



Rhode Island Department of Human Services

57 Howard Avenue Louis Pasteur Building Cranston, RI 02920

Office of the Director
Eric J. Beane

March 25, 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 | 22 |
| RIW | 4 |
| GPA | 0 |
| CCAP | 0 |

✚ Data range: March 17 -March 23, 2017

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

Please see the table on page 1. In the last week, there were no regularly scheduled or off-cycle batch payments made to CCAP providers.

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 workarounds

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 Workarounds (March 17 – March 23, 2017)

| Program | Manual Workaround Executed | Total Applications | % of Applications Completed via Manual Workaround Process |
|----------|----------------------------|--------------------|---|
| CCAP | 0 | 81 | 0% |
| GPA | 0 | 9 | 0% |
| Medicaid | 0 | 1234 | 0% |
| RIW | 0 | 141 | 0% |
| SNAP | 0 | 570 | 0% |
| SSP | 0 | 17 | 0% |

Payment Manual Work- Arouns (March 17 – March 23, 2017)

| Program | Manual Payments Executed | Total Payments | % of Payments Completed via Manual Workaround |
|---------|--------------------------|----------------|---|
| RIW | 4 | 431 | 0.92% |
| SNAP | 22 | 2757 | 0.79% |
| GPA | 0 | 2 | 0% |

✚ There were no regularly scheduled SSP or CCAP Payments for this past week.

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 | 0 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 | 0 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 original weekly UHIP metrics report is attached. We aim to provide the new monthly data dashboard to you as soon as possible – with a goal of no later than April 3, 2017.

5. An update on DHS’s hiring plan?

We are making progress on our hiring plan and have recalled all of the staff that were previously on layoff status. Their start dates are staggered based on staff availability and Department capacity for training and onboarding. To comply with the State’s collective bargaining agreements, postings for union positions must be advertised for a certain number of days on the state’s internal lateral human resources website. If these positions are not filled, they are then posted on Rhode Island’s public web page. The positions below have been posted, and the majority will be filled by the end of March.

- 7 Casework Supervisors
- 7 Employment and Career Advisors
- 8 Senior Eligibility Technicians
- 2 Clinical Training Specialists
- 10 Seasonal Customer Service Aides
- 1 Administrator for Family And Adult Services
- 1 Associate Director of Community Services
- 1 Associate Director for IT Operations

What is the expected start date of these new hires?

Staff began to return to work on February 5, 2017. Hiring will continue through April 2017. In the near term, six Employment and Career Advisors and six Supervising Eligibility Technicians are slated to start on March 26, 2017.

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

The Staff Development Unit (SDU) has launched the new training program for newly hired staff in Pawtucket. The training program includes 10 days of classroom learning divided between program policy and hands-on-practice. The initial cohorts of new hires will be focused on SNAP initially, and will rotate back into training over the coming months to learn additional DHS programs, with the aim of having the first cohort conclude training on all programs by June.

These trainings are being led by staff from the SDU, with support from Deloitte trainers. As we reported last week, once these new staff are deployed to the field they will be paired with more experienced workers who can help orient them on DHS policies and the RIBridges system. This form of “on-the-job” training will begin with new hires next week.

A one-day refresher class will also be delivered to supervisors beginning Monday, March 26. This class includes training on leadership, how to facilitate effective teamwork, and systems training. DHS also continues to work with URI to develop a more comprehensive training curriculum for supervisors and managers. DHS has incorporated elements of the curriculum in the refresher training for supervisors and managers and intends to fully implement the curriculum for existing supervisors after the hiring surge is completed.

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 – Deloitte is continuing to perform detailed analysis of MMIS connection error patterns and is examining known data discrepancies as a necessary precursor to finalizing an action plan.

Child Care Portal – This week, Deloitte began testing changes to the CCAP provider portal and dashboard. We anticipate that these changes will be ready for user acceptance testing by the State next week.

Customer Portal – This week, Deloitte began testing on an initial set of changes to the customer portal identified through the project team. Additional waves of changes to improve the usability of the Customer Portal will be designed and tested for future releases.

Worker Inbox – The updated Worker Inbox was rolled out into all DHS field offices this past week, however State staff observed unanticipated issues with the logic for by which the inbox assigns work

to eligibility technicians and caseworkers. The State and Deloitte are currently working to identify the root cause of this defect and correct it.

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 | |

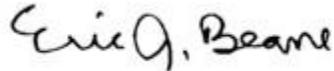
This data is still in the process of being quality checked.

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 over the previous week.

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

Sincerely,



Acting DHS Director