A Major Release of the N-FOCUS system is being implemented December 4, 2016. 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, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

**Note:** When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

### Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Interest and Mainframe</td>
<td>3</td>
</tr>
<tr>
<td>Master Case Restriction Update (Change)</td>
<td>3</td>
</tr>
<tr>
<td>Service Authorization Warning Action (Change)</td>
<td>3</td>
</tr>
<tr>
<td>Person Demographics Selection of Race (Change)</td>
<td>3</td>
</tr>
<tr>
<td>Developmental Disabilities</td>
<td>6</td>
</tr>
<tr>
<td>Processing Client Application on N-FOCUS (New)</td>
<td>6</td>
</tr>
<tr>
<td>Application Management</td>
<td>6</td>
</tr>
<tr>
<td>Application Window (Change)</td>
<td>6</td>
</tr>
<tr>
<td>View Working Pushbutton Statewide Developmental Disabilities (New)</td>
<td>6</td>
</tr>
<tr>
<td>Counts Pushbutton (Tip)</td>
<td>7</td>
</tr>
<tr>
<td>Application Search Section (Change)</td>
<td>7</td>
</tr>
</tbody>
</table>
Authorization for Disclosure of PHI Form (New) ........................................... 8
Records Request Correspondence .......................................................... 8
   Printing the Records Request Correspondence................................. 10
   Delete or Destroy Correspondence.................................................. 10
Interfaces ............................................................................................. 11
   VLP/SAVE Interface (Fix) .................................................................. 11
ACCESSNebraska .................................................................................. 11
   CBI Display Changes on Electronic Applications and Earned Income Forms
   Upload Improperly Tied Program Case to an Existing Electronic
   Application (Fix) ............................................................................ 11
   Check Out Cases with Large Family Size (Fix) ................................. 14
   Remove Resend Indicator if PIN Letter Sent Via Email (Fix) ............ 14
   Client Preferences Verify E-Mail Address (Fix) ................................. 15
Alerts ...................................................................................................... 15
   Renewal Form Received on Closed or Denied Case (Change) ........... 15
Correspondence ...................................................................................... 15
   Accounts Receivable Demand Letters (Change) ............................... 15
   Developmental Disabilities Records Request (New) ......................... 16
   Developmental Disabilities Records Request .................................... 16
Document Imaging .................................................................................. 17
   Document Imaging Icon on Detail Program Case Window (Change) ... 17
Expert System ......................................................................................... 17
   MAGI Tax Year Selection for Budgeting (Fix) ................................... 17
N-FOCUS Tips ....................................................................................... 17
   MLTC – MAGI Medicaid Budgeting – Contributions ....................... 17
General Interest and Mainframe

Master Case Restriction Update (Change)

When the person is closed and their Household status changed to Out in one Master Case, N-FOCUS will now check to see if they are in the Household and/or pending or active in other Restricted Master Cases. If they are in the Household or Pending or Active in another Restricted MC, the Restriction on the Person will remain.

Service Authorization Warning Action (Change)

The Service Authorization Warning function located on the Detail Service Approval and Detail Provider windows has been deleted. Service Authorization Warning...has been removed from the Detail Service Approval and Detail Provider windows.

Person Demographics Selection of Race (Change)

The following changes have been made to Person Demographics:

- The Race of “Other” will no longer carry over from a mother to a child through a pregnancy.
- The worker will update the Pregnancy to “Birth” and clicks OK.
• A message indicating the youth’s race is no longer valid and to update the youth’s race will display.

• Select the OK button on the Message.
  o The Unborn Information window with the Race options available will display.
• If a youth has an appropriate race that was copied from the mother, the following confirmation message will display.
• Click the OK button on the confirmation window.

• The Unborn Information window will display.
• Click OK to complete.
Developmental Disabilities

Processing Client Application on N-FOCUS (New)

Application Management

A new office position function, Application Management Developmental Disabilities (AAP MGMT DD) has been created. This position will be responsible for processing new DD Applications, including tying the application to the correct Program Case. Once the application has been processed, it will then be assigned to the appropriate DD Worker by management.

Application Window (Change)

Changes have been made to the Application window to accommodate the processing of DD Applications. To access the Application window, select the E-Application icon from the Main Menu.

Workers with a designation of AAP MGMT DD will select the Next Application push button to view the next DD application to be processed.

**Note:** Applications will be processed based on the received timestamp.

View Working Pushbutton Statewide Developmental Disabilities (New)

The View Working pushbutton will provide a list of e-applications that are in Working Status for the Logged On Worker. Select the State Wide Developmental Disabilities radio button to further filter the list to include only DD Applications.
Counts Pushbutton (Tip)

The Counts Pushbutton will provide statistical information regarding the number of electronic application in Working Status for the Logged On worker.

**Note:** The Logon ID can be changed, should you wish to view Counts that have been assigned to a different Logon ID. Supervisors may want to do this to check if an absent employee has any E-Apps left in Working Status.

- When viewing the Counts for the Logon ID, the number of applications in Working Status will display.
- When viewing the Counts for Statewide Universal or a specific Office, the number of electronic applications in Submitted or Working Status for the Statewide Universal Caseload or a specific Office will display.

Application Search Section (Change)

The Application Search section of the Electronic Application window allows for search of an Electronic Application regardless of Status. The search criteria can consist of a specific Application Number or an Applicant’s Name and the Application Received Date.

**Note:** With this release, the search criteria can also be limited to DD Applications.
Authorization for Disclosure of PHI Form (New)

To view the clients authorization for the Disclosure of Protected Health Information (PHI) select the PHI Authorization icon to view a PDF of the signed authorization.

**Note:** If the applicant did not complete the Authorization form, an error message indicating “File Not Found” will display.

Application Received Date Options (Change)

When searching by an Applicant Name, you must include information in the Application Received Date fields. Select the Options of One Week, One Month, Six Months or Enter Dates. The From and To fields will default based on the current date. You can also enter custom dates, with a range of no longer than six months.

The Prev and Next buttons will adjust the dates to the Previous or Next date range based on the Options selected from the drop down.

Electronic Applications that match your search criteria will display on the List Electronic Application window.

Records Request Correspondence

To create a Records Request correspondence, follow these steps:

1. From the Detail Program Case window, select the Correspondence icon.

   The Search Correspondence window will display.

2. Select the New button.

   The Create Correspondence window will display.
4. Click OK.

The Developmental Disability Records Request Letter window will display.

5. Enter information as appropriate for the request.
   a. **Provider Address Information**
      i. Select the Out Select Arrow to locate a provider who is on N-FOCUS.
      ii. If the provider is not on N-FOCUS, enter the information required (Name and Address information) as appropriate. This information may be obtained from the DD Application.
   b. **List of Records Needed**
      i. Select each check box as appropriate for the request.
      ii. If “Others” is selected, be specific regarding the information being requested.
6. Select the Save and Close icon.
The Search Correspondence window will display.

7. Select the Cancel button to return to the Detail Program Case window.

Printing the Records Request Correspondence

To Print Now, Print Later or Print Preview the Records Request Correspondence, follow these steps:

1. From the Detail Program Case window, select the Correspondence icon.

The Search Correspondence window will display.

2. Select the Search button.

The List Correspondence window will display. This list will show all of the correspondence that has been created for the Program Case.

3. Select the correspondence row to print.
4. Select the Actions menu.
5. Select the appropriate Print Option.

Delete or Destroy Correspondence

To delete or destroy correspondence, follow these steps:

1. Navigate to the List Correspondence window.
2. Select the Actions menu.
3. Select the Delete or Destroy option as appropriate.
   a. Delete – This option will permanently delete the correspondence from the Correspondence List.
   b. Destroy – This option can only be used for correspondence that is in Print Local or Reprint Local Status.
Interfaces

VLP/SAVE Interface (Fix)

Prior to this fix, if any Medicaid participant had a valid immigration status per the VLP/SAVE interface then all participants were given a “Ready to budget” status.

Changes have been made to ensure that each participant’s citizenship/immigration information is reviewed, and only those with an eligible immigration status will be given a “Ready to Budget” status. Workers will be required to add the immigration information into the US Citizenship/Immigration module in the expert system, for participants with no VLP/SAVE information or those with a “Pending” VLP/SAVE indicator.

When the information from the VLP/SAVE interface indicates that a participant does not have a valid immigration status, workers should refer to the guidance regarding instances posted on MERL to determine what action to take next.

ACCESSNebraska

CBI Display Changes on Electronic Applications and Earned Income Forms

Current Benefit Summary Page

- When CBI is launched from the ACCESSNebraska Menu, the Current Benefit Summary page (Program List) will continue to be the first page displayed. Changes on this page are limited to the Left-hand Navigation tabs. New tabs will be added for:
  1. Earned Income Verifications
  2. Correspondence
  3. Electronic Applications

- When a Case Detail link is clicked, the Case Information (Case Detail) page for the appropriate program will be displayed (no changes to current functionality). Notices (correspondence) will be removed from the list.
Verification Requests Summary Page

• The heading on this page will change to ‘Verification Requests Summary’. No other changes.

Earned Income Verifications Page

• When the ‘Earned Income Verification’ tab is clicked, the new Earned Income Verification Summary page will display:
  1. All Program Case Earned Income Verification correspondences associated with programs included in the Program List page.
  2. And all Earned Income Verification correspondences associated with an ARP who is a Participant (status, etc. roles) in any program included in the Program List page. This provides for earned income verification forms to display that are created at the master case level.
• Disclaimer when no earned income verifications are found
  o No earned income verifications to display.
• Earned Income Verifications will be grouped by Master Case.
• Within each “group”, EI Verifications will be displayed in descending date sequence.
Correspondence Page

- When the ‘Correspondences’ tab is clicked, the new Correspondences page will display correspondences associated with programs included in the Program List page.
- Disclaimer when no correspondences are found
  - No correspondence information to display.
- Correspondence will be grouped by MC.
- The data currently displayed for Notices will continue to be displayed for Correspondences (Type, Sent To, Mail Date). In addition, Verification Requests and Earned Income Verifications will also display in Correspondences as they do today under Notice in Case Detail.
**EA Electronic Applications Page**

- When the ‘Electronic Applications’ tab is clicked, the new *Electronic Applications* page will display registered *Electronic Applications* that are associated with programs included in the Program List page that have a submit date of 12/4/2016 or later.
  - Electronic Applications will be grouped by Master Case.
    - Economic Assistance (masked)
    - Economic Assistance Phone (masked)
    - MLTC and DD Electronic Applications will not be displayed at this time.
  - This would indicate which programs were tied to the application. An Abbreviated program title will display.
- Disclaimer for header
  - Electronic applications submitted 12/04/2016 or later will be displayed. Please note that the following application types will not be shown.
    - {all other e-applications, DD and MLTC that will not display}
- Disclaimer when no electronic applications are found
  - No electronic applications to display.

---

**Upload Improperly Tied Program Case to an Existing Electronic Application (Fix)**

This is a fix to check for already assigned confirmation numbers and to not allow them to be used again for paper applications if previously used for an electronic application.

**Check Out Cases with Large Family Size (Fix)**

Case check out on large family sized households receiving Medicaid has been fixed.

**Remove Resend Indicator if PIN Letter Sent Via Email (Fix)**

If a PIN request is made via ACCESSNebraska and the result is to mail the PIN letter, if prior to the mailing of the PIN letter the user enters ACCESSNebraska again and makes the PIN request and receives the PIN via email, the paper mailing will be canceled.
Client Preferences Verify E-Mail Address (Fix)

An additional check to ensure that the email address submitting personal information to confirm and email address is received. Currently, the email confirmation will be sent to the ARP whose email has been submitted for verification. The process checks for the ARP personal information for a match of what is provided during the verification process.

The issue was that if an email was sent to ARP A and ARP B information was entered and is verified, ARP B’s email would be verified because we did not check that the verified action was received from the email address the verification link was sent to. Now, the ARP information must also match the email address link was sent to.

Alerts

Renewal Form Received on Closed or Denied Case (Change)

Previously no alerts or work task were generated for cases that received a renewal form and the case was closed or denied status. Alerts and work task will now be generated if a renewal form was received within 90 days from the date the case was either closed or denied.

Correspondence

Accounts Receivable Demand Letters (Change)

Demand letters for all Accounts receivable for programs have the following wording changes:

- Monthly Billing Statements sent to clients and providers with outstanding amounts due in Accounts Receivable have been changed.
- The Monthly billing Statements are now called Monthly Account Statements,
  - The main change on the Monthly Account Statements is the listing of all transactions in the previous 90 days,
- All Claim Item Accounts Receivable have been changed to Repayment Method to be Recoupment and the Repayment amount is defaulted to 50%.
  - If the client requests more be withheld from future payments it will display that amount.
Developmental Disabilities Records Request (New)

The Developmental Disabilities Records Request correspondence is now available through the Create Correspondence function of N-FOCUS.

To create this document, select the Correspondence icon from the DD Program Case window.

The Developmental Disability – Records Requested Letter window will display.

Complete the fields as appropriate and select Save and Close.

**Note:** If the List of Records Needed option of Other is selected, document the information that is being requested in the text box. This text box will hold a total of 250 characters.

**Developmental Disabilities Records Request**

With the December 2016 release, Developmental Disabilities will have the ability to create a Records Request on N-FOCUS. Please refer to the Developmental Disabilities section of this document for detailed instructions.
Document Imaging

**Document Imaging Icon on Detail Program Case Window (Change)**

The Document Imaging Icon has been added to the Detail Program Case window.

![Image of Document Imaging Icon on Detail Program Case Window](image)

---

**Expert System**

**MAGI Tax Year Selection for Budgeting (Fix)**

Previously MAGI budgeting was restricted to using a tax year that was no more than 2 years old. This restriction has been removed and the rules were updated to look for a current tax year, if none was found look for a future year to use, if no future year found then use the most recent year entered.

---

**N-FOCUS Tips**

**MLTC – MAGI Medicaid Budgeting – Contributions**

The income type of Contributions – Money should not be counted in MAGI budgets. If this has been entered for another program, MLTC workers can exclude the income via the calculate window. When the budget is run, the income will appear in the Fluctuating Unearned Income tab. Select the calculation method of “Exclude.”