



Rhode Island Department of Human Services

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Office of the Director

Eric J. Beane

March 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,

Thank you for the opportunity to share more information on the Unified Health Infrastructure Project (UHIP). Below and attached you will find the materials and summaries that are responsive to your weekly request.

1. FNS Reports and Correspondence

Please see attachments labeled ***"FNS Report," "Lobby Volume," and "SNAP Monthly Terminations with Reasons."***

2. Updated responses to Original Questions #8, #10, and #16

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.

The below missing or incorrect benefits were identified this week but have been resolved as part of ongoing reconciliation activities.

Program	Missing/Incorrect Benefits Identified This Week (All Resolved This Week)
SNAP	5
RIW	16
CCAP	207
GPA	3

* Data range: February 24-March 2

Original Question # 10: How many providers did not receive payments when they were accustomed to receiving?

Please see above. In the last week, there were no regular payments scheduled to CCAP providers. However, there were 102 off-cycle payments made to child care providers as a result of the ongoing billing reconciliation process and missing or incorrect Batch 17 payments.

Original Question # 16: Glitches reports.

Attached are the Production Daily Health Reports used by Deloitte, identifying priority issues that need to be addressed. Reference slide two of the Report for priority issues.

3. Application and payment manual work arounds

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 (February 24 – March 2, 2017)

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Work Around Process
CCAP	0	64	0
GPA	0	3	0
Medicaid	1	1231	Less than 1%
RIW	0	122	0
SNAP	0	484	0
SSP	0	33,807	0

Payment Manual Work Arouns (February 24 – March 2, 2017)

Program	Manual Payments Executed	Total Payments	% of Payments completed via Manual Work Around
RIW	5	567	.86%
SNAP	16	92,611	.01%
GPA	3	532	.056%
SSP*	0	33,807	0
CCAP*	207	868	23.8%

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	0 off-cycle payments	March 31, 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	207 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.
GPA Burial	69 off-cycle Payments	March 31, 2017	An interim business process is being used to make payments to funeral homes for eligible GPA recipients.

4. "UHIP Metrics"

We are no longer producing weekly media metrics reports; however, we understand Committee members would like to review this data until such time as a new report is created. We are working to compile this information – with the goal of submitting it to you by Monday, March 6.

5. An update on DHS's hiring plan?

The State is currently in the process of recalling the Local 580 employees who were laid off to their previous positions as Supervising Eligibility Technicians or Social Caseworkers. Additionally, the State will be posting other supervisory positions, such as Senior Eligibility Technicians and Senior Case Work Supervisors, to help train and support new staff who may be unfamiliar with the system. Finally, the State will be filling vacancies in the RI Works program with a significant number of Employment and Career Advisors to assist participants with their vocational goals and employment plans.

a) How many jobs are currently posted?

Per the contractual bargaining agreement, staff on layoff status must be recalled first using the State's Preferred Reemployment List. Therefore, we do not have to advertise the job postings. At the point we exhaust the list, job postings will be advertised on the State's HR website. The following staff are in the process of being recalled:

- 1 Assistant Administrator
- 15 Social Caseworkers
- 25 Eligibility Technicians
- 1 Casework Supervisor

b.) How many jobs have currently been filled out of those postings?

32 employees:

- 1 Assistant Administrator
- 10 Social Caseworkers
- 1 Casework Supervisor
- 8 Supervising Eligibility Technicians
- 12 permanent Eligibility Technicians

c.) What is the expected start date of these new hires?

Staff began to return to work on February 5, 2017 and will continue through April 2017.

6. Update on training for both new hires and current employees

Approximately 20 current employees will need refresher training consisting of ½ day sessions. We are developing a new comprehensive employee training program that will initially focus on SNAP program, policy and systems. We will customize the training based on the pool/assessment of employees. We will also have additional modules that as employees become proficient in the field, they will be continuously trained on additional programs and systems enhancements

7. Is there a weekly work plan/ project management update?

Are there weekly milestones to attain?

We are tracking progress with daily project and IT operations calls with Deloitte. On these calls, we review any plans that are off track, anything that needs to be escalated, and any emerging issues. Individual project teams have been established, with detailed workplans in development. Deloitte has distinct work plans for items they have promised the State by April 1. We review overall status of these projects weekly with Deloitte leadership, and project teams review progress daily.

Were the weekly milestones met?

This is highly project dependent. For example, this week, Deloitte delivered an assessment regarding the usability of the self-service (customer) portal on time. However, confusion remains about what specifically is to be delivered regarding the CCAP provider portal by April 1. However, with the daily and weekly meetings referenced above, we monitor progress and call out any exceptions to plans.

8. Update on the non-functioning elements plan for the below listed four non-functioning elements and any others

There are four specific Non- Functioning Elements to Report on: **The MMIS Connection, the Child Care Portal, the Online Portal and the Worker Inbox.** The State and Deloitte continue to revise and implement detailed workplans for each of the efforts listed. New IT Project Management support from the state was added this week to help. Deloitte continues to move forward on high level work plans established for each project, and the State will continue to validate.

Are there weekly milestones to attain for each?

MMIS Connection – The State and Deloitte are currently working through a Data project to put milestones on improving this functionality and avoiding the use of interim business processes. EOHHHS analysts continue to work to define the scope of the discrepancies to provide a clear fact base.

Child Care Portal – This week, Deloitte began development to implement a solution to automate the enrollment of DCYF children in to CCAP. The State is currently testing the DCYF enrollment fix. The State is also testing a fix to resolve the display of co-pay information to providers in the portal.

Online Portal – This week, Deloitte was to review with the State a change in income change reporting. Deloitte also shared with the State and with community partners suggested usability improvements in the self- service portal from Deloitte’s own internal analysis.

Worker Inbox – Rollout to additional offices of the worker inbox were paused this week due to expected heavy traffic on the first of the month. Next week, assuming not continuing issues with the worker inbox in pilot, it will be rolled out to Pawtucket and Wakefield the week of 03/06.

Were the weekly milestones met for each?

MMIS Connection – No weekly milestones at this time, as this plan is in development.

Child Care Portal – DCYF related milestones were met. While display fixes are on track for the Child Care portal, the state continues to push Deloitte to fix the underlying issues with the data itself.

Online Portal – An assessment by Deloitte’s User Experience team was completed and shared with community partners as scheduled. Next week, Deloitte and the State will work to prioritize changes in to release to be completed 04/01.

Worker Inbox – Last week, the worker inbox was rolled out in pilot in Woonsocket, Warwick and Middletown. No changes this week due to the first of the month.

9. Medicaid application numbers broken down into the following categories since “Go Live.”

- a. Backlog of LTC applications
- b. Received LTC applications
- c. Completed LTC applications
- d. Decision made in 30 days
- e. Decision made in 60 days
- f. Decision made in 90 days
- g. Decision made beyond 90 days

See response to Question 4 above.

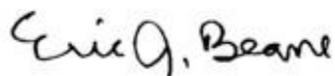
10. How many state employees are currently devoted to UHIP? How many employees were devoted to the UHIP process before go live?

Prior to go-live, the overall project manager on UHIP for the State was Thom Guertin, who fulfilled this role as part of his responsibilities as the leader of the Department of Information Technology. In addition to Mr. Guertin, two additional DoIT staff were assigned to the project, and there were many other state employees heavily involved in the project as part of their general responsibilities at DOA, DHS, HealthSource RI, and EOHHS.

The State’s new IT lead for UHIP, Ken Brindamour, is now serving on this project full-time. Mr. Brindamour will be bringing on additional State staff and consulting support to ensure that the State has adequate capacity to manage Deloitte’s performance and ensure that a complete system is delivered as promised. Staff across the many agencies involved in UHIP continue to contribute to the project as part of their general responsibilities. There are also a number of staff from various agencies and offices who are temporarily on loan to assist part or full-time with the turnaround effort. We can provide further details on this in the coming weeks.

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