



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

DEPARTMENT OF ADMINISTRATION

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The Honorable Marvin L. Abney, Chairman
House Committee on Finance
The Honorable Patricia A. Serpa, Chairwoman
House Committee on Oversight
State of Rhode Island General Assembly
82 Smith Street
Providence, RI 02903

Dear Chairman Abney and Chairwoman Serpa,

Please accept our sincerest best wishes for a happy and healthy New Year – we look forward to working with you again this session. Attached, and herein, you will find materials and summaries responsive to your weekly request.

As you know, approximately 97,000 individuals are eligible to receive monthly SNAP benefit deposits on their EBT cards. While we are pleased to report the successful completion of this month's batch run deposits, we anticipate increases in call volume and lobby traffic over the course of this week due to first-of-the-month benefits disbursement. Prior to this cycle there are approximately 4,000 customers who have not yet submitted their 6-month SNAP interim recertification reports, and another 4,900 who have received annual/biannual recertification notices, which may impact their eligibility. We have established processes to assist customers who submit past-due paperwork, as each month we serve a higher volume of customers in the first week of the month, assisting many with reinstating their benefits if they have failed to respond to recertification notices.

As of this week, we can also report that we have completed the second cycle of Post Eligibility Verification (PEV) under the new system. As you know, PEV protects against waste and fraud by verifying eligibility in real time to ensure that the right people are receiving the right services. Through this most recent run of PEV, approximately 900 clients were deemed ineligible and will no longer receive services.

Supplemental Social Security payments in the amount of \$39.92 per client were also deposited or mailed to more than 30,000 Rhode Islanders. We are not aware of any system-caused delays in people receiving SSP payments this month. However, as we have previously reported, there are typically a small percentage (less than 200) of payments that bounce back to the state a number of reasons that are wholly unrelated to the launch of the new system, including (but not limited to) an unreported change of address, a closed or frozen bank account associated with the direct deposit, or the death of an account-holder.

Below, please find this week's response to your weekly questions.

Weekly Question #1: FNS Reports and Correspondence.

Response: As reported last week, DHS has received a response from the Food and Nutrition Service (FNS) regarding the Corrective Action Plan (CAP) that was submitted in November. As requested by FNS, DHS is preparing to respond to additional questions and requests for information by January 19, 2017.

Weekly Question #2: Updated responses to Original Questions #8, #10, and #16 are below.

- *Original Question #8:* Precise numbers on how many existing clients didn't receive any benefits, how many received some but not all that they were entitled to, and how many received incorrect payments.
 - **Response:** All of the below missing or incorrect benefits were identified this week but have already been resolved as a part of our ongoing reconciliation activities.

Program	Missing/Incorrect Benefits Identified This Week (All Resolved This Week)
SNAP	29
RIW	8
CCAP	70
GPA	0
SSP	0

* Data range: December 23 to December 29

- *Original Question # 10:* How many providers did not receive payments when they were accustomed to receiving?
 - **Response:** Please see above. In the last week, there were no regular payments to CCAP providers. However, there were 337 off cycle payments made to child care providers. This included 267 payments to providers as a part of the ongoing billing reconciliation process, and an additional 70 providers that were paid for prior missing/incorrect Batch 14 payments.
- *Original Question # 16:* Glitches reports.
 - **Response:** The Production Daily Health Reports used by Deloitte to lists priority issues that need to be addressed and fixed are attached. (Labeled "**Daily Health Reports.**") Lists of priority issues can be found on slide two of each daily health report. Per Sharon Reynolds Ferland's request, Production Daily Health Reports for December 27-30 are attached. Due to the holidays, reports were not issued on December 23 or 26.

Weekly Question #3: Application and payment manual work arounds.

Response: Below are data, tracked by Deloitte, on manual workarounds. As previously reported, these data reflect instances in which an individual or worker reported a challenge processing an application or generating an eligibility determination and a specific data fix was deployed.

Application Manual Work Arouns (December 23 - December 29)

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Work Around Process
CCAP	0	78	0
GPA	0	4	0
Medicaid	1	1074	Less than 1%
RIW	0	128	0
SNAP	0	420	0
SSP	0	1	0

Payment Manual Work Arouns (December 23 – December 29)

Program	Manual Payments Executed	Total Payments	% of Payments completed via Manual Work Around
GPA	0	356	0
RIW	8	4,532	Less than 1%
SNAP	29	95,389	Less than 1%
SSP	0	33,887*	0

*January payments made as scheduled.

Below please find data (and data definitions) related to the instances in which manual or technology-assisted interim business processes were utilized this week.

Technology Assisted/Manual Interim Business Process	Instances This Week	Estimated End Date for Interim Business Process	Interim Business Process Definition
Long Term Care Payments	8 off cycle payments	Feb-17	Long Term Care eligibility and customer service authorizations are processed in RIBridges. An interim business process is used to transmit those service authorizations into MMIS for payment to be generated to providers.
Childcare Payments	337 off cycle payments	Jan-17*	Childcare providers are paid on a bi-weekly payment cycle based upon attendance sheets that have been submitted. The technology-assisted interim business process includes making payments to providers through the UHIP system, but requires manual input of the physical attendance sheets into the portal for off cycle payments.
GPA Burial	0 payments to funeral homes.	Jan-17	An interim business process is being used to make payments to funeral homes for eligible GPA recipients.

*Please note our new anticipated end date for our technology assisted business process related to childcare payments. As of the start of this week, reconciliations are largely completed, but we are continuing to permit providers to engage in the reconciliation process through January, as some of them may not have had time to yet participate in the process despite our multiple outreach efforts.

As previously reported, our RItE Share, Sherlock, Katie Beckett, Support Services and Breast and Cervical Cancer programs continue to utilize technology-assisted business processes to facilitate enrollments.

Weekly Question #4: An update on our escalation team in the Call Center.

Response: The escalation unit continued to process escalated cases this week. Due to the holiday week, only a small number were resolved. Next week, we will share more information about the types of issues being raised to this team regularly.

Weekly Question #5: The status of the DHS call-back system:

Response: The DHS Call Back system continues to offer customers the option of a call back, if they are unable to wait on hold. Between December 25 and December 29, 133 call backs were completed. Please note, a few factors contributed to the lower number of call backs this week compared to last week, including lower overall call volume and the office being closed on Monday.

Weekly Question #6: Report on additional efforts to enhance employee engagement and examples of any suggestions or feedback implemented.

Response: The Department of Human Services (DHS) is testing and evaluating a re-designed worker inbox, the tool that helps workers prioritize the most urgent matters for their attention. We have engaged field employees in testing this revised tool to ensure that it will meet their needs moving forward. This proto-type testing on the new design of the worker inbox will provide supervisors with the ability to focus on work and provided program related tasks. It will also allow the workers to be aware of the most urgent work they are to complete each day.

Weekly Question #7: Report on progress toward implementing different measures to address regional office wait times and capture true customer experience (once implemented):

Response: To reduce lobby wait times, the Warwick, Wakefield, and Woonsocket field offices are creating customer service windows to focus on expedited SNAP cases. DHS has also created additional lobby capacity in Providence to ensure that customers can wait safely out of the weather and get their needs addressed.

Weekly Question #8: Attached, please find document labeled “**UHIP Daily Media Updates**” and “**UHIP Metrics.**”

As always, please let us know if we can provide any additional data or information related to this submission.

Sincerely,

A handwritten signature in blue ink that reads "Michael DiBiase".

Michael DiBiase, Director, Department of Administration

A handwritten signature in blue ink that reads "Elizabeth Roberts".

Elizabeth Roberts, Secretary, Executive Office of Health and Human Services

A handwritten signature in blue ink that reads "Melba Depeña Affigne".

Melba Depeña Affigne, Director, Department of Human Services