



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
Rhode Island House of Representatives
82 Smith Street
Providence, RI 02903

Dear Chairman Abney and Chairwoman Serpa,

Thank you for the opportunity to share more information on the Unified Health Infrastructure Project (UHIP). Attached you will find the materials and summaries that are responsive to your weekly request.

We recognize that the rollout of this new system has not gone as well as it needed to, and the pace of improvement has not been fast enough. As you know, Governor Raimondo shares our concerns and took action this week to address ongoing challenges.

Yesterday, the Governor announced that she has accepted the resignations of Department of Human Services Director Melba Depeña Affigne and Chief Digital Officer Thom Guertin, who has been responsible for the technical implementation and design of the system and has been the primary liaison with Deloitte's technology team.

Governor Raimondo also announced that the state will withhold nearly \$15 million in payments to UHIP project vendor Deloitte while we complete a new analysis of Deloitte's performance and the stability of the new computer system. Rhode Islanders will not make any additional payments to Deloitte until we complete an assessment of their contract and until the Governor is satisfied that Deloitte is in compliance with the terms.

The Governor has reassigned her Chief Operating Officer Eric Beane to immediately serve as Acting DHS Director. Eric is on a temporary assignment and will begin working immediately to diagnose the challenges related to the system and its rollout and develop a plan and timeline for resolution. Chief Information Officer Chris Antonellis has been appointed Acting Director of the state information technology division. Both Ms. Depena and Mr. Guertin will temporarily remain in their respective departments to ensure a smooth transition to new leadership.

We will continue to work hard to ensure that Rhode Islanders are getting the benefits that they deserve. Below, please find this week's response to your weekly questions.

Weekly Question #1: FNS Reports and Correspondence.

Response: Attached, please find our most recent data report to the Food and Nutrition Service (FNS) submitted on January 9, 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	40
RIW	20
CCAP	104
GPA	0
SSP	0

* Data range: January 6-January 11

- **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 scheduled to CCAP providers. However, there 104 off cycle payments made to child care providers as a result of the ongoing billing reconciliation process and missing or incorrect Batch 15 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. Lists of priority issues can be found on slide two of each daily health report. Production Daily Health Reports for January 9-13 are attached. (Labeled "**Daily Health Reports.**")

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 (January 6 – January 13, 2017)

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Work Around Process
CCAP	1	465	0
GPA	0	13	0
Medicaid	1	1467	Less than 1%
RIW	0	253	0
SNAP	1	1343	Less than 1%
SSP	0	14	0

Payment Manual Work Arounds (January 6 – January 13, 2017)

Program	Manual Payments Executed	Total Payments	% of Payments completed via Manual Work Around
RIW	20	4720	.42%
SNAP	40	2547	1.57%
GPA	0	372	0

- No CCAP or SSP on-cycle payments were scheduled this week.

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	3 off cycle payments	Feb 1, 2017	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.
Child care Payments	104 off cycle payments	March 1, 2017	Childcare providers are paid on a biweekly 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.

*Please note, we have again updated our 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 and February, 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 in line with our multi-tier triage protocol. Between Wednesday, January 4 and Wednesday, January 11, 2017, 477 escalations were opened and 116 were closed.

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 January 5 and January 11, 2017, 2050 call backs were completed.

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

Response: We continue to prepare to pilot the re-designed worker inbox, informed directly by worker feedback. In the coming days, we will be in regular communication with Department of Human Services staff as they experience a leadership transition.

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

Response: We are continuing to implement on the initiatives that we have previously reported on to address customer experience. This continues to be the primary focus of Tom Guthlein, who is supporting DHS office staff on loan from the R.I. Emergency Management Agency.

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,



Michael DiBiase, Director, Department of Administration



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