
ACCESSNebraska

Application Management

Process Guide

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BACKGROUND

Application Management

- Receives initial, review and recertification applications for Economic Assistance Programs; including, AABD, ADC, Medicaid, CC, SNAP/FS, LHIEAP, SSBG, SSAD, PASS, and EA.
- Receives Social Security Low Income Subsidy applications
- Receives Assessment of Resources (IM-73) requests
- Completes clearances on applications;
- Screens SNAP/FS applications for expedited service;
- Pend applications on N-FOCUS; and
- Forward application for document image

Most of the Application Management staff will be located in the same building as the Document Imaging Centers in Lincoln and Omaha. Some Application Management staff will be located in the Customer Service Centers as well as local offices throughout the state. Paper applications received in the Document Imaging Centers will be delivered to Application Management for processing prior to being scanned to the electronic case file. Once processed through Application Management, the applications will be returned to Document Imaging to be scanned.

Work Processes

The Application management workgroup developed standard work processes, identified work flows and set priorities. Training, performance standards and quality assurance will be incorporated.

This ACCESSNebraska Application Management Process Guide is approved for statewide use. Changes must have prior approval from ACCESSNebraska management.

KEY POINTS

- Applications will be cleared, screened and pended the day of receipt but no later than 2 business days.
- Applications will be prioritized by date in the order which they are received.
- Electronic applications received after 5:00 p.m. CST will be date stamped the next business day and cannot be registered until that day.
- Applications are categorized into “valid,” “invalid,” “known to N-FOCUS” and “not known to N-FOCUS.”
- A “valid application” contains a name, address and signature. An EA-117 with name, address, and signature on page 2 is considered a valid application. An electronic application must have a valid signature.
- Paper applications may not contain a name, and/or address and/or signature and therefore may be considered “invalid.”
- “Known to N-FOCUS” refers to an applicant located through person search on the N-FOCUS system.
- “Not known to N-FOCUS” refers to an applicant not on the N-FOCUS system.
- Add the pregnancy for the MS-91 application, or if a valid medical verification is provided.
- A default program is used when no program is checked on the application and there are no open or pending program cases on N-FOCUS. ADC will be used as the default program if the

application has children ages 18 and younger. AABD will be used as the default program if the application contains persons age 19 and older.

- If no programs are checked on the application, and there is an open or pending program case on N-FOCUS, check to see if there is a review or recertification due. If so, tie application to that program. Otherwise tie the application as a duplicate to one of the open or pending program cases.
- A default program is used when no program is checked on the application. ADC will be used as the default program if the application has children ages 18 and younger. AABD will be used as the default program if the application contains persons age 19 and older.
- If pages are missing from a paper application make note of which are missing in the bottom left hand corner of the first page.

NARRATING ACTIONS

Throughout various processes in this guide, there will be actions that require narrating. Some examples are:

- Applicant is in an active Master Case
- No SSN, needs an interim number
- No DOB, default date entered
- No signature (either page 2 or last page). Application will be returned to client if on N-FOCUS.
- Application with signature on page 2 but not the last page. Application will be scanned.
- Phone call and the result of the call
- When a default program case is added
- Any pending errors
- Applicant is hearing impaired

I. VALID APPLICATIONS RECEIVED

1. Conduct Person Search to determine if applicant is known to N-FOCUS
2. If applicable, attempt one phone call to the applicant to obtain enough information to pend the application (e.g. no program requested, missing SSN or DOB)
3. If applicable, update demographic information on N-FOCUS (address, phone number, name, SSN or DOB, language)
4. If SNAP/FS is requested and it is a paper application, complete SNAP/FS (Expedited) Worksheet on N-FOCUS
5. Determine if the N-FOCUS program case can be pended based on the application, N-FOCUS case status and mode.
6. If it is an electronic application and the Type is SS (Social Security), pend as a Medicaid program
7. If it is a Presumptive Application (MS-91), the Presumptive Program Case will be added to N-FOCUS as well as a MEDICAID Program Case using the date the provider signed the application as the Received Date. If an EA-117 is also attached requesting additional services “SNAP, ADC, CC”, the Received Date used for the additional programs is the date it was received in the office. (See Presumptive Eligibility Addendum in the Appendix).

I-A If N-FOCUS Program Case Cannot Be Pended

- Case is due for a review
 - Duplicate application (see additional information in the Appendix)
 - New persons needing to be added or removed in an open or pending program case
1. If a new person is requesting to be added, pend that person in the open or pending program case:
 - a. If CMAP and the person requesting Medicaid is an adult set the program case mode to Interviewing (this will require supervisory action); and
 - b. Schedule a standard interview so an interview letter will be mailed.
 - c. Create a new narrative, choose the subject 'Application', choose appropriate program, and narrate the name of person requesting to be added to that case and application date.
 - d. If CMAP and the person requesting Medicaid is a child, or if the person is requesting to be added to programs such as SNAP, Child Care, or SSBG, change the program case mode to Processing (this will require supervisory action); and
 - e. Create an Alert with the subject "Person requesting to be added to active or pending program case" and in the comments indicate the name of the person(s) requesting assistance and the application date.
 2. If the application indicates a person needs to be removed from a current open or pending program case set an Alert with the subject "Remove (*name*) from this program case" and in the comments indicate the application date.
 3. Do not tie the application as a duplicate.
 4. Print bar code sheet for paper application.
 5. Send paper application to Document Imaging.
 6. If applicable, narrate actions.

I-B If Program Case Can Be Pended

- To reopen a closed or denied program case
 - An initial application on a program case
 - SNAP recertification
1. If the application has an SSN and DOB for the applicant, pend the N-FOCUS program case(s). If the applicant did not select a program on the paper application, and the phone call was unsuccessful, pend the default program.
 2. If the applicant does not have an SSN and/or DOB, and the phone call was unsuccessful, check iCharts:
 - If SSN and/or DOB are found on iCHARTS: Pend the N-FOCUS program case(s). If applicant did not select a program on the paper application, pend the default program. Tie application. Print bar code sheet for paper application and send paper application to Document Imaging. . If applicable, narrate actions.
 - a. If SSN is not found on iCHARTS: Obtain an Interim #.
 - b. If a DOB is not found on iCHARTS: Ask the supervisor or lead worker for direction

II. INVALID SIGNED APPLICATION AND KNOWN TO N-FOCUS (MISSING ADDRESS)

Determine if there is an open program case in N-FOCUS.

II-A If There IS an Open Program Case in N-FOCUS

1. Use N-FOCUS address
2. If applicable, update demographic information (phone number, name, etc.)
3. Narrate case action
4. Follow valid application process.

II-B If There Is NOT an Open Program Case in N-FOCUS

1. If there is a phone number on the application:
 - Make one phone call to obtain the address and other incomplete information (SSN, DOB).
 - If address is obtained, follow valid application flow.
2. If you do not obtain the address or there is no phone number on the application:
 - If there is an address on N-FOCUS or iCHARTS, use the most current address and follow the valid application flow.
 - If there is not an address on N-FOCUS or iCHARTS, send to the lead worker/supervisor for direction.

III. INVALID SIGNED APPLICATION RECEIVED NOT KNOWN TO N-FOCUS (MISSING ADDRESS)

Determine if there is a phone number to call for the address.

III-A If There IS A Phone Number on the Application

1. Make one phone call to obtain the address and other incomplete information.
2. If the address is obtained, follow valid application flow.

III-B If There IS NOT A Phone Number on the Application or the Address Is Not Obtained

Shred the application

IV. INVALID UNSIGNED PAPER APPLICATION RECEIVED KNOWN TO N-FOCUS

Determine if the program case is open or closed in N-FOCUS

IV-A If the Program Case is OPEN on N-FOCUS

1. Narrate case action.
2. Print bar code sheet.
3. Route to Document Imaging.
4. Create an Alert, "Invalid Application Received".

IV-B If the Program Case is CLOSED on N-FOCUS

1. If the application has an address (or) you can obtain the address by making one phone call
 - Return the application to the applicant with a letter
 - Narrate
2. If the application does not have an address (or) you cannot obtain the address
 - Narrate
 - Shred the application

V. INVALID UNSIGNED PAPER APPLICATION RECEIVED NOT KNOWN TO N-FOCUS

Determine if there is an address to return the unsigned application to the client.

V-A If There IS an Address

Send the application back to the client with letter.

V-B If There IS NOT an Address

1. Determine if there is a phone number to call for an address.
2. Attempt one call to obtain an address.
 - a. If an address **is** obtained:
 - Send the application back to the client with letter.
 - b. If an address **is not** obtained:
 - Shred application

VI. INVALID ELECTRONIC APPLICATION

To be considered a valid electronic application the application must contain a name, address and signature. The following are considered invalid signatures on an e-application:

- Signatures that contain the word “denied”
- Signatures that are a person’s e-mail address
- Signatures that include other words, characters or unrecognizable symbols

VI-A If the applicant is known to N-FOCUS

1. Tie the application to a closed program case. If no closed program cases select an open program case.
2. Select Duplicate application
3. If all program cases are closed, close the Work Task created by this duplicate application.
4. If a phone number is given make one attempt to contact the applicant and ask them to resubmit their electronic application with a valid signature. Leave a message if that is an option.
5. If there is no phone number, or no message can be left, send the applicant a speed note asking them to resubmit the application with a valid signature.
6. Narrate your actions.

VI-B If the applicant is not known to N-FOCUS

Determine if the application appears to be valid in all other aspects except lacking proper signature.

1. If the applications appears valid in all other aspects:
 - a. Pend the default program based on age of applicant.
 - b. Close the program case and remove the interview letter.
 - c. Tie the application to the program created.
 - d. Select Initial
 - e. If a phone number is given make one attempt to contact the applicant and ask them to resubmit their electronic application with a valid signature. Leave a message if that is an option.
 - f. If there is no phone number, or no message can be left, send the applicant a speednote asking them to resubmit the application with a valid signature.
 - g. Narrate your actions.

If application appears to be fictitious, inform one of the Application Management supervisors. In Lincoln the number is 402-471-9611 and in Omaha the number is 402-595-1966. Or e-mail Sheila.Balvin@nebraska.gov or Vickey.Kobza@nebraska.gov

VII. MANAGING APPLICATIONS RECEIVED IN THE LOCAL OFFICE

Paper applications brought in to the local office will be handled by the most expedient means possible. Whenever possible, local office staff will manage the application (screen and pend, scan and index) per instructions in this guide. The application will be held in the local office for 30 days and then destroyed.

When local office staff is not available to complete the process as outlined above, the application will be FAX'd or scanned into the "hub" where it will be printed and managed as a paper application. The original application will be held in the local office for 30 days and then destroyed).

VIII. ASSESSMENT OF RESOURCES REQUEST (IM-73) SPOUSAL ONLY (Submitted with or Without a Valid Application)

VIII- A If the Applicant is Known to N-FOCUS

Determine if there is an Active, Pending, Closed or Denied Medicaid Program Case

1. If there is an active or pending Medicaid Program Case:
 - a. Print a bar code sheet for each spouse, choose index category of Resources, check the Create Alert box, and route IM-73 plus any supporting documentation to Document Imaging for scanning and indexing.
2. If there is a Closed or Denied Medicaid Program Case:
 - a. Reopen the Medicaid Program Case and pend only the spouse who is in an institution or is requesting MED
 - b. On the Program Case Mode Confirmation Window change the mode to Processing
 - c. Close any Work Tasks that were created by pending the MED case
 - d. Submit to the DHHS SIMP mail box (see below).

- e. Print a bar code sheet for each spouse, choose index category of Resources, Do Not Notify is appropriate, and route IM-73 plus any supporting documentation to Document Imaging for scanning and indexing.
3. If there isn't a Medicaid Program Case
 - a. Add a Medicaid Program Case and pend only the spouse who is in an institution or is requesting MED
 - b. Follow process b. through e. in #2 above.

VIII- B If the Applicant is Not Known to N-FOCUS

1. Register a new Master Case and include both spouses.
2. Pend a MEDICAID only Program Case.
 - a. **Only the spouse who is in an institution or is requesting MED should be pended in the program case.**
 - b. On the Program Case Mode Confirmation Window change the mode to Processing
 - c. Close any Work Tasks that were created by pending the MED case
 - d. Submit to the DHHS SIMP mail box (see below)
3. Print a bar code sheet for each spouse, choose index category of Resources, Do Not Notify is appropriate, route IM-73 plus any supporting documentation to Document Imaging for scanning and indexing.

Referrals to the DHHS Spousal Impoverishment (SIMP) Mail Box

The address for the mail box is: DHHS AN Adult Assessment. In the **Subject** put the Community Spouse's name, Service Area in which they live, and SIMP Referral. (Example: John Doe, SESA, SIMP Referral).

In the body of the e-mail include the following information:

- **Name of the community spouse, address, and phone number (if available)**
- **If they have a Guardian or Power of Attorney include that person's name and phone number**
- **Master Case number**

Note: When the IM 73 is received without an application, choose EA-117 as the application type when tying to a MED case. Narrate your actions.

APPENDIX

Letter to Return Unsigned Application to Client



State of Nebraska

Dave Heineman, Governor

Date: _____

Name: _____

Address: _____

_____, _____

Your application for benefits was received in our office, but does not have a signature so is being returned to you. Please either:

- Go to our website at www.ACCESSNebraska.ne.gov and complete a new application. When you submit an application from that website, it is considered signed. Your application will be received the day you submit your application or the next business day if submitted after hours or on a weekend or holiday. Processing begins the day we receive your application so we can start on your application much quicker if you submit it online.
- OR
- Sign the attached application and return it in the enclosed envelope. **If you complete the application from the website, DO NOT sign and return the enclosed application.**

Please complete as much information on the application as possible to assist us in processing.

No action will be taken until an application is either submitted from the website or the enclosed application is signed and returned.

SNAP Expedited Worksheet

This is a tool to assist you in determine when a SNAP case should be listed as expedited. The e-apps are screened automatically so no further documentation is needed on those cases. If a paper application is filed, complete the SNAP Expedited Worksheet to determine whether or not to code the case as expedited when it is pended. If it shows Pass, then select “yes” for expedited. If it shows Fail, then select “No” for expedited. This document is a tool only and is not saved on N-FOCUS.

First window:

Enter client’s name and application received date.

Second window:

To determine the total monthly income, add the following income from the application:

From the Earned Income section:

Monthly gross before expenses

Tips/Bonuses/Incentive pay

From the Other Income section:

Social Security

SSI

Pension/Retirement

Veterans Benefits

Worker Compensation

Annuities

Civil Service

Railroad

Claims/Disability

Cash Assistance Payments

Unemployment

Child Support/Alimony

Contributions

Striker Income

Interest/Dividends

The total amount is entered as Monthly Income

To determine the total liquid resources, add the following resources from the application:

Cash

Checking Accounts

Savings Accounts

Certificate of Deposits

State Debit Accounts

Savings Bonds

Stocks

Investments

The total amount is entered as Liquid Resources

When you click OK, it will either show PASS (in green) and you can stop and pend the application as expedited OR if it does not pass due to income/resources, then a window asking for housing expenses will appear.

To determine the monthly housing costs:

From the Housing & Utilities Section, add these expenses together:

Rent

Mortgage

Second Mortgage

Lot Rent

The total amount is entered as Monthly Housing Costs.

To determine the utility expenses:

Only one selection can be made.

If the application has a utility checked under the heating or cooling, select the Standard Utility Allowance.

If there are no utilities checked under the heating or cooling section, but there are some other utilities checked:

If two or more (other than telephone) select the Limited Utility Allowance

If only one (other than telephone), select the One Utility Allowance

If Telephone is the only utility checked, then select Telephone Allowance

If no utilities were checked, then select None

Presumptive Eligibility (P.E.) Application (MS-91)

Application Management Role when Medicaid is NOT Open or Pending

1. Completed MS-91 received, date stamp.
2. Check for Attestation Form until the MS-91 is revised to include the Citizenship question.
3. Check for signature of authorized P.E. provider. Refer to statewide list of providers for validity of provider.
4. Perform a person search and check for duplicate applications.
5. If the application is valid, add the Presumptive Eligibility Medicaid program case on N-FOCUS. Only the pregnant mother should be included in this program case. The Presumptive Eligibility Medicaid program case will be in Active status. The date the medical provider determined the presumptive eligibility is the date the MS-91 was signed by the provider.
6. In addition to the Presumptive eligibility Medicaid program case, a MEDICAID Program case should also be pended. Include any children under the age of 19 that were listed on the MS-91 as well as the pregnant mother.
7. Update demographic information, including pregnancy.
8. Add the presumptive provider as an Administrative Role in the P.E. program case.
9. The application will automatically be routed to the Processing Mode.
10. Application will be returned to Document Imaging for scanning and indexing of the application and any attachments.

Presumptive Eligibility (P.E.) Application (MS-91)

Application Management Role When There Are Open or Pending Medicaid Cases

1. Follow steps 1 through 4 on prior document, Application Management Role when there are no open or pending Medicaid programs.
Note: The attestation form would not be required if we already have another application on file.
2. After doing clearance, if it is determined that the pregnant woman is **open or pending in a Medicaid case with the role of Financially Responsible:**
 - Add the unborn to the demographics
 - Add the Presumptive Eligibility Medicaid Program case. The Presumptive Eligibility Medicaid program case will be in active status. The date the medical provider determined the presumptive eligibility is the date the MS-91 was signed by the provider.
 - Add the presumptive provider as an Administrative Role in the P.E. program case.
 - The application will automatically be routed to the Processing Mode.
 - Check out the Medicaid program case and go to Participant Actions. Choose the month the P.E. application was signed. Choose the Reopen button, highlight the pregnant woman, and select the Medicaid program case. This will put the person in pending status effective the first day of the month that they were determined presumptively eligible. Check the case back in. The mode of the Medicaid case should not have changed.
 - If there is an application for other program cases attached to the MS-91 (either initial or review) proceed to register that application.
 - Check Work Tasks, the P.E. application should have created an Application Received, Interview Not Needed Work Task. If the Medicaid case is already in the Processing Mode and a V.R. has already been sent accept this Work Task and show it as Completed. Add a narrative indicating that a Presumptive Application was received and the case is already in Processing Mode.
 - Print a bar code and route to Document Imaging
3. If you determine that the Presumptive Eligibility application was completed in error because the pregnant woman was already **open or pending in a Medicaid case as a participant** on the date the P.E. was determined take the following steps (after consulting with your supervisor):
 - Update the pregnancy in demographics
 - Add the Presumptive Eligibility Medicaid case for the pregnant woman.
 - Add the presumptive provider as an Administrative Role in the P.E. program case.
 - Open the Presumptive Eligibility Program case, and under Actions on the Program Case window choose Close Program Case. The closing date will be the current date, and the reason is Other.
 - Check Work Tasks, the Application Received, and Interview Not Needed Work Task should not be there. If it is, Accept and Complete
 - Set a new Worker Alert, indicate that an unborn has been added and in the Comments indicate that a Presumptive Eligibility Application was received.
 - Narrate that the Application was opened and closed as it was completed in error.

INITIAL APPLICATIONS (NOT YET ON N-FOCUS)

Who Gets Pended To The Program Cases?

Key Points

- No Programs Selected: If no programs were selected on the paper application, then use the ADC program if there are children age 18 or younger OR the AABD program if no children age 18 or younger. A program is required in order to submit an E-Application.
- Master Case Persons: Everyone who is listed on the application should be added to the Master Case, but only certain people should be included in the program cases. Start with one of the persons who will be included in a program case. When adding persons who are not included in a program case, just select OK on the program case window without making a selection so they aren't added to a program.
- Request Date: The request date on electronic applications is the same as it is identified on the application. Also use the same request date on the paper applications if it is within the past 30 days. If it is more than 30 days from the Application Received Date, then use the Application Received Date.
- Application Received Date: The Application Received Date is the date it was received in any DHHS Office.
- Prorate Date: If the program asks for a prorate date, use the Application Received Date.
- Waiver Children: If the comments on the e-app show they are applying for a Waiver child or if Waiver has been written on the paper application, pend only that child in a Medicaid program case. Do not include the parents or any other children in the program case.

ADC

Pend the **parents** and all children age 18 or younger who are related to the parents (child/step child or related in another way). Do not pend children who are listed as non-relatives. If no **parents** are listed, pend only the children and do not add an EF Program Case. Start with the oldest child (18 or younger) and put the program case in their name. Use the Application Request Date from the E-App or the paper application. The Application Received Date is the date it was received in the office. The Prorate Date is the same as the Application Received Date. If applicant indicates they are applying for ADC and Medicaid pend only ADC.

ADC Payment Only

The ADC Payment Only program would be selected when the pregnant woman is on AABD and has no other children. The unborn would be pended in this program.

EF

Add only if an ADC program is being pended. Add a separate EF program case for each parent. The Program Start Date is the first of the month that the application was received (i.e. application received date is 5/20/2010, enter 5/1/2010 for Program Start Date). Select Active for the Participation, Mandatory for the Participation Reason. Use the default of Twelfth Grade. The EF case is assigned to the Gatekeeper position number.

AABD

Pend the persons who are over age 65 or indicated to be disabled. If it is a married couple and both are over 65 or disabled, pend both in the same program case. If a child is applying for AABD it is a single person AABD case. If more than one child in a family is applying there is a separate AABD case for each child. Use the Application Request Date from the E-App or the paper application. The Application Received Date is the date it was received in the office. If applicant indicates they are applying for AABD and Medicaid pend only AABD.

Note: If the applicant indicates Spousal Impoverishment under Other on the Application follow the process in Section VIII, page 8.

SNAP

Pend all persons who eat together (question #6). Use the Application Request Date from the E-App or the paper application. If there is not a Request Date, use the Received Date. The Application Received Date is the date it was received in the office.

CC

Pend the adults and children. If no adults are listed, pend only the children. Use the Application Request Date from the E-App or the paper application. If there is not a Request Date, use the Received Date. The Application Received Date is the date it was received in the office.

Presumptive Application for Pregnant Women

The application must be a paper MS-91. Pend only the pregnant woman in a Presumptive Eligibility Medicaid case. For the MS-91, the pregnancy is considered **verified** so the pregnancy can be added through the Person Detail window. Also add the Presumptive Provider through Administrative Roles. In addition to the Presumptive Eligibility Medicaid, also pend a Medicaid program case. The Medicaid case should include the pregnant woman as well as any other children that were listed on the application. Enter the date the provider signed the application as the date the medical provider determined eligibility. The Program Role is Participant. The Program Case displays as Medicaid Presumptive.

Medicaid

If persons over the age of 18 are requesting assistance, pend the adults (the question “Is this person applying for benefits?” is answered ‘yes’). If they didn’t answer the question about whether or not they are applying for assistance, assume they are and pend them in the case. Also pend children for whom assistance is being requested. If the adults answered ‘no’ to the question “Is this person applying for benefits?” do not pend them in the case. Pend the case in the oldest child’s name. The program case and Master Case will be in the child’s name. Use Medical Assistance Only as the program selection. The program will display as Medicaid after it is pending.

Note:

- If the applicant indicates **Spousal Impoverishment** under Other on the Application follow the process in Section VIII.

KC

Pend only children for whom assistance is being requested. Use Medical Assistance Only as the program selection. The program will display as Medicaid after it is pending.

Energy Assistance/LIHEAP (Low Income Energy Assistance Program)

Add everyone in the household to an Emergency Assistance program case. The application should be tied to this program case. The Benefit Start Date should be the same as the Application Received Date. Use the Application Request Date from the E-App or the paper application. If none is entered, use the same as the Application Received Date. The Application Received Date is the date it was received in the office.

Note: For applications received between 8-1-12 and 9-30-12 the Application received date would be 10-1-12.

Refugee Resettlement Program (RRP)

This should be pended as an ADC program unless there are persons over age 65 or who are disabled. Persons over age 65 or who are disabled should be pended in an AABD program. All others who are applying for RRP should be pended in an ADC program. Pend all persons who are indicated on the application that they are applying for Refugee Resettlement Assistance. Do not add an EF program if all persons in the ADC program are adults. If there are children, use the ADC rules for pending the case. Refugee families should be pended in the same ADC case for parents and children age 18 and younger (see ADC). Children who are age 19 or older and other adults should be pended in separate ADC program cases. (Example: Household consists of Mom, Dad, and children ages 10, 15, 16, 19 and 20. One ADC case will include the parents and three children under age 19. Another separate ADC will show the 19 yr. old and another will show the 20 yr. old. A total of 3 ADC program cases would need to be pended in this example).

If an NFOCUS case already exists, check to see if the applicant has been in this country for at least 8 months.

If no program exists, pend the appropriate ADC and/or AABD program(s) and any other programs they have applied for. When the choice of program mode is offered choose Assigned. These cases will be assigned to Malinda Shobe, Omaha SS Supervisor. In addition, send her an e-mail with the MC number.

If a program case already exists, but it appears the applicant has been in this country 8 months or less, follow the process above.

If a program case already exists, and it appears that the applicant has been in this country more than 8 months, the application goes to Universal Caseload.

SSAD

Requests for this service that would be added by Application Management staff if received on a MILTC-3A (Social Services Block Grant (Title XX) Application form, or applicant checks such services as chore, adult day care, respite, transportation or meals on an application. If there is a disabled person or a person over age 60, pend that person in the program case. If there are children, follow SSCF program guidelines.

SSCF

Requests for this service that would be added by Application Management staff if received on a MILTC-3A (Social Services Block Grant (Title XX) Application form, or applicants checks transportation or homemaker services on an application. If there are children listed on the application, pend the parents and children in the SSCF case. If someone is disabled or over age 60, follow SSAD program guidelines.

PASS

Personal Assistance Services is a single person program case. If client checks this on the application add this program through the mainframe. Each disabled person would have their own PASS case. If there is no pending Medicaid program you will not be allowed to add this program case.

Potential Foster Care Applications

There are some applications that may be used for one of the Economic Assistance programs as well as for one of the foster care programs. There are three questions that will come up which may help you to identify when you need to notify the foster care eligibility workers of an application:

If one of these questions appears below the program selection and is answered yes, a worker alert will be necessary to notify the foster care workers of the application or an e-mail to the Program Specialist for the Child Welfare program:

“Are you applying for Former Ward services? This service is only available if you have recently been a State Ward, do not reside with your parents and have plans to continue your education. Someone has probably discussed this with you when you were in foster care.”

“Are you applying on behalf of a child who is a Ward of Douglas County Juvenile Court?”
“Is the child a ward of a state outside of Nebraska?”

CWIS Cases Are CFS, IL, FW, SA, MED/SA, SA/MED, SG, MED/SG, SG/MED, JC Cases

These program cases should never be added by Application Management staff. If there is an **open CWIS case**, go to the Detail Program Case for the CWIS program, then go to Alerts and the New pushbutton. The display date should be the date you are entering it. The Alert Description should read New Application in the short box. The Long Description should read: A <paper or electronic> application was received. The application can be viewed in the Application Summary icon on the Detail Master Case window.

OR

If there is **no open CWIS case**, but the client answered ‘yes’ to one of the questions listed above, send an e-mail to Ruth Grosse with the Master Case number where the application can be viewed. The e-mail should say “<client’s name> answered ‘yes’ to the question <list one of the three questions> on the <paper application or e-app> and there is no open CWIS case.

REOPENING A PROGRAM CASE ON N-FOCUS

Existing Program Case in Closed or Denied Status

Key Points

- Program Case Mode: If the Program Case Mode is in Interviewing or Processing, just tie the application to that program case with the reason of Duplicate. Do not pend the program case
- Household Members: Check the names on the application to see if everyone is listed in the Master Case. If they are not all listed, select the Household (HH) icon, to see if they may have resided in the household at one time. If they are listed as

Out of Household, highlight them, then select Change Household Status from the Actions drop down list. Select the IN HOUSEHOLD radio button and enter the effective date as the first of the month that the application was received. If they are not listed in the Master Case as either in the household or out of the household, go to the Detail Master Case window and select Add Person to Master Case from the Actions drop down list. Be sure to do a Person Search before adding a new household member. Everyone who is listed on the application should be added to the Master Case, but only certain people should be included in the program cases. Start with one of the persons who will be included in a program case. When adding persons who are not included in a program case, just select OK on the program case window without making a selection so they aren't added to a program.

- If there is an unborn in the N-FOCUS case, and the applicant now lists a child born near the EDC of this unborn, update the demographics to end the pregnancy and add the new child to the N-FOCUS case. (See instructions in the appendix).
- Request Date: The request date on electronic applications is the same as it is identified on the application. Also use the same request date on the paper applications if it is within the past 30 days. If it is more than 30 days from the Application Received Date, then use the Application Received Date.
- Application Received Date: The Application Received Date is the date it was received in any DHHS Office.
- Prorate Date: If the program asks for a prorate date, use the Application Received Date.
- Waiver Children: If the comments on the e-app show they are applying for a Waiver child or if Waiver has been written on the paper application, pend only that child in a Medicaid program case. Do not include the parents or any other children in the program case.

ADC, AABD, SNAP, CC, EF and Medicaid Cases

The cases can be reopened by checking the case out into the Expert System, then going to Case Maintenance and Case Actions. Select the benefit month which is the month the application was received. Then the Reopen Tab. Highlight the people who are applying for benefits from the Participants list at the bottom of the window (hold down the CTRL key to multi-select, or the Shift key to select all participants on the list). If there are additional people on the application that are not listed, see "Adding Participants." Follow the same rules for pending the people as what is listed on the Initial Applications. See important information regarding some program cases below:

SNAP Cases Only

Policy allows some SNAP cases to be reopened without the client needing to file a new application. These rules have been programmed into N-FOCUS. When reopening a SNAP case, **if the application request and received dates are already filled in , change the reinstatement indicator to NO.** This will allow the application to be pended as a new application, enter the current request and received date.

Note: If the case is currently open, check to see if the case is closing for the come up month.

- If closing and the narrative indicates a new application is needed because the case is in an incorrect reporting category, pend the application for the next month as a Recertification
- If so, and the narrative indicates it is closing for another reason such as failure to provide, unable to locate etc., tie the application as a Duplicate

EF

Only reopen this program case if the status is CL (Closed) and an ADC case is being reopened. If the status is something else, no action is needed to change the case status. The ADC case must be pended before the EF program case can be reopened. When it is reopened, it will go into Active status. The EF case (no matter what status it is in) will be reassigned to the Gatekeeper position based on the following rules:

- If the ADC was closed because of a sanction, the EF case remains in the current EF worker's name for the first month following closing. After the first month reassign to the Gatekeeper position number.
- If the ADC case has been closed for any other reason (not sanction related), reassign the EF case to the Gatekeeper position. It doesn't matter if it is the first month of closing or any point thereafter.

SSAD/SSCF

These program cases must be reopened in the Mainframe by going to the Detail Program Case window, then go to Actions and Reopen. The date it is reopened should be the application received date.

PASS

Personal Assistance Services is a single person program case. If client checks this on the application add or reopen this program through the mainframe. Each disabled person would have their own PASS case. If there is no pending Medicaid program you will not be allowed to add this program case.

UPDATING DEMOGRAPHICS WHEN CHILD IS BORN

When an application is received that lists a new household member with a birthday on or near the EDC for an existing unborn, the App Management case aide should update the unborn while registering the case.

Example:

Mary Anderson applies for Medicaid. She has an old case on N-FOCUS but it has been closed since 12-1-10. On her application she lists a child, Margaret Anderson, with a DOB of 3/1/11. Clearance is done and the worker finds Mary's old master case. It shows an unborn due 2/24/11. We can reasonably assume that this unborn that was due 2/24/11 is Margaret.

To update the unborn:

- Select Mary (the mother)
- Click the Person icon
 - The Person Detail window displays
- Click the Demographics button
 - The Person Demographic Data window displays
- Click the Update Pregnancy button
 - The Pregnancy window displays
- Enter the actual birth date in the End Date field
 - Do not change the Expected Delivery Date
- Enter End Date Reason field

- Birth
- Click OK
 - The Unborn Information window displays
- Enter the child's first name and middle initial
 - ******The last name cannot be changed on this window. If the last name has changed, this needs to be corrected on the Child's Person Detail window.
- Enter the Sex of the child
- Click OK
 - The Person Demographic Data window for the mother displays with an * next to the Update Pregnancy button
- Click OK
 - The Person Detail window for the mother displays with an * next to the Demographics button
- Click Save or Save and Close
 - The child will be listed on the Detail Master Case window as a Master Case Person with the First Name as you entered it on the Unborn Information window

Note: If Mary had twins proceed to add the second child as you would any other new household member.

******Mary (the mother) may have been living with the father of the unborn and has given Margaret her father's last name at birth. If the child does have a different last name you will need to update that on the Person Detail screen after you have finished the process above.

If Margaret (the child) now has a Social Security Number you should also update that on the Person Detail screen.

REVIEWS AND RECERTIFICATION

A SNAP recertification application must be received within 45 days from the end of the certification period. If an application is received outside of this timeframe, it is a duplicate.

A review for Medicaid can be done within 2 months prior to the current review date. Always check the review/recertification dates under Action on the N-FOCUS Master Case Window for Review Due and Application Due dates.

If a program case is in AC (Active), SP (Spendeddown), PD (Premium Due), TR (Transitional), or EX (Exempt) status, the application just needs to be tied to the program case and no further action is needed with the exception of SNAP cases.

SNAP Cases

To pend a recertification for SNAP cases, check the case out into Expert System. Go to Case Maintenance, Review/Recertification. Click on the Recertification Tab, highlight the SNAP case and the Recertification Tab. Select any other people that need to be included in the program case that may not have been included previously. Enter the application received date and click OK. Complete the typing of the program case to the application. The Reason will be Recertification.

Always accept the mode chosen by N-FOCUS when registering review and recertification applications. For example, an AABD SSI recipient is only required to have a desk review

annually. If N-FOCUS sets the case mode to Interviewing when a review application is received, it will be the SSW's responsibility to change to the Processing mode when the Interview Needed Work Task is pulled.

ADDRESS TIPS

- A physical address (residence address or organization address) is required before you can enter a mailing address; if you do not have such an address, contact the person or organization to learn this information before you go to convert the address to the new format. This will be essential for creating an effective Search by Address function in the second phase of the Address redesign.
NOTE: US Postal Service states that even when mail is required to be delivered to a PO Box (true in certain towns), a residence address does exist with a number and street name.
- The physical address must be entered before you can update or end the mailing address.
- Punctuation marks and characters are not to be entered in address fields; for example:
 - No single ('A') or ("Q") double quotation marks around a street name; enter only the letter: e.g., 1234 A ST or 4321 Q AVE
 - No apostrophes or periods; enter ST MARYS instead of ST. MARY'S
 - no ampersands; enter WASHINGTON AND MAIN instead of WASHINGTON & MAIN
 - No other characters; e.g., enter WASHINGTON AT MAIN instead of WASHINGTON @ MAIN
- Do not enter 1st, 2nd, 3rd, 4th, in the Street field; enter only the number that is the name of the street, (1, 2, 3, 4, etc.)
- Do not enter the type of street, e.g., ST or STREET, or AVE, BLVD, etc. in the street field; enter the street type using the dropdown list in the Type field – as all of the options in this field are USPS approved abbreviations readable by their new automated postage system.
- If a person resides in a unit for an address which ends in ½, as in 1234½ LINCOLN AVE, the postal service has advised us to enter 1234 LINCOLN AVE without the ½, as the postman is responsible for getting this to the correct mailbox without the additional specification.
- Current Address and Last Known Address radio buttons only apply to an address for a person, not for an organization.
- Selecting the Last Known Address indicator will result in the Medicaid Card not being created.
- When a Placement Type of Runaway – whereabouts unknown is entered for a child, the child's last placement address will continue to appear on the Detail Address window, but the system will automatically set the indicator to Last Known Address, and the Medicaid Card will not be created.
- If the address is actually County Road 456, enter that in the Street Name field. However, ask your client about their address. The Post Office has assured us that due to 911 regulations all Rural Routes now have actual addresses to make it easier for emergency vehicles to find them. So they may now have updated address information.

- Each dropdown list on the Detail Address window includes a blank space at the top; if data has been entered in a field that you want to remove, click on this blank space.

APPLICATIONS FOR ASSISTANCE

Revised Date: 04/2011

Some of the paper applications are also available in a PDF document on the DHHS public website for clients to print, complete and mail. The applications are available in English and Spanish.

Electronic Application (E-App) – These applications are completed on the www.ACCESSNebraska.ne.gov website or are submitted by Social Security Administration. The applications can be viewed from the List Electronic Application icon on the N-FOCUS Main Menu. These applications are electronic and no scanning or bar code sheet is needed. The E-App needs to be tied to the program case in N-FOCUS. Depending on the programs selected on the application, these programs can be pended:

- Aid to Dependent Children/Medicaid (if ADC is checked)
- Assistance to Aged, Blind, Disabled/Medicaid (if AABD is checked)
- Supplemental Nutrition Assistance Program (if SNAP is checked)
- Medicaid (if Medicaid, Personal Assistance Services or Kids Connection is checked)
- Child Care (if Child Care is checked)
- Social Services Aged/Disabled (if chore, transportation, meals, adult day care or respite is checked)
- Medicaid (if an SSA/LIS application)

Paper Applications

Application Title	Form Number	N-FOCUS Program Case
Application and Authorization for Emergency Assistance	IM-9EA	Emergency Assistance (EA)
Application for Aged, Blind and Disabled	EA-30	This depends on the programs that are selected on the application: <ul style="list-style-type: none"> • Assistance to Aged, Blind, Disabled/Medicaid (if AABD, Medicaid or Personal Assistance is checked) • Supplemental Nutrition Assistance Program (if SNAP is checked) • Social Services Aged/Disabled (if chore, transportation, meals, adult day care or respite is checked)
Application for Assistance	EA-117	This depends on the programs that are selected on the application: <ul style="list-style-type: none"> • Aid to Dependent Children/Medicaid (if ADC or Refugee Resettlement Program is checked) • Assistance to Aged, Blind, Disabled/Medicaid (if AABD is checked) • Supplemental Nutrition Assistance Program (if SNAP is checked) • Medicaid (if Medicaid, Personal Assistance Services or Kids Connection is checked) • Child Care (if Child Care is checked) • Social Services Aged/Disabled (if chore, transportation, meals, adult day care or respite is checked) • If LIEAP, this should be entered on C1 as this program is not on N-FOCUS
Application for Assistance for Outstations	EA-117M	Medicaid-these applications usually come from a hospital or medical facility
Application for Children's Medical Programs	MS-90	Medicaid
Application for Medicaid	EA-190	These applications usually come Dept. of Corrections or Regional Centers and should be routed to Central Office.
Breast and Cervical Cancer Medicaid Supplement Form	EA-20	These applications usually come from the Every Woman Matters program and should be routed to Central Office.
Child Care Application (Initial)		Child Care
Child Care Application (Review)		Child Care
Eligibility Review for Children's Medical		Medicaid

Application Title	Form Number	N-FOCUS Program Case
Medicaid Review for Long Term/Waiver		Medicaid
Nebraska Low Income Energy Assistance Application	IM-29	This is LIEAP Only. (See separate process pg 8).
Presumptive Application for Pregnant Women	MS-91	Presumptive Eligibility Medicaid NOTE: Use the date the application was signed at the provider's office as the application received date.
Social Services Block Grant (Title XX) Application	MILTC-3A	Social Services Aged/Disabled
Supplement to the EA-117	EA-117A	This depends on the programs that are selected on the application: <ul style="list-style-type: none"> • Aid to Dependent Children/Medicaid (if ADC or Refugee Resettlement Program is checked) • Assistance to Aged, Blind, Disabled/Medicaid (if AABD is checked) • Supplemental Nutrition Assistance Program (if SNAP is checked) • Medicaid (if Medicaid, Personal Assistance Services or Kids Connection is checked) • Child Care (if Child Care is checked) • Social Services Aged/Disabled (if chore, transportation, meals, adult day care or respite is checked) • If LIEAP, add an EA Program Case to N-FOCUS.
Assessment of Resources	IM-73	Medicaid

Duplicate Application Tool for Application Management

- I. **If a new application is received for a program that is already pending:**
 - a) Check for any changes in household membership;
 - b) Add any new members to the pending case and create an Alert (new person added);
 - c) Check for any changes in household demographics;
 - d) Make any needed changes to the household's demographics;
 - e) Do not tie the application as a duplicate, just narrate that a duplicate application was received.

- II. **If a new application is received for a program case that is already active:**
 - a) Are they also applying for a new program? If so go to Section III. If not;
 - b) Check for any changes in household membership;
 - c) Add any new members to the active case and create an Alert (new person added);
 - d) Check for any changes in household demographics;
 - e) Make any needed changes to the household's demographics;
 - f) If SNAP is active, review the narrative to see if the case is closing because the household is in the incorrect reporting category. If so, pend the SNAP case for the following month.
 - g) If SNAP is active, but closing for the next month due to no IRF, create an Alert (Application received) and change the Work Task to High Priority.
 - h) Check Review/Recertification tracking to see if a review or recertification is due. A review of ADC/AABD/Medicaid /SSAD/SSBG can be done up to two months in advance. A SNAP application needs to be received within 45 days of the certification ending date.
 - i) If a review or recertification is due follow that process.
 - j) If no review or recertification is due tie the application to one of the open program cases so a Duplicate Application Alert is created.

- III. **If an application is received for a new program, and the applicant also checks programs that are already active or pending:**
 - a) Pend the new program.
 - b) Follow **steps in Section II, b through i**, to make sure there are no reviews due, SNAP is not closing etc.
 - c) Do not tie the application as a duplicate to already existing active or pending programs.

ECONOMIC ASSISTANCE PROGRAMS – INITIAL ELIGIBILITY

Program	Application Needed	Interview	No Interview	Desk Review/ Other Information
ADC – grant, ADC MN	X	X		
AABD – grant, med, NH, share of cost, MIWD	X	X		
AABD - Current pay SSI	X	X		
Children’s Medical	X		X	
RRP	X	X		
LIEAP	X Can use another program’s current application		X	X ¹
FS	X	X		X ²
Child Care	X	X		
SSBG	X Can use ADC/Medicaid or AABD/Medicaid current application	X		

1. A desk review is completed at the time of eligibility determination to make sure that enough information exists to determine eligibility on the application that is being used. A desk review also needs to take place so an interview is not needed. A KC only application does not have enough information and an IM-29 or EA-117 will need to be completed for energy eligibility.

2. Exception: FS TBR benefits are determined without an application or interview. However; for clients moving to Nebraska from another state, the client must complete an application form and interview to determine eligibility for FS TBR benefits.

ECONOMIC ASSISTANCE - ELIGIBILITY REVIEWS/RECERTIFICATION

Program	Frequency	Application needed	Interview	No Interview	Desk Review/ Other
ADC – grant, ADC MN	Annual	X	X		
AABD – grant, med, NH, share of cost, MIWD	Annual	X	X		
AABD - Current pay SSI	Annual			X	X ¹
Children’s Medical	Annual	X		X	
RRP	No Review				Eight month program only
LIEAP	Annual	X Can use another program’s current application		X	X ²
Child Care	Annual	X	X		
SSBG	Annual	X Can use ADC/ Medicaid or AABD/Medicaid current application	X		
SNAP Change Reporting	24 months	X	X		X ³
SNAP Simplified Reporting	12 months	X	X		X ⁴

Note: At the end of any Transitional benefits (TMA, TBR, TCC), eligibility must be re-established.

1. A desk review is completed to verify current pay SSI and address on SDX. Also verify health insurance status.
2. A desk review is completed at the time of eligibility determination to make sure that enough information exists to determine eligibility on the application that is being used. A desk review also needs to take place so an interview is not needed. A KC only application does not have enough information and an
2. IM-29 or EA-117 will need to be completed for energy eligibility.
3. When a SNAP household in the CR category has a certification period longer than 12 months, a desk review must be completed every 12 months. The SNAP desk review consists of a review of the points of eligibility to update the case. The client is not required to submit a new application and/or have an interview for the FS desk review.
4. A SNAP Interim Report Form (IRF) is sent to the client in the 5th month of the SR certification.