



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

DEPARTMENT OF ADMINISTRATION

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January 27, 2017

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 technical expertise of Kenneth Brindamour, who will serve as the UHIP IT Project Manager for the next six months. Ken, who most recently was Senior Vice President of Service Delivery at Atrion, Inc., has experience overseeing teams of up to 1,000 people and budgets of up to \$500 million in his previous roles as a high-level technology executive. Under Acting DHS Director Eric Beane, Ken will be responsible for developing a technical diagnosis and ensuring timely and quality project continuity. In partnership with the Governor's Office and UHIP leadership team, Ken will have oversight authority over IT project improvement and resources, including in-house IT resources deployed with respect to UHIP.

Below, please find materials and summaries that are responsive to your weekly request.

Weekly Question #1: FNS Reports and Correspondence.

**Response:** As we reported last week, we are working to prepare our response to the Food and Nutrition Service's (FNS) comments on our Corrective Action Plan by January 31, 2017. We will share a copy of our response with you once it is complete.

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<br>(All Resolved This Week) |
|---------|---|
| SNAP    | 36  |
| RIW     | 0   |
| CCAP    | 254   |
| GPA     | 0   |
| SSP     | 8   |

\* Data range: January 20-January 26

- *Original Question # 10:* How many providers did not receive payments when they were accustomed to receiving them?
  - **Response:** Please see above. In the last week, there were no regular payments scheduled to CCAP providers. However, there were 254 off-cycle payments made to child care providers as a result of the ongoing billing reconciliation process and missing or incorrect batch payments.
- *Original Question # 16:* Glitches reports.
  - **Response:** The Production Daily Health Reports used by Deloitte to list priority issues that need to be addressed are attached. Lists of priority issues can be found on slide two of each daily health report. Production Daily Health Reports for January 21-27 are attached. (Labeled “**Daily Health Reports.**”)

Weekly Question #3: Application and payment manual workarounds.

**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 20 – January 26, 2017)**

| Program  | Manual Workaround Executed | Total Applications | % of Applications Completed via Manual Work Around Process |
|----------|----------------------------|--------------------|--|
| CCAP     | 1                          | 121                | Less than 1%   |
| GPA      | 0                          | 6                  | 0  |
| Medicaid | 8                          | 1805               | Less than 1%   |
| RIW      | 0                          | 203                | 0  |
| SNAP     | 4                          | 930                | Less than 1%   |
| SSP      | 0                          | 11                 | 0  |

**Payment Manual Work Arouns (January 20 – January 26, 2017)**

| Program | Manual Payments Executed | Total Payments | % of Payments completed via Manual Work Around |
|---------|--------------------------|----------------|--|
| RIW     | 0                        | 4072           | 0  |
| SNAP    | 36                       | 2894           | 1.24%  |
| GPA     | 0                        | 421            | 0  |
| SSP     | 0                        | 32,655         | 0  |
| CCAP*   | 254                      | 254            | 100%   |

\*No CCAP on-cycle payments were scheduled this week. All payments were a result of reconciliation or missing/incorrect Batch 16 payments.

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 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                                       | 254 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. |

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 1/19/17 - 1/25/17, 430 escalations were opened and 156 escalations were closed for DHS.

Weekly Question #5: The status of the DHS call-back system:

**Response:** Between January 19 and January 25, 2017, 768 call-backs were completed. Repeat callers to the Call Center have increased and requests for callbacks have backed up, resulting in longer turnaround times. Due to these concerns, we have elected to turn off the callback feature at this time in order to augment staff capacity, increasing the focus on servicing customers when they call in to DHS. The callback option was launched as a means to mitigate long customer wait times at the DHS Call Center. We are continuing to assess the most effective ways to reach our customers and address their needs. We will continue to keep you updated on our strategy.

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

**Response:** Since assuming his new leadership position, acting DHS Director Eric Beane has met with DHS senior and regional office staff across the state. He has asked them to contribute directly to his 30-day assessment report to Governor Raimondo.

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

**Response:** Tom Guthlein continues to work with acting DHS Director Eric Beane to implement regional office strategies focused on providing timely and effective assistance within field offices. Tom and Eric are working together to comprehensively diagnose and strategize around regional office issues, and we will share the fruits of their efforts at the completion of Eric’s 30-day assessment period.

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