



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,

This week, we welcomed the addition of Eric Beane to DHS, as he is now devoting his time to conducting a comprehensive assessment of UHIP and overseeing DHS Operations. We look forward to keeping you apprised of his efforts as he moves forward. Below, please find materials and summaries responsive to your weekly request below.

Weekly Question #1: FNS Reports and Correspondence.

Response: We have been in talks with the Food and Nutrition Service (FNS), and our response to their Corrective Action Plan comments is now due January 31, 2017. We will be sure to send a copy of this response to you in the legislative submission that follows that date.

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	21
RIW	4
CCAP	108
GPA	0
SSP	8

* Data range: January 12-January 19

- *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 575 regular payments scheduled to CCAP providers. There were also 108 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 16-20 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 12 – January 19, 2017)

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Work Around Process
CCAP	0	92	0
GPA	0	8	0
Medicaid	0	1407	0
RIW	0	159	0
SNAP	1	971	Less than 1%
SSP	0	14	0

Payment Manual Work Arouns (January 12 – January 19, 2017)

Program	Manual Payments Executed	Total Payments	% of Payments completed via Manual Work Around
RIW	4	375	1.06%
SNAP	21	2436	.86%
GPA	0	70	0
CCAP	0	683	0

- No 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	2 off-cycle payments	Feb 28, 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	108 off-cycle payments	March, 31, 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.
GPA Burial	30 off-cycle payments	January 31, 2017*	An interim business process is being used to make payments to funeral homes for eligible GPA recipients.

*Please note, updated anticipated end dates for our technology-assisted business processes related to childcare, long term care payments, and GPA Burials.

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. We are currently working to discontinue use of interim business processes for the Katie Beckett program by March, 31, 2017; the RItEShare program by May 30, 2017; and the Sherlock program by April 30, 2017.

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 January 12 and January 18, 2017, 366 escalations were opened and 89 escalations were closed for DHS.

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 12 and January 18, 2017, 847 call backs were completed. Please note, a few factors contributed to the lower number of call backs this week compared to last week, including lower overall call volume and the office being closed on Monday.

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

Response: Next week, we will complete our pilot implementation of the re-designed worker inbox, informed directly by worker feedback. Feedback from staff will be delivered directly to Director Beane on Friday at the conclusion of the test period, and be integrated into future roll out.

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 the initiatives that we have previously reported on to address customer experience. Under Tom Guthlein's leadership, we have implemented suggestion boxes and feedback forms at field offices to collect consumer feedback.

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