



August 4, 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 ongoing opportunity to share 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,” and “FNS Backlog.”

2. Incorrect Benefits Identified this week by program Production Daily Health Reports (Updated responses to Original Questions #8 and #10 are below.)

Original Question #8: Precise numbers on how many existing clients did not receive any benefits; how many received some but not all that they were entitled to, and how many received incorrect payments.

Please see the table below in response to this question.

Program	Missing/Incorrect Benefits Identified and Resolved (July 28-August 3)
SNAP	23
SSP	0
GPA	0
RIW	6
CCAP	146

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

Please see above. There were 680 regular, on-cycle payments scheduled to Child Care Assistance Program (CCAP) providers this period and 146 off-cycle payments made for this period.

Original Question #16: Glitches reports.

Please find attached the “Production Daily Health Reports” used by Deloitte. These reports track incidents and identified problems that need to be addressed. Please refer to slide two of the relevant Daily Report for issues.

3. Application and payment manual workarounds

Below is data, tracked by Deloitte, on the number of new applications with the number of work arounds that were able to be tracked for each program in the past week.

Application Manual Work Arouns (July 28- August 3)

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Work Around Process
CCAP	0	28	0%
GPA	0	1	0%
Medicaid	0	1334	0%
RIW	0	42	0%
SNAP	0	184	0%
SSP	0	4	0%

Payment Manual Work - Arouns (July 28 – August 3)

Program	Manual Payments Executed	Total Payments	% of Payments completed via Manual Work Around
RIW	6	3176	0.03%
SNAP	23	67,217	0.01%
CCAP	119	51	100%
GPA	0	2	0%

In addition to the 23 incorrect Supplemental Nutrition Assistance Program (SNAP) monthly payments identified this week, we identified an ongoing issue with a portion of “Heat & Eat” payments that have been issued since September 2016. The annual “Heat & Eat” payment is a supplement to the monthly SNAP benefit. This week, there were 110 extra “Heat & Eat” payments of \$20.01 that were made erroneously. The Department of Human Service (DHS) team is currently working with Deloitte to fix this issue moving forward. DHS will further update the committee about this plan when it is complete.

As previously mentioned, in addition to the manual system work around data presented above, we have been working to develop a more comprehensive report on manual and technology-assisted interim business processes outside of the system that are currently deployed across programs. Below please find data (and data definitions) related to the instances in which these processes were utilized for the manual payments 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	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 be generated to providers.
Child Care Payments	119 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.

4. UHIP Metrics

The State released an updated monthly data dashboard on July 18. It is attached. Additional metrics to help better understand how the State is impacting the customer experience are being developed to be included in future monthly dashboards.

For your convenience, highlights from the July dashboard are provided below:

- The number of pending applications in the system continues to drop. It is 5,781 as of July 3, a nearly 29 percent reduction in June.
- The number of pending medical applications has been reduced by 32 percent in June, falling from

- The number of pending SNAP applications remained steady, indicating we are now beginning to keep pace with the incoming volume. Of the 1,065 pending SNAP applications that remain, nearly 58 percent need additional client action to make an eligibility determination.

5. An update on DHS's hiring plan?

We continue to make progress on our hiring plan. To date, we have hired 139 of our 143 goal, 135 of whom have started their new positions with the Department. 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 hiring two (2) Eligibility Technicians and one (1) Senior Eligibility Technician. We are in the process of posting for one (1) Supervising Eligibility Technician. These are positions which previous hires have vacated.

Onboarding of new staff began February 5, 2017 and will continue through August 2017. We are preparing for the next cohort of new hires on August 6th in the following category: Senior Casework Supervisor.

Below is a breakdown of the 143 positions for this hiring surge:

Role	Number of Positions
Eligibility Technicians (ET)	79
Senior ET	7
Customer Service Aides	15
Supervising ET's	11
Social worker I	13
Emp. Career Advisor	6
Case Work Supervisor	3
Sr. Case Work Supervisor	7
Clinical Training Specialist	2
Total	143

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

DHS's Staff Development Unit (SDU) continues to develop curriculum for Medical, Rhode Island Works, and Long Term Support Services for training. In addition, SDU staff members continue to provide New Hire Training. The New Hire training includes a new component where new staff members self-assess their computer skills. Last week, SDU staff worked closely with Deloitte reviewing and approving job aide materials for staff members related to the system changes.

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. 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 concern; 1) the MMIS connection to RIBridges, 2) the Child Care Portal, 3) the Customer Portal, and 4) the Worker Inbox. Each of these areas are addressed in turn below.

The committee has identified four elements of system functionality that are of 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, the State and Deloitte reviewed the “Age Out” processes for clients who may be transitioning from children’s services to adult care programs.

Child Care Portal – This week, the State continued Quality Control of mass update and provided Deloitte data entry errors to be fixed.

Customer Portal – This week, Deloitte continued System Integration Testing for future customer portal changes. The State and Deloitte also held design sessions for future changes.

Worker Inbox – This week, the State validated worker inbox fixes that went into production on July 28. An additional pilot will take place beginning on August 14.

9. Long term care application information

As of August 3, there are a total of 2,224. Of these applications, 1,501 have been pending for over 90 days.

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?

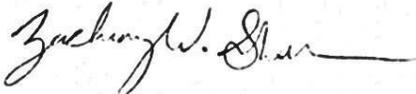
The following individuals from other departments continue to assist with UHIP:

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 unit at DHS.
4. Dylan Daniels is a Performance Management Analyst at OMB and is assisting with data analysis for UHIP.
5. Lisa Martinelli is an Executive Counsel at DOT and is assisting with legal work and labor relations related to UHIP.
6. John Raymond is a Supervising Budget Analyst at OMB who is currently serving as the Chief Financial Officer for UHIP.
7. Marti Rosenberg is the Project Director for the State Innovation Model Test Grant, and is currently assisting part time with stakeholder engagement and outreach.
8. Ben Shaffer is the Director of the Office of Performance Management at OMB and is currently leading project management for UHIP.
9. Mia Patriarca, of the Physical Activity and Nutrition Program at the 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