
N-FOCUS Major Release

MLTC

April 7, 2024

A Major Release of the N-FOCUS System is being implemented April 7, 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, ADC Payment SNAP, LIHEAP, CC, 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.

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General Interest and Mainframe

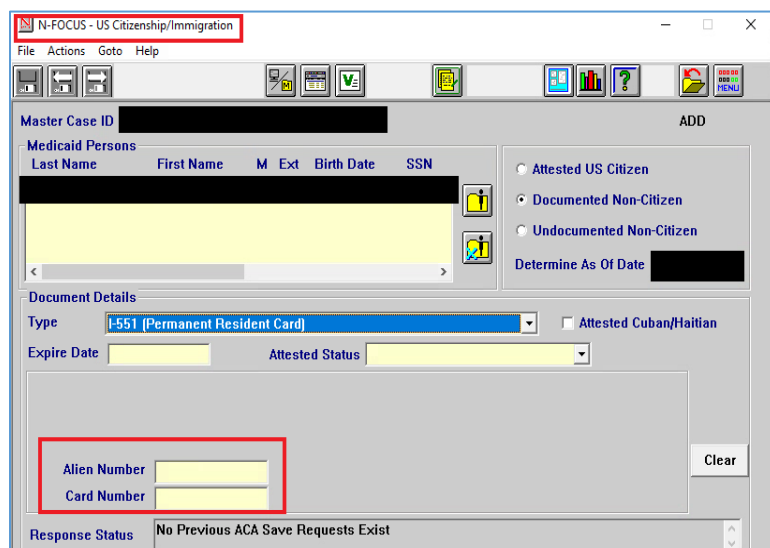
Interfaces

Verify Lawful Presence Interface - Alien Number Submission Requirements (Update)

After the Verify Lawful Presence (VLP) version 37.1 update, the Federal Data Services Hub introduced new rules for Alien Numbers. Submissions with invalid Alien Numbers will block VLP requests from getting through to the HUB, resulting in an "Invalid A-Number" response status. Whereas in the previous version, submission with an invalid Alien Number was acceptable. To prevent this error, workers are required to submit by following these key requirements:

Only submit with the correct Alien Number

- No repeated numbers (all 0s, 1s, or all 9s).
- No sequential list (123456789).
- Must be exactly 9 numerical digits.
- No letters or special characters.
- If Alien Number is old issue, add leading 0s to ensure 9 digits.



The screenshot shows the N-FOCUS - US Citizenship/Immigration application window. The title bar is highlighted in red. The interface includes a menu bar (File, Actions, Goto, Help) and a toolbar. The main content area is divided into sections: "Master Case ID" (with a redacted field and an "ADD" button), "Medicaid Persons" (with columns for Last Name, First Name, M, Ext, Birth Date, and SSN), and "Document Details". The "Document Details" section has a "Type" dropdown menu set to "I-551 (Permanent Resident Card)", an "Expire Date" field, and an "Attested Status" dropdown. Below this, the "Alien Number" and "Card Number" fields are highlighted with a red border. A "Clear" button is located to the right of these fields. At the bottom, the "Response Status" is displayed as "No Previous ACA Save Requests Exist".

When Alien Number is unavailable:

- Do NOT enter an invalid Alien Number, even if the Card/Receipt Number is valid.
- Make a phone call or send a Verification Request to the client.
- If the card/document does not have an Alien Number/USCIS Number, use document type Other from the Type field drop-down option in the US Citizenship Immigration window.

Important: When submitting using a Passport Number, N-FOCUS will prompt the entry of the I-94 Number/Alien Number. If an Alien Number is unavailable, the I-94 Number must be entered instead. Do NOT enter an invalid/generic Alien Number.

ACCESSNebraska

Verification Request for Medicaid (Update)

Clients are now able to view their Verification Requests for Medicaid under the Verification Requests tab on Client Benefit Inquiry in ACCESSNebraska.

Name	Date of Birth	Request Type	Received	Program(s)
ALVIN CARRELL	06-20-1980	Partials (see comments below for details)	N	SNAP
ALVIN CARRELL	06-20-1980	Partials (see comments below for details)	N	MEDICAID
ALVIN CARRELL	06-20-1980	Employer Firms (see comments below for details)	N	MEDICAID
ALVIN CARRELL	06-20-1980	Federal Income Tax Returns (include all individuals)	N	MEDICAID
ALVIN CARRELL	06-20-1980	Self-Employed Ledger (includes rental property)	N	MEDICAID

Home and Community Based Services

DD – Family Support Waiver (New)

The Division of Developmental Disabilities & Home and Community Based Services will be implementing a new waiver program titled Family Support Waiver (FSW). This new waiver will be implemented in the N-FOCUS system with the April 7, 2024, release.

N-FOCUS previously released the addition of the FSW program on December 10, 2023. Changes implemented in December 2023 included the addition of the FSW Program in the Add Program Case pick lists located in both the GEN and Expert systems.

With the April 7, 2024, release workers can now fully utilize N-FOCUS to select, create, process, activate and close (or deny) the FSW program. The N-FOCUS functions for FSW “mirror” those of the Comprehensive Services Waiver for DD (CDD). This means that the FSW N-FOCUS Program Case behavior is the same as the CDD N-FOCUS Program Case behavior. This is also true for the correspondence and task/alerts management, along with all the system batch and interface processing.

Additional N-FOCUS functions supported with the April 2024 release include:

- FSW service types and codes.
- FSW Providers and Service Approvals.
- FSW Service Authorization creation from the Therap system.
- FSW claims processing:
 - Electronic claims creation for both EVV and Non-EVV services.
 - Electronic claims validation.
 - Electronic and manual claims approval, suspend and share of cost denials.

Please refer to any communications provided by DHHS/DD Division for more detailed N-FOCUS instructions.

Note: The addition of the FSW program to new and existing N-FOCUS reports is scheduled for completion in a later release.

NFOCUS Tips

Duplicate Person (ARP) Decision Points

How do I know if I should update the DOB and SSN for a potential duplicate person or the information is really someone else?

Two people may share similar or the same name and yet, be different persons.

Before updating an existing person’s information, ask the following questions.

- Does the existing person have an SSN?
- Has the SSN been verified?
- Was this person in a master or program case?
 - Yes, to any **ONE** of these questions, consider that this is a different person from who you are searching. Create a new person within NFOCUS with the information provided.
- Does the existing person have an interim SSN?
- Does the person have the same name and DOB?

- Yes, to any ONE of these questions, consider that this could be the same person from who you are searching. Update information **only if verified** this is the same person.

Production Support has access to program involvement and other systems to assist reviewing current information to come to conclusion to create a new person or to update existing. If in doubt, please call for assistance.

A person in NFOCUS is referred to as an Agency Related Person (ARP) and every ARP in NFOCUS has a unique (ARP) id number. The same person should **never** be in NFOCUS twice.

When a duplicate is created or identified in a Master Case, one of the ARPs must be discontinued to avoid duplicate services. For assistance with identifying the ARP to be discontinued and discontinue process, please call NFOCUS Production Support.

EBT Pin

EBT Customer Service 1-877-247-6328

An individual's PIN number is provided in a letter that is included with the EBT card. If a caller does not know their PIN number, then they can use the automated system to change it to a new PIN number.

- Automated system for Clients
 - Change PIN Number
 - Check transactions/balances.
 - Report lost or stolen cards.

EBT Edge Support

EBT Edge Support ebtEDGE.Cardholder.portal@fisglobal.com

- Online system for Clients
 - For assistance or if locked out
 - All contact is done by email.
 - For the caller's security, advise them to only include Name, last four digits on EBT card and description of issue.

ACCESS/iServe Nebraska Portal Support

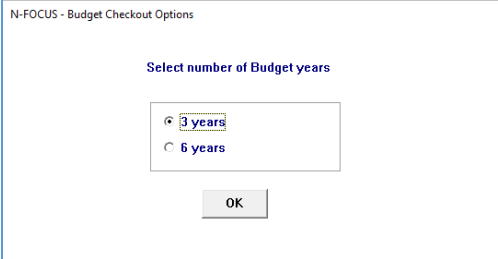
Access /iServe Nebraska Portal Support <https://iserve.nebraska.gov/>

- If caller is locked out of the online portal and/or needs assistance with their assigned PIN number.
 - FIRST, please confirm that their current email address and phone number are correct in NFOCUS.
 - SECOND, transfer caller to NFOCUS Production Support for assistance.

N-FOCUS Budget Checkout Options

If the intended work includes processing budget(s) for past months greater than 3 years from current date, the Budget Years needs to be changed to 6 years.

Note: N-FOCUS will not know to process recalculated budgets if the old budgets are not download.



The screenshot shows a dialog box titled "N-FOCUS - Budget Checkout Options". Inside the dialog, the text "Select number of Budget years" is displayed. Below this text, there are two radio button options: "3 years" (which is selected) and "6 years". At the bottom of the dialog, there is an "OK" button.