

In response to Question #08:

At the time of conversion, there were over 318,000 active clients/cases converted into the RI Bridges system. In addition to these 318,000 active cases, there are around 25,000 active accounts enrolled in the State Health Insurance exchange which is now a part of RI Bridges. This equates to over 343,000 existing cases serving close to 413,000 active individuals in the RI Bridges application.

- All existing clients continued to receive the same benefits previously received prior to the launch of RI Bridges
- Some existing clients did receive delayed benefits or a reduction in benefits following the deployment of RI Bridges. The precise breakdown on the clients impacted and the specific issue is below.
 - ~2,000 existing clients received delayed benefits. This includes both SNAP and CASH clients. All impacted clients received their benefits within 3 days of reporting an issue.
 - ~750 providers were impacted by a delay in receiving their checks. These providers were paid via check or direct deposit within 4 days of the expected time of payment.
 - ~33,000 individuals experienced up to a one week delay in receiving State Supplement Payments for SSI.
 - A total of 147 individuals who receive semi-monthly checks for General Public Assistance (GPA) Hardship payments were issued payments.