summary Begin Date: 09-2026

PEARL DIAMOND		MEDICAID	MAGI EXPANSION	REGULAR
Unearned Income	0.00	Unit Size		
Earned Income	0.00	Net Countable Income		
Gross Income	0.00	Medical Income Level		
MAGI Allowable Deductions	0.00			
Total Income Before Disreg	0.00			
5% FPL Disregard	0.00			
Resource Test:	Exempt	Creation Date		
Income Test:	Pass	Expiry Date		
Income Compatibility Test:	Fail			
*IRS Data Not Received *				
Income Verification Test:	Pass			
Exp Depndnt Insurance Test	Exempt			
Exp Medicare Test:	Pass			
Exp Age Test:	Pass			
Work Requirements:	Pass			

OK Help

MEDICAID MAGI Expansion Medicaid Work Requirement Detail for 09/2026

Medicaid Work Requirements Details	
Work Requirement Status:	Compliant volunteer
Qualification Start Date:	05-01-2026
Qualification End Date:	04-30-2027
Verification Source:	Statement from client
Verification Date:	04-01-2026
Determined via Ex Parte:	No

OK

OEA – Electronic Phone Applications Directed to iServe (New)

With this release all N-FOCUS phone application buttons are redirected from ACCESSNebraska applications to use iServe Nebraska phone applications for all

application types (initial, renewal/recertification for both EA and Medicaid). As such, the following updates have been made to enable the redirects:

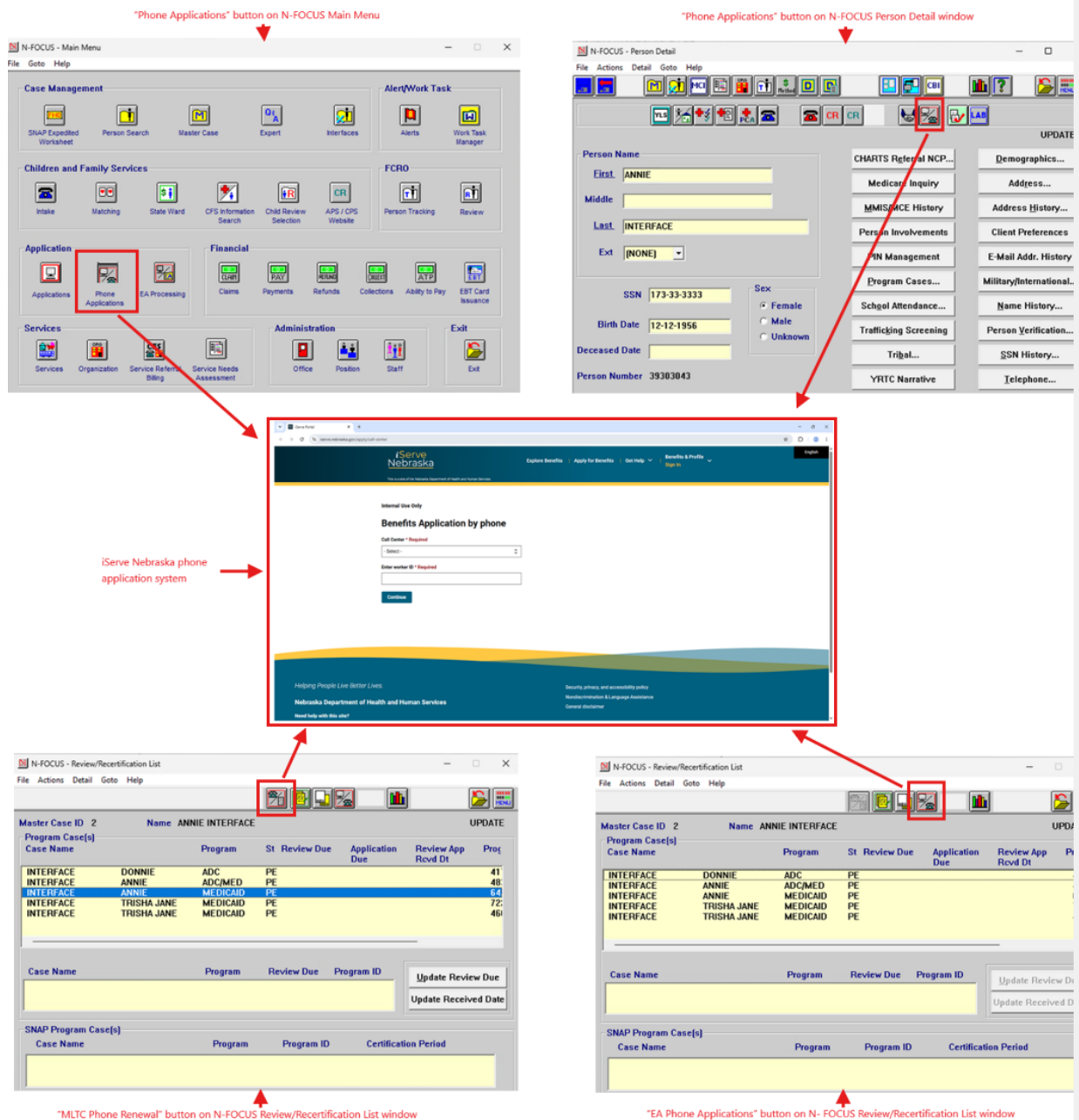
Updates

The Phone Applications button on N-FOCUS - Main Menu window now directly opens to iServe Nebraska Benefits Application by phone homepage – Popup menu N-FOCUS - Division and Language has been removed.

The Phone Applications button on N-FOCUS - Person Detail window now directly opens to iServe Nebraska Benefits Application by phone homepage - Popup menu N-FOCUS - Division and Language has been removed.

MLTC Phone Renewal button on N-FOCUS - Review/Recertification List window now directly opens to iServe Nebraska Benefits Application by phone homepage - Popup menu Select Language has been removed.

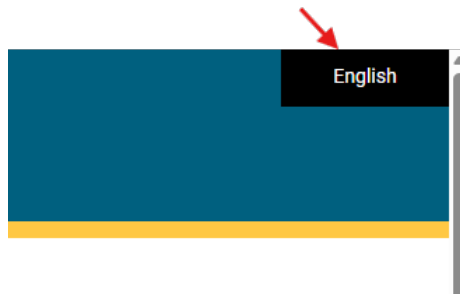
EA Phone Applications button on N-FOCUS - Review/Recertification List window now directly opens to iServe Nebraska Benefits Application by phone homepage – Popup menus N-FOCUS - Select Applicant and Contact and Select Language has been removed.



Note:

The current iServe Nebraska phone applications do not support the prefill of applicant information for renewals and recertifications. This is planned for a future date. The same application experience will be utilized by workers for all application types (initial or renewal/recertification).

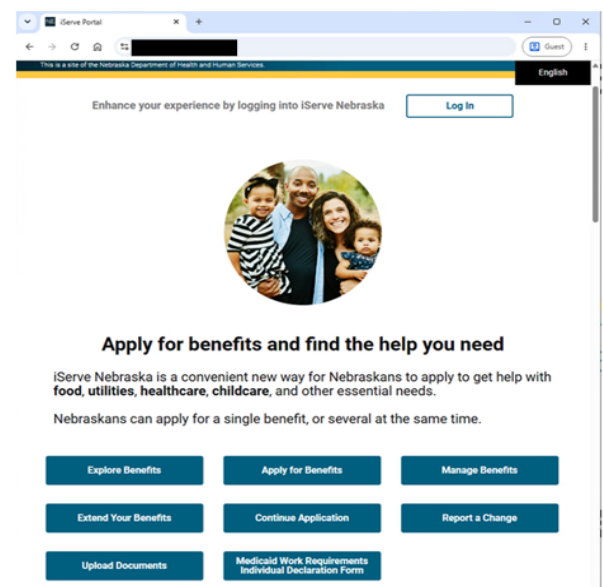
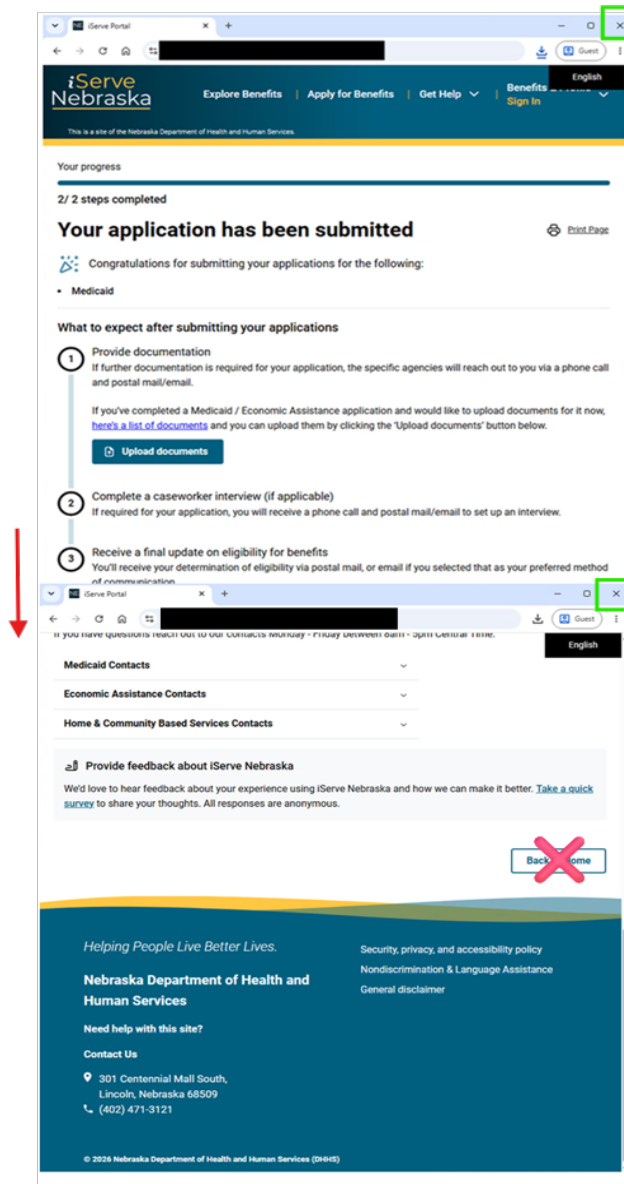
The N-FOCUS – Division and Language popup selection menu (i.e. EA and MLTC and English and Spanish) was removed. iServe phone applications have the function to select English/Spanish language at top right corner (every web page).



After the worker submits the iServe phone application and lands on the 'Your application has been submitted/confirmation page', they are instructed to not use the Back to Home button, as it will direct to the iServe external client home dashboard and not the Benefits Application by phone homepage.

In addition, starting an application via the external client iServe dashboard by internal/call center worker is not advised, as this is reserved for customer self-service. Also, important phone application details (i.e. Call Center type and Worker ID) are not supported here and will not be captured on the Portable Document Format (PDF).

The worker must completely close or 'X' out of the 'Your application has been submitted' browser tab and relaunch the Benefits Application by phone web page from N-FOCUS with each application (see images below). This ensures important phone application details are captured on the PDF.



Correspondence

OEA – SNAP Notices Healthy Choice Wording (Change)

The healthy choice wording that informed HH they cannot use EBT for soda or sugary drinks has been removed from SNAP notices including the Demand Letter, Benefit Expungement, SNAP Notice to HH – Guilty/Not Guilty, Auto Deny Failed to Appear for Interview, Notice to HH of Disqualified Individual, Replacement Request, Work Requirements Notice, Verification Received, Replacement Issuance and Notice Template – see below.

IMPORTANT: SNAP benefits can no longer be used to purchase Soda or Soft Drinks and Energy Drinks. For additional information, visit <https://dhhs.ne.gov/Pages/Healthy-Choices-Waiver.aspx>

Alerts

OEA – LIHEAP Pending 30 Days Alert (New)

There is a new Alert #119 Pending 30 days that will be used for LIHEAP pending cases. LIHEAP has been removed from the existing Alert #119 Pending 45 days.

OEA – PARIS Death Match Interface Alert (New)

Alert #661 – Death Match Received will now be created from the new PARIS death match interface. The alert will generate SNAP, CC or ADC if the person is in Active or Pending status. The alert is to be considered a lead only. Workers will need to follow program guidance to determine if the person is deceased and take next appropriate actions regarding their case. Note there is a corresponding report including all programs utilizing this data (see Interfaces section of this document).

Interfaces

OEA – Medicaid Verify Lawful Presence (Change)

The Verify Lawful Presence (VLP) interface has been upgraded to add two new fields to the VLP Request/Response screen.

The Department of Homeland Security (DHS) Case Number field is a unique case number assigned by DHS. It is information only to assist Production Support when needing to contact the CMS Federal Data Services Hub team when errors occur.

The Medicaid Eligible Non Citizen field has the same possible values as the other fields (Yes, No, Pending, Not Applicable). It is used when determining eligibility months of October 2026 forward. The Qualified Non Citizen field is still used when determining eligibility months of September 2026 and prior.

N-FOCUS - Verify Lawful Presence Request/Response

File GoTo Help

Case Person
Name SSN SEX Birth Date

Request Information
Created On Determine As of Dt Document Type Alien Nbr I-94 Nbr

Response Information

DHS Case Number

Lawful Presence Verified

Medicaid Eligible Non Citizen

Five Year Bar Applicable

Five Year Bar Met

Qualified Non Citizen

US Citizen

Additional Response Info

Sponsorship Data

View Step 2 and 3 Response

Additional Error Info

Agency Action

Previously, for situations when DHS is unable to verify an individual's immigration status and they instruct to close the request, workers would manually close the request.

N-FOCUS will now close it automatically. Messaging in the Agency Action field is changed to reflect this. Below is an example of changed messaging.

OEA –Death Match PARIS Interface (New)

A new PARIS interface will be received quarterly for individuals found to be deceased. A new report will be generated from this data for Medicaid, SNAP, CC or ADC. EA programs will also have an Alert created (see Alerts section of this document).

Expert System

OEA – ADC Child Support Sanction (Change)

When an Active ADC parent with income in the current budget complies with Child Support Enforcement lifting the sanction and is added back to the ADC budget, their income will not receive the initial 20% disregard. All other lifted sanction types will still have the initial 20% disregard. This is only for parents that were Active with income in the current eligibility period and lists as Financially Responsible in the current ADC budget with a CSE sanction.

OEA – AABDPMT and SNAP Medical Mileage (Change)

Effective 7-1-2026 the medical mileage amount used in AABD payment and SNAP cases will be .24/mile.

OEA – LIHEAP Household Energy Questions (New)

When budgeting supplemental or repair payments, workers will no longer be asked the following four questions:

1. Have utilities been shut off?
2. Is the household out of heating fuel?
3. Does the household have a disconnect or past due notice?
4. Is the household nearly out of heating fuel?

OEA – Medicaid Work Requirements Budget Summary Expert (New)

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The MWR information stored with the budget is a point-in-time snapshot based on the first day of the budget month.

If the participant's MWR status changes later in the month (for example, due to updated compliance information), the stored budget values are not automatically updated. Changes are reflected only when a new or recalculated budget is run for that same month.

Benefit Summary Begin Date: 7-2026

LEE, JASON		MEDICAID	MAGI Expansion	Regular
Unearned Income	0.00		Unit Size	1
Earned Income	0.00		Net Countable Income	0.00
Gross Income	0.00		Medical Income Level	1769.00
MAGI Allowable Deductions	0.00			
Total Income Before Disreg	0.00			
5% FPL Disregard	0.00			
Resource Test:	Exempt		Creation Date	07-30-2026
Income Test:	Pass		Expiry Date	06-30-2027
Income Compatibility Test:	Fail			
*IRS Data Not Received				
Income Verification Test:	Pass			
Exp Depndnt Insurance Test	Exempt			
Exp Medicare Test:	Pass			
Exp Age Test:	Pass			
Work Requirements:	Pass			

OK Help

MEDICAID MAGI Expansion Medicaid Work Requirement Detail for 09/2026

Medicaid Work Requirements Details	
Work Requirement Status:	Compliant Volunteer
Qualification Start Date:	05-01-2026
Qualification End Date:	04-30-2027
Verification Source:	Statement from Client
Verification Date:	04-01-2026
Determined via Ex Parte Process:	No

OK

OEA – SNAP Notice of Action/Eligibility Healthy Choice Wording (Change)

The healthy choice wording that informed HH they cannot use EBT for soda or sugary drinks has been removed from SNAP notices – see below.

IMPORTANT: SNAP benefits can no longer be used to purchase Soda or Soft Drinks and Energy Drinks. For additional information, visit <https://dhhs.ne.gov/Pages/Healthy-Choices-Waiver.aspx>.

OEA – SNAP Work Requirement Notice (Fix)

It was found after the October 2025 release that all people in the SNAP household were being added to the Work Requirement notice regardless of status or age. This has been corrected to only list people that were found mandatory in either work requirements or ABAWD.

N-FOCUS Tips

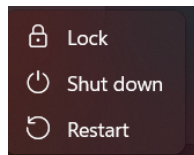
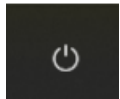
All Divisions – N-FOCUS Errors, Restart Machines Nightly (Tip)

To minimize N-FOCUS error messages and N-FOCUS unexpectedly crashing, as well as to receive software updates, it is recommended users restart your computer nightly. There are several ways to restart:

Left click on start:

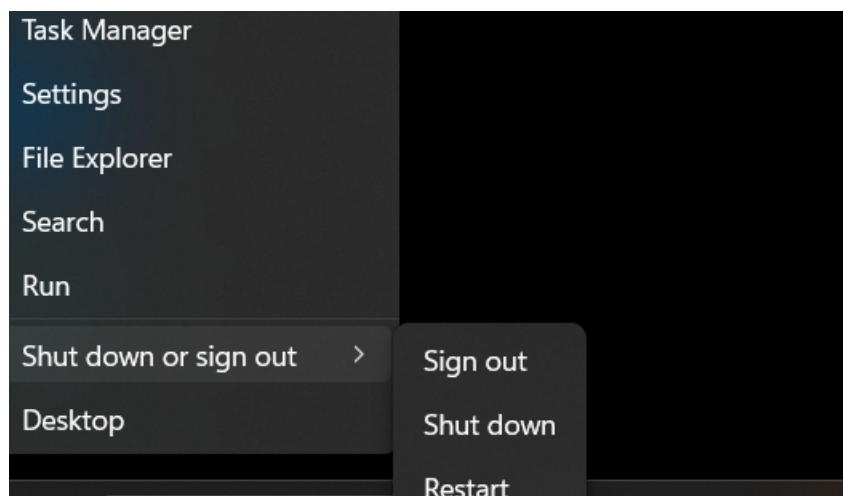


- Select the Start Menu in the lower left-hand corner
- Select the Power button in the lower right-hand corner of the pop-up window



- Select Restart

Right click on start:



- Right click on the Start Menu in the lower left-hand corner of your desktop.



- Select Shut down or sign out from the menu, then select Restart.