N-FOCUS Major Release
MLTC
August 11, 2024

A Major Release of the N-FOCUS System is being implemented August 11, 2024. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections and addresses all the Divisions, MLTC, EA, CFS and DD.

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

ACCESSNebraska: N-FOCUS workers responsible for case activity received through the Web Based Electronic Application should read this section.

Home and Community Based Services:
N-FOCUS workers who work directly with DD or AD/TBI 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 Programs.

Expert System: All N-FOCUS workers with responsibilities for case entry for AABD, ADA Payment SNAP, LIHEAP, LIHWAP, CC, FL, MED, Retro MED 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.

Table of Contents

Home and Community Based Services
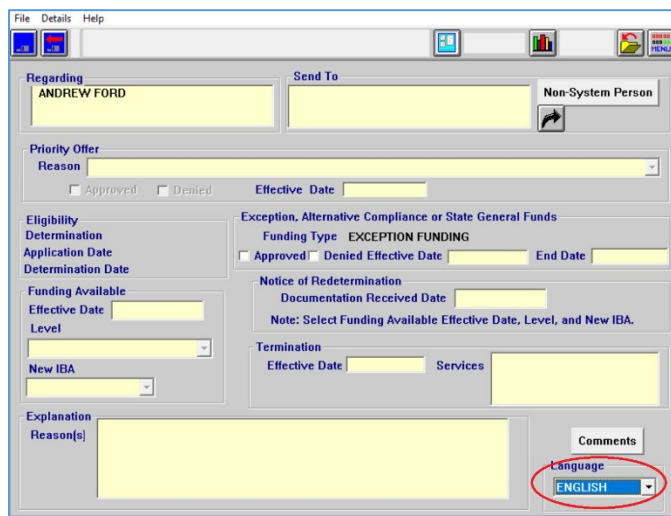
Money Follows the Person (MFP) – (Update)

The State of Nebraska closed out the MFP program at the end of 2020. N-FOCUS has made the following system changes to ensure the MFP program cannot be initiated:

- All users have been removed from the MFP security profile. This profile allowed authorized uses to add the MFP assistance to a program case.
- Added logic to the N-FOCUS GEN Program Person Information window to not display the Money Follows the Person in the Assistance drop-down list.

Developmental Disability Notices Spanish Versions (Update)

The following DD notices were updated to include Spanish versions with language preference selectable from a new drop-down menu:

- DD Funding Available
- DD Notice of Determination
- DD Notice of Redetermination
- DD Exception Funding
- DD Priority Offer
- DD Notice of Termination
- LOC Application Withdrawn
- DD Notice of Decision Termination
- DD LOC Notice Met
- HHS-6 Notice of Rights
- DD LOC Do Not Meet
- Waiver Notice of Decision – Eligible
- Waiver Notice of Decision – Not Eligible

Interface

Creating a Verify Lawful Presence (VLP) Submission (Update)

When uploading supporting documentation with a Verify Lawful Presence (VLP) request, the Federal Data Services HUB (HUB) allows a maximum PDF file size of 5 megabytes (MB). Errors occur when PDF size is larger than 5MB. New functionality has been added to allow workers to reduce the overall PDF size during the VLP PDF creation. A Help button has also been added to the Create a VLP Submission windows containing a user guide.

Interface – FDSH RRV Bulk Renewal Service (Fix)

With this release, an issue where some people with no valid tax permissions had IRS and Equifax/VCI requests sent in error via the monthly RRV bulk renewal service has been fixed. Improvements have been made to the selection process to prevent people with no tax permissions from being picked up.

The first of each month the batch process will select MAGI and Combined Medicaid program cases up for renewal in 90 days that have at least one person active in a MAGI budget. Each person in the program case that is not denied, pending, or closed will be evaluated for permissions in the most recent tax year in which they are part of in that Master Case. If permissions are Valid, a request for that Tax Household will be sent to the IRS interface.

An Equifax/VCI request will also be sent if the person is age 14 or older.

N-FOCUS Tips

Duplicate Persons

If there is an alert regarding a possible duplicate person and research is needed, please contact Production and Support for assistance. We set this alert because we could not determine if this was a duplicate person or not. We need assistance from the worker to resolve the issue. Each person on N-FOCUS is assigned a unique number. The same person should never be in N-FOCUS twice. If a duplicate is created, resolve by completing each of the following steps:

Call P&S to assist if you are not able to complete each step in the resolution process.

- Duplicate person is removed from the Household list.
- Duplicate person is removed from all active programs; administrative roles and participation are closed.
- Duplicate person is discontinued with the permanent person number.

Before adding a new person to a Master Case, look in the household status icon (yellow HH folder) from the Detail Master case window. This provides a list of all household members still in the household and those removed. Many duplicates are created when the person is already in the Master Case and listed as out of the household.

Missing N Drive

If you log on to N-FOCUS and it gives an error – N Drive is missing, do the following:

- Go to the Start Menu
- Run the Map Network Drives

Locked out of Lan or Outlook

If you get locked out of the LAN or Outlook, use the password station to regain access and/or reset and synchronize your account.

https://passman-dhhs.ne.gov/AIMS/PS/Default.aspx