



Rhode Island Department of Human Services  
57 Howard Avenue Louis Pasteur Building Cranston, RI 02920

Office of the Director  
*Eric Beane*

February 24, 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 State signed a Settlement Agreement with the American Civil Liberties Union of Rhode Island (ACLU) and the National Center for Law and Economic Justice (NCLEJ) related to timely issuance of Supplemental Nutrition Assistance Program (SNAP) benefits. The challenges Rhode Island's SNAP customers have faced since the rollout of UHIP are unacceptable, and we are pleased to have worked collaboratively with the ACLU and NCLEJ to reach this agreement. It will help ensure eligible Rhode Islanders can access SNAP benefits more quickly, and we are committed to working in partnership with the ACLU and NCLEJ to achieve its terms. The Agreement has been filed with the U.S. District Court and is subject to the Court's approval.

As part of the agreement, DHS will mail a notice to those who have applied for SNAP benefits since August 2016, encouraging them to contact DHS if they believe they did not receive their benefits on time. A copy of this notice and of the Settlement Agreement submitted for the Court's approval is available on the State's transparency portal at <http://www.transparency.ri.gov/uhip>.

Also this week, due to a UHIP system coding error, approximately 3,000 HealthSource RI customers recently received incorrect 1095-A tax forms. We have begun reaching out to customers. Corrected forms have been posted to the Customer Portal and will also be sent via postal mail to affected customers. Customers are asked to wait to file their taxes until they receive the corrected forms. If a customer receiving a new form has already filed their taxes, they should consult with their tax preparer or the IRS. An amended return may be necessary. Customers can also contact the HealthSource RI Contact Center at 1-855-408-1344 should they have questions about their corrected Form 1095-A.

The State expects Deloitte to cover any expenses related to this error, including taxpayers' personal income tax refiling fees. As part of the UHIP turn-around effort, the State continues to work through and resolve issues with the system as quickly as possible.

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

Weekly Question #1: FNS Reports and Correspondence.

**Response:** We did not submit written correspondence to the Food and Nutrition Service (FNS) this week; however, we were in touch by phone regarding the ACLU Settlement.

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	37
RIW	17
CCAP	217
GPA	2
SSP	0

\* Data range: February 17-February 23

- *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 no regular payments scheduled to CCAP providers. However, there were 217 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 and fixed are attached. Lists of priority issues can be found on slide two of each daily health report. Production Daily Health Reports for February 20-24 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 Arounds (February 17 – February 23, 2017)**

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Work Around Process
CCAP	1	47	2.13%
GPA	0	6	0
Medicaid	0	925	0
RIW	0	97	0
SNAP	0	439	0
SSP	0	9	0

**Payment Manual Work Arounds (February 17 – February 23, 2017)**

Program	Manual Payments Executed	Total Payments	% of Payments completed via Manual Work Around
RIW	17	3697	.46%
SNAP	37	2367	1.56%
GPA	0	2	0
*CCAP	217	217	100%

**\*There were no regular CCAP payments scheduled for past this week. All of the payments for this program were made as off-cycle 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.

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 (made on 2/20)	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	217 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 2/16/17 - 2/22/17, 375 escalations were opened and 90 escalations were closed for DHS.

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

**Response:** The DHS callback system remains turned off.

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

**Response:** Acting DHS Director Eric Beane, who is leading the State's UHIP turn-around effort, continues to engage with staff across affected agencies. His team is moving forward with near-term actions outlined in the UHIP 30-Day Assessment, including:

- Implementing a comprehensive training plan for new and current DHS staff.
- Beginning a temporary staffing surge at DHS field offices and the call center to address backlogs and improve customer service.
- Temporarily increasing staffing levels at the HSRI contact center to assist with Medicaid verifications and escalations.
- Finalizing and implementing a comprehensive employee engagement plan for DHS and EOHHS.

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

**Response:** DHS field offices in Providence, Woonsocket, Pawtucket and Warwick continue to be open the first Saturday of the month – to ensure customers receive timely assistance during peak times and staff are deployed most effectively. DHS staff will continue to work on Saturdays throughout the month to more efficiently address application backlog which can have an effect on overall visitation to field offices. Extended weekday hours continue at the Providence and Woonsocket offices. 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.

Weekly Question #8: Daily Media Updates and Media Metrics

**Response:** Please see below for this week's statements to the media. The State is developing a new dashboard to enhance its ability to measure system performance progress and service capacity. The dashboard report will be issued beginning in March and will replace the weekly metrics data you've been receiving from our team.

#### **DHS Statement on Settlement of Class-Action SNAP Lawsuit**

**Providence, R.I. (February 24, 2017)** – Acting Department of Human Services Director Eric Beane today released the following statement on the Settlement Agreement reached with the American Civil Liberties

*Union of Rhode Island and the National Center for Law and Economic Justice (NCLEJ) related to timely issuance of Supplemental Nutrition Assistance Program (SNAP) benefits:*

*“Ensuring Rhode Islanders receive the help they need, when they need it, is our highest priority. We are pleased to have worked collaboratively with the ACLU and NCLEJ to reach this agreement, which will help ensure eligible Rhode Islanders can access SNAP benefits more quickly. Annually, more than 170,000 people rely on this federally funded program for vital food assistance, and the challenges they have faced since the rollout of UHIP are unacceptable. We are committed to working in partnership with the ACLU and NCLEJ to achieve the terms of this agreement.”*

*As part of the agreement, DHS will mail a notice to those who have applied for SNAP benefits since August 2016, encouraging them to contact DHS if they believe they did not receive their benefits on time. A copy of this notice and of the Settlement Agreement submitted for the Court’s approval is available on the State’s transparency portal at <http://www.transparency.ri.gov/uhip>.*

#### **UHIP Media Update – Friday, February 24, 2017**

*Good afternoon,*

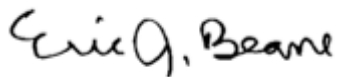
*Due to a UHIP system coding error, approximately 3,000 HealthSource RI customers recently received incorrect [1095-A](#) tax forms. We have begun reaching out to customers. Corrected forms have been posted to the Customer Portal and will also be sent via postal mail to affected customers.*

*Customers are asked to wait to file their taxes until they receive the corrected forms. **If a customer receiving a new form has already filed their taxes, they should consult with their tax preparer or the [IRS](#). An amended return may be necessary.** Customers can also contact the HealthSource RI Contact Center at 1-855-408-1344 should they have questions about their corrected Form 1095-A.*

*The State expects Deloitte to cover any expenses related to this error, including taxpayers’ personal income tax refiling fees. As part of the UHIP turn-around effort, the State continues to work through and resolve issues with the system as quickly as possible. We apologize for any inconvenience this error caused our customers.*

As always, please let us know if we can provide any additional data or information related to this submission.

Sincerely,



Eric J. Beane  
Acting Director, Department of Human Services