

June 30, 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,” “SNAP Monthly Terminations with Reasons,” “RI Response to FNS 06.20.17 Reports Letter” and “United States Department of Agriculture June 27 2017.”***

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	2
RIW	1
GPA	0
CCAP	51
SSP	0

 Data range: June 23 – June 29, 2017

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

Please see the table above. In the last week, there were no regularly scheduled payments made to CCAP providers. However, during this period, there were 51 off-cycle payments made to CCAP providers.

Original Question # 16: Glitches reports.

Please find attached the Production Daily Health Reports used by Deloitte. These reports identify priority issues that need to be addressed. Please refer to slide two of the relevant Daily 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 (June 23 – June 29 ,2017)

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Workaround Process
CCAP	0	51	0%
GPA	0	0	0%
Medicaid	0	1119	0%
RIW	0	81	0%
SNAP	1	276	0.36%
SSP	0	3	0%

Payment Manual Workarounds (June 23 – June 29, 2017)

Program	Manual Payments Executed	Total Payments	% of Payments Completed via Manual Workaround
RIW	1	3223	0.03%
SNAP	2	69,000	0.002%
GPA	0	403	0%
CCAP	51	51	100%
SSP	0	35,555	0%

Technology Assisted/Manual Interim Business Process	Instances This Week	Estimated End Date for Interim Business Process	Interim Business Process Definition
Long Term Care Payments	22 off-cycle payments	TBD*	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

Technology Assisted/Manual Interim Business Process	Instances This Week	Estimated End Date for Interim Business Process	Interim Business Process Definition
			be generated to providers.
Child Care Payments	51 off-cycle payments	TBD*	Child care providers are paid on a bi-weekly payment cycle based upon attendance sheets that have been submitted. The technology assisted business process includes making payments to providers through the system but requires manual input of the physical attendance sheets into the portal for off cycle payments.
<p><i>*We do not currently have an expected end date for these off-cycle payment processes. An assessment of when we will be able to fully automate payments is currently being evaluated. A target end date for off-cycle payments will be shared by the beginning of August.</i></p>			

4. UHIP Metrics

The State released an updated monthly data dashboard on June 9. Highlights from the June dashboard were as follows:

- The total number of pending applications for benefits continues to decline. As of May 31, there were just over 8,000 pending applications, which is an 11% reduction for the month of May.
- Pending SNAP applications remained steady, indicating we are now beginning to keep pace with the incoming volume.
- The number of pending Supplemental Security Income, Supplemental Payment applications had been reduced from 202 on April 30, to 14 as of May 31. This represents a 93% reduction in pending applications.
- Pending cash application declined 33% over the course of May to 609 as of May 31, 2017
- Pending child care applications declined 15% over the course of May to 224 as of May 31, 2017.
- Pending medical applications fell 9% from 6,621 to 6,003.

5. An update on DHS's hiring plan?

We continue to make progress on our hiring plan. To date, we have hired 136 of our 143 goal, 128 of whom have started their new positions with the Department including our ninth cohort of employees who started on June 25th. In the past week, two (2) hires rescinded their acceptance of positions they were offered: one (1) Supervising Eligibility Technician and one (1) Eligibility Technician. We are in the process of interviewing candidates for the Employment and Career Advisor and Senior Casework Supervisor positions. To comply with the State's collective bargaining agreements, postings for union positions must be advertised for five (5) 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. We are in the process of posting two (2) Eligibility Technician positions. The positions below have been posted and we are working to fill these positions:

- 1 Employment and Career Advisors
- 3 Senior Casework Supervisors
- 1 Supervising Eligibility Technician

What is the expected start date of these new hires?

We are preparing for the next cohort of new hires on July 9th in the following category: Employment Career Advisor.

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

New Hire Training

A computer literacy self-assessment was added to the new hire training. This assessment will help us identify if the new staff need further supports in this area. New hire training was completed.

Interagency Training Project/Ongoing Curriculum Development

This group has completed the Medicaid curriculum and are finalizing the Rhode Island Works curriculum. In addition, the group had several meetings to begin the comprehensive end to end user curriculum for DHS' Long Term Services and Supports Unit.

Existing Staff Training

We are currently working with Deloitte on the logistics for the Intensive Skills Lab for existing staff members.

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

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 – This week, MMIS processed approximately 11,000 individuals in a test file without any errors or issues. Exceptions from that test file are being reviewed.
- Child Care Portal – This week, Deloitte ran a in a test environment the information needed to update FPL. The State will begin review once the information is received.
- Customer Portal – This week, the State put into production new functionality to allow customers to retrieve their usernames and passwords if forgotten. Functionality was announced to navigators, and communicated with training, including a YouTube video with instructions.
- Worker Inbox – This week, the State continued expanded worker inbox training on the functioning redetermination queue. Deloitte and the State will be expanding training to clerical staff working application registration.

9. Long term care application information

As of June 1, there were 2,133 pending long-term care applications. Of these applications, 1,540 have been pending for 90 days or more without an eligibility determination. Please see the attached data dashboard for more data.

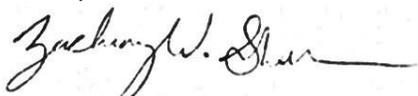
10. How many staff people from other departments are assisting with UHIP? List of these people including their job titles, which departments they came from and what their responsibilities are in regards to UHIP?

There are currently eleven individuals from other departments who are assisting with UHIP. They are as follows:

1. Celia Blue is the Chief of Staff at the Department of Transportation and is assisting with the management of DHS.
2. Andrew Braca is a Senior Management and Methods Analyst at the Office of Management and Budget and is assisting with data analysis for the UHIP.
3. Deborah Castellano is a Chief Case Work Supervisor at DCYF and is assisting with management of the Long Term Services and Supports (LTSS) unit at DHS.
4. Dylan Daniels is a Performance Management Analyst at OMB and is assisting with data analysis for UHIP.
5. Sarah Harrigan is the Chief of Boards & Commissions at Department of Health and is serving as the Acting Administrator for the LTSS unit at DHS.
6. Lisa Martinelli is an Executive Counsel at DOT and is assisting with legal work and labor relations related to UHIP.
7. John Raymond is a Supervising Budget Analyst at OMB who is currently serving as the Chief Financial Officer for UHIP.
8. Marti Rosenberg is the Project Director for the State Innovation Model Test Grant, and is currently assisting part time with stakeholder engagement and outreach.
9. Ben Shaffer is the Director of the Office of Performance Management at OMB and is currently leading project management for UHIP.
10. Matt Stark is a Chief of Strategic Planning assigned to EOHHS and is currently helping lead general management and operations for UHIP.
11. Mia Patriarca, of the Physical Activity and Nutrition Program at the Department of Health (DOH), is currently assisting part time with the stakeholder engagement team.

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

Sincerely,



Director, HealthSource RI