
N-FOCUS Major Release

Economic Assistance

April 9, 2017

A Major Release of the N-FOCUS system is being implemented April 9, 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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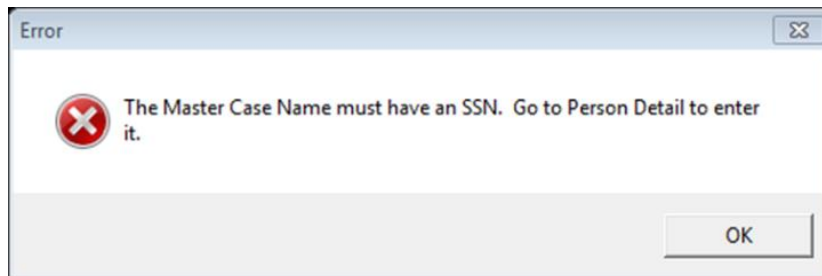
General Interest and Mainframe

Master Case Name Change No SSN (Change)

When the Master Case Name is changed, if the person chosen from the Change Master Case Name window does not have a current Social Security Number, the following message will appear:

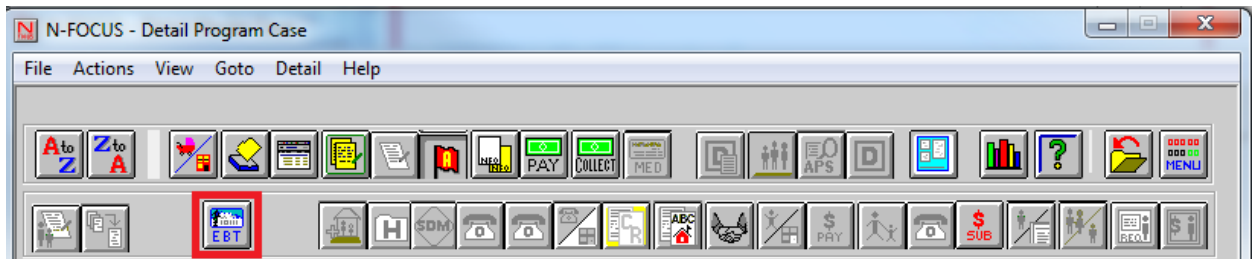
The Master Case Name must have an SSN. Go to Person Detail to enter it.

Last	First	MI	Ext	Birth Date
ADDON	CLIFFORD			06-20-2014
ORAH	DEB			06-20-2012
WARD	LEE			06-20-1980

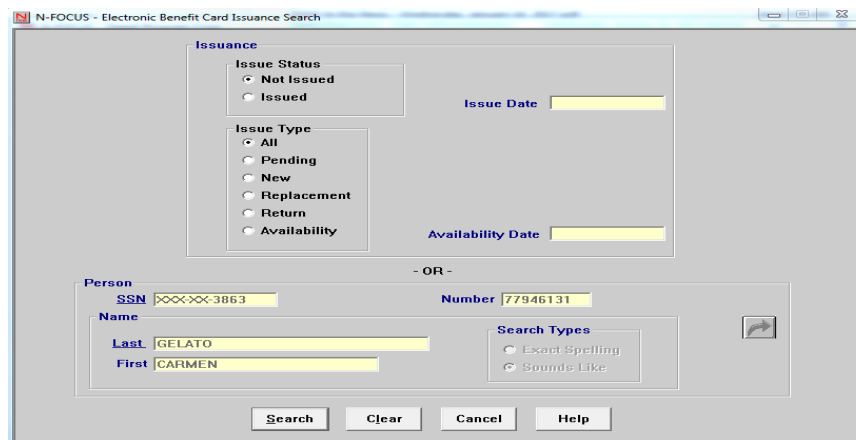


SNAP Program Detail Window EBT Button (Change)

An EBT Button is now located on the SNAP Detail Program Case window.



When this button is selected, (or the menu option Goto>EBT Card Issuance) the EBT Search window will display and pre-populated with the information obtained from the SNAP Program, Program Person information.

A screenshot of the N-FOCUS - Electronic Benefit Card Issuance Search window. The window contains several sections: 'Issuance' with radio buttons for 'Not Issued' and 'Issued', and 'Issue Date' and 'Availability Date' text boxes; 'Issue Type' with radio buttons for 'All', 'Pending', 'New', 'Replacement', 'Return', and 'Availability'; 'Person' information with fields for 'SSN' (0000003863), 'Number' (77946131), 'Last' (GELATO), and 'First' (CARMEN); and 'Search Types' with radio buttons for 'Exact Spelling' and 'Sounds Like'. At the bottom are 'Search', 'Clear', 'Cancel', and 'Help' buttons.

Note: The information pre-populated in the EBT Search window can be changed if need be.

*** Security for the button on the SNAP detail program case window will be the same that is in place for the button on the main menu.

Child Care (Change)

Service type “Activity Fee” will no longer be allowed to be created or reauthorized for children that are under the age of 3 years. If this service is attempted to be created or reauthorized for children under age 3 years the user will receive a message that indicates that “One or more selected person(s) are under the age of 3, unable to {preform, create, or renew} service for that person.

Electronic Benefit Card Issuance List Window (Change)

The Electronic Benefit Card Issuance List Window Issued By column will indicate who issued the EBT Card.

SM – State Mailed

VM – Vendor Mailed

OC – Over the Counter by the State

The most recent action for the card will be in the Electronic Benefit Card Issuance List Window. When a new action is taken on a card, the previous action will move to the EBT Card Issuance History window. Inside the EBT Card Issuance History window there is a new 'Issued by' button, which will keep a history of who issued the EBT card, the date and time it was requested, along with the worker who made the request.

The image shows two overlapping screenshots of a software application. The top screenshot displays the 'Electronic Benefit Card Issuance List' window. It features a table with columns: Last, First, MI, EBT Account, Issuance Type, Issued By, Person Number, Card Avail. Date, and Card Issued Date. A red box highlights the 'Issued By' column, which contains the value 'SM' for the first row. The bottom screenshot shows the 'Electronic Benefit Card Issuance History' window. It displays a form with fields for Person Name, ID Number, and EBT Account. Below this is a table with columns: Issuance Type, Card Avail. Date, Card Issue Date, Modified By, and Modified Date. A red box highlights the 'Issued By' column in this table, which contains the value 'SM'. At the bottom of the history window, there is a table with columns: Issue Type, Date, Time, and Modified By, showing a list of actions.

Last	First	MI	EBT Account	Issuance Type	Issued By	Person Number	Card Avail. Date	Card Issued Date
BROWN	CHARLIE		01774159	ReplacementNE	SM	0204779	07-01-2016	7

Person Name	ID Number	EBT Account
CHARLIE BROWN	0204779	01774159

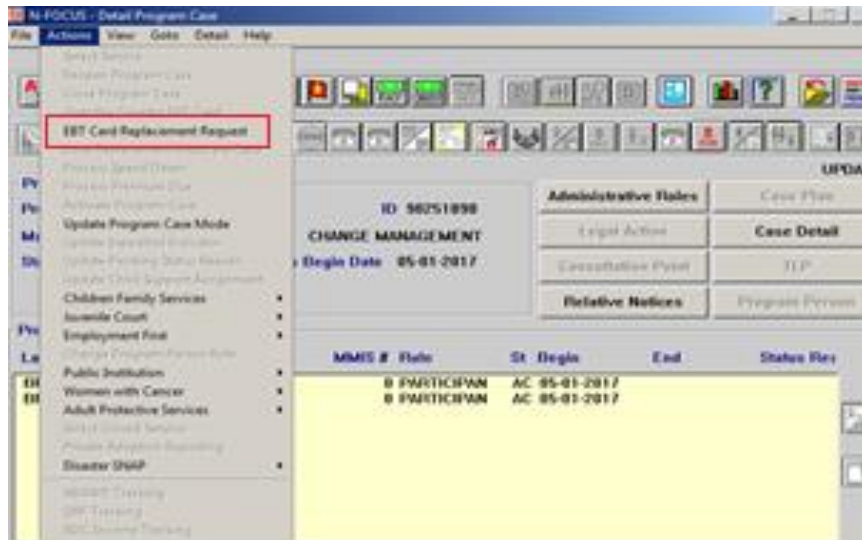
Issuance Type	Card Avail. Date	Card Issue Date	Modified By	Modified Date
ReplacementNE System	06-01-2017	06-01-2017	DSS2926	06-01-2017
ReplacementNE System	07-01-2016	06-01-2017	DSS2926	06-01-2017
New Data with	06-01-2017	06-01-2017	DSS2926	06-01-2017
New Data with	06-01-2017	06-01-2017	SYSTIM	06-01-2017
New Pending	06-01-2017	06-01-2017	DSS2926	06-01-2017
ReplacementNE System	07-01-2016	07-01-2016	DSS2926	07-01-2016
ReplacementNE System	07-01-2016	07-01-2016	DSS2926	07-01-2016

Issue Type	Date	Time	Modified By
OC	06-01-2017	02:16 PM	DSS2926
VM	06-01-2017	10:55 AM	MFO30000
SM	07-01-2016	02:39 PM	DSS2926

Over the Counter EBT Card (Change)

Workers will now be able to indicate when the EBT Card was handed out over the counter. To document this action do one of the following:

- Menu Bar Action>Over the Counter EBT Card
- EBT Card Replacement Request window will display
- Answer both questions
 - If you are issuing an OTC replacement EBT card, select Yes to this option
- OK button will become enabled
- Click OK



A Replacement Card will be issued for
CARMEN V GELATO

Is the Replacement EBT Card being handed out Over the Counter? YES NO

Is CARMEN V GELATO homeless? YES NO

If the EBT replacement card is being mailed, it will be mailed to the following address:

2347 S ROCKY ROAD CTR
LINCOLN NE 68506

OK Cancel

SSAD Approval/Change Message (Change)

Whenever a new, or re-pended, SSAD case is approved, or a change is made to the SSAD case, the following message will appear to remind workers to create a Notice of Action:

Changes to the SSAD program case require a Notice of Action. Return to mainframe and create the notice using the NOTICE TEMPLATE in Correspondence.



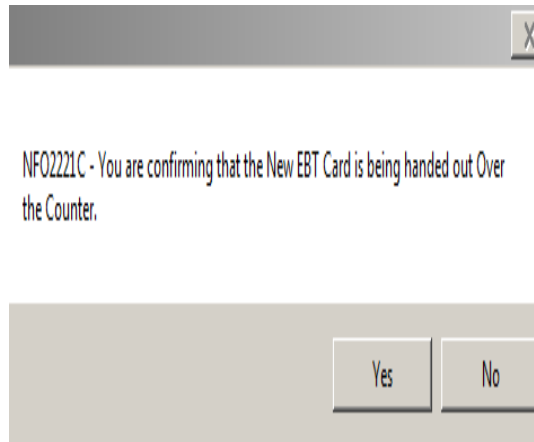
Issuing an EBT Card 'Over The Counter' for New SNAP Cases (New)

Workers will now be able to indicate when the EBT Card was handed out over the counter for NEW SNAP cases. This option will only be enabled for persons who have never had an EBT card.

To document this action do the following:

- Menu Bar Action>Over the Counter EBT Card
- Worker will receive the message
- Click OK





Note: The Over the Counter EBT Card option will only be enabled for cases that have never had an EBT Card.

Denied SNAP Cases and EBT Card (New)

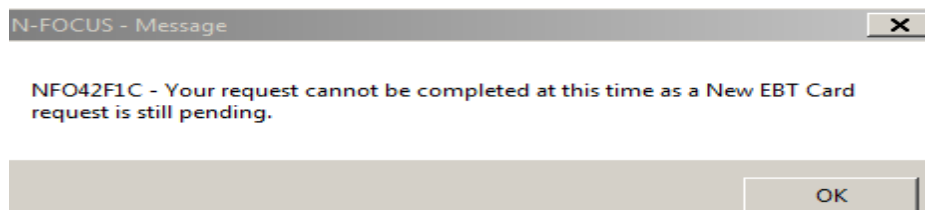
When the SNAP case has been pended and denied on the same day an EBT card will not be issued for that case. The entire record will be deleted, if they should reapply in the future they would be issued a new card when the case is pended, just as if they had never been pended before.

December EBT Card RELEASE NOTES (Fix)

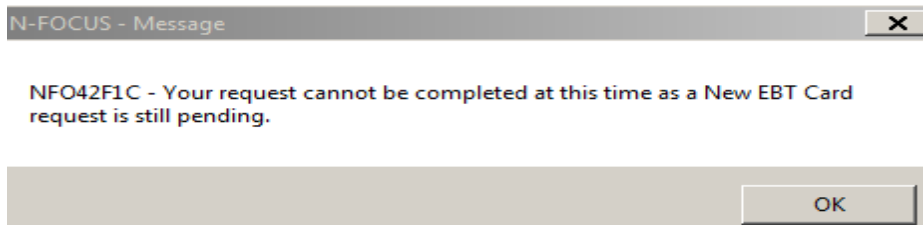
The December Release notes stated the EBT Replacement card window will always be enabled except in four situations, however that change did not take place with the December release. Workers still cannot request a replacement more than once in a 30 day period. This will be resolved with the August Release.

Below are the additional messages you are receiving for the four exceptions, including if a replacement is requested in the last 30 days.

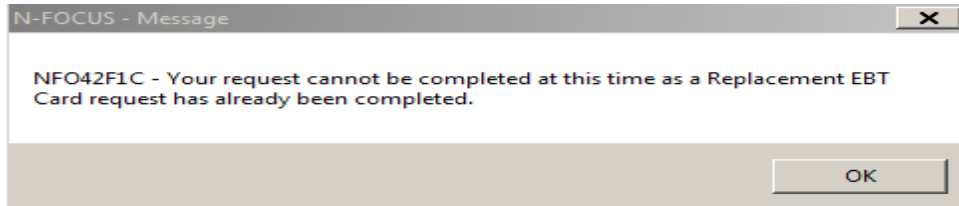
1. A newly pended case which does not have a card issue date listed for the EBT card. (pending the case automatically creates the request for an EBT card to be sent if the client has not had one in the past for this SNAP Program Case).



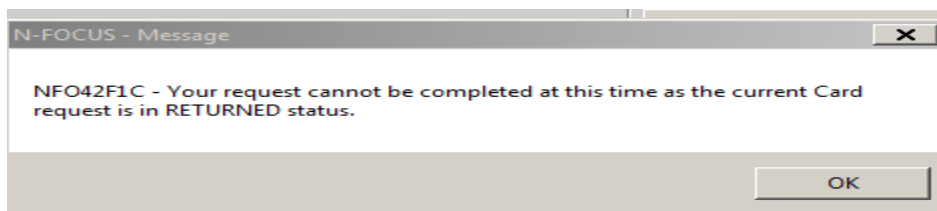
2. A new SNAP case which was pended and activated on the same day and does not have a card issue date listed for the EBT card.



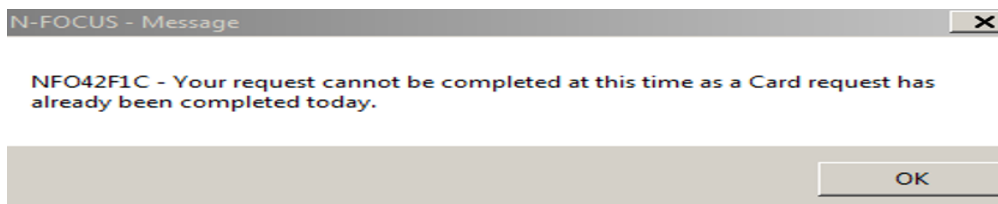
3. A request for a Replacement EBT Card has already been made that day, or in the last 30 days.



4. The EBT card is in "Returned" status.



5. A replacement has already been requested and issued on the same day and the worker tries to issue another one.



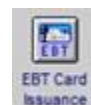
[EBT Card Not Received \(Tip\)](#)

The following tip was shared by Sheila Bacon on 12/22/16.

There appears to be confusion regarding the process for returned EBT cards as well as EBT cards being issued over the counter. Here are some tips regarding EBT cards:

[EBT Card Not Received](#)

If you speak with a client who reports they did not receive their EBT card, it is important to check the status of the card prior to giving them direction how to get their card replaced. Click on the EBT Card Issuance icon on the main menu of NFOCUS. You will need to enter the client's name, SSN or ARP; OR you can go into the SNAP Detail Program Case and select the new EBT Card Issuance icon.



- ✓ If the card shows as being returned, get the client's correct address and contact ICC at 800-359-6445 (press 2) or send an email to DHHS.ICCIssuance@Nebraska.gov to request the card be reissued. If the client declares the address on file is correct, review with them the need to register their address with the post office. Do not refer the client to FIS as if they request a new card through FIS, the returned card will no longer be valid. All EBT cards deemed not deliverable by the post office are returned to our ICC unit-not to FIS.
- ✓ If the card shows as being destroyed, the client will need to contact FIS to get a replacement. ICC unit holds returned cards for 30 days and if no updated address information is received, the card is destroyed on the 30th day.
- ✓ If the card shows as being issued, but not yet returned, the client will need to contact FIS to get a replacement.

EBT Card Lost

If you speak with a client who reports they lost their card and it is not at recent time, the client will need to contact FIS to get a replacement. If it is reported at time of recent, SSW should request a replacement card on NFOCUS. Remember to always review this question on the application.

Over the Counter EBT Card Issuance - Clients should not be referred to a local office to receive a replacement EBT card. EBT cards are issued by local offices only in the following instances:

- ✓ Client is seen for in person services and determined to be expedited or homeless by SSW.
- ✓ Client was mailed an EBT card to their correct address that was returned by the Post Office. Client declares they have registered their address with the post office. If the client was issued a card within the previous 30 days, an over the counter card cannot be issued. Regular replacement process will need to be followed.

By following these guidelines, it will help ensure clients receive an active EBT card as soon as possible so they can access their benefits.

Processing Queue (Fix)

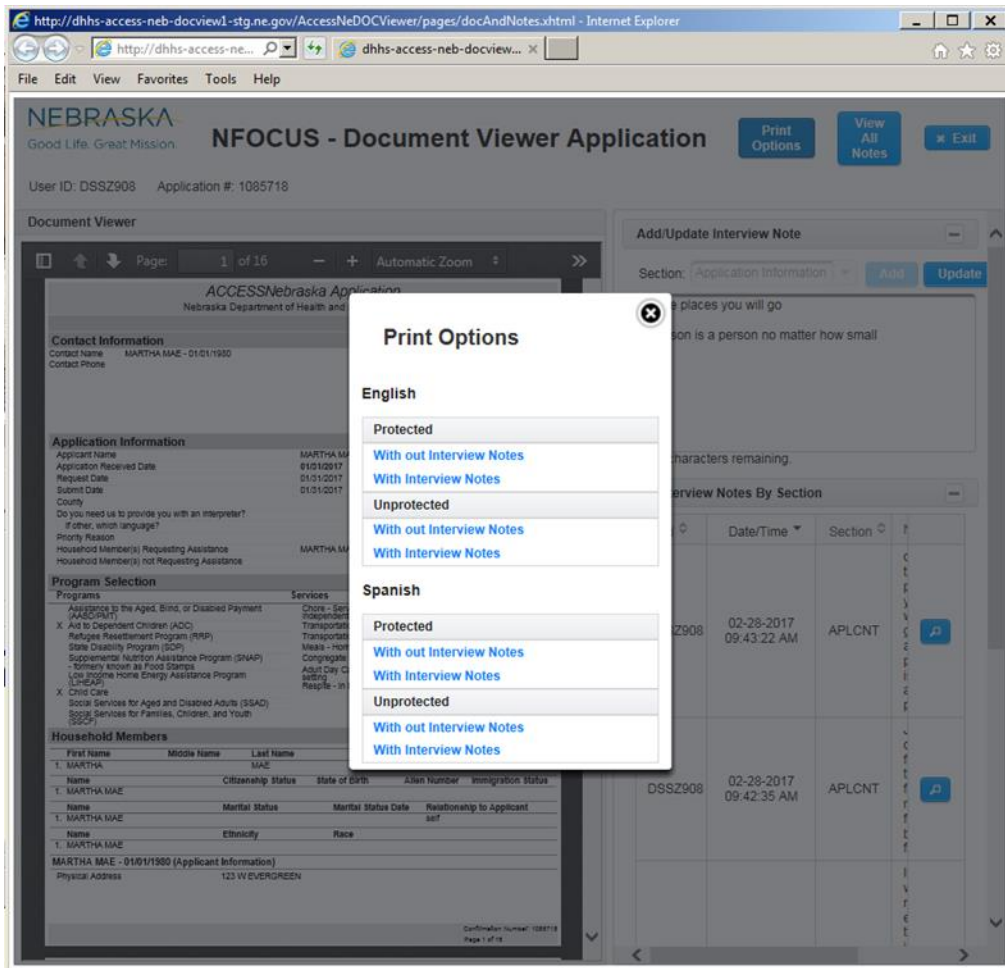
A correction was made to the logic of the language selection of the logged on worker. There was an error that was causing the prioritization of Spanish apps not to be delivered to workers with a language designation of Spanish.

No other changes were made to the EA Processing Queue.

ACCESSNebraska Electronic Application

Print Application (Change)

When print options are selected for the application, a new window will display the options before taking the worker to the PDF of the application. To print the application select menu File>Print.



Note: When the application has been open for 30 minutes of inactivity and the worker tries to make a selection on the application, the following will display:

Session Time Out:

You must close this window and reopen the application.

Interview Note Entry (Fix)

Interview Notes Text Box

- The title of the Interview Notes area will now be Add/Update Interview Notes
- The size of this text box has changed so workers will no longer need to scroll right and left to see all of the comments entered.

Interview Note Canceled

- A confirmation message will display when the worker selects “Cancel” for the Interview Notes. If the worker continues with canceling the Interview Notes, the information entered will be deleted.

Interview Notes Text

- Interview notes will no longer save in all capitals. They will save exactly how the worker types them.

Electronic Application auto-selected programs (Change)

All programs marked on the Eapp will be listed under ‘These are the programs you have selected, or may qualify for, based on the information you entered.’ Auto-selected programs will no longer be listed in a separate section from the manually selected programs.

Interview Notes Book mark (Fix)

Workers will now be able to select Interview Notes in the book mark section of the PDF application and be directed to the Interview Notes. Before workers were redirected to the first page of the application.

ACCESSNebraska Change Reporting (Fix)

The Contact Information Detail Page has been updated so if a client adds new contact information, then clicks the “Change” button, makes changes then selects “Cancel”, the original information remains.

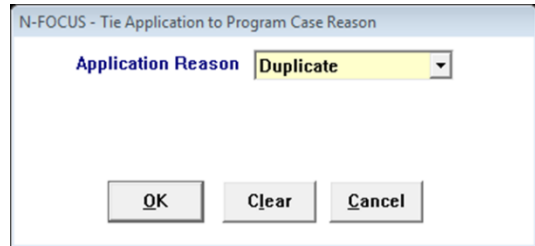
All pages in Change Reporting have been updated so if the client hits the “Enter” key, nothing happens unless the client has tabbed and is on the “Cancel” or “Save” button.

The Submit page has been updated to accept a Contact Email Address with a space before and/or after the email address.

Correspondence

Denial Notice of Duplicate Application (New)

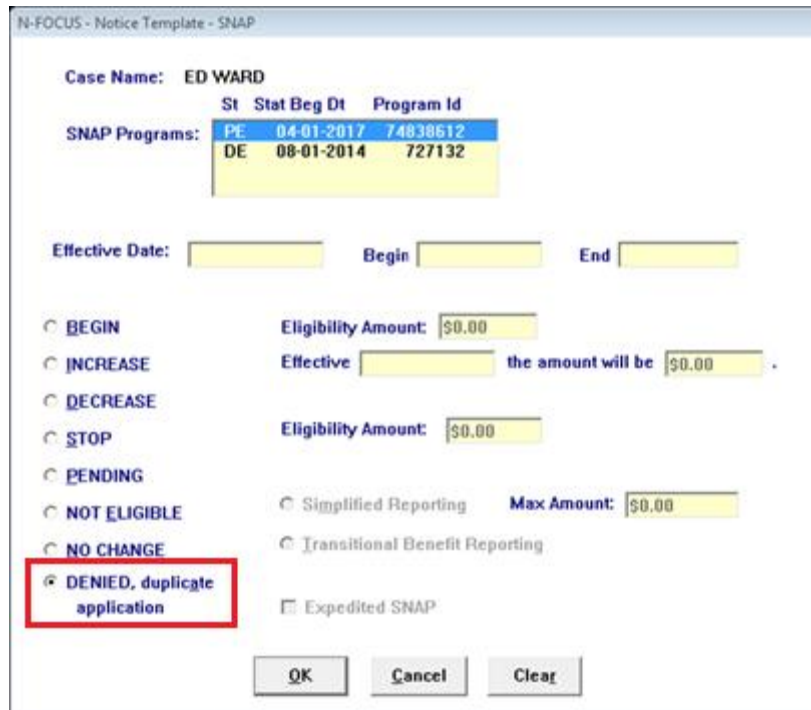
In situations where a new application is received, and a current application is available, workers may now create a Notice of Action denying the duplicate application in Notice Template.



N-FOCUS - Tie Application to Program Case Reason

Application Reason: Duplicate

OK Clear Cancel



N-FOCUS - Notice Template - SNAP

Case Name: ED WARD

St	Stat	Beg Dt	Program Id
PE		04-01-2017	74838512
DE		08-01-2014	727132

SNAP Programs:

Effective Date: Begin End

BEGIN Eligibility Amount: \$0.00

INCREASE Effective the amount will be \$0.00

DECREASE

STOP Eligibility Amount: \$0.00

PENDING

NOT ELIGIBLE Simplified Reporting Max Amount: \$0.00

NO CHANGE Transitional Benefit Reporting

DENIED, duplicate application Expedited SNAP

OK Cancel Clear

In Expert System Case Actions (close) task, with a new close reason, Duplicate Application.



Tie Application Reason

Reason: Duplicate

OK

Program Case:			
ADDON	CLIFFO...	ADC	62394756
WARD	ED	ADC	24778931
WARD	ED	CC	41512546
WARD	ED	EF	51739583
WARD	ED	LIHEAP	10989142
WARD	ED	MEDICAID	14956880
WARD	ED	PASS	17263828
WARD	ED	SNAP	74838612
WARD	LEE	SNAP	8633491

Closure Reason:
 Duplicate Application

Work Requirement Reason: [Dropdown]
Responsible Person: [Dropdown]
Date of Death: [Text Box]

Change All case Participant(s) Household Status to 'Out'?
 Yes No

Take action for this month only?
 Yes No

Buttons: Next, OK, Cancel, Help

The notice will read as follows:

Duplicate application – a currently valid application is on file; contact ACCESSNebraska if you wish to pursue that application.

Solicitud duplicada; en la actualidad ya existe una solicitud válida en los registros. Comuníquese con ACCESSNebraska si desea continuar con esa solicitud.

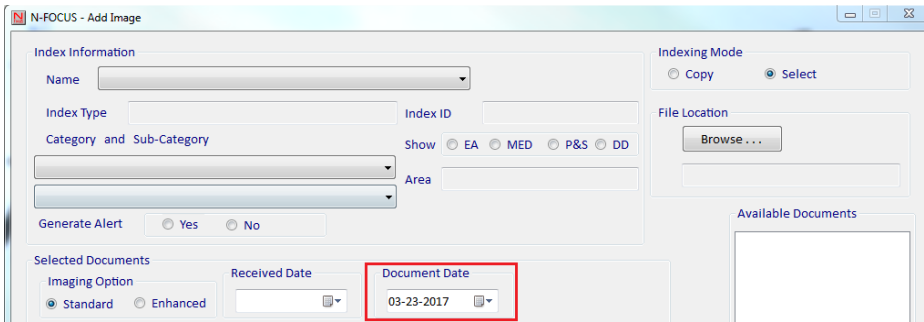
Document Imaging

Document Date (New)

The addition of a Document Date feature was requested to be added to Add Image, Search Image, and File Director. The document date is different from the received date of the document. This date can be the date of the documents creation (date of driver’s license) or date of a court order.

This feature was also requested by Child Welfare and is not mandatory for use by other divisions (MLTC, EA, and DD)

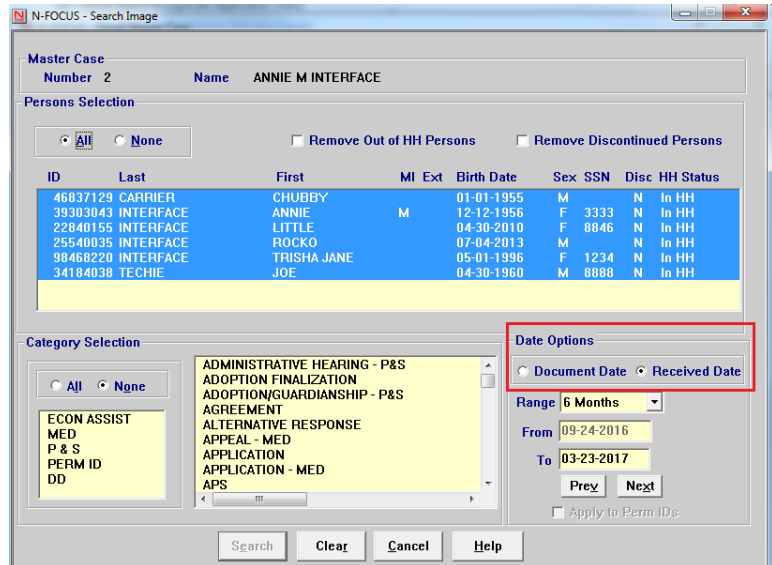
In the Add Image window the Document Date will default to current date.



To change this date use the calendar to select the document date.

From the Search Image Window:

The Date defaults to Received Date. To search by the document date select the Document Date radio button. Range selection is the same as the Received Date.



Expert System

Child Care Budgeting (Change)

Currently when an unborn is added to a Master Case (MC) and a Child Care (CC) budget is subsequently ran, the unborn is automatically pulled into the CC case without verification of the pregnancy. Now the system will detect if there is an unverified unborn in the CC program when a regular or recalculated CC budget is ran from May 1, 2017 forward, and will close the “Non-Participant Child” from the program case.

If this causes an adverse action and the fee increases, or the family is no longer eligible for CC, notices will automatically be sent, and service authorizations will automatically be updated and sent as well.

Note: *A recalculated CC budget for April 2017 or earlier will use the old logic of pulling in the Unborn into the budget, as the budget has already been ran and uploaded and we do not do system generated overpayments.*

*** 10 day logic will still apply*

Process for MC which currently include an Unverified Unborn (Change)

Unverified Unborns will no longer automatically be pulled into the CC case. They will also no longer be displayed in the Child Care Budget Confirmation window as a Non-Participant Child.

When CC cases are budgeted and the MC includes an Unborn, the system will determine if the pregnancy has been verified. If the Pregnancy is **not** verified, the Unborn will not be included as a “Non-Participant Child” in the CC case, or the unit size.

The Unverified Unborn will no longer be displayed in the Child Care Budget Confirmation window, and will not be included in the CC budget.

The screenshot shows the 'Child Care Budget Confirmation' window for case 'CRANE CRAIG' (CC 77095799). It includes fields for Public Housing Indicator (N), Single Parent Indicator (N), Num Elig Children (1), and Unit Size (4). A table lists participants with columns for Person, Role, Status, Adult/Child, and Assign To Role. The 'CRANE UNBORN (due)' is listed as a 'Non-Part Child' with status 'Active' and role 'Child'. Below the table are options to 'Close Non Participants', 'Bypass WI Determination', and 'Set to Transitional Child Care'. The 'Service Need Reason' is set to 'Employed'. Buttons for 'OK', 'Cancel', and 'Help' are at the bottom.

Person	Role	Status	Adult/ Child	Assign To Role
CRANE CONNIE	Fin Resp	Active	Adult	Fin Resp
CRANE CRAIG	Fin Resp	Active	Adult	Non-Part Child
CRANE COOPER	Participant	Active	Child	
CRANE UNBORN (due)	Non-Part Child	Active	Child	

If the pregnancy is verified, the Unborn will continue to be configured into the CC case as a “Non-Participant Child” and will be included in the CC case, and the unit size.

Duplicate Application Denial (Change)

If an application is correctly tied as a Duplicate through the Tie Auto Suggestion function, and there is a current application received date less than 60 days prior to receiving the duplicate application, the worker will need to deny the new duplicate using the Status Code Reason, Duplicate Application.

Reopen Message – Essential Person

In situations where an AABD/PMT case includes an ineligible spouse, or other household member, whose needs must be included in the budget, the following message will appear when that person is closed in the AABD/PMT case:

If the needs of a spouse, or other potential essential person, are to be considered in the AABD case, go to the Other Roles task and reopen that participant as an Essential Person.

The screenshot shows the NFOCUS Navigator interface. The main window displays a table of participants for Benefit Month 07-2017. The table has columns for PC LAST NAME, PC FIRST NAME, PROGRAM, ASST, PC STATUS, and PC NUMB. The participant DAD (DOB 06-1950) is highlighted with a red box.

PC LAST NAME	PC FIRST NAME	PROGRAM	ASST	PC STATUS	PC NUMB
ELIGIBLE	CAT	SNAP		Pending	34445
ELIGIBLE	DAD	Participant	Pending	Reopen	In HH
ELIGIBLE	CAT	Participant	Pending	Reopen	In HH
ELIGIBLE	BILLY	Participant	Pending	Reopen	In HH
ELIGIBLE	CAT	ADC		Active	47538
ELIGIBLE	CAT	Fin Resp	Active	Elderly/Dis...	In HH
ELIGIBLE	BILLY	Participant	Active		In HH
ELIGIBLE	CAT	AABD/PMT		Active	66044
ELIGIBLE	DAD	Participant	Pending		In HH
ELIGIBLE	CAT	Participant	Active		In HH
ELIGIBLE	BILLY	Child Othr ...	Active		In HH

The 'Close Participant Actions' dialog box contains the following information:

Participant:

ELIGIBLE	DAD	06-20-1950	In HH
ELIGIBLE	CAT	06-20-1980	In HH
ELIGIBLE	BILLY	06-20-2015	In HH

Closure Reason: Not Disabled Or Blind

Sanction Type:

Work Requirement Reason:

Date of Death:

Program Case:

ELIGIBLE	CAT	AABD/PMT	6604424
ELIGIBLE	CAT	SNAP	34449538

Change selected Participant(s) Household Status to 'Out'?
 Yes No

Program Case Name:

Take action for this month only?
 Yes No

Buttons: Next, OK, Cancel, Help

The message dialog box contains the following text:

If the needs of a spouse, or other potential essential person, are to be considered in the AABD case, go to the Other Roles task and reopen that participant as an Essential Person.

Button: OK

Reopen Option for SNAP (Change)

In situations where a SNAP case is reopened, the Reopen Case Actions window will now include the question, “Is this a new application?” and there will be yes/no radio buttons.

Program Case:			
ESTER	POLLY	SNAP	727132

App Req. Date: 06-01-2017

App Rec'd Date: 06-01-2017

TMA- G Begin Date:

SNAP Reinstatement:
 Yes No

Is this a new application?
 Yes No

Eligible for Expedited:
 Yes No

Prorate Date:

Program Case Name:
ADDON CLIFFORD

Participation Status:

Participation Reason:

Participant(s):

ESTER	POLLY	06-20-1981	Out of ...
ADDON	CLIFFORD	06-20-2014	In HH

Next OK Cancel Help

When you select No, the following pop up will display:

Message

By selecting No, you are indicating a new application was not received.
Click OK to continue this action.
Click Cancel to return to the Reopen Case Action window.

OK Cancel

If the SNAP case is in a current certification period, this will allow the current certification period to continue, without creating a new certification period if the case is approved.

SNAP – Allow Recoupment from TBR Budgeting (Change)

Following an audit completed by the State Auditor’s office, SNAP policy requested changes to the TBR Budgeting rules so that if there is an Accounts Receivable balance which was not being deducted from the SNAP allotment prior to starting TBR eligibility, that the recoupment amount needs to be deducted from the TBR budget. Logic has been updated so that TBR budgeting will now allow recoupment to be taken from TBR budgets.

June 2017 CC MESA Run (New)

During the June 2017 CC MESA run, MESA will use the new Unverified Unborn logic to process regular CC budgets and will close any Unverified Unborns in the program as a “Non-Participant Child”. When MESA processes a CC budget and there is an Unverified Unborn in the MC, MESA will no longer pull in the Unverified Unborn into the CC case.

Note: *The current worker alerts will be used for any cases that MESA can't process.*

***The notice process will work as it currently does for MESA runs.*

SNAP Certification Suggestion End Date (Fix)

It was discovered that system logic was recommending the wrong certification period end date in cases which had self-employment instances that had end dates which occurred prior to the benefit month being budgeted. This resulted in situations where aged individuals who had no current income, but who had a closed instance of self-employment entered, having a 6-month SR certification period suggested, instead of the appropriate 12-month time frame.

A fix has been made to only look at current active instances of self-employment. If an instance of self-employment has an end date which is prior to the benefit month being budgeted, that instance will no longer be considered when suggesting the length of the certification period.

SNAP Categorically Eligible Household (Fix)

Policy requested to have a change made to the logic that is used in determining if a SNAP case is categorically eligible. An update has been made to now allow SNAP cases which have persons who are Financially Responsible (FRs) or who are in a Child Support Enforcement (CSE) sanction to be considered Categorically Eligible, as long as all other categorical eligibility factors are met.

N-FOCUS Tips

Master Case Cannot Be Checked Out (Tip)

When a case is selected for Check out, the download program checks for the following:

- All persons in the Master Case has a:
 - Date of Birth : AND
 - Race Code
- All program cases in assigned mode are not assigned to the Office default position number 99999999

If any of the above is detected the Master Case cannot be checked out. This stops any worker and MESA from being able to check this case out and process the necessary changes.

Duplicate Persons in N-FOCUS

Duplicate persons continue to be created in the process of creating new Master Cases, adding a person to a Master Case, creating a CHARTS referral, CFS Intakes, and adding an Administrative person (Payee, Authorized Rep, etc). **Duplicating persons creates serious issues that affect your case accuracy.** It becomes even more important to not create duplicate persons with the new Medicaid system Nebraska Timely, Responsive, Accurate, and Customer Service (NTRAC) coming soon.

N-FOCUS was designed so that a person should only be on the system once. Each person should have only one person number. This same person can be in a Master Case, be an Authorized Rep, be in a CHARTS referral, CFS Intake, SDM and be in an Organization. There is no reason for a person to be on the system twice. The person number is found at the bottom of this window.

The screenshot shows the 'N-FOCUS - Person Detail' window. The form contains the following data:

Person Name	First: KENNIE	Middle: [empty]	Last: SANDS	Ext: [NONE]
SSN	[empty]	Sex	<input type="radio"/> Female <input type="radio"/> Male <input type="radio"/> Unknown	
Birth Date	06-30-2016	Deceased Date	[empty]	
Person Number	51318165			

Buttons on the right include: Demographics..., Address..., Address History..., Client Preferences, E-Mail Addr. History, Military/International..., Name History..., Person Verification..., SSN History..., Telephone..., CHARTS Referral NCP..., Medicare Inquiry, MMIS History..., Person Involvements, PIN Management, Program Cases..., Schol Attendance..., State Ward Details..., Tribal..., and YRTC Narrative.

Current Issues:

- Adding a person to the Master Case with the reason of EO (Energy Only)
- If this person is already in another Master Case then it is an existing person – do not add a new person
- Unborn already on – child is born but pregnancy is not updated and the child is added as a new person
- If there is already an unborn in the Master Case and a child has been born, update the pregnancy do not add another N-FOCUS person. If you are not allowed to make this update, call N-FOCUS Production Support to make this change.
- No SSN but Name and DOB matches someone already on N-FOCUS – More than likely this is the same person:
- Check the address, Master Cases they have been in, Person Involvement, etc.
- if not sure, call N-FOCUS Production Support
- If SSN already matches someone on N-FOCUS do not change the SSN by one number to get it on
- Call N-FOCUS Production Support for help

- Not doing a thorough clearance before adding a person to N-FOCUS
- Person name misspelled or last name changed

If you created a duplicate person in error or find ones that you think might be duplicates, please contact N-FOCUS Production Support so we can correct them.

In order to reduce the number of duplicate persons created, please take the following steps before you create a person in N-FOCUS:

Person Search

Use the Person Search to determine if this person is already on N-FOCUS

- SSN Search – If you have an SSN, do a search by SSN. If there is no match on SSN, then search by name.
 - Even if you have an SSN it is good to also do a name search to make sure they are not already on without the SSN
 - Person Search defaults to Partial Name search – this search finds all the names with the exact spelling of the last name and first name entered plus additional names that have more letters.
 - If there is a space in the last name or first name and the one entered does not have a space – it will not find this person.

Example: If you enter John Doe – you will get all the John Doe’s plus any John with the last name of Doeden, Doenhoefer, Doerschlag, Doescher, Doeschot, etc.

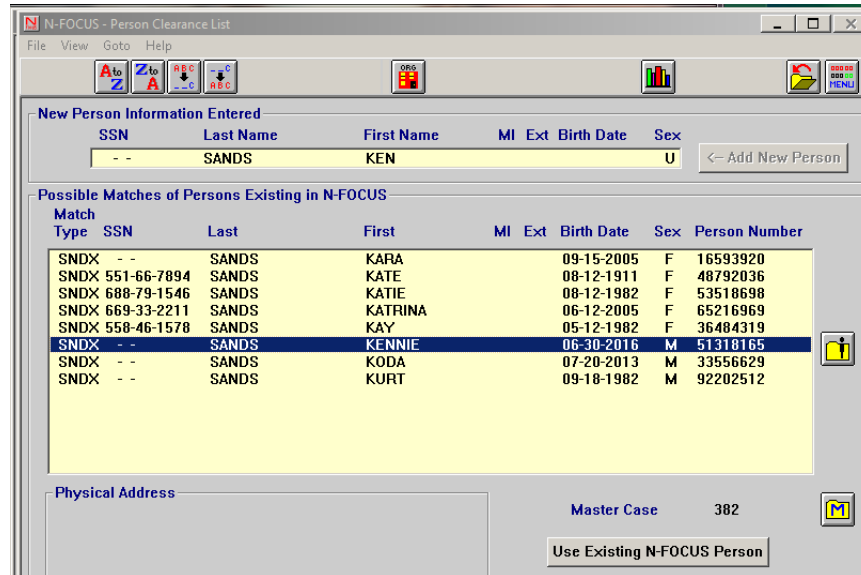
- If you are not sure how to spell the last name such as Johnson or Johnsen then enter johns as the last name and you will get matches for Johns, Johnsen, Johnson, Johnsons and Johnston with the same first name.
- It is also good to check the box “Search on Name History”.
- Sometime it is best to enter less to get a broader search.
- Address Search

Clearance Process

The Clearance Process uses soundex to find names that match the name that you entered. Soundex is a phonetic program used by N-FOCUS to encode last names by their sound when pronounced in English. (See Help-How Do I for an overview of Soundex.) You will get a lot more possible matches with Soundex.

- If there are over 100 matches you will get a popup that will allow you to Filter – by Last Name, First Name, Partial Last Name, Partial First Name or Sex.
- Person Clearance List:
 - Take time to look at the list. From this window you can look at Person Detail, what Master Cases they are in, their address and if they are an Org related person.
 - If a person already on N-FOCUS has the same name and date of birth as the person you are entering, it is most likely the same person
 - If it is the same person use the button at the bottom of the window "**Use Existing N-FOCUS Person**"
 - DO NOT change the SSN by one number to get your person on when you have an SSN match - call N-FOCUS Production Support
 - See “Help-How Do I” for complete instructions on the Clearance Process

- **If in doubt if this is the same person, call N-FOCUS Production Support**



Administrative Person

- Always check to make sure the person is not already on N-FOCUS
- When adding this person you must enter an address

Review HH Status

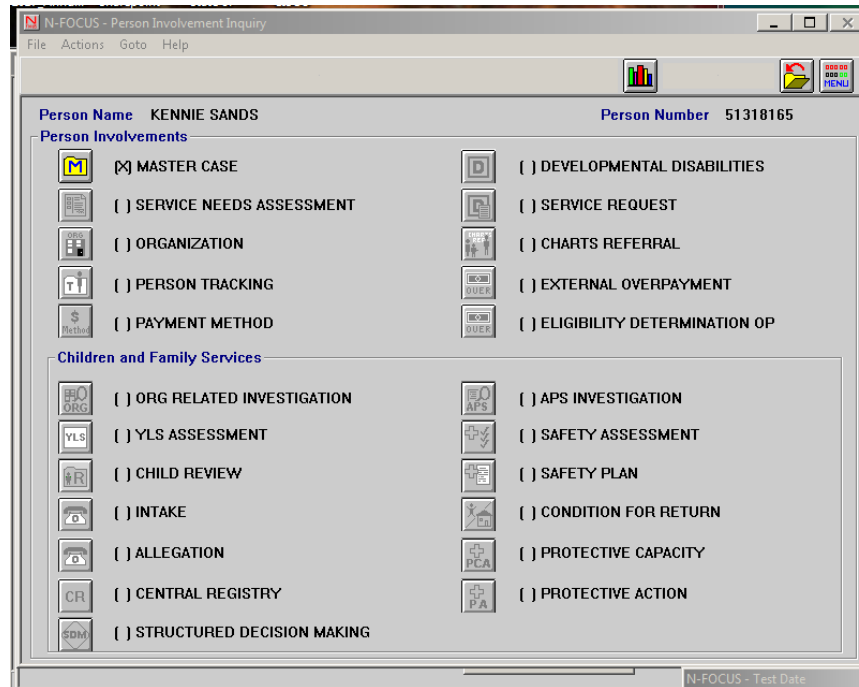
On Detail Master Case there is an icon to the right of the window in the Master Case Persons box that shows everyone that has been in this Master Case and their current status in the Master Case. Click this button to see everyone who has been in the Master Case before you add a person to the Master Case. They may already be in the Master Case you just need to change their Household status to In Household.



Review Person Involvements

Person Involvement is found on the Person Detail window. This shows all the involvements that this person has such as, Master Case, Organizations, CHARTS referrals, Overpayments, Intakes, Allegations, Safety Plans, etc.

Person Involvements



CHARTS Referral (Tip)

When a worker creates a new referral on a dependent, N-FOCUS checks CHARTS to determine if there is an open CHARTS case for this same combination of:

- Dependent AND
- Custodial Parent AND
- Non-Custodial Parent or Unknown NCP

If there is an open CHARTS case, the worker will receive a message stating, 'CHARTS case already open'. A CHARTS referral is not needed in this situation.

A Non-Custodial Parent (NCP):

- Is considered known if at least the first **and** last names are known
- Is unknown if only the first name **or** the last name **or** no name is known.

If the Non-Custodial Parent is unknown

- **Mark the 'UNKNOWN NCP' box on the CHARTS Referral window**
 - N-FOCUS will check CHARTS to determine if there is a NCP listed for that dependent.

- If there is an NCP listed, the worker will receive a message stating:
 - ‘An NCP exist for “dependent name” in CHARTS. Do you want to add the NCP to N-Focus?
 - If you say ‘Yes’, the NCP applies to all dependents in the referral.
 - The Add Person Window will be displayed pre-populated with the person data that CHARTS has on the NCP
 - When the Person resolution process is completed, the NCP will be brought back into the referral. The worker can select the NCP and add them to the referral
 - If you say ‘No’, No referral will be allowed for that dependent using the Unknown NCP, because CHARTS shows an NCP for them.
- If there is no NCP listed, complete the referral
 - Put any information such as nicknames, or if they only know the first or the last name in the comments section

If the Non-Custodial Parent is known

Check iCHARTS –

- To determine if the Non Custodial Parent already exists on CHARTS.
 - To find NCP information if there was a previous referral.
 - To see if there is an open or closed CHARTS CSE case.
 - To see if there is an established court order without a CHARTS CSE case.
- Consider searching by the child's name, SSN and DOB

On the CHARTS Referral –

- If the NCP is not listed, use the Add Non-Custodial Party button
 - Use the same Name and DOB exactly as it is on iCHARTS – full SSN is no longer displayed on iCHARTS
 - If there is not an NCP identified on iCHARTS, add the NCP with the first and last name that the custodial parent has given you. If you do not have this information mark the Unknown NCP box.

Use the referral comments to:

- Relay any partial address or employment information, previous or current, offered by the CP to locate and identify the NCP for first time referrals.
- Estimated ages are also appreciated if the DOB is not known. If DOB is not known leave it blank as made up information is not useful.
- NCP phone numbers, current or prior are helpful
- Partial address information when the complete address is unknown
- If known that the NCP is deceased but the Date of Death is not known

Maternal and Paternal information may also be found in:

- a) Imaged copies of non-Nebraska birth records.
- b) VSTATS interface for Nebraska births provides DOBs and SSNs, not just parental name.
- c) E-apps or applicant verbal statement during any interview.
- d) Imaged applications and/or copies of Non-Nebraska court orders.
- e) Alleged or actual fathers previously in the HH.
- f) NFOCUS narratives where the Mother and/or birth facility report a father along with the birth of a newborn.
- g) BDE interface may provide a parental SSN if a child receives SSA Disability or Survivor benefits on behalf of a parent.

Non-Custodial Parent's Address

When entering a CHARTS Referral:

- If the address of the NCP is unknown, select Cancel from the Address window and do not enter an address
- If only a partial address (such as city and state) is known, select Cancel from the Address window and enter the partial address in the Comments of the referral

DO NOT ENTER UNKNOWN OR MAKE UP DATA IN ANY FIELD OF THE ADDRESS WINDOW.

Please contact Production Support any time you cannot get the CHARTS Referral to work.