

# Production Daily Health Report

## Tuesday January 3rd, 2017 (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

Tuesday January 3rd, 2017 (10:00 AM EDT)

**50**  
Cases without Coverage  
due to Top Issues

**0** P1 Incidents  
3 P2 incidents  
1591 P3 incidents  
85 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.	<b>Resolved</b> – Data and code fix completed 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.	<b>Resolved</b> – Code fix completed 12-31-2016
3	Incorrect APTC applied to 2017 coverage (RIB-10146)	1	A customer's selected APTC is greater than their eligible APTC.	<b>Resolved</b> – Code fix completed 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 1-3-2017. Currently in review.

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to January 2nd

## Start of the Day

**219**

Scanned/Indexed



**18,294**

Processed



**31,840**

Completed



**50,353**

Total

## Daily Net Change

**0**

Scanned/Indexed



**21**

Processed



**28**

Completed



**49**

Total

## End of the Day

**219**

Scanned/Indexed



**18,315**

Processed\*



**31,868**

Completed\*\*



**50,402**

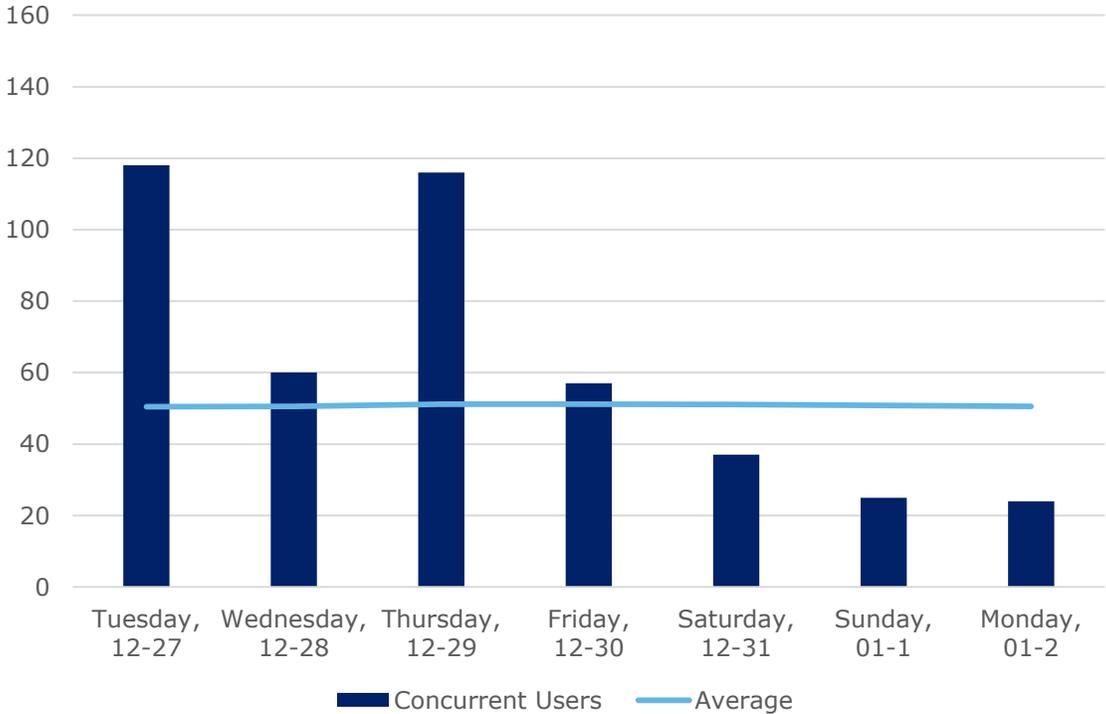
Total\*\*\*

\* 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

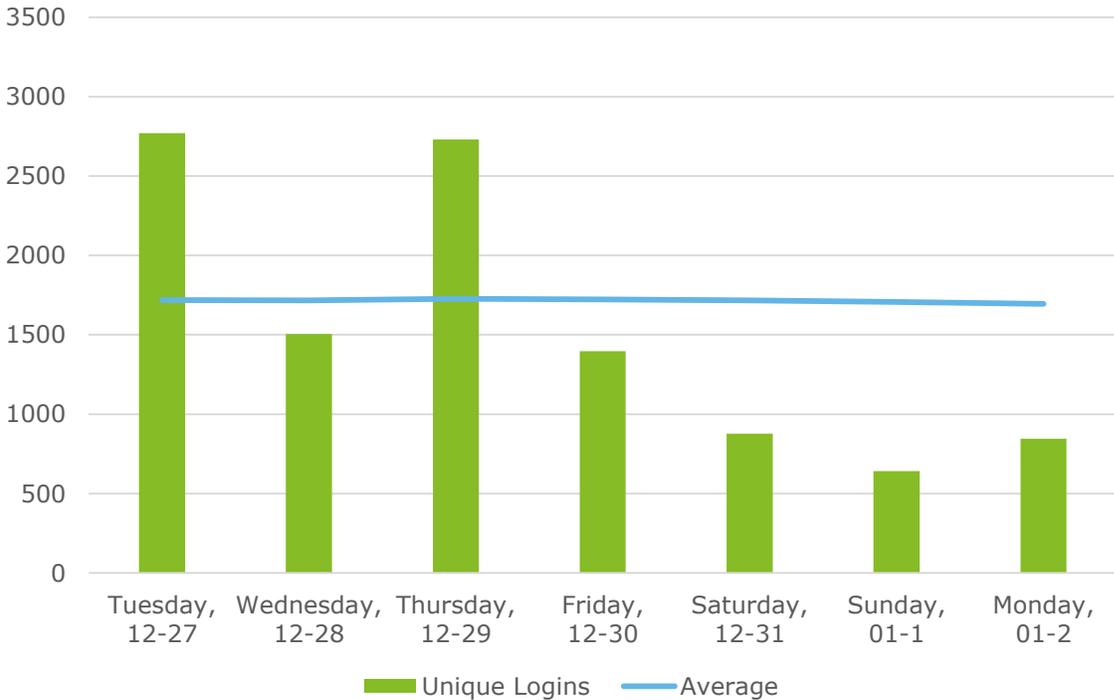
# RIbridges Technical Metrics – Customer Portal

Tuesday January 3rd, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

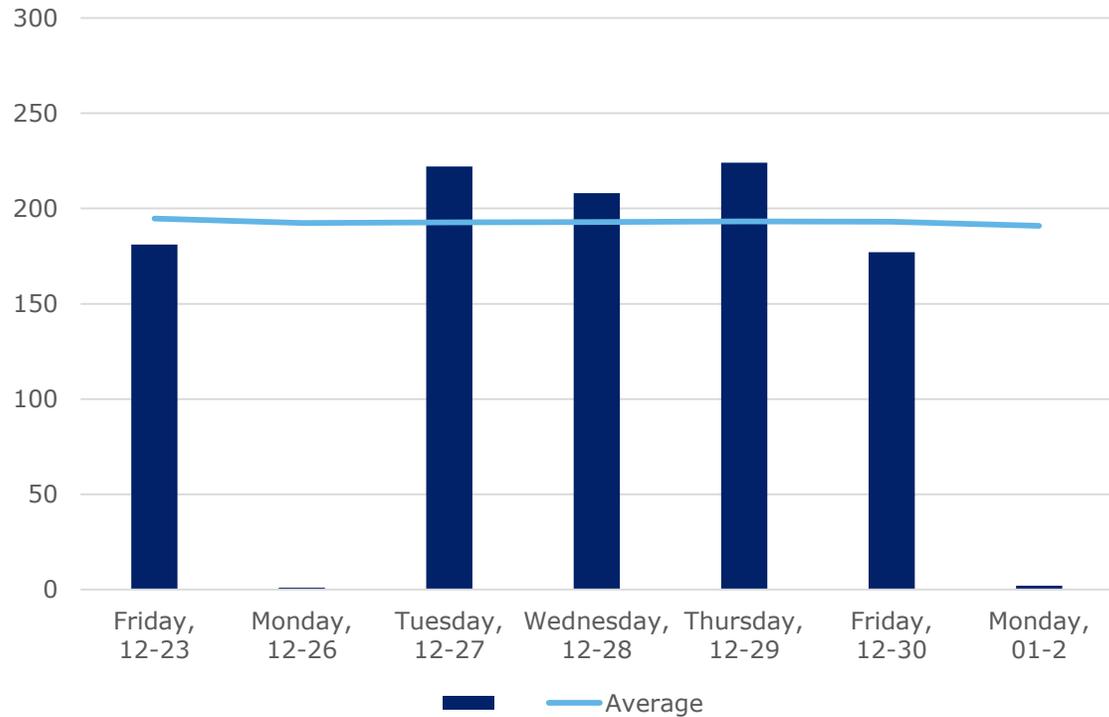


\*Concurrent is over five minutes

# RIBridges Technical Metrics – Worker Portal

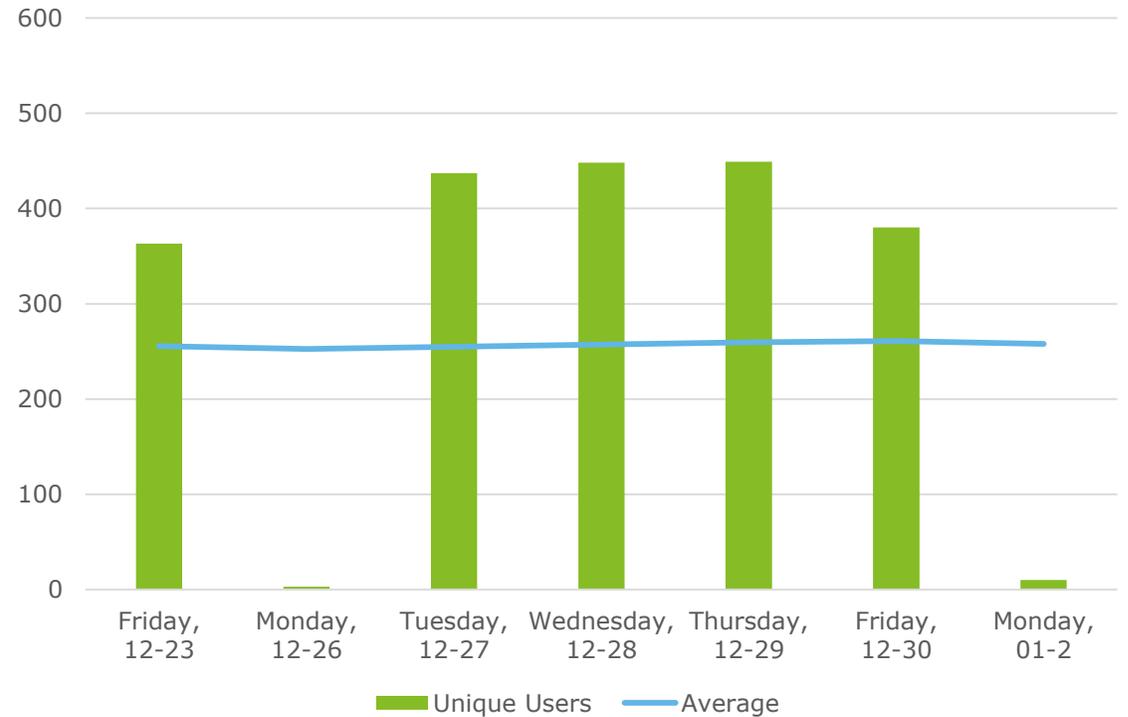
## Tuesday January 3rd, 2017 (10:00 AM EDT)

### 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

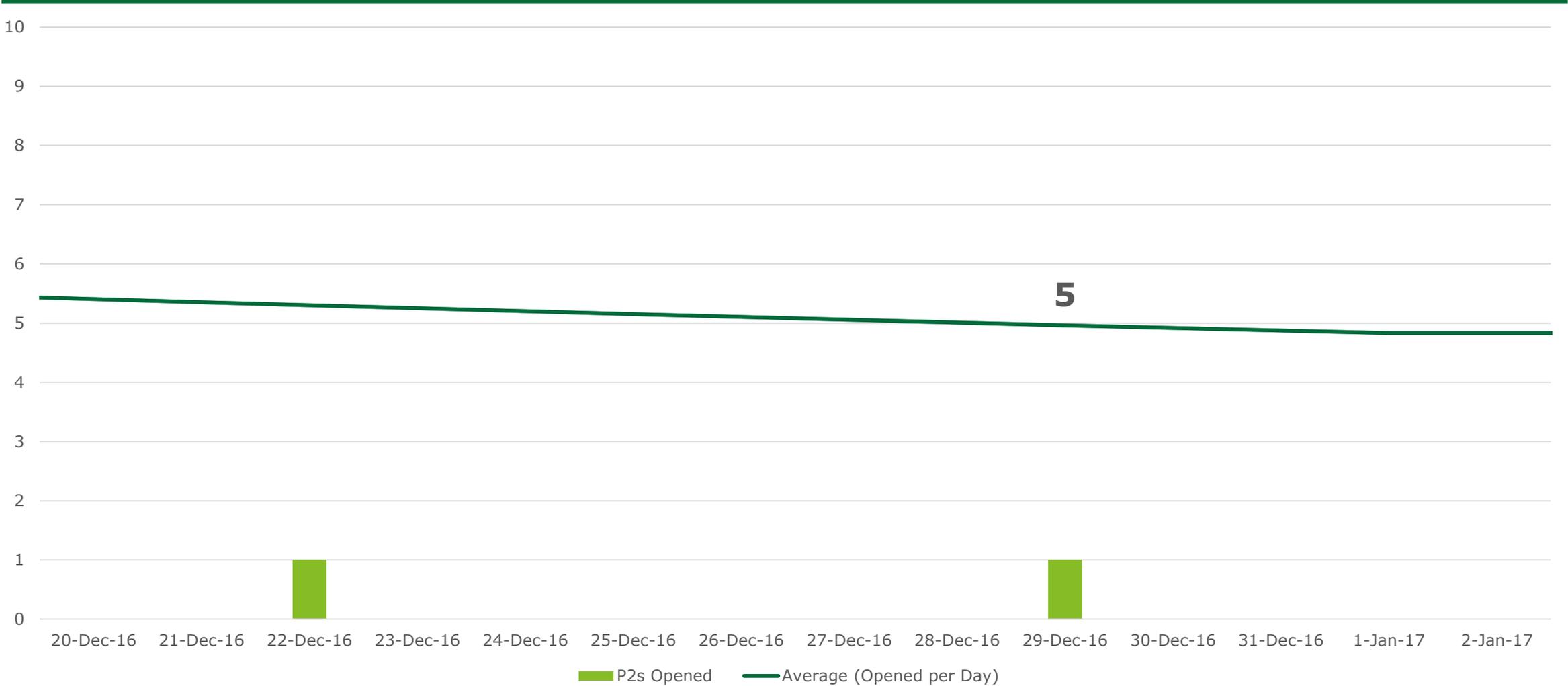


\* Excludes Deloitte and contractor logins prior to 11/30.  
 \*\* Deloitte and contractor logins included 11/30 and on

# RIbridges Technical Metrics – P2 Incident Report

Tuesday January 3rd, 2017 (10:00 AM EDT)

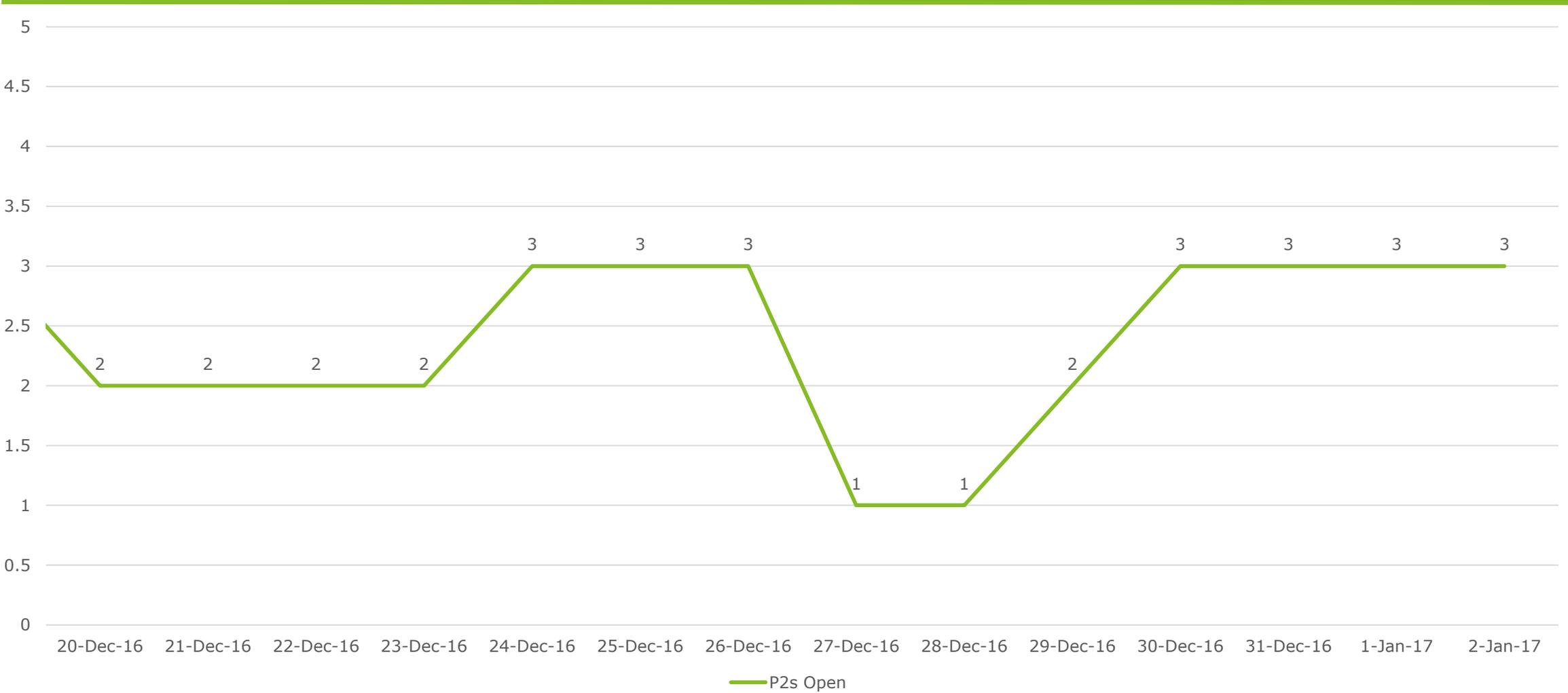
P2 Incidents Opened by Day



# RIbridges Technical Metrics – P2 Incident Report

Tuesday January 3rd, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



# RIbridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Tuesday January 3rd, 2017 (10:00 AM EDT)

Total Priority 3 Blocker\* Incidents Open by Day

