



Rhode Island Executive Office of Health and Human Services
3 West Road, Virks Building, Cranston, RI 02920

March 2, 2018

Honorable Patricia A. Serpa, Chairwoman
House Committee on Oversight
101 State House
Providence, RI 02903

Dear Chairwoman Serpa:

Thank you for the ongoing opportunity to share information on the progress the State is making towards improving RI Bridges, and the way in which we deliver health and human services to Rhode Islanders. This submission shares data from February 12 through February 25, 2018.

Below, please find our monthly updates and attachments in addition to our standing bi-weekly submission points. We resumed submitting the standard FNS reports and have attached those also.

Standing Bi-Weekly Updates and Attachments:

Correspondence with federal partners

Please see the following attachments:

- 2/13/18 Signed Settlement Agreement between FNS and DHS to settle the Supplemental Nutrition Assistance Program (SNAP) disallowance claim against the state.
- 2/16/18 letter from DHS submitted to FNS with the requested updates on corrective actions from the semi-annual Corrective Action Plan (CAP) for November 2017. This is in response to an FNS letter dated 12/26/17.
- 2/22/18 letter submitted by FNS to DHS stating they have completed their review of Rhode Island's Advisory Services Request for Proposal (RFP) for the Unified Healthcare Infrastructure Project (UHIP) Maintenance and Operations Procurement project.
- 2/23/18 letter submitted to FNS from DHS responding to requested updates on enumerated corrective actions.

Number of off-cycle payments for the Child Care Assistance Program during the dates of this data share with an explanation for the recent elevated number of these payments.

- 305 off-cycle payments were made during this period.

Before 2018, off-cycle payments were made to reconcile incorrect rates that some individual providers were paid. In some instances, a child attended day care full time, and we may have paid for partial attendance. In January and February, we began issuing retroactive payments for family co-pay inaccuracies discovered during last year's reconciliation. These off-cycle payments are intended to bring us up to date with our providers. Last month, payment was not received by some providers who care for our children open to DCYF care. These inaccuracies

were a result of updating voucher eligibility for those children. We immediately sent out off-cycle payments to give the providers the proper compensation owed.

Interim payments for Long Term Services and Supports

- 0 off-cycle payments were made during this period.

Monthly Updates and attachments

Update on staffing and training plans at the Department of Human Services

New Hire Training - The Center for Staff Development and Learning (CSDL) has trained two cohorts of new DHS employees. We have held two New Hire Orientations. In addition, we held training for the SNAP Program (9-day training) and Complex Medical Cases (5-day training).

Current Staff – A total of 20 staff members were trained on Basic Navigation within RIBridges. In addition, we have launched the “Learning Lab on the Go.” The initiative is designed to offer current staff members learning opportunities within the comfort of their own offices. The staff member is empowered to select an area of learning they wish to enhance, while working independently through a training package. There is support from CSDL and Deloitte present on location.

Changes in state personnel involved with the project

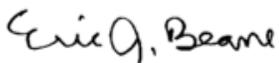
There have been no changes in state personnel involved with the RI Bridges project. The RI Bridges Project team continues to be managed by Ben Shaffer under the leadership of the governance structure.

Overall system Improvements and focus areas

On February 24, 2018 the State implemented a series of fixes to address ongoing defects in RI Bridges. These fixes addressed issues including, but not limited, to, *Medicare Premium Payment Program* (MPPP) notices, *Long Term Care Support Services* (LTSS), *Medicaid Management Information System* (MMIS) transactions, *Supplemental Nutrition Assistance Program* (SNAP) household composition, and benefit decision notices pertaining to *General Public Assistance* (GPA) and *State Supplemental Payments* (SSP) programs. In addition, the state and Deloitte have been focusing on planning and prioritization for a release in April. We currently anticipate that this release will focus on areas such as *Child Care Assistance Program* (CCAP) eligibility, SSP and GPA benefits issuance, and premium calculation, correction, and display of *Advanced Premium Tax Credits* (APTC). The State and Deloitte continue to work toward the finalized scope of this release. Definitively, development continues for more major items scheduled for implementation, including the worker inbox and improving document scanning accuracy.

Attached Reports--Daily Health Reports and Reports to FNS

Sincerely,



Eric J. Beane
Secretary
Executive Office of Health and Human Services

CC: Honorable Members of House Committee on Oversight