



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

DEPARTMENT OF ADMINISTRATION

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February 3, 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, the system performed a number of activities, as it does on the first of each month. These activities include issuing monthly benefits for SNAP clients. Last month, approximately 95,000 Rhode Island families received monthly SNAP benefits. Per SNAP regulations and program policy, SNAP clients with a 12-month certification period must submit to DHS a six-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 were scheduled to have their cases closed on Jan. 31. Those individuals whose cases were closed must return their recertification packets or reapply for SNAP in order to get their benefits reinstated.

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 were scheduled to have their cases closed on Jan. 31. Those individuals whose cases were closed must return their recertification packets or reapply for SNAP in order to get their benefits reinstated.

Below, please find this week's response to your weekly questions.

Weekly Question #1: FNS Reports and Correspondence.

**Response:** Earlier this week, we submitted our response to questions from the Food and Nutrition Service (FNS) regarding our proposed Corrective Action Plan. We forwarded related documents to the

Speaker, Senate President, and the Honorable Joint Committee on Finance and Government Oversight on Wednesday, and have attached them again here.

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	35
RIW	20
CCAP	202
GPA	0
SSP	228

\* Data range: January 27-February 2

- *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 621 regular payments scheduled to CCAP providers. In addition, there were 202 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 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 21-27 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 27 – February 2, 2017)**

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Work Around Process
CCAP	0	105	0
GPA	0	13	0
Medicaid	3	2019	.15%
RIW	0	211	0
SNAP	0	826	0
SSP	0	7	0

**Payment Manual Work Arounds (January 27 – February 2, 2017)**

<b>Program</b>	<b>Manual Payments Executed</b>	<b>Total Payments</b>	<b>% of Payments completed via Manual Work Around</b>
RIW	20	595	3.36%
SNAP	35	96,181	.06%
GPA	0	447	0
SSP*	228	228	100%
CCAP	202	823	24.54%

\* Regular SSP payments for February were included in last week’s report. The 228 manual payments this week were to an additional population that applied outside of RIBridges system; these payments were made following the receipt of information from the federal Social Security Administration.

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 (Monday through Thursday)</b>	<b>Estimated End Date for Interim Business Process</b>	<b>Interim Business Process Definition</b>
Long Term Care Payments	67 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	202 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 1/26/17 - 2/1/17, 483 escalations were opened and 150 escalations were closed for DHS.

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

**Response:** The DHS call-back system remains turned off.

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

**Response:** As reported last week, Acting DHS Director Eric Beane is continuing to engage senior and regional office staff across the state to inform his month-long assessment of the UHIP project. That report, which will document findings and strategies related to employee and stakeholder engagement, will be distributed when completed

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

**Response:** Please see our responses to questions raised by FNS regarding our proposed Corrective Action Plan.

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