A Major Release of the N-FOCUS system is being implemented August 13, 2017. 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.

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Child Care Sixpence (New)

Sixpence is a federal program that promotes early care and learning opportunities that help parents guide the healthy development of their infants and toddlers.

Child Care Providers must complete training before they are eligible to participate. The following trainings have been added to the Training for Organizations Training drop down menu:

- Orientation/Pre-Service
- Recognition and Reporting Child Abuse and Neglect
- First Aid/CPR Training
- Other/Ongoing Training as Required by the Department
  - If Other is selected, the worker will be required to enter narrative.
  - When any of the other trainings are selected the worker will have the option to narrate.

A Service Approval will be created with the Provider when the four trainings have been completed. The four trainings will have a completion date as the Service Approval Begin Date.

With this release, the Sixpence will be added to the Home Detail window for the Child Care Organization. The assigned worker will populate the Begin Date.
End Date Correction

If the Sixpense End Date is incorrectly entered, the date can be changed by selecting Action>Correct Sixpense End Date.

The Correct Sixpense End Date pop up window will display. Enter the correct End Date and click OK.

Child Care Training (New)

Federal mandate now requires Child Care Providers to complete additional training. The following new trainings have been added to the Training Organization Related Person(s) window in the Training drop down field:

- Orientation/Pre-service
- Recognition and Reporting Child Abuse and Neglect
- First Aid/CPR Training
- Other/ongoing training as required by the Department
A Service Approval will be created with the Provider indicating these four trainings completion date the same as the Service Approval Begin Date.

60 days prior to the due date for the trainings, the RD Worker will receive an Alert. The Director/owner of the Child Care Agency/Provider will need to provide the RD worker with verification that the trainings have been completed for all employees.

Child Care Authorization Closed (New)

With this release, when a Child Care case is closed a batch process will be run to automatically close the associated Authorizations. This batch process will run on the same day as the SNAP closure process.

**Note:** Child Care Authorizations do not require a 10 day notice and will be closed for the same date as the program case is closed.
Service Authorization – Employment First and Emergency Assistance (Change)

Service authorizations for services in Employment First and Emergency Assistance Programs will now have the occurrence field default to one (1) occurrence for all services with the exception of “Exempt Public Transportation” and “Trans Commercial”.

All others will prepopulate with only one (1) occurrence.

Organizations without a Tax ID

Effective with the August 2017 release, an organization that does not have a tax identification number can be paid for providing Out of Home Maintenance. The only service that the legal division has allowed to be paid without a valid tax ID is service 4880 (Out of Home Maintenance) for the CFS program.

To accommodate this an Internal System Number will be used in place of the Tax ID for these providers. Only RD Supervisors have the security to generate an Internal System Number. A new option has been added to the Organization Resolution dialog box. When a supervisor checks the new option a system generated number will appear in the Internal System No. field. The worker must add a begin date.
Edits have been added to prevent a worker from creating a Service Approval for Services other than Out of Home Maintenance (4880) for the CFS program if the provider has an Internal System Number as their Tax ID. They will get this error message.

![Error Message]

Also, an edit has been added to prevent a Tax ID type of EIN or SSN to have a Tax ID that begins with three leading zeroes. There were several providers that had false Tax ID numbers entered on N-FOCUS.

**Alerts**

**Alerts for Transitional Living Plans (New)**

New alerts were added to remind workers to create and or update the youth’s Transitional Living Plans when the youth reaches their 14th, 16th, 17th and 18th birthdays. Policy dictates that additional information should be included at these ages.

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<td>TLP 14 YEAR OLD</td>
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<td>RITA REGRESS IS 14 YEARS OLD &amp; REQUIRED TO HAVE A TLP DOCUMENTING PERMANENCY, NORMALCY &amp; THE YOUTH'S CREDIT REPORT.</td>
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<td>TLP 16 YEAR OLD</td>
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<tr>
<td>EMILY SALENGER IS 18 YEARS OLD &amp; REQUIRED TO HAVE A TLP DOCUMENTING PERMANENCY &amp; NORMALCY. IF THE YOUTH IS 18 A PROVIDE INFO ABOUT B2I PROGRAM.</td>
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<tr>
<td>TLP 17 YEAR OLD</td>
</tr>
<tr>
<td>TIERONE TANF IS 17 YEARS OLD &amp; REQUIRED TO HAVE A TLP DOCUMENTING PERMANENCY, NORMALCY &amp; B2I INFO. PROVIDE YOUTH &amp; CAREGIVER INFO ABOUT ETV.</td>
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<th>Alert Description</th>
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<tbody>
<tr>
<td>TLP 18 YEAR OLD</td>
</tr>
<tr>
<td>TIERTWO TANF IS AGE 18 &amp; REQUIRED TO HAVE A TLP PROVIDE YOUTH WITH ID DOCS, MED INFO &amp; EXPLAIN DURABLE POWER OF ATTORNEY FOR HEALTH CARE DECISIONS.</td>
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Alert 593 – NCR Update (New)

Alert # 593 was created to remind workers when the six month NCR update is due.

Alert 188 – 60 Day Case Plan (Change)

Alert # 188 had only been generating for children placed in out of home care. The alert has been changed to read legal status and will be created for both wards and non-court involved children.

Alerts for Transitional Living Plans (New)

New alerts were added to remind workers to create and or update the youth’s Transitional Living Plans when the youth reaches their 14th, 16th, 17th and 18th birthdays. Policy dictates that additional information should be included at these ages.
Alert 440 – Service Area Changed (New)

Alert # 440 will be generated when the primary worker assigned to a CFS case is from a different service area. This alert is intended for IMFC worker’s to let them know they should coordinate with the other service area.

Document Imaging

New Sub Categories (Change)

Seven new Sub Categories were added for use when indexing documents to certain categories. Below is a list of the new sub categories with their corresponding main category:

Main Category: - Medical
Sub categories: - Dental and Vision

Main Category: - APS
Sub Categories: - Correspondence, Financial, Legal, Medical, and Photos.

Corrections (Fix)

The QA Add and QA Show issue that we have had since July has been fixed. Users should no longer receive the error message that prevents them from using this feature.

Update Index Information from search results has been fixed. Users can now update index information to a new person or category in NFOCUS without having to change the date to enable the update button.
N-FOCUS Tips

CHARTS Referral-Family Relationships

When creating a CHARTS Referral, if you get the message ‘All family relationships for persons in this referral must be established before a referral can be sent.’ Select the Family Relationship icon to create the family relationships that are missing in order to proceed.

CHARTS Referral SG, FW or IL

If there is a Subsidized Guardianship, Former Ward or Independent Living program case, the CHARTS Referral will need to be completed in the Master Case where the CFS or JC program case exists.
Child Care Referrals to CHARTS

**Referral Requirement**

- Child Care type referrals should be followed up with a Public Assistance Type referral to CHARTS

**Note:** Child Care referrals do not build CSE cases in CHARTS. Mom only gets a letter telling her she needs to apply for Child Support because she is receiving Child Care. Why only the letter? Child Care referrals are a State Requirement, not a Federal requirement to cooperate with Child Support. Completely different process and system.

**N-FOCUS Access Schedule**

**Sunday:**
- 12:00 AM to 4:00 AM: Limited access
- 4:00 AM to 12:00 AM: Normal access

**Monday:**
- 12:00 AM to 10:00 PM: Normal access
- 10:00 PM to 12:00 AM: Limited access

**Tuesday through Saturday:**
- 12:00 AM to 4:00 AM: Limited access
- 4:00 AM to 10:00 PM: Normal access
- 10:00 PM to 12:00 AM: Limited access

For a Major Release, there is limited access from 10 PM to 11 PM the Saturday before, and then no access from 11 PM until verification of the release is completed on Sunday.

The following functions are not available during limited access times:

- SNAP Expedited Worksheet
- Expert System
- State Ward Trust Accounts
- Child Review Selection
- Refunds
- Ability to Pay
- EBT Card Issuance

**Note:** If working during a period of limited access, be aware certain actions/icons/push buttons may be disabled. When normal access resumes, these functions will once again be enabled.

**Note:** If you attempt to work in N-FOCUS after 10 PM, please be aware that Batch processes are running. This processing locks up certain functions in N-FOCUS. You may receive errors and/or lose data. Also, the DHHS Help Desk and N-FOCUS Production Support staff are not available for assistance.
Allegations—Require DoB or SSN for Substantiated Findings (Change)

In order to help maintain a Central Registry that has enough identifying information to maintain a placement, with this release, any findings that will place a perpetrator on the Central Registry will require either a Date of Birth or a Social Security Number entered for the perpetrator (previously only an address was required).

When a perpetrator is missing identifying information or demographic information, a window will open showing the missing information and identifying which missing information is required for the finding. This window will also display information missing from the victims.

Allegations—Perpetrator Notifications (Change)

Updates have been made to Perpetrator Notifications of Allegation Findings. The letters have been updated and inform the recipient of the reason for the letter and if there are variations in how that information was obtained.

- Unfounded Letter-versions differentiate between if information was obtained only from Law Enforcement or through DHHS investigation.
- Agency Substantiated Letter-versions differentiate between if information was obtained only from Law Enforcement or through DHHS investigation.
- Court Pending Letter-County Attorney has filed in court.
- Court Substantiated—DHHS Received information of conviction from a court.
ICWA-Reason to Know (Change)

An option has been added to the ICWA selection. Users can now select ‘Reason to Know’ in addition to ‘Yes’ and ‘No’ for if ICWA applies to a child. This can be selected if a worker has a reason to believe that the child will be covered under ICWA.

Court Report (Updates)

The Reasonable and Prudent Parenting Standards (RPPS) questions within the court report were previously answered for all the children before the court report could be printed. A change has been made that requires these questions only need be answered for children who are out of home. If a worker has indicated that a child is out of home in the child detail push button then a message will display that state the RPPS questions must be answered for all out of home children.
NFOSCUs will not allow the questions to be answered for children who do not have this box checked. The worker will receive the following message until they have selected a child who has been marked as out of home.
A worker now has the ability to delete individual children from the court report by selecting ‘Remove Children’ in the actions menu.

A worker now has the ability to tie non-finalized case plans to a court report.
Education Court Report (Updates)

The education court report has been revised to accommodate changes in Federal law. The changes include removing sections from the 'Change in School, Preschool or Child Care' window and adding a new section to the window. There is also a new window for DHHS-CFS State Wards Only which includes information about the development of the Education Court Report and also 'Best Interest' considerations. Lastly, the 'Transportation and Supplies' section has been altered.

Education Court Report Response Window
Education Court Report Response Window - Continued

See next page for another screen print.
RRPS Court Report Questions (Fix)

Spelling errors have been fixed on the RRPS Court Report Questions.
Non-Licensed Foster Home Activities Tracking (New)

A new question subject area called Non-Licensed Foster Home will be added to Organizations at the top of the Subject Area list. This information will be used to generate a Due Date Tracking Report. The following questions will be added to the List Question window when Non-Licensed Foster Home is selected.

1. Was the initial packet received? Yes or No
2. Were fingerprints submitted? Yes or No
3. Was the draft home study completed? Yes or No
4. Were 3 references received? Yes or No
5. Were the fingerprints returned? Yes or No
6. Was the home study finalized? Yes or No
7. Was the support plan completed? Yes or No
8. Was there quarterly fact to face contact? Yes or No
9. Should this Org be removed from the Due Date Tracking report? Yes or No
SDM FSNA Assessments Narrative (Change)

SDM FSNA Assessments require the worker document their conclusions in narrative before the FSNA can be put in Ready for Review status. A new message has been added to inform workers that a Conclusion Narrative is required.
ICPC Edit in the Placement Detail (Update)

An edit has been put into the ICPC push button within the placement window. This update prevents a begin date that is not greater than the end date. Additionally, the begin date must be on or after the placement date.
Common Referral (Updates)

The FSNA narratives will now appear in the common referral, previously only the ratings pulled into the referral. The new functionality will allow the FSNA narrative to populate and display as a new common referral narrative. The user can add more information to the narrative or delete information from the narrative.

The narratives will show up greyed out until the worker chooses to select as a strength and or need. If the narrative is not selected it will not show up on the print out.
Once the narrative is selected the worker can delete unnecessary child information. This narrative will pull exactly as it appears in the most recent finalized FSNA. If the original FSNA has multiple children narratives then these narratives will appear unless the user deletes them.

If a user makes an error and wants to re-populate the original FSNA Narrative then the new common referral narrative must be deleted and the cursor returned to the top line of the narrative box. The user can then deselect B and hit save. This will cause the original narrative to repopulate in the greyed form.

If a user does not delete the text before unchecking the box an error message will display.

The common referral will also now print a child’s Tribal Affiliation in the demographics. If a child is ‘Member’ or ‘Eligible’ the Tribal Names will appear separated by commas if there are
more than one. This will only be seen in the print out and not in the youth demographics on the screen.

A new reason for placement has been added called ‘Court Ordered Lateral Move’.
Safety Assessments (Updates)

There were some minor changes made to the safety assessment. It is no longer required for a safety plan be done in the SDM safety assessment when the safety decision is unsafe. Additionally, a message has been added if there are any missing contacts. If all contacts have not been entered in the contact detail a message will ask workers if they want to continue even though they are missing a contact. This is only a reminder message and will not stop the worker from finalizing the assessments. Please note it is still a requirement to make at least one contact with a victim in the assessment. Additionally, workers do not get credit for a contact made before the intake received date. A new message will now appear if NFOCUS detects a contact made before the intake date. The worker can chose to proceed or go back and adjust the date. This is not an edit only a reminder.
SDM Household Re-open (Update)

CFS workers now have the ability to re-open SDM households, previously only a supervisor could do this.

Psychotropic Medication Staffing Narrative (New)

A new narrative has been added to the consultation narrative choices in the detail program case. The purpose of this narrative is for workers to document regular staffing’s about children’s prescribed Psychotropic medications.
Protective Service Alert (Updates)

When a child goes missing and a Protective Service Alert has been completed, submitted, and approved DHHS will now have the capability to send this information to the crime commission. This information will be sent initially when the PSA is approved by central office staff and then sent when a child’s missing placement closes. The user will not need to do anything to facilitate this change, but when a user closes the child’s missing placement a new message will appear, ‘The PSA has been closed’. When this message appears the user only needs to exit out of the message.

Other Parent (New)

A new type of placement choice is available in the Detail Placement window, called ‘Other Parent’. This placement is much the same as ‘With Parent’. This is to reflect placement with an ‘Other Parent’ in cases where a child is removed from one parent and placed with a step-parent or placed with a parent whom shares custody. This is due to a new legislative bill. Other parent will now also appear in all reports where placement is reflected.
NCR (New)

NCR’s now a copy forward function.

Substance Use Evaluations (New)

The new window, Substance Use Evaluations will be used to document the level of treatment recommended when a person in the case has a substance use evaluation. To access this window, do the following:

1. From the Detail Condition Window, select the Substance Eval push button.

The Substance Use Evaluation window will display.

2. Select the recommended treatment level from the drop down list.
3. Enter the date the evaluation will begin in the Begin Date field.
4. If the name of the doctor or facility that made the recommendation is known, enter this information in the Diagnosed By field.

**Note:** The Diagnosed By field is optional.

5. Select the Add button.

The information will display in the Recommended Evaluation Level group box at the bottom of the window.

**Error Correction**

If a mistake is made in creating the entry, select the row from the Recommended Evaluation Level group box and select the Update, Delete or Clear button.

**Non-Licensed Foster Home Activities Tracking (New)**

A new question subject are called Non-Licensed Foster Home will be added to Organizations at the top of the Subject Area list. This information will be used to generate a Due Date Tracking Report. The following questions will be added to the List Question window when Non-Licensed Foster Home is selected.

1. Was the initial packet received? Yes or No
2. Were fingerprints submitted? Yes or No
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5. Were the fingerprints returned? Yes or No
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The new window, Substance Use Evaluations will be used to document the level of treatment recommended when a person in the case has a substance use evaluation. To access this window, do the following:

- From the Detail Condition Window, select the Substance Eval push button.

The Substance Use Evaluation window will display.

Adoption Subsidy (Change)

Several changes were made to the Adoption Subsidy window, Adoption Agreement and Adoption Eligibility Determination.

1. If you enter ‘Learning Disability’ as a condition, it will now be recognized as a disability for the subsidy.

2. In the Determination of Eligibility- Efforts to Place without subsidy, (Window 3 of 4 on Eligibility Provisions (Adoption Subsidy Eligibility), it will bring in the date that the child was first placed with the family instead of the date the family became an adoptive home.

3. It will allow you to print an Adoption Agreement for same sex adopting couples.

4. When the child is receiving SSI or SSA in excess of the subsidy amount, the adoption agreement will now display a subsidy of $0 instead of the full subsidy amount.
5. The Designation of Guardian now has the child’s adopted name instead of pre-adoptive name.

6. In the subsidized adoption agreement, window 10 of 11, in very rare circumstances, when a child is in an ICPC placement out of state, both options apply. You may now select both options if needed.

7. The order of the pushbuttons on the Detail Subsidy window has changed to match the work flow. The order is Eligibility Determination, Payments and Adoption Agreement.

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**Removal (Change)**

A child must have a valid race and ethnicity entered before the Removal can be saved. ‘Other’ and ‘Unknown’ are not considered valid races. This is to help us comply with federal reporting requirements.

**UNCOPE Assessment (Change)**

The UNCOPE Assessment is no longer required and has been disabled.
Narrative – Efforts to Hold FTM (New)

A new narrative item called ‘Efforts to Hold FTM’ has been added to the Family Team Meeting Subject Area. This narrative should be used to document the efforts made to hold a Family Team Meeting in the event that the FTM could not be held.

Relative Notification (New)

It is now possible to add a ‘Contact’ and ‘Response at the same time. You simply select both a ‘Contact Type’ and a ‘Response Type’. You can also document only a ‘Contact Type’ and only a ‘Response Type’.
A new permanency objective called ‘Guardianship-Relative’ has been added. It should be used when the plan is to establish guardianship with a relative. This change was needed for federal reporting.

1. Select the recommended treatment level from the drop down list.

2. Enter the date the evaluation will begin in the Begin Date field.
3. If the name of the doctor or facility that made the recommendation is known, enter this information in the Diagnosed By field.

   **Note:** The Diagnosed By field is optional.

4. Select the Add button.

   The information will display in the Recommended Evaluation Level group box at the bottom of the window.

**Error Correction**

If a mistake is made in creating the entry, select the row from the Recommended Evaluation Level group box and select the Update, Delete or Clear button.