

UHIP Daily Media Updates

Monday, Feb. 6 – Friday, Feb. 10

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

UHIP Media Update – Monday, February 6, 2017

Good afternoon –

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

As a reminder for planning purposes, the UHIP communications team meets daily at 2:30 p.m. to review media inquiries with subject matter experts. If you have any UHIP-related questions, please try to provide them to us as soon as possible so we can gather the information you need before your deadlines.

Thanks!

- Brenna

UHIP Media Update – Wednesday, February 8, 2017

Hello,

The Department of Human Services (DHS) is announcing a change in lobby hours for its field offices (see attached). To ensure customers receive timely assistance during peak times and staff are deployed most effectively, DHS field offices in Providence, Woonsocket, Pawtucket and Warwick will now be open the first Saturday of the month. The new schedule, which continues

extended weekday hours for the Providence and Woonsocket field offices, is effective immediately. DHS staff will continue to work on Saturdays throughout the month to more efficiently address application backlog and other customer needs.

The first week of the month is the busiest time for DHS field offices, as the system completes a number of significant activities on the first of day of the month; this includes, but is not limited to, SNAP certifications and recertifications, post-eligibility verification, and state supplemental social security payments. DHS will continue to monitor visitation and make adjustments as needed to best serve our customers.

Thank you.

- Brenna & Ashley

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. Also, note for this week specifically, the latest data is from Monday, February 6, 2017 – Wednesday, February 9, 2017 due to state offices being closed yesterday.

Some highlights of this report:

- About 37 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 53,000 applications since the launch of the new eligibility system.

- Ashley