

Production Daily Health Report

Friday January 20th, 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
1/21	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS1605 -Benefit Decision Notice	Passed	Pending	0	TBD	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
183	33	150	136

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Partial	SSP Import Schedule failed RIB-12697 has been raised to track the issue.
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	N/A	N/A	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
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

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	Current Week	Previous Week
	0	0
	1	3
	1352	1435
	66	77

P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution
2	P2	QC-SNAP Negative Universe – Multiple Negative Case Actions – Inaccurate (RIB-10754).	There are more Negative Case Actions shown in the monthly Negative Universe Quality Control Environment than there are in the actual cases within Bridges.	Resolved on 1-19-2017 based on conversation with State
3	P2	Medicaid terminations require further analysis – incorrect terminations (RIB-4246).	A number of individuals have been terminated from Medicaid. Due to various system issues, these Medicaid terminations are being analyzed to determine if they were valid terminations. The root cause of these terminations is currently under analysis.	Currently under analysis
4	P2	Household was disenrolled for January, cannot select plan although approved/authorized (RIB-12590).	Household has QHP-Closed for month of January, and their Billing & Enrollment Data screen has "Action By" as blank, and "Disenrollment Reason" as blank. No open tasks, or incorrectly closed SEP tasks. Household should have coverage beginning 1/1/2017.	Reclassified as P3 on 1-19-2017 due to Priority Guidelines

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to January 20th

Start of the Day

485

Scanned/Indexed



18,469

Processed*



40,010

Completed**



58,964

Total***

Daily Net Change

11

Scanned/Indexed



91

Processed



683

Completed



785

Total

End of the Day

496

Scanned/Indexed



18,560

Processed



40,693

Completed



59,749

Total

* Processed applications have gone through the application registration process, but eligibility has not been run.

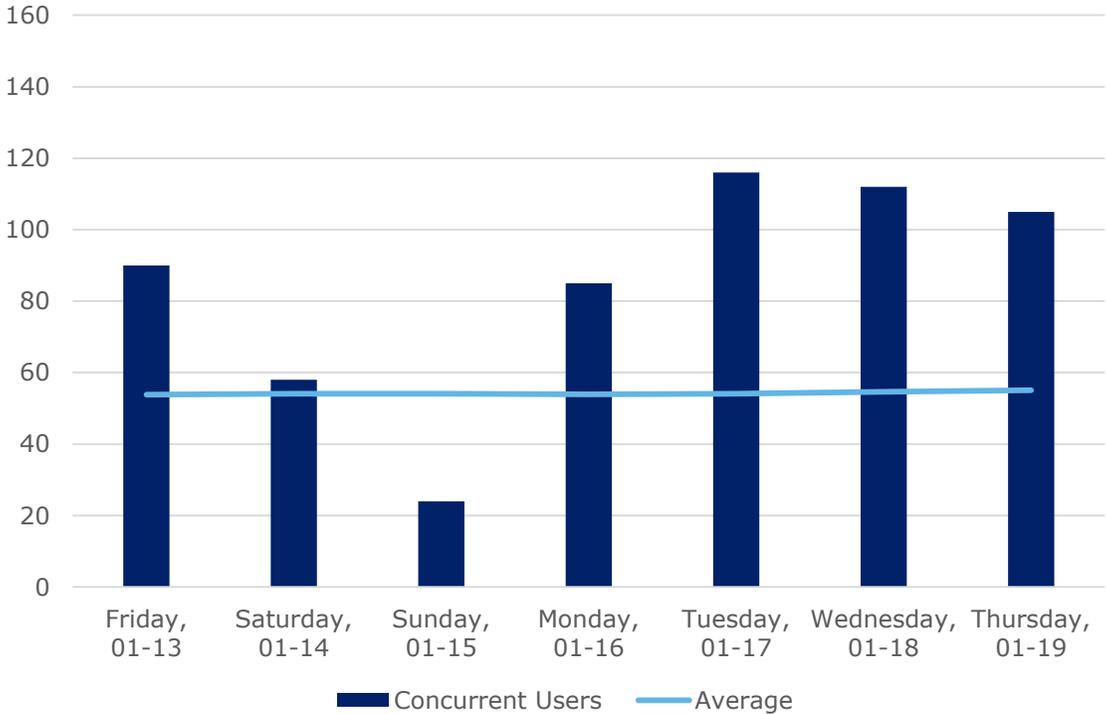
** Completed applications have been processed and have had eligibility run.

*** Total is the total number of applications present in the system

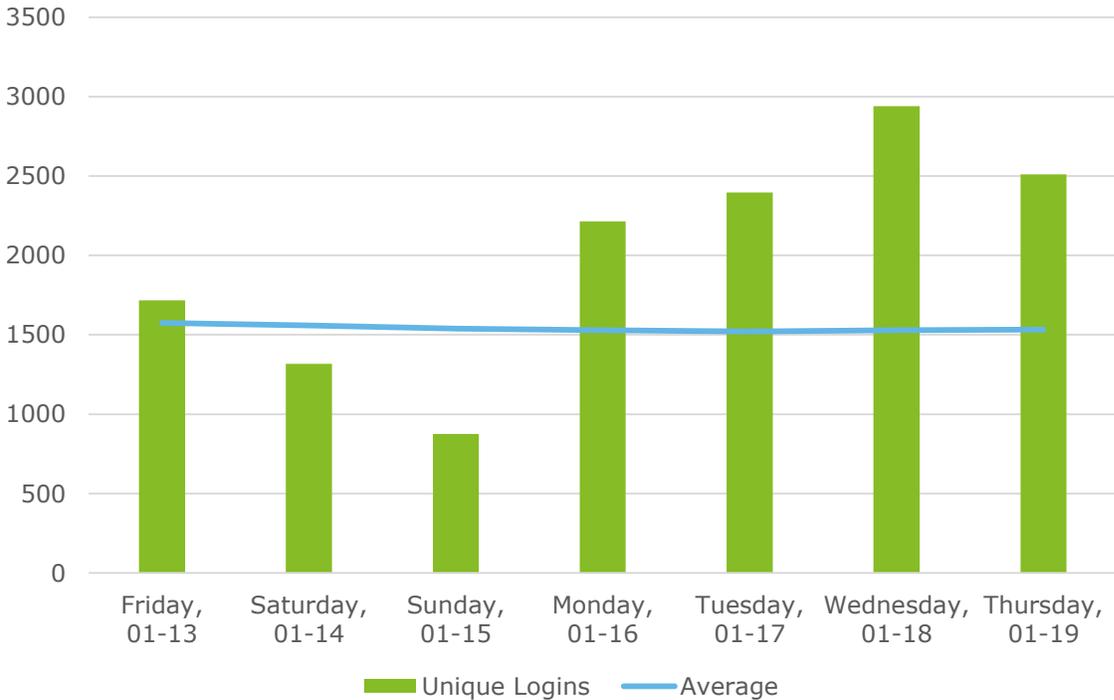
RIBridges Technical Metrics – Customer Portal

Friday January 20th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

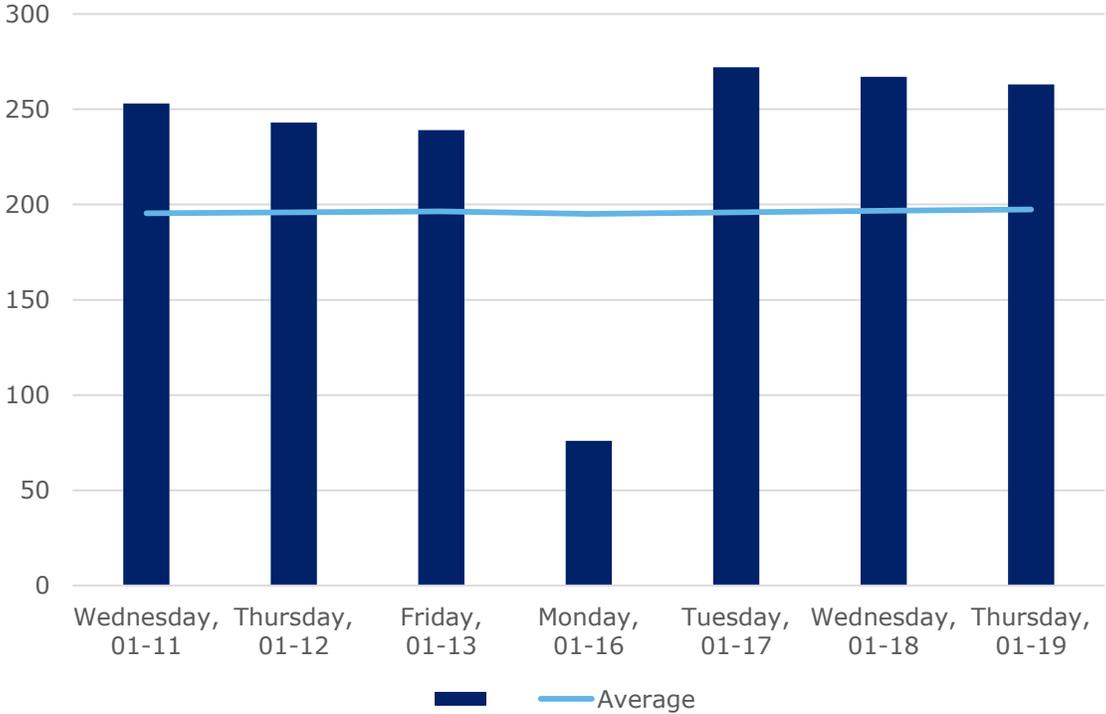


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

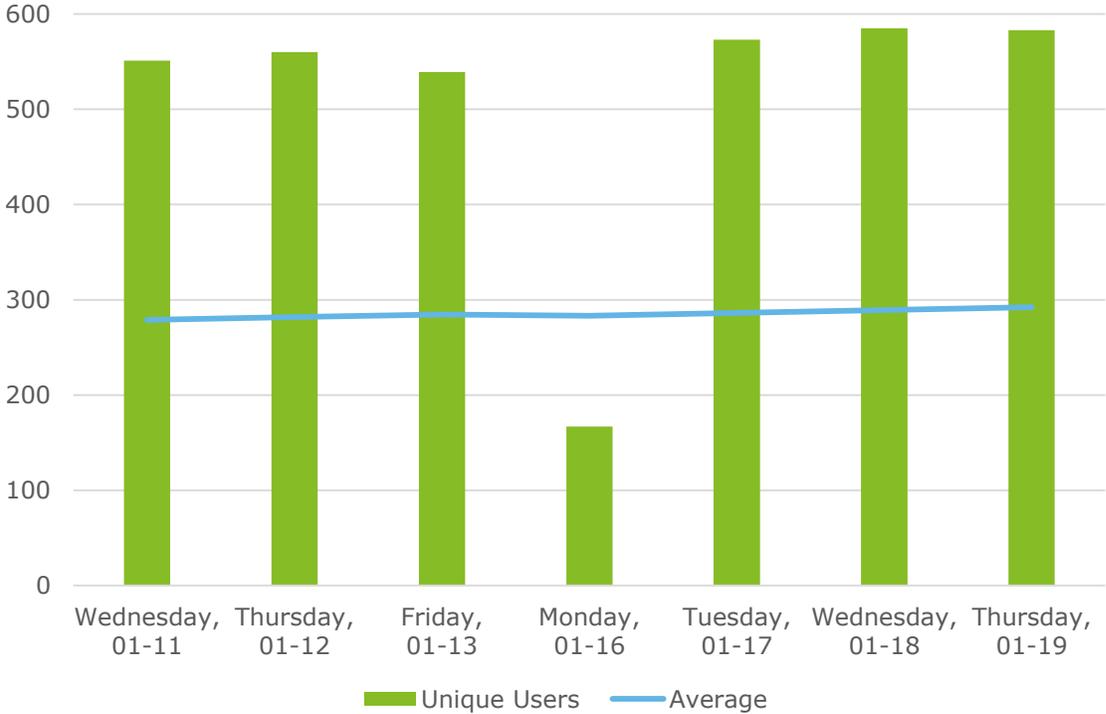
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Worker Portal Concurrent Logins Per Weekday



* 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

Friday January 20th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



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

Friday January 20th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

