August 18, 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 FNS from DHS on August 4th, requesting an extension to the Standard Medical Deduction Demonstration Project.
      2. DHS submitted the signed FY 2018 Federal state Agreement to FNS for their signature. DHS will provide the fully executed agreement once it is completed.

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 10-August 16)
SNAP	6
SSP*	0
GPA	0
RIW	0
CCAP	88

*The SSP payment reconciliation and adjustment issue mentioned in last week's report is still under analysis which will be shared with the Committee upon receipt from Deloitte.

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

Please see above. There were 640 regular, on-cycle payments scheduled to CCAP providers this period and 88 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 work arounds 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 10-August 16)

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Workaround Process
CCAP	0	13	0%
GPA	0	0	0%
Medicaid	0	1006	0%
RIW	0	23	0%
SNAP	0	105	0%
SSP	0	1	0%

Payment Manual Workarounds (August 10-August 16)

Program	Manual Payments Executed	Total Payments	% of Payments completed via Manual Workaround
RIW	0	1367	0%
SNAP	6	2330	0.26%
CCAP	88	728	12.08%
GPA	0	55	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.

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	88 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 Friday, August 18. Please find attached the dashboard as well as the accompanying press release from the Department of Human Services.

5. **An update on DHS's hiring plan?**

We continue to make progress on our hiring plan. To date, we have hired 141 of our 143 goal, 137 of whom have started their new positions with the Department including our 15th cohort of employees who start on August 20.

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.

On August 20, two (2) Eligibility Technicians will be onboarded. 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**

    New Employee
    Last week, the Staff Development Unit (SDU) on boarded the Associate Director of Policy, Analysis and Community by providing New Hire Orientation and training on RI Bridges. This training has been customized to meet the needs of this position.

    Current Employees
    This past week, SDU has worked on planning training for Supervisors, Senior Eligibility Technicians, and Eligibility Technicians on a customized training regarding Medical Assistance. The trainings provided these individuals with hands on system and policy training. The trainings will begin this upcoming week.

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 – Medical ID reconciliation work continues this week, as well as Long Term Service and Support (LTSS) daily reconciliation.

    Child Care Portal – This week, the State finalized a calendar for the Federal Poverty Level update, after input and feedback from child care providers.

    Customer Portal – This week, User Acceptance Testing began for additional customer portal changes.

    Worker Inbox – This week, the State completed a successful pilot in Middletown and expanded the pilot to Warwick.

9. **Long term care application information**

    As of August 16, there are a total of 2,136. Of these applications, 1,383 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 LTSS unit at DHS.
4. Lisa Martinelli is an Executive Counsel at DOT and is assisting with legal work and labor relations related to UHIP.
5. John Raymond is a Supervising Budget Analyst at OMB who is currently serving as the Chief Financial Officer for UHIP.
6. Marti Rosenberg is the Project Director for the State Innovation Model Test Grant, and is currently assisting part time with stakeholder engagement and outreach.
7. Mia Patriarca, of the Physical Activity and Nutrition Program at the Department of Health, 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