

UHIP Daily Media Updates

Monday, Jan. 30 – Friday, Feb. 3

There were no UHIP updates to the media on Tuesday or Thursday of this week.

UHIP Media Update – Monday, January 30, 2017

FOR IMMEDIATE RELEASE

January 30, 2017

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Expectations For Feb. 1 UHIP Activities

PROVIDENCE, R.I. (Jan. 30, 2017) – Rhode Island's new health and human services computer system completes a number of significant activities on the first day of the month. Here is an overview of what to expect on February 1.

SNAP and EBT: Approximately 95,000 Rhode Island families received monthly SNAP benefits in January.

- Per SNAP regulations and program policy, SNAP clients with a 12-month certification period must submit to DHS a 6-month interim renewal packet in order to continue receiving benefits. If this packet is not returned on time (the 15th of the month in which it is due), clients face a discontinuation of SNAP benefits and case closure. Last December, DHS sent interim report packets to nearly 6,100 SNAP clients. As of Jan. 20, only about 1,750 of these clients had returned their packets. That means that more than 4,300 people are scheduled to have their cases closed on Jan. 31. If this happens, those individuals must return their recertification packets or reapply for SNAP in order to get their benefits reinstated. DHS will be reaching out to customers who have not returned paperwork to help with this process.

- In December, DHS also sent annual/biannual recertification notices to another 4,875 SNAP clients. To avoid termination of benefits and case closure, the recertification process requires that these SNAP clients verify their eligibility by 1) completing and returning these packets, along with supporting documentation, and 2) being interviewed by a DHS worker (by phone or in person, whichever the client prefers). As of Jan. 20, only 1,900 of these clients had returned their recertification packets. That means that some 2,975 people are scheduled to have their cases closed on Jan. 31. If this happens, those individuals must return their recertification packets or reapply for SNAP in order to get their benefits reinstated. DHS will be reaching out to customers who have not returned paperwork to help with this process.

Post-Eligibility Verification (PEV): PEV has been a function of HealthSource RI (HSRI) since it launched and was expanded to include DHS services in September 2016 when the new eligibility system went live. Since then, three cycles of PEV have helped to verify eligibility in real time and ensure that the right people are receiving the right services at the right time.

In late December, DHS notified more than 1,500 individuals that a change in their personal circumstances (i.e., income, household, residency, etc.) indicated they were no longer eligible for services. These clients had until Jan. 9 to provide DHS with additional information to refute this determination. After this date, 563 clients were deemed ineligible, and their benefits will end on Jan. 31. Anyone who feels there has been an error may either appeal or reapply for benefits.

Child Care Providers: During the past few months, the state and Deloitte have sent numerous communications to child care providers who have requested reconciliations to ensure that they receive accurate payments for the services they provide families in the subsidized child care program. The reconciliations for the majority of providers who responded to our outreach have been completed and supplemental payments have been issued to them.

State Supplemental Payments: Supplemental Social Security payments in the amount of \$39.92 per client are deposited or mailed to more than 30,000 Rhode Islanders each month. We experienced issues with these payments in October and to a much lesser degree in November. We are confident that the issues have been resolved and we do not expect any system-caused delays in people receiving SSP payments. There are always a small number of payments (typically less than 200) that bounce back to the state for a number of reasons that are wholly unrelated to the launch of the new system. These include, but are not limited to, an unreported change of address, a closed or frozen bank account associated with the direct deposit, or the death of an account holder.

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UHIP Media Update – Wednesday, February 1, 2017

Hello:

Please see attached for the State's supplemental response to FNS' questions regarding our December 2016 Corrective Action Plan.

In addition, the State's weekly legislative submission has been posted and can be found in the UHIP section of the [Transparency Portal](#).

Thank you,

-Brenna & Ashley

UHIP Media Update – Friday, February 3, 2017

Hello:

Attached you will find the weekly UHIP metrics report, which shows the status of applications in the new, integrated health and human services eligibility system. In an effort to provide more comprehensive information, we have broken down these numbers by program and by each week going back to the launch date.

A few notes: this data is raw, preliminary, and has not yet been subject to quality control. You may notice some numbers have changed from week to week. These numbers reflect a snapshot of real-time data, which moves quickly and changes from day-to-day. This is going to happen as applications move past preliminary review and are re-classified by program.

Some highlights of this report:

- About 38 percent of work-in-progress, non-duplicate applications are awaiting further information from applicants before an eligibility determination can be made.
- We have determined eligibility for more than 51,000 applications since the launch of the new eligibility system.
- We have made a concerted effort to intake any SNAP expedited applications and move them forward with a dedicated team.
- We have constituted a medical team of specialized DHS eligibility technicians to focus solely on Medicaid verification.

Thanks,

- Brenna & Ashley