

August 15, 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.” Additionally, please find:

1. A letter submitted to Department of Human Services (DHS) from Food & Nutrition Services (FNS) on August 4, regarding FNS’ Management Evaluation Review during the week of September 11-15.
2. A letter submitted to DHS from FNS on August 7, approving Amendment 42 of the Deloitte Contract, a no cost amendment to the agreement extending the Phase 2 Critical Events deadlines and Term of Agreement to September 30, 2017.

In addition, DHS communicated with FNS on August 9 that the State will consider the logic used to accurately generate the June daily benefit issuance. If there needs to be a modification, we will report that in a future weekly report.

**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.*

Program	Missing/Incorrect Benefits Identified and Resolved (August 3rd-August 9th)
SNAP	6
SSP	TBD*
GPA	0
RIW	2
CCAP	40

\*The State was notified last week that there may be additional incorrect State Supplemental Payments Program (SSP) payments that require reconciliation and adjustment. The State has asked Deloitte to provide additional data regarding the accuracy of SSP payments which will be provided to the Committee upon receipt.

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

Please see above. There were no regular, on-cycle payments scheduled to Child Care Assistance Program (CCAP) providers this period and 40 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 priority issues.

### 3. Application and payment manual workarounds

Below is data, tracked by Deloitte, on the number of new applications with the number of workarounds that could be tracked for each program in the past week. Deloitte and UHIP leaders are finalizing an updated and improved presentation of workaround information. This data will be added to future weekly reports.

#### Application Manual Workarounds (August 3-August 9)

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Workaround Process
CCAP	0	35	0%
GPA	0	0	0%
Medicaid	0	1240	0%
RIW	0	24	0%
SNAP	0	161	0%
SSP	0	1	0%

#### Payment Manual Workarounds (August 3-August 9)

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

As previously mentioned, in addition to the manual system workaround 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.

<b>Technology Assisted/Manual Interim Business Process</b>	<b>Instances This Week</b>	<b>Estimated End Date for Interim Business Process</b>	<b>Interim Business Process Definition</b>
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	40 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.
Rite Share	8,000	TBD	Customers are enrolled in RiteShare through an existing Microsoft Access database that was established prior to the RIBridges go-live. Once enrolled, customers are entered into MMIS.
Sherlock	<100	TBD	Sherlock eligibility is performed in RIBridges. An interim process is used to produce a report for EOHHS staff to perform the disability assessment to confirm the enrollment into the program.
Katie Beckett	1,000	TBD	Katie Beckett eligibility is performed in RIBridges. An interim process is used to produce a report for EOHHS staff to perform the disability assessment to confirm the enrollment into the program.

Support Services	~50 payments (this week)	TBD	Support Services payments are executed weekly to provide transportation services to RIW clients. An interim business process is in place to provide a report to the State containing these individuals who are subsequently provided with bus passes through RIPTA for their transportation until the Support Services payment is fully functional.
Breast and Cervical Cancer (BCC)	5-10 enrollments (per month)	TBD	BCC program eligibility is performed in RIBridges. An interim business process was used to enter enrollment transactions into MMIS. Currently we are successfully sending transactions from RIBridges to MMIS.

#### 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. The next dashboard is scheduled to be released soon and we will include highlights.

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 6,003 to 4,058.
- The number of pending Supplemental Nutrition Assistance Program (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 including our 14 cohort of employees who started on August 6. 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.

##### ***What is the expected start date of these new hires?***

Onboarding of new staff began February 5 and will continue through August 2017. We are preparing for the next cohort of new hires on August 20.

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

<b>Role</b>	<b>Number of Positions</b>
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
<b>Total</b>	<b>143</b>

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

DHS's Staff Development Unit (SDU) is training new and current Employment and Career Advisors on policy and systems. This training is delivered weekly, half-day sessions in the AM and PM. In addition, MAGI training for Supervisors and Senior Eligibility Technicians has been scheduled to start next week. The Learning Labs are still in development.

**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.

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

MMIS Connection – Recon termination notices were on track to be mailed out this week. Daily reconciliation work continues, however.

Child Care Portal – This week, the State held a provider meeting where portal functionality was discussed. The State continued to review results from a second dry-run for mass update.

Customer Portal – This week, Deloitte continued System Integration Testing for future customer portal changes. Additional scope for potential changes were reviewed with the State.

Worker Inbox – This week, the State began to test the worker inbox in Middletown following several fixes that went

into production at the end of July. Initial results were positive. Additional fixes are expected to come the weekend of August 12.

#### 9. Long term care application information

As of August 9th, there are a total of 2,249. Of these applications, 1,464 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. 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