Production Daily Health Report
Thursday December 29th, 2016 (10:00 AM EDT)

Infrastructure and Upcoming Events

■	Customer Portal	■	Worker Portal	■	CCAP	■	EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
12/29	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	1457	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
188	0	188	131

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	Passed	Passed	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	Passed	Passed	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

RIBridges Top Issues Impacting Cases
Thursday December 29th, 2016 (10:00 AM EDT)

50

Cases without Coverage
due to Top Issues

0   **P1** Incidents

1   P2 incidents

1620   P3 incidents

86   P4 incidents

Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	App Error on E-Signature Page (RIB-10177)	~4	After clicking "Next" on the e-Signature page, an application error is preventing authorization for four cases.	Targeted Fix Date 12-31-2016
2	System Is Incorrectly Recouping Money For More Than One Claim At The Same Time (RIB-8644)	~25	Code fix to be made to the monthly/semi-monthly recoupment logic.	Targeted Fix Date 12-31-2016
3	Incorrect APTC applied to 2017 coverage (RIB-10146)	1	A customer's selected APTC is greater than their eligible APTC.	Targeted Fix Date 12-31-2016
4	Medicaid Accounts Incorrectly Pended Due to Incorrect SWICA/DLT Mismatches (RIB-3010, RIB-5224)	~18	14 triggers failed since these accounts are flagged as Benefit Mismatch accounts. 4 Accounts failed due to other exceptions. These accounts need eligibility re-run from the front end.	Deloitte re-ran eligibility for 18 accounts, 14 of which were completed and 4 require more information from the user. Target date pending state approval
5	App Error When Attempting to Submit Application (RIB-10371)	2	An application error is occurring as a result of a mismatch between the payment begin dates and recertification dates of two cases.	Targeted Fix Date 12-29-2016

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to December 28th

Start of the Day

| 140 Scanned/Indexed | + | 17,908 Processed | + | 30,418 Completed | = | 48,466 Total |

Daily Net Change

| 112 Scanned/Indexed | + | 120 Processed | + | 349 Completed | = | 581 Total |

End of the Day

| 252 Scanned/Indexed | + | 18,028 Processed* | + | 30,767 Completed** | = | 49,047 Total*** |

* Processed applications have gone through the application registration process, but eligibility has not been run.
** Completed applications have been processed and have had eligibility run.
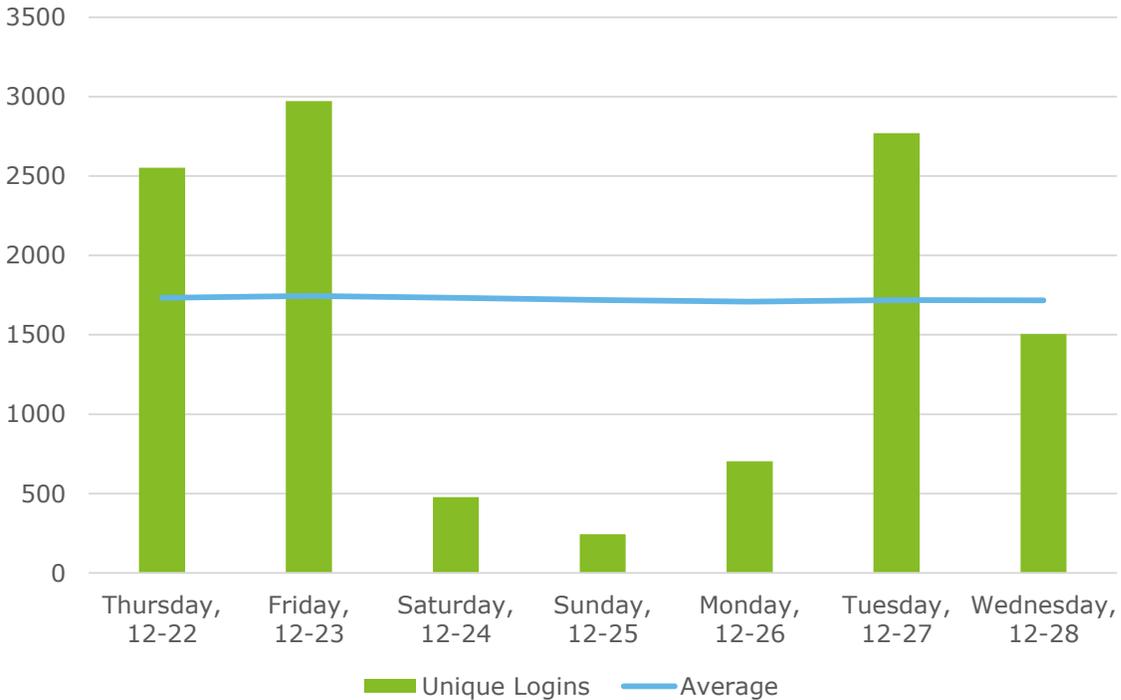*** Total is the total number of applications present in the system

RIBridges Technical Metrics – Customer Portal
Thursday December 29th, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day

Legend: Concurrent Users — Average
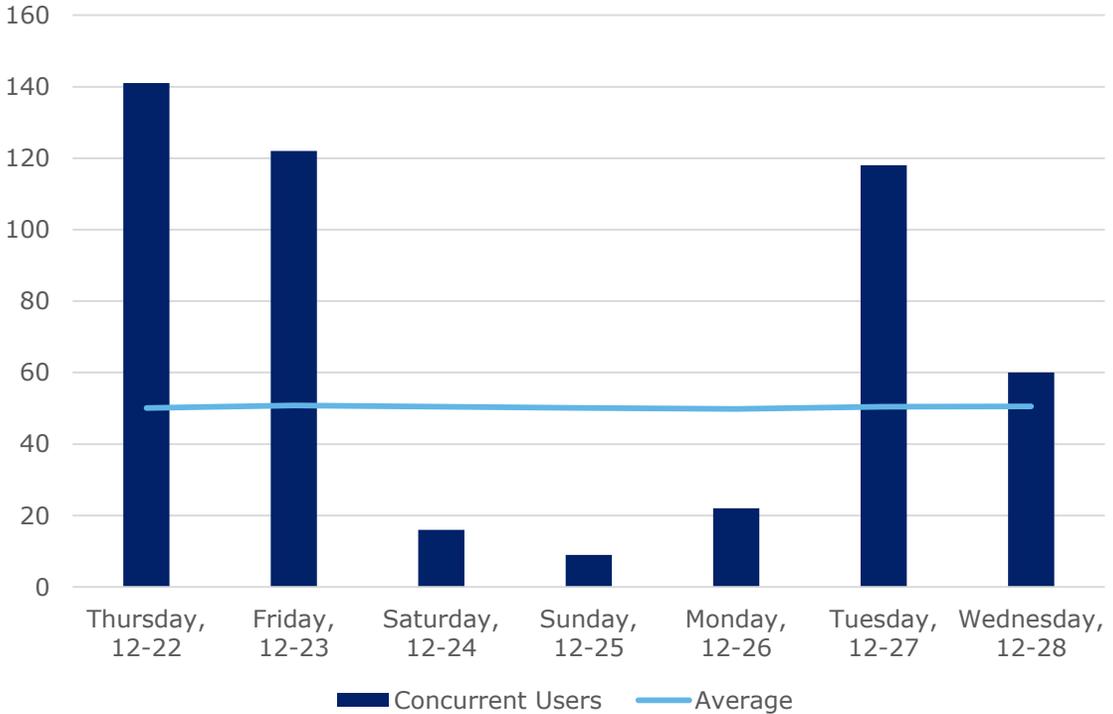
Customer Portal Unique Logins Per Day
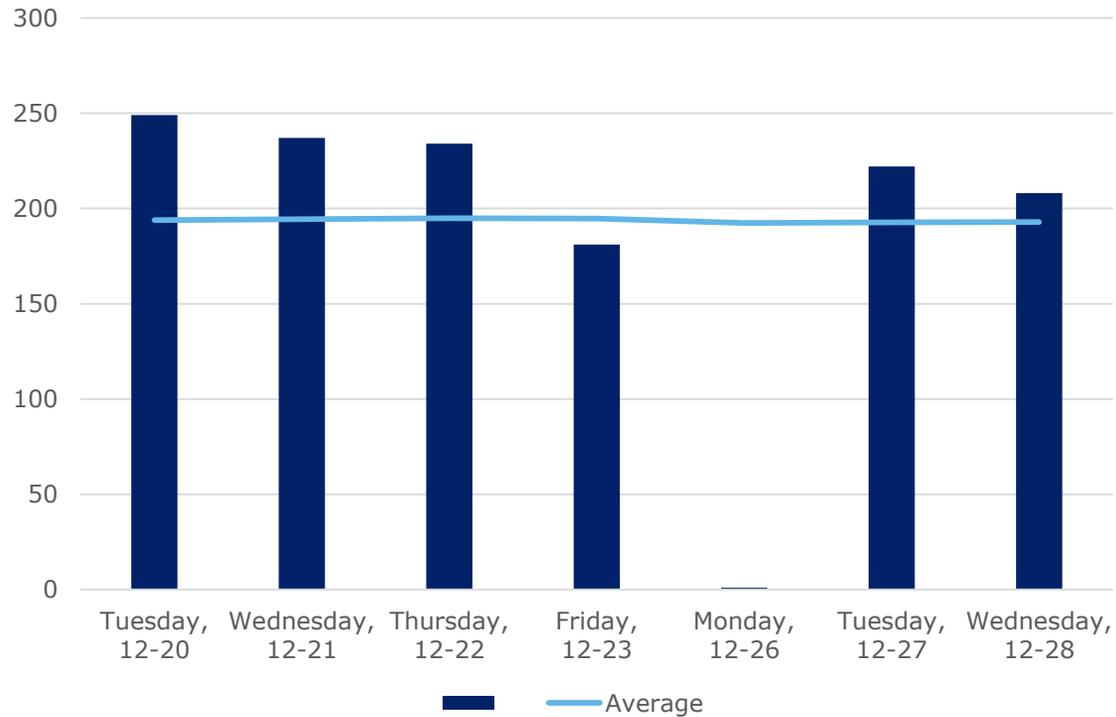

Legend: Unique Logins — Average

*Concurrent is over five minutes
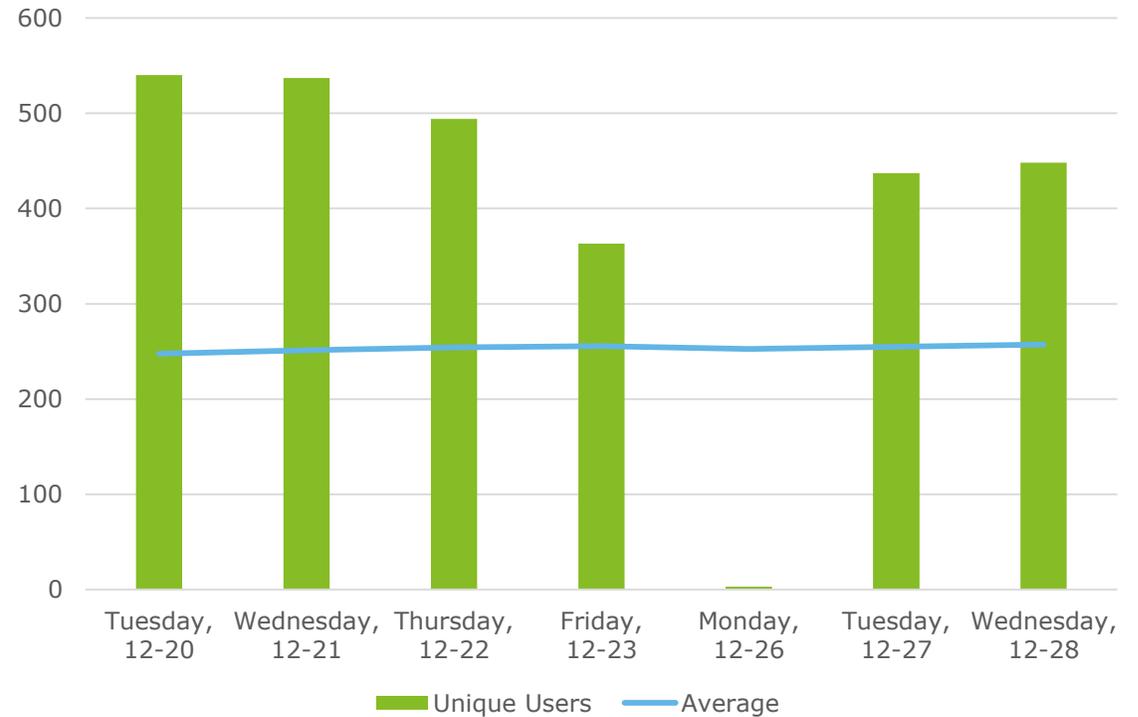
RIBridges Technical Metrics – Worker Portal
Thursday December 29th, 2016 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

* Concurrent is over five minutes
** Exact number of concurrent logins with no exclusions
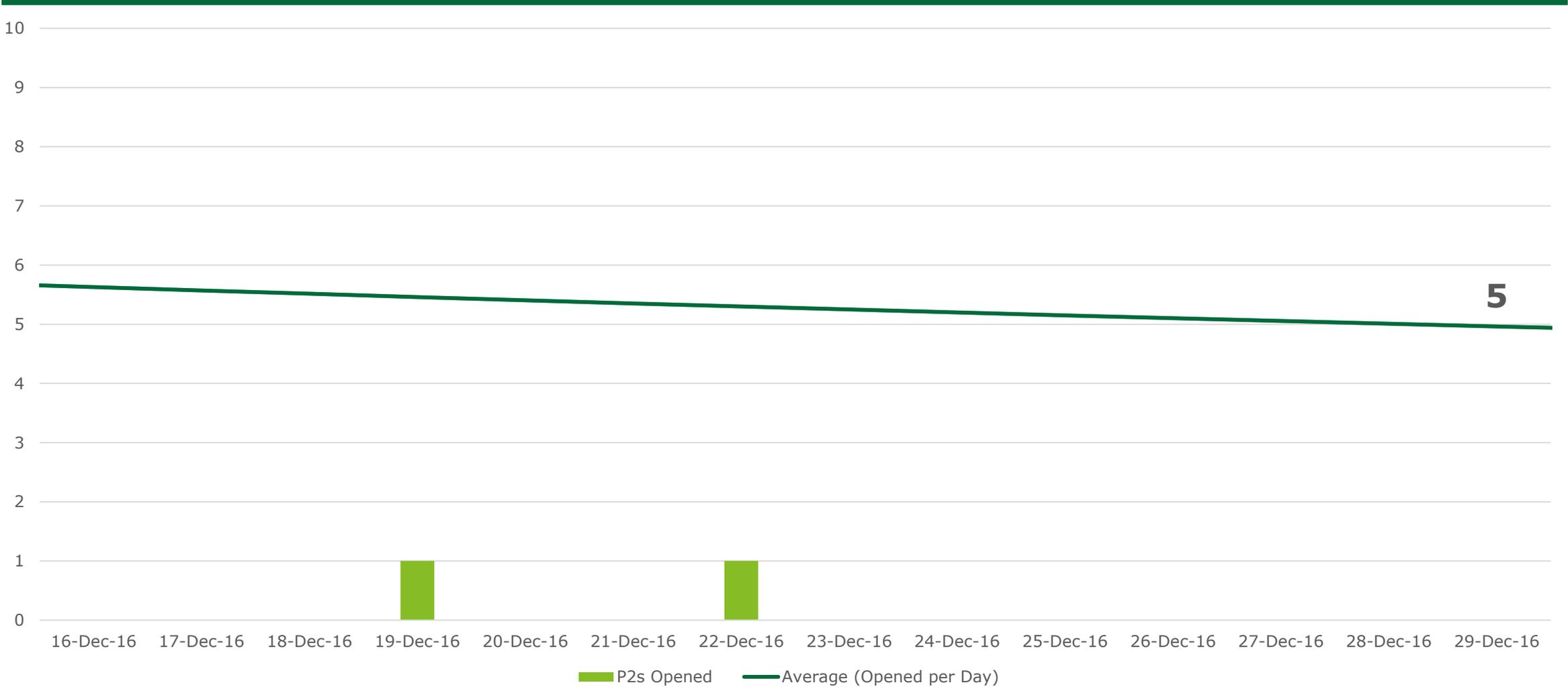

Worker Portal Unique Logins Per Weekday

* Excludes Deloitte and contractor logins prior to 11/30.
** Deloitte and contractor logins included 11/30 and on

RIBridges Technical Metrics – P2 Incident Report
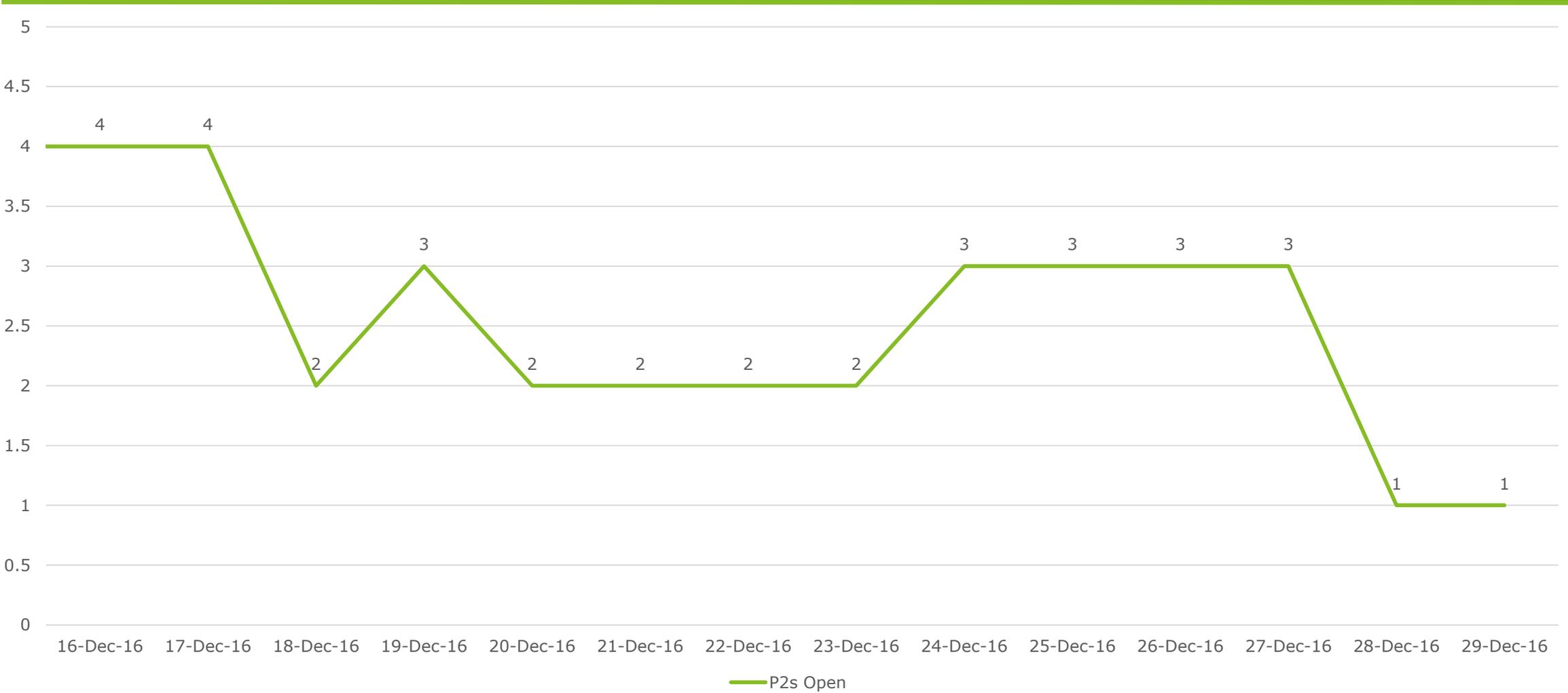## Thursday December 29th, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day

5

| | P2s Opened | Average (Opened per Day) |

RIBridges Technical Metrics – P2 Incident Report
Thursday December 29th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

P2s Open

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Thursday December 29th, 2016 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

DHS: 23
HSRI: 14
EOHHS: 17

■ EOHHS Top Priorities   ■ HSRI Top Priorities   ■ DHS Top Priorities