
N-FOCUS Interim Release

Combined All Divisions

May 17th, 2026

An Interim Release of the N-FOCUS System is being implemented May 17th, 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, EA, CFS, DD 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.

Home and Community Based Services: NFOCUS workers who work directly with DD/BH 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 Developmental Disabilities or Behavioral Health Programs.

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

All Divisions – Collections Accounts Receivable Payment Types (New)

The Issuance and Collection Center (ICC) is now able to accept electronic payment methods for collections on overpayments. These have been added to the Accounts Receivable window effective 6-1-2026. The two new types are:

- Check – Electronic
- Credit/Debit

CFS – Program Person Information Window Edits (Change)

The N-FOCUS error message, "Previous Adoption and Previous Guardianship Indicators are required" will be bypassed for those individuals who have the CFS Clinical security role assigned. This will allow the Clinical team to process Therap individuals without hindrance.

The screenshot shows a software interface with a modal error dialog box. The dialog box is titled "N-FOCUS - Error" and contains the text: "NFOAD61C - The Previous Adoption and Previous Guardianship indicators are required." Below the text is an "OK" button. The background interface includes fields for "HHS Ward" (dropdown), "07-29-2021" (text), "Madison" (dropdown), "Status" (text), "Date" (text), "Begin Date" (text), "Adoption..." (button), "Legal" (button), "Birth Info..." (button), "Conditions" (button), "Medical..." (button), "Paternity..." (button), "Therap Integration" (radio buttons for Active, N/A, Inactive), "Adopt Exception" (button), "Court" (dropdown), and "Status" (dropdown with value "INONE").

All other CFS security roles will continue to experience this error message if they have update access to the CFS Program Cases for this window both in the UPDATE and CREATE modes.

OEA – Economic Assistance programs Returned Mail Ad Hoc Text (New)

A new ad hoc text message campaign (EA 909) has been created for EA Returned Mail.

As with all text message campaigns and history, they can be reached via Person Detail -> Client Preferences -> Text Message Campaign History

To see the new campaign, click the New (green) icon .

The Add Text Message Campaign screen will display. Select EA as the Division and scroll down the Select Text Message Campaign list box.

N-FOCUS Add Text Message Campaign

Division
 EA Recipient MILO KAHN
 MLTC Birth Date 12-15-1980 Person Number 12030576 Cellular Number (402)708-5684

Program[s]	Program Case Name	St	Program Id	Select Program Requiring Text Message Campaign
SNAP	MILO KAHN	AC	73404188	
MEDICAID	MILO KAHN	AC	62118783	

Campaign ID Campaign Name

EA906	Return Call	Select Text Message Campaign
EA907	Missed Cold Call	
EA908	Interview Appointment - Application Assistance	
EA909	Returned Mail	

Worker Callback Number - OR - Customer Service Center

(402)555-0011 NONE Select Agency Callback Phone Number

Select Date

Text Message Preview Replace ###-###-#### with callback number

NE DHHS EA: DHHS has received mail for you. Please call ###-###-#### or go to <https://iserve.nebraska.gov/> to report an address change. STOP to Opt Out

Submit Cancel Clear

N-FOCUS - Test Date
04-29-2026 08:56

An English and Spanish version of the script is available and is based on the demographics of the Person (when both Written and Spoken Language are Spanish, the Spanish version will be sent, any other combinations will result in the English version.)

A Worker Callback Number or Customer Service Center number is required.

Once submitted, the request will be shown in the List Text Message Campaign History list box.

Name		Person Number	
MILO KAHN		12030576	
Sent Date	Sent Time	Campaign ID	Campaign Name
04-28-2026	09:10:42	EA909	Returned Mail
04-08-2026	15:10:19	MC006	Medicaid Community Engagement
04-08-2026	10:50:13	EA112	Summer EBT
03-16-2026	12:16:54	EA112	Summer EBT
03-11-2026	13:05:01	EA112	Summer EBT
03-09-2026	09:18:57	MC006	Medicaid Community Engagement
02-03-2026	15:37:55	MC006	Medicaid Community Engagement

An Automated Narrative will be created, searchable, and viewable in the List Narrative screen; it will be associated with the Program Case selected on the Add Text Message Campaign screen.

Master Case Name MILO KAHN **MC #** 11393 **INQUIRY**

Recorded 04-28-2026 **Recorded Time** 12:00:14 **Recorded By** NFOSP783 **Updated By** SYSTEM

Subject AUTOMATED NARRATIVES **Program**

Subheading Text Message SNAP

Narrative Detail

Sent Date : 2026-04-28 | Sent Time : 09.10.42 | Campaign ID : EA909 | Campaign Name : Returned Mail | Recipient : MILO KAHN | Language : ENG | Recipient Cellular Number : 4027085684 | Division : EA1 | Program : SNAP | Program ID : 073404188 | Message ID : 0109196520 | Source : Worker | Created By : DSSZ965 | Delivery Status : Delivered | Delivery Status Code : 0000-No Error

Buttons: Save and Next, Prior Narrative..., Spell Check, Maximize Narrative Text, Previous, Next

This information may contain Federal Tax Information(FTI)

N-FOCUS - Test Date 04-29-2026 09:09

All Divisions – Service Authorization Rate Change Issue (Fix)

For divisions that use the N-FOCUS service authorization, with the March 29, 2026, major release a units and rates issue was introduced. When a service authorization has a break in a Units and Rate row and the only changes entered by the user are to the Rate and Begin Date and a max unit override occurs, due to the new logic that captures the override reason, the system was not recognizing the

End Date change of the existing row. When Units and Rates were saved to the database, the End Date of the initial Units and Rate entry reverted to the initial End Date, which caused an overlap in dates between the initial and newly created unit and rate rows.

With this release when a rate change occurs, the system will now recognize the End Date change of a Units and Rates entry, and the initial unit and rate entry End Date will be saved using the date that is one day prior to the Unit and Rate that is being created with the rate change.

Correspondence

OEA – Economic Assistance programs Verification Request Default Due Date (Change)

The default Due Date for EA related Verification Requests has been changed from 15 calendar days to 10 calendar days. With that, the Re-calc command button will now toggle between 10 and 30 days.

For MLTC-related Verification Requests the default Due Date will remain at 15 calendar days and the Re-calc command button will toggle between 15 and 30 days as it does today.

Once set, the Due Date can still be changed by the User depending on the need.

N-FOCUS - Detail Verification Request Tracking

File Actions Goto Help

Master Case
Name CRAYTON LORIC Number 11551 Tracking Status ADD

Sent To

Language
ENGLISH

Due Date

Re-calc 30 day

The default Due Date is primarily set based on the Division selected.

N-FOCUS - Add Person, Verification Type(s), Program(s)

Division
 EA
 MLTC

Person	Birth Date	Person Number
MILO KAHN	12-15-1980	12030576

Select Person requiring Verification(s)

Program(s)	Program Case Name	St	Program ID
MEDICAID	MILO KAHN	AC	62118783
SNAP	MILO KAHN	AC	73404188

Select Program(s) that require the selected Verification(s)

Re-calc 30 day

NOTE 1: When the Detail Verification Request Tracking screen is first displayed, the Due Date text box and Re-calc 30 day command button will be disabled. When previously enabled and set before a Verification was selected, it caused confusion among staff when the values were overwritten and used on correspondence.

NOTE 2: For Medicaid Work Requirements (MWR) Compliance Verification, the default Due Date will remain at 35 calendar days. The Due Date can still be changed by the User depending on the need; however, the Re-calc command button will be disabled.

Interfaces

External Users – State Verification Exchange System (SVES) Web Application (Update)

As part of security systems maintenance and ensuring compatibility with the latest technology, the **State Verification Exchange System (SVES)** external web application has received major technical upgrades as well as some minor visual updates and limited functional changes while retaining all original functions and overall look.

NEBRASKA.gov
SVES
State Verification Exchange System

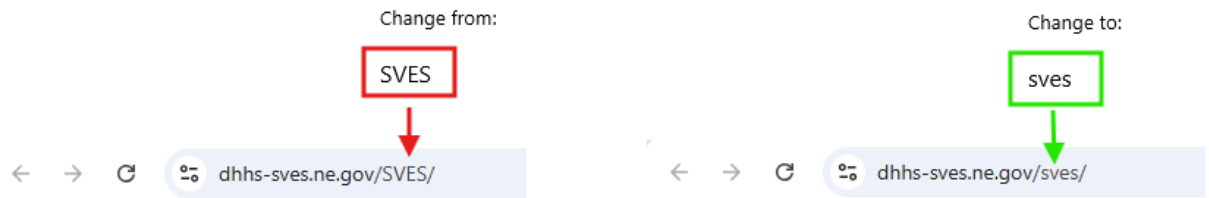
NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

SVES SDX BDE 40Q 04-28-2026

Search
SSN
Go Reset

Request Date: 06-02-2023
Request Stopped Date:
SSN Validation Status: Accretion Requested - Reply not yet received
SSN Validation Status Date:
First: ANNIE Middle: Last: INTERFACE
Gender: Female Birth Date: 12-12-1956
Requesting Agency: << select >>
Stop Request

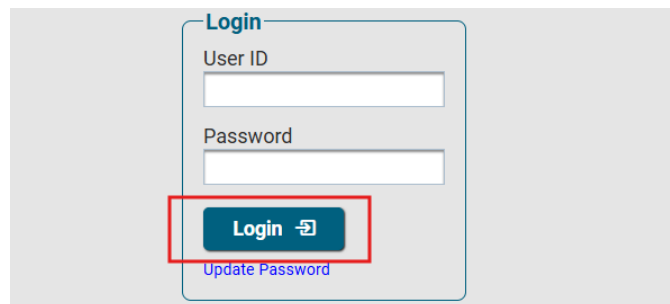
The external **SVES** web address link (URL) is updated where the Context Name **/SVES/** (uppercase) is now in lowercase **/sves/** - To ensure access to the web application, users must update this name to lowercase as highlighted:



(External SVES production web application URL update)

Important: It is recommended that users first copy and paste the old URL links to Microsoft Word or Note, then change the context name. Changing it directly within the browser web address bar may not work.

For successful login to SVES after correct User ID and Password entries, users must click on the **Login** button as pressing **enter** on keyboard has now been disabled to avoid accidental Login attempts, as per current web standard guidelines.



Home and Community Based Services

DD – Staff Service Coordination Monthly Rate (Update)

The Developmental Disabilities Staff Service Coordination monthly rate has changed from \$392.60 to \$452.78 effective 7-1-2026.

Expert System

OEA – Medicaid Medicare B Buy-In Notice Issues (Fix)

An issue was introduced last year with the Expert System Notice of Action/Eligibility notice for a participant moving from AABD/OMB to AABD/QMB. The notice correctly indicates that Medicare Part B buy-in has started, but it shows the Medicaid has closed. This issue will be fixed in this release. There was also an issue when an individual was going from a full Medicaid coverage category to a Medicare Buy-In category and was getting case errors or notices were not created. This issue should also be fixed with this release.

OEA – Medicaid HHA Notice NAC References (Change)

Medicaid HHA Expert System Notice of Action/Eligibility HHA denial/closing for Over Income and HHA closing for Does Not Meet Age Requirement have been updated with new NAC references.

OEA – Medicaid Caretaker Relative (CR) Family Relationship Indicator (Change)

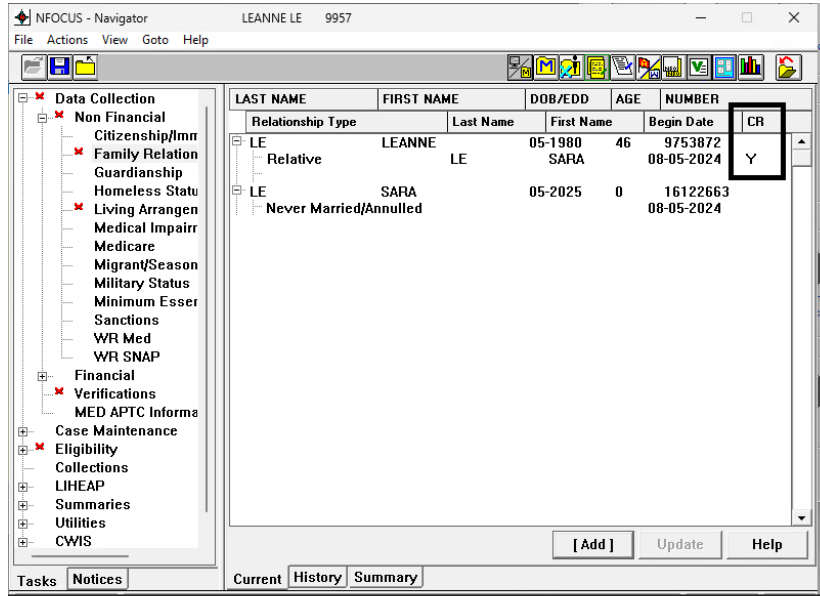
The N-FOCUS Caretaker Relative CR column on the Family Relationships window now displays a 'Y' indicator for the following reverse-direction relationship values:

- Disabled Person cared for by
- Cared for by – Relative
- Care for by – Court-ordered

The screenshot shows the 'Add Family Relationship' dialog box in the N-FOCUS Navigator application. The window title is 'NFOCUS - Navigator' and the user is 'LEANNE LE 9957'. The dialog box has a menu bar with 'File', 'Actions', 'View', 'Goto', and 'Help'. Below the menu bar is a toolbar with various icons. The main area of the dialog box is divided into several sections:

- Person(s):** A table with columns for ID, Name, and Date of Birth. It contains two entries: LEANNE (05-01-1980) and SARA (05-05-2025).
- Relationship Type:** A list box containing the following options: Divorced, Married, Non-Relative, Parent (Adopt), Parent (Bio), Parent (Step), Relative, Sibling (Adopt), Sibling (Bio), Sibling (Step), and Widowed.
- Caretaker:** A dropdown menu currently set to 'Court-ordered Caretaker'.
- Marital Status:** A list box containing: Divorced, Married, Never Married/Annulled, and Widowed.
- Begin Date:** A text field containing '08-05-2024'.
- Verification Source:** A dropdown menu currently set to 'Court Records'.

At the bottom of the dialog box are buttons for 'Next', 'OK', 'Cancel', and 'Help'. Below the dialog box, there is a status bar with 'CWIS' and buttons for 'Add', 'Update', and 'Help'. At the very bottom, there are tabs for 'Tasks', 'Notices', 'Current', 'History', and 'Summary'.



OEA – Medicaid Minimum Essential Coverage Effective Begin Date (Change)

The Effective Begin Date on the Minimum Essential Coverage window is now required. Users must enter a Begin Date before they can proceed or save.

