



Rhode Island Department of Human Services

57 Howard Avenue Louis Pasteur Building Cranston, RI 02920

Office of the
Director
Eric J. Beane

March 17, 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 Chairwoman Serpa and Chairman Abney:

Thank you for the opportunity to share more information on the Unified Health Infrastructure Project (UHIP). Below and attached, please find materials and summaries 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.

Deloitte has provided the following list of missing or incorrect benefits identified this week. Deloitte states that all of the below have been resolved as part of ongoing reconciliation activities. There may have been additional incorrect issuances or non-issuances that have not yet been identified.

| Program | Missing/Incorrect Benefits Identified This Week (All Resolved This Week) |
|---------|---|
| SNAP | 14 |
| RIW | 2 |
| CCAP | 99 |

* Data range: March 10 -March 16, 2017

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

In all, 762 payments were made to CCAP providers; this includes 663 regularly scheduled payments and 99 off-cycle payments made as a result of the ongoing billing reconciliation process and missing or incorrect Batch payments.

Original Question # 16: Glitches reports.

Attached are the Production Daily Health Reports used by Deloitte; these reports identify priority issues that need to be addressed. Please reference slide two of the Report for priority issues.

3. Application and payment manual work arounds

The following data has been provided by Deloitte regarding manual workarounds. As previously reported, these data reflect instances in which 1) an individual or worker reported a challenge processing an application or generating an eligibility determination, and 2) a specific data fix was deployed.

Application Manual Work Arounds (March 10 –March 16, 2017)

| Program | Manual Workaround Executed | Total Applications | % of Applications Completed via Manual Work Around Process |
|----------|----------------------------|--------------------|--|
| CCAP | 0 | 54 | 0 |
| GPA | 0 | 4 | 0 |
| Medicaid | 0 | 1037 | 0 |
| RIW | 0 | 94 | 0 |
| SNAP | 0 | 386 | 0 |
| SSP | 0 | 6 | |

Payment Manual Work Arounds (March 10 – March 16, 2017)

| Program | Manual Payments Executed | Total Payments | % of Payments completed via Manual Work Around |
|---------|--------------------------|----------------|--|
| RIW | 2 | 337 | 0.593% |
| SNAP | 14 | 2050 | 0.683% |
| GPA | 0 | 503 | 0 |
| CCAP* | 99 | 762 | 12.9% |

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 Aided/ Manual Interim Business Process | Instances This Week | Estimated End Date | Interim Business Process Definition |
|---|----------------------|--------------------|---|
| Long Term Care Payments | 0 off-cycle payments | 3/31/17 | 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 | 99 off-cycle payments | 3/31/17 | 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 | 44 payments | 3/31/17 | An interim business process is used to make payments to funeral homes for eligible GPA recipients. |

4. "UHIP Metrics"

An updated version of the previous weekly UHIP metrics report was provided earlier this week at the Committee's request. We will provide an update to that report early next week. We aim to provide the new monthly data dashboard to the Committee as soon as possible, with the goal of April 3, 2017.

5. An update on DHS's hiring plan?

DHS has recalled all of the staff who were on layoff status. Their start dates are staggered based on staff availability and Department needs. To comply with the collective bargaining agreement, postings for union positions must be advertised for a certain number of days on the state's internal human resources website. If these positions are not filled, they will then be posted on Rhode Island's public webpage. The positions below have been posted – the majority of which will be filled by the end of March.

- 2 Casework Supervisors
- 7 Employment and Career Advisors
- 8 Senior Eligibility Technician
- 2 Clinical training Specialist
- 10 Seasonal Customer Service Aides
- 1 Administrator, Family And Adult Services
- 1 Associate Director Division Of Community Services
- 1 Associate Director Program Operations

What is the expected start date of these new hires?

Staff began to return to work on February 5, 2017 and hiring will continue through April 2017. Seventeen Eligibility Technicians are slated to start working on March 19, 2017.

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

Beginning on Monday, March 20, a formal two-week training program will be delivered to nine Eligibility Technicians; this training involves processing SNAP applications, with the goal of ensuring employees are set up for success on day one in the field offices. As included in last week's report, training will primarily be conducted in the Pawtucket field office and will be led by staff from the State's Staff Development Unit, as well as by Deloitte trainers who have experience with the system.

A mentoring program will also be implemented next week that pairs new employees with experienced workers who are versed in DHS policy and the Bridges System. DHS also continues to work with the University of Rhode Island to design and implement a specialized training curriculum for supervisors and managers.

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

The State is still in the process of compiling a comprehensive update on project progress. Details on weekly progress toward improving some areas of functionality are described in the next section (8).

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

The committee has identified four elements of system functionality that are of particular concern — the MMIS connection to RI Bridges, the Child Care Portal, the Customer Portal, and the Worker Inbox.

Are there weekly milestones to attain for each, and were they met?

MMIS Connection – The State and Deloitte are working on a project plan to resolve MMIS connection issues completely. This plan, with weekly milestones, will be forthcoming.

Child Care Portal – This week, Deloitte began development of a re-designed CCAP provider dashboard. This milestone was met on schedule.

Customer Portal – This week, the State entered user-acceptance testing on income screen changes in the self-service portal on time. The State requested additional changes to better incorporate feedback on the customer portal design. Deloitte is reviewing the request this week.

Worker Inbox — This week pilot testing began on the worker inbox in Providence as per schedule.

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

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

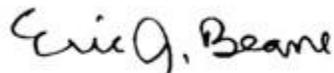
Deloitte has yet to provide this data to the State to be quality checked. We anticipate that they will provide this data the week of 04/3/17.

10. How many staff people from other departments are assisting with UHIP? List of these people including their job titles, which departments they came from and what their responsibilities are in regards to UHIP.

This information has not changed. State staff assisting with UHIP remain the same as reported last week.

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

Sincerely,



Acting DHS Director