



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

DEPARTMENT OF ADMINISTRATION

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January 6, 2017

The Honorable Marvin L. Abney, Chair  
House Committee on Finance  
The Honorable Patricia A. Serpa, Chair  
House Committee on Oversight  
Rhode Island House of Representatives  
82 Smith Street  
Providence, RI 02903

Dear Chairman Abney and Chairwoman Serpa,

As we reported earlier this week, the early days of the month are always a busy time in the DHS field offices. As this week progressed, we saw an increase in lobby traffic and call volume. DHS staff continued to triage customer needs, check application status, and process Expedited SNAP applications for waiting customers, including at times when we were required to close entrance doors per the Fire Marshal due to high customer volume.

Unfortunately, the system experienced two brief outages early this week. We worked closely with our vendor to determine the root cause of the issue and get the system running again. We remain encouraged by the system completing a number of successful payments on January 1, but know that Rhode Islanders are still experiencing challenges with the new system, and that is unacceptable.

This is one of the reasons why we are ardently working through a hiring process so that over the next few weeks, we will be able to get people trained and ready to go to better assist clients and render timely eligibility determinations.

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

Weekly Question #1: FNS Reports and Correspondence.

**Response:** As we reported earlier this week, DHS is preparing to respond to additional questions and requests for information from FNS 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	63
RIW	14
CCAP	41
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 639 regular payments to CCAP providers. There were also 41 off cycle payments made to child care providers a result of previous missing or incorrect 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 January 3-6.

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	112	0
GPA	0	2	0
Medicaid	4	1142	Less than 1%
RIW	0	168	0
SNAP	1	646	Less than 1%
SSP	0	3	0

**Payment Manual Work Arounds (December 23 – December 29)**

<b>Program</b>	<b>Manual Payments Executed</b>	<b>Total Payments</b>	<b>% of Payments completed via Manual Work Around</b>
RIW	14	350	4%
SNAP	63	3,321	2%
CCAP*	0	639	0

\*CCAP bi-weekly batch 15 payments were made on January 4, 2017, 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.

<b>Technology Assisted/Manual Interim Business Process</b>	<b>Instances This Week</b>	<b>Estimated End Date for Interim Business Process</b>	<b>Interim Business Process Definition</b>
Long Term Care Payments	0 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	41 off cycle payments	Jan-17*	Childcare providers are paid on a bi-weekly payment cycle based upon attendance sheets that have been submitted. The interim business process includes ongoing reconciliation of enrollments and payments, resulting in off cycle payments.
GPA Burial	24 payments to funeral homes.	Jan-17	An interim business process is being used to make payments to funeral homes for eligible GPA recipients.

\*As reported earlier this week, please report our new anticipated end date for our technology assisted business process related to childcare payments. 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:** This week, our Escalation Unit continued processing cases in line with our multi-tier triage protocol. Between December 29, and Wednesday, January 3, 219 escalations were opened and 145 were closed. As you know, our escalation unit is staffed by some of our most experienced and knowledgeable employees, who we will continue to deploy to address issues as quickly as possible over the coming weeks.

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 30 and January 4, 499 call backs were completed.

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

**Response:** As we reported on Tuesday, the Department of Human Services (DHS) is testing and evaluating a re-designed worker inbox this week. The new worker inbox, developed with employee input, helps workers prioritize the most urgent matters for their attention. We will share more information about testing and implementation over the coming weeks.

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

**Response:** Since Tuesday, we have continued to utilize program-specific service windows to expedite SNAP cases, and worked to build additional lobby capacity in DHS's Providence Office, one of our highest volume offices.

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,



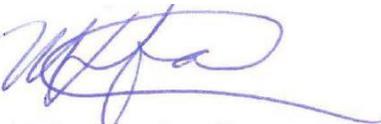
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**Michael DiBiase**, Director, Department of Administration



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



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**Melba Depeña Affigne**, Director, Department of Human Services