Hybrid Pilot Approach
Hybrid Pilot High Level Approach

**Business Operations**
- Targeted DHS Site: Pawtucket Local Office (2nd largest local office)
- Additional offices: HSRI Contact Center, EOHHS
- 13 Programs: SNAP, RIWorks, MAGI Medicaid, Complex Medicaid, CCAP, GPA, RCA, SSP, LTC, QHP/APTC, RiteShare, BCCP, Katie Beckett
- Business Process steps from Front office lobby through back office
- Local Office lobby management
- Central & Local Office Printing of notices
- Customer review for notices
- Central and local office scanning and indexing
- EBT Card & Check Printing
- Operation Reports/tracking

**Production Support**
- Command Center
- Local office site support
- Daily/Weekly Production Support Call with Field offices
- Scheduled Releases
- Data Fixes/Monitoring
- Daily/Weekly/Monthly Batches
- Critical Process Support
  - Redetermination
  - Interim reporting
  - Negative action
  - Bi-monthly/Monthly Issuances
  - Monthly QHP (834) Process

**Infrastructure/Technology**
- Production size environment, SW & HW
- Emulate Performance/Load similar to production capacity for pilot offices
- Environments health check and monitoring
- Release/Code Deployment
- Critical System Functions and Interfaces
- Servers and Tool Monitoring and Reporting
- Environments Support
- Full Data Conversion from InRhodes and Exchange

**Parallel Goals**
- 2,200 DHS Cases + 600 HSRI Cases = 2,800 Total Cases
- Daily Reporting of operational metrics, case progress and production incidents
- Comparison and validation of case outcome, eligibility determination, Benefit Issuance / Medicaid coverage, notices, batch results, and interfaces

The Hybrid Pilot will run as if it was a production environment and includes the following scope items:
Pilot Office Operations

**Reception**

1. Customer enters office lobby
2. Visit is recorded in the reception log
   - Documents scanned by receptionist with cover sheet
3. Lobby ticket given to customer
   - Customer waits in the lobby for their number to be called

**Back Office**

4. Customer lobby number called
   - Worker returns scanned documents to customer
   - Case is processed in InRhodes
   - Eligibility determination is completed
   - Customer leaves after worker verifies scanned documents available in RIBridges
5. Worker enters the same case into RIBridges
   - Worker compares RIBridges and InRhodes eligibility outcomes
   - Worker reviews notices
6. Worker reports case results and any discrepancies

**Lobby**

- Customer enters office lobby
- Visit is recorded in the reception log
- Documents scanned by receptionist with cover sheet
- Lobby ticket given to customer
- Customer waits in the lobby for their number to be called

**Nightly Processing**

7. Batches and Interfaces Executed
8. Notices and Reports Generated
The Hybrid Pilot will be operated by the Command Center as if it were live production.