

# UHIP Daily Media Updates

## Tuesday, Jan. 3 – Friday, Jan. 6

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**Note: There were no UHIP updates to the media on Monday or Thursday of this week.**

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### UHIP Media Update #1 – Tuesday, January 3, 2017

Good morning,

A series of batch runs were successfully completed as part of the system's monthly activities. Here is an overview:

- **SNAP and EBT:** Approximately 97,000 individuals receive monthly SNAP benefits on their EBT cards.
  - More than 6,100 cases were slated for interim reports and customers associated with those cases were sent interim report packets (Per regulations, SNAP customers with a 12-month certification period must submit a 6-month interim report). **Per SNAP program policy**, customers scheduled for interim renewal must return the interim packet on time or face discontinuation of benefits and case closure. As of December 30, 2016, about 2,300 customers returned their packets. More than 4,000 are scheduled for closure this month and may be required to reapply to resume coverage.
  - Separately, about 4,900 annual/biannual recertification notices were sent to customers. A reminder about the recertification process: after customers receive the recertification packet, they are required to return completed packets with verifying documentation and complete an interview in order to avoid termination of benefits and case closure. These processes allow the State to track changes in customers' circumstances – and thus, potential changes in eligibility – effectively while ensuring the right people are receiving the right benefits at the right time.
  - **We anticipate there will be increases in call volume and lobby traffic over the course of the week due to the above-referenced activities, in addition to typical first-of-the-month batches. We have processes to assist recipients who submit past-due paperwork.**
- **Post-Eligibility Verification (PEV):** PEV is a function that has been running as a part of HSRI since it launched and was expanded to DHS services when the new system launched in September. This protection against waste and fraud verifies eligibility in real time to ensure that the right people are receiving the right services at the right time. **We have completed the second cycle of PEV under the new system: 926 clients have been deemed ineligible and will no longer receive services.** Notices were sent in mid-December to clients who have had a change in circumstance and may, as a result, be ineligible for services. Clients had a 15-day period to submit paperwork proving their eligibility. However, the actual termination of benefits occurs 45 day after the first

notification. Clients who did not respond or were unable to provide additional information showing they are eligible for services will no longer have access to services. **PEV is an important feature of the new system and these terminations are a signal that the process is working as it is intended.**

- **Child care providers:** The state and Deloitte sent multiple communications to providers earlier this month seeking their input and confirmation for the reconciliation of information previously converted from the Legacy InRhodes system. The reconciliation for the large majority of providers that responded to the state's request were completed by Dec 31<sup>st</sup>. Remaining providers have not yet responded and will continue to be contacted until all information is confirmed. This supplemental confirmation that correct payments have been verified will be completed during the month of January.

The Department of Human Services strongly encourages any provider who is still experiencing payment issues or discrepancies to contact the Child Care Office immediately at 401-462-6800. DHS will continue to have reconciliation sessions for providers that come forward with payment issues and will continue to communicate directly with providers. We will also be offering further free training opportunities for providers so they can more effectively use the system to log attendance and billing.

- **State Supplemental Payments:** Supplemental Social Security payments in the amount of \$39.92 per client have been 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. (We experienced issues with these payments in October and to a much lesser degree in November.) **However, 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.**

**Also this month:** Social Security Administration (SSA) has [increased the Social Security Income standards](#) (SSI income and RSDI income) in Federal Fiscal Year 2017 based on a cost-of-living adjustment (COLA). Some benefits recipients may see changes in their benefits.

A reminder again for planning purposes, the UHIP communications team meets daily at 2:30 p.m. to review media inquiries with subject matter experts. Please try to provide any additional questions as soon as possible so we can gather the information you need before your deadlines.

Thanks!

-Brenna & Ashley

## **UHIP Media Update # 2 – Tuesday, January 3, 2017**

Good afternoon:

We were informed in real time that RIBridges was down temporarily this afternoon due to a network connectivity issue. The system was back up within an hour, and all services have resumed. Deloitte is investigating the root cause of the issue.

Thank you.

-Brenna & Ashley

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## **UHIP Media Update – Wednesday, January 4, 2017**

Hello,

See below for the latest update on UHIP technical issues:

- Yesterday, the system experienced a network connectivity issue, which prevented users from accessing the system for less than an hour before it was fully resolved. Further testing was performed yesterday to ensure it does not happen again.
- Early this morning, the system was down for about 20 minutes due to a separate issue with the servers that only affected the worker portal. Our state technical team has been working diligently with our vendor, Deloitte, to determine the full scope of the issue.

Thank you.

-Brenna & Ashley

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## **UHIP Media Update – Friday, January 6, 2017**

Hello:

Attached you will find the weekly UHIP metrics report, which shows the status of applications in the new, integrated health and human services eligibility system. In an effort to provide more comprehensive information, we have broken down these numbers by program and by each week going back to the launch date. As a reminder, we will continue to provide updates in this format on a weekly basis.

A few notes: this data is raw, preliminary, and has not yet been subject to quality control. You may notice some numbers have changed from week to week. These numbers reflect a snapshot of real-time data, which moves quickly and changes from day-to-day. This is going to happen as applications move past preliminary review and are re-classified by program. We are continuously working with our vendor

and partners to improve data reporting, and will highlight changes and additions to our format as we move forward.

Some highlights of this report:

- About 36% of work-in-progress, non-duplicate applications are awaiting further information from applicants before an eligibility determination can be made.
- We have determined eligibility for more than 37,000 applications since the launch of the new eligibility system.
- We have made a concerted effort to intake any SNAP expedited applications and move them forward with a dedicated team.
- We have constituted a medical team of specialized DHS eligibility technicians to focus solely on Medicaid verification.

Thanks,

- Brenna & Ashley