N-FOCUS Major Release Economic Assistance December 8, 2019

A Major Release of the N-FOCUS system is being implemented December 8, 2019. 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

Administrative Roles (New)

Three new Administrative Roles have been added for MLTC participants:

- Guardian
- Conservator
- Power of Attorney

The new roles, along with existing Nursing Home and Case representatives may all be set to either receive or not receive notices.

- An address is necessary to create the new roles, as is currently required when adding a case representative.
- A copy of the correspondence will generate automatically for each role that has a "Y" indicator under Notices.
- The exceptions to this are Verification Requests, which also underwent significant change (see the Medicaid Verification Request entry for details), and Medicaid Renewal forms.
- Renewal forms can be worker generated for all Admin Roles having a "Y" indicator, but when automatically generated by system, will create copies for Case Name and Case rep only at this time.

Note: The new Administrative Roles (Guardian, Conservator and Power of Attorney) will also be available for Economic Assistance when requesting an AABD/Payment Verification Request. These new Administrative Roles will be added to other Economic Assistance Programs in a future release.

Eliminating Transitional Child Care Limit (Change)

With the passing of LB460, Child Care is eliminating the Transitional Child Care 24 month limit. Child Care will continue to use the income limit, however, NFOCUS will no longer subject the program to the 24 month limit and the Household can remain in the Transitional Child Care category as long as they are income eligible.

Initial Child Care will still be required to be found income eligible at 130% FPL. Once the CC is active, subsequent budgets will be compared to the income limit of 85% State Medium Income. At review, the HH will have to be 185% or less in order to receive Child Care for a new eligibility period.

If there is a break in service of 30 days or more, the HH will be compared to 130% FPL again.

Organization Tax Detail (Change)

When an organization Tax ID type is SSN, the Withhold FICA indicator will be on.
Note: A conversion will be completed to correct current Organizations.

If the Tax ID is EIN, the Tax Form type W4 cannot be selected. This is an invalid combination.

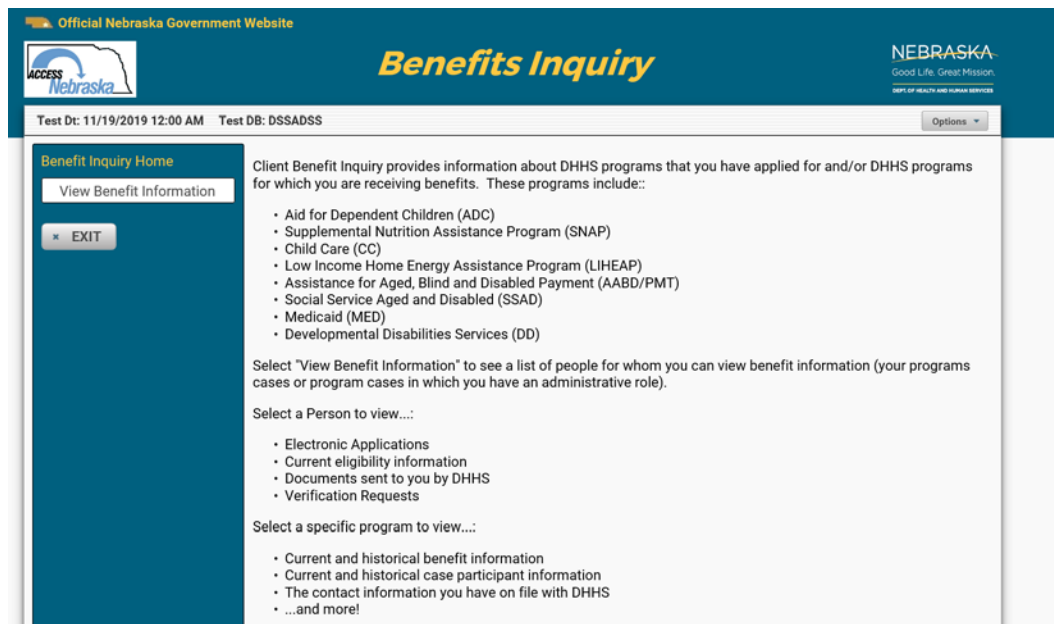If the Tax Form type is WR, the Tax ID will be SSN.

ACCESSNebraska Client Benefit Inquiry (CBI)

Welcome Page (New)

The following shows the new welcome page for Client Benefit Inquiry.

Navigation (Change)

The navigation list on the left side of the Benefits Inquiry window has been changed to be shown in tabs.

Previous Navigation:

The user would select the Program from the list on the left side of the window. (Screen print on next page.)

New Navigation:

With the new design, the user will select the Master Case Name.

The Program Case list will display.

The user will select the appropriate Program Case. Case information will display.

ACCESSNebaska Change Report Window (Change)

Change report has been upgraded with a new look. There is no change in functionality.

Old Look:

New Look:

Alerts

Alert 619 Mail – SNAP Replacement (New)

A new document imaging category was created called SNAP Replacement. When mail is indexed to SNAP Replacement Alert 619 will be created.

Text:

SNAP Replacement request received. SNAP Program Staff will review for eligibility.

Work Task

Work Task Delivery (Change)

Work Tasks will now be delivered regardless if there is already a Task in Working Status on the related Master Case.

Correspondence

SNAP Disqualification Reasons (New)

The following new disqualification SNAP notices have been added pursuant to the 2014 Farm Bill Final Rule published April 15, 2019.

SNAP Failed to Appear Notice (Fix)

When an active SNAP case is denied for failed to appear the date the Household has to complete the interview process is corrected to be 30 days from the end of the certification period.

SNAP ABAWD Notice (Fix)

On single person program ABAWD denials the wording is corrected to display ABAWD wording.

Updating Correspondence (Fix)

Workers can now update comments on Create Pending Status Correspondence from the Correspondence List Window, instead of going into the Detail Correspondence window.

Verification Requests Multi-Select Functionality (Change)

Verification Requests can now be sent to multiple parties. When creating a verification request from the Mainframe, a case worker may select any Administrative Role with a "Y" notice indicator and a copy of the Verification Request will be generated and sent to each party selected.

Verification requests created in Expert System function in the same way, although the "Ctrl" key must be depressed to select multiple recipients.

Notice Templates, Generic Notices and Speednotes Multi-Select (Change)

Notice Templates, Generic Notices, and Speednotes will now allow selection of multiple recipients, including the newly added roles of Guardian, Conservator, and Power of Attorney.

AABD/Payment Verification Requests (Change)

AABD/PMT Verification Requests will now have the same multi-select functionality as MLTC Verification Requests along with the new Administrative Roles added to MLTC. These will be extended to other EA programs in a future release.

LIHEAP Refund Notice (Change)

LIHEAP Refund notice has new wording and addresses whom will receive the refund:

To the Client:

- LIHEAP benefits previously issued for your household were returned to DHHS. Effective ~, returned LIHEAP funds were re-issued for your household. ~ will be paid ~ on your account

To the Provider:

- LIHEAP benefits previously issued for your household were returned to DHHS. Effective ~, returned LIHEAP funds were re-issued for your household. ~ will be paid ~ on your account.

Expert System

SNAP Reporting Category Transitional Benefit Reporting (Change)

The SNAP Reporting Category of Transitional Benefit Report (TBR) will now only be allowed when the ADC program is closed for over income. When an ADC budget is ran and it fails for over income, AND there is an active SNAP program in the case, the user will receive the message *"The ADC program Case is closing for over income. Please review SNAP budget."*

If the ADC program is closed for any other reason, the user will **not** receive a message to run the SNAP budget. However, the SNAP

budget needs to be ran for the following month(s) in order to remove the ADC grant from the SNAP budget. A reminder message may be implemented in a future release.

When a SNAP budget is ran for the first time after the ADC case closes for any reason the certification window will auto populate to 'Transitional Benefit Reporting'. If the ADC program is being closed for any other reason other than over income, the user will need to change the SNAP Reporting Category from Transitional Benefit Reporting to 'Simplified Reporting'. Having the certification window auto populate to 'Simplified Reporting' may be implemented in a future release.
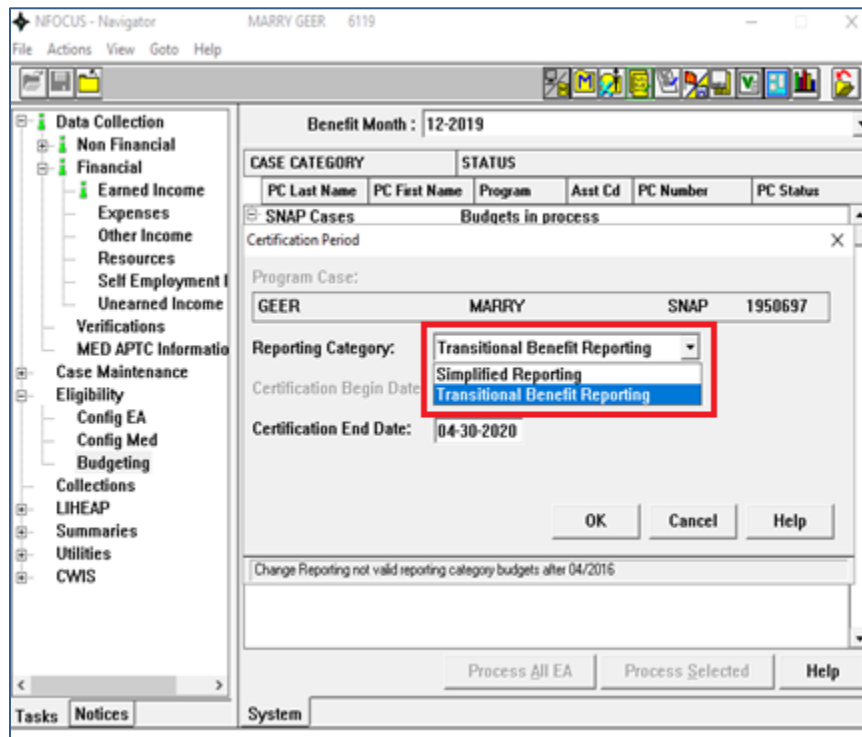
If there are multiple ADC programs in one SNAP budget, the SNAP budget can only go TBR if ALL the ADC programs are closed for over income.

Tribal cases will remain a manual process.

SNAP Expedited Status (Change)

There is now a re-check of the SNAP Expedited Status in Expert system. There will be a Red X by the Prorate Date/Expedited task. Before a <u>Pending</u> SNAP budget can processed the expedited status must be reviewed to determine if the status was set correctly in the mainframe.

The Expedited Check in Expert will be completed on <u>all pending cases</u> and the Red X will display.
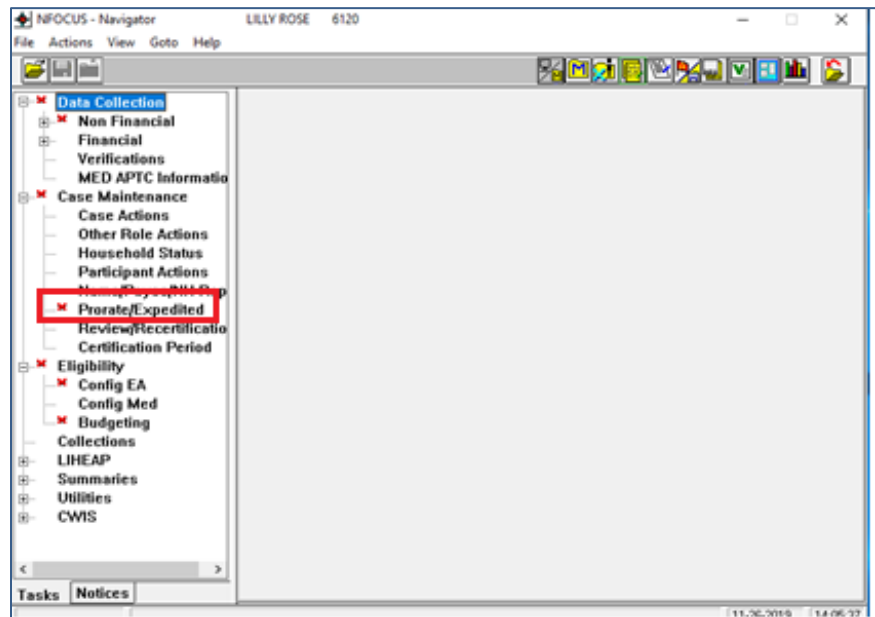
Note: The Red X will not display if the worker selected the expedited status indicator and ran the budget without having the case Checked In. In this circumstance, there would be no need to Red X the Expedited Indicator, because the worker already set it once, and had the knowledge to determine the Expedited Status and the budget was run.

Once the Expedited status has been reviewed and no corrections are needed, the Red X will disappear once another task is selected.

If the Expedited Status is not correct, the worker will need to select Update Expedited button.
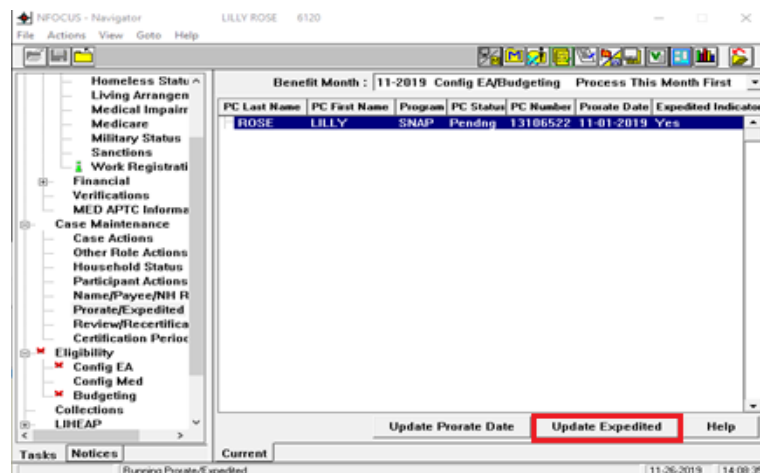
The Update Expedited window will display. Select Yes or No to update the Expedited Status.
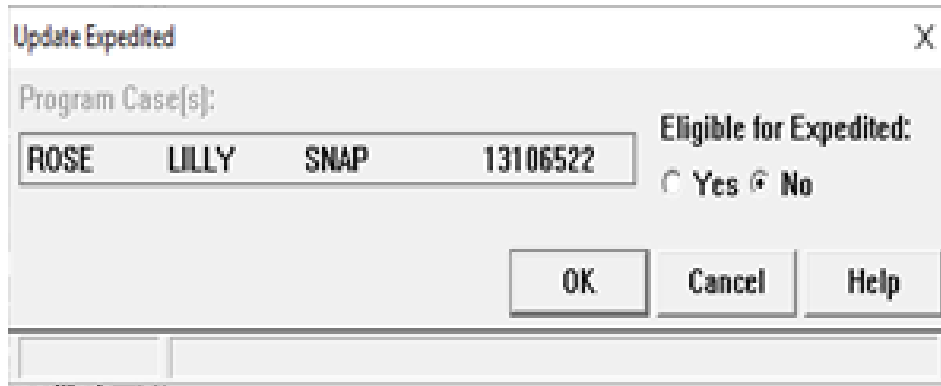
The Navigator window will display and the budget can be ran with the new status.

SNAP 2014 Farm Bill Disqualification Sanctions (New)

The 2014 Farm Bill crafted two new disqualification reasons for the SNAP Program:

- Convicted Felon Not in Compliance with Sentence
- Substantial Gambling

Disqualification Reason - **Convicted Felon Not in Compliance with Sentence**

This disqualification reason prohibits any individual from receiving SNAP benefits if the individual is convicted of certain crimes, and not in compliance with the terms of their sentence. Policy will define those crimes at a future date.

When this disqualification reason occurs, the worker will need to close the individual in the SNAP Program using the following codes:

- **Closure Reason** – Sanctioned
- **Sanction Type** - Convicted Felon not in Compliance with Sentence
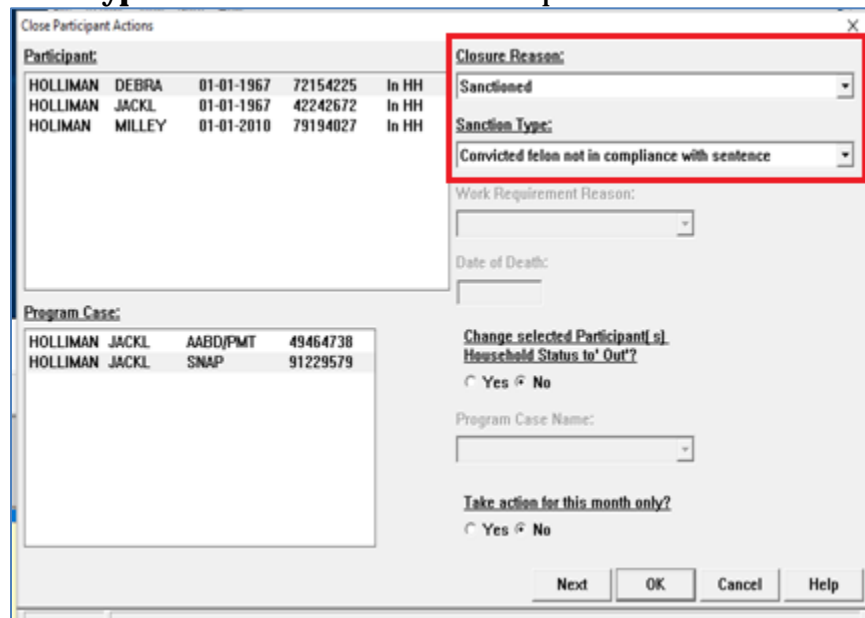
If the sanctioned person is financially responsible for other person's in the SNAP Program Case, the Sanctioned person's status will be as follows:

- Household Status – Active
- Role - Financially Responsible (FR)
- Status Reason - Convicted Felon not in Compliance with Sentence

Disqualification Reason - Substantial Gambling and/or Lottery Winnings

This disqualification reason prohibits the entire Household from receiving SNAP benefits if an individual in the Household has a Substantial Gambling and/or Lottery Winnings.

When this Sanction occurs, the following happens:

- Closure Reason – Substantial Gambling and/or Lotter Winnings
- The SNAP Program Case is Closed.
  - o SNAP is closed if the Resource Guidelines are over $3500 for the Household with an Elderly or Disabled person.
  - o SNAP is closed if the Resource Guidelines are over $2250 for all other Households.

Note: An individual with Gambling and/or Lottery winnings is not eligible for the Expanded Resource Program Guidelines (ERP). That is why the SNAP case is closed instead of simply putting in the Resources and allowing the case to close automatically.

Convicted Felon Not in Compliance with Sentence

The following wording will display on the SNAP disqualification notice when a recipient who is a convicted felon is not in compliance with the sentence:

Due to the 2014 Farm Bill passed by Congress, (person) is disqualified due to being convicted of a felony after February 8, 2014 for aggravated sexual abuse, murder, sexual exploitation or other abuse of a child, certain sexual assault charges, and/or a similar offense under state law, as well as not being in compliance with the terms of the sentence for one or more of the prior felonies.

Substantial Gambling and/or Lottery Winnings

The following wording will display on the SNAP disqualification notice when a recipient has received substantial gambling or lottery winnings:

Due to the 2014 Farm Bill passed by Congress, your household is disqualified due to receiving gambling winnings of more than $3,500. You may become eligible again when your countable resources (cash on hand, money in savings or checking accounts, etc.) are below the federal resource limits.

Do Not Allow Multiple LIHEAP Cases in Master Case (Change)

Changes were made for the August, 2019 release to not allow a worker to create multiple LIHEAP Program Cases in the same Master Case. After the release, it was discovered that if a household member is not included in the LIHEAP case (situations where a new member is added to the household) an additional LIHEAP program case is added for that person in the mainframe, and Expert System would allow budgeting of both LIHEAP Program Cases.

Logic has been updated which will not allow budgeting if multiple LIHEAP cases exist in the Master Case which are in either Active or Pending status when a case is checked out. Case Info and Budgeting will require mandatory tasks to be acted on before budgeting will be allowed for LIHEAP.

This will prevent multiple programs from being budgeted and incorrect benefits being issued.

Sanctions (Change)

The sanction reason code 'Sanction Not Imposed Reason of Transitional Benefits' has been removed from all EA and MLTC Program types.

The Sanction will be allowed on TMA-G Program Cases.

Reopening ADC Case in Same Month as Closed (Change)

If an ADC program case had been closed and a user is wanting to reopen that ADC program case for the same month it had been closed for, logic would not allow use of the "reopen" process if the action to reopen the case is being taken on a date that is after the benefit month that the ADC was closed for. This was occurring in situations following a request of an appeal or upon receipt of an appeal decision.

With this release, the system will not limit the "reopen" process for an ADC program, regardless of which day the action is being taken on.

N-FOCUS Tips

Duplicate Person (ARP) Tip

Each person on NFOCUS is assigned a unique number. The same person should **never** be in NFOCUS twice. If a duplicate is created, resolve by completing each of the following steps. **Call P&S to assist or if you are not able to complete each step in the resolution process.**

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

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

Removing duplicate person from the household or program is not enough. The duplicate must also be discontinued. For Example, SNAP program the duplicate will remain as the case name if not discontinued. Thus causing hardship on the Household. Program name will not match person information of the participant resulting in not being able to view program

information on ACCESSNebraska or EBT web applications. The SSN of the permanent person is only a participant in SNAP and the duplicate is the case name and has the administrative role.

On rare occasions a person will be in NFOCUS twice; once as their Personal Role in programs and another as a Case Representative because of their employment.   Many case representatives are created as duplicates each week due to name and gender mismatches. When adding Case Representatives, review the resolution window and use an existing person if all other information matches. Do not create another instance of the same person. Call Production and Support to assist.

Examples of Case Representatives listed in NFOCUS multiple times are listed below with the suggested Permanent Person number. When adding Case Representatives, the Person Search allows for Person Number to be added. Use this for family members in the Master Case and also for External Agency Partners.

14105611	Marty Wasson	CHI Health St Elizabeth
49931171	Helen Young	CHI Immanuel Medical Center
65265429	Janellys Santa	Conifer Health Solutions
89273191	Helen Young	CUMC Bergan Mercy Medical Center
51501482	Amber Plaster	HRS ERASE
50929376	Yesenia Pineda	One World Community Health
31403721	Susana Cruz	One World Community Health Centers