

DHHS Internal Staff

N-FOCUS Access Request Checklist - Medicaid & Long-Term Care

Instructions:

Complete and sign the DHHS Internal Staff N-Focus Access Request Checklist and give to your designated Security Administrator. Security Administrators are not permitted to complete the form and are instructed to return any incomplete or unsigned requests back to the requesting supervisor.

This Checklist will be used to assign the appropriate level of security based on job category and assigned duties. The form is designed to handle standard job classifications and is separated by general tasks performed. An individual may only be assigned to **ONE** job category/job activity. If the individual performs a job activity not listed on the applicable checklist enter a description of the job activity and needed access in the Additional Comments section. N-FOCUS security staff will determine the appropriate security role based on the description you provide. A complete set of instructions for completing the checklist can be found on the N-FOCUS Specific Useful Links Web Page.

Date Checklist Submitted: _____

User Job Category: _____

User Name: _____

Access Start Date: _____

User NIS ID: _____

Supervisor Name: _____

Division	Section	Sub-Section	Job Category	Job Activity	YES (X)	Contact
Medicaid & Long-Term Care			Director	Supervises the whole division of Medicaid and Long Term Care needs inquiry access to Medicaid cases.		Jeremy Brunsen
			Deputy Director	Supervises relevant section of Medicaid and Long Term Care needs inquiry access to Medicaid cases. <i>*if more than inquiry access is needed please state needed access in additional comments section.</i>		
	Program Integrity		Administrator Program Manager Staff Assistant II/I Administrative Assistant II Medicaid Provider Fraud & Abuse Investigator	Investigates provider claims, provider payments, service authorizations, and relationships between providers and recipients. Needs Inquiry access to Medicaid cases, the ability to create a narrative, search archived documents/alerts, and create/update case alerts.		Anne Harvey
			Resource Development Supervisor	Supervises Resource Development workers.		
			Resource Development Worker	Enrolls providers and performs background checks.		
			Case Aide	<ul style="list-style-type: none"> Indexes/Scans documents into NFOCUS document imaging Needs inquiry access to Service Organizations, Service Approvals, Service Authorizations, and Claims 		
	Operations & Analytics	Business Operations & Analytics (BO&A): Claims	Claims Administrator	Handles claim appeals and assists providers with issues: Needs inquiry access to retro eligibility information.		Bob Kane
			Office Manager/Office Supervisor Data Processing Team Leader	Enter claims data in NFOCUS and makes needed corrections on NFOCUS billing documents: Needs access to enter and adjust claims, household composition, Power of Attorney, and Guardianship documentation in order to verify access to Protected Health Information (PHI).		
			Data Entry Operator Office Clerk III	Enter claims data in NFOCUS and makes needed corrections on NFOCUS billing documents: Needs access to enter claims, view share of cost and retro eligibility information for verification. <i>* Indicate in Additional Comment Section if inquiry access to household composition, Power of Attorney, or Guardianship is needed.</i>		
			Accounting Clerk I	Reviews claims prior to payment: Needs ability to add/update claims and inquiry access to case information. Need access to Document Imaging, SNAs, and to make entries into narrative. Scan documents into Document Imaging and to be able to do correspondence to request documentation.		
			OT/TT Team	Processes claims with Overtime and travel time: Needs claims entry/adjustment, the ability to authorize overtime and travel time, and inquiry access to SNA's for providers.		
			Office Manager (CSR) CSR Team Lead Customer Service Representative (CSR)	Answers client claim questions: Needs inquiry access to retro eligibility information to answer providers questions, to household composition in order to verify access to Protected Health Information (PHI), and to Power of Attorney or Guardianship documentation (document imaging) in order to verify access to PHI.		
			Institutional & Professional Claims: - Office Manager - Payments Reviewer	Needs inquiry access to review retro eligibility payments.		
			(BO&A) Medicaid IT Initiatives	All Medicaid IT Initiative Job Categories	Needs inquiry access to MLTC data.	
	(BO&A) Business Analysis	IT Business Systems Analysts and IT Business Systems Analyst/Coordinator	Investigate production issues in mainframe and ES, test in the N-FOCUS system test environment (need ability to access system test from desks via Citrix as well as in the system test room), access InfoView web portal to view and export reports.			

Division	Section	Sub-Section	Job Category	Job Activity	YES (X)	Contact
Medicaid & Long-Term Care	Operations & Analytics	(BO&A) Claims : Recovery and Cost Avoidance	Program Manager II Program Specialist Medical Claims Investigator Payment Reviewer Staff Assistant I & II	Access Levels are the same for all positions: Inquiry-only access to MLTC data Inquiry-only access for MLTC interfaces View-only access for Document Imaging Ability to print notices		Carrie Prefert/Bob Kane
		Eligibility Field Operations	Service Delivery Administrator I/II Social Service Supervisor Social Service Lead Worker	Supervises MLTC Social Service Workers/Supervisors: Needs ability to manage cases.		Alvin Zimmerman
			Social Service Worker (Trainee)	Works cases determining Medicaid eligibility: Needs ability to work cases and run budgets for eligibility determination.		
			Aged and Disabled Waiver Services Coordinator	Coordinates services for the AD waiver.		
			Staff Assistant II/ Case Aide (needs to enter date into the Expert System or pend/tie cases)	Supports supervisors and workers determining Medicaid eligibility: Needs ability to assist workers with access to cases, entering data, and pending/tying cases.		
			Staff Assistant II/ Case Aide	Supports supervisors and workers: Need ability to update case and access to work tasks.		
	Policy & Regulatory Compliance	Program Accuracy Specialists	Reviews cases for accuracy and makes appropriate changes: Needs ability to actively work Medicaid cases.		Cat Gekas-Steeby	
		Program Specialists	specializes in policy question: Needs ability to actively work cases.			
	Delivery Systems	Plan Management	All Plan Management Job Categories	Needs inquiry access to data (includes MLTC, DDD, and CFS).		Kristine Radke
		Home and Community Based Services	Administrator Program Manager I/II Program Coordinator Program Specialist Staff Assistant II	Only needs inquiry access to the NFOCUS system and the ability to print off forms		Kathy Schaele
				Needs the ability of a social service worker to modify service authorizations and cases.		
				Needs the ability of an RD worker to modify Orgs and service approvals		
			(Only check one option, if more access is needed indicate additional access in the additional comments section.) Money Follows a Person - Transition coordinator/Program Specialist			
	Health Services	All Medicaid Health Services Job Categories	Needs inquiry access to MLTC data		Jennifer Irvine	
Additional Comments						

Supervisor Signature: _____

Annual Review Date(s): _____