

In response to Question #12:

The intent of a live pilot is to verify and validate functionality, business process, training, change management, interagency interaction, and customer service in a small office before launching the system statewide. Given the constraint of implementing a live pilot one month before go-live, its impact to Open Enrollment 2017, and the need to make changes in the InRhodes legacy system, the state suggested a hybrid pilot option. This involved the simultaneous processing of applications/cases, including validation of functionality, business process, training, change management, interagency interaction, and customer service in both RIBridges and InRhodes, but the system of record remained InRhodes and benefits were issued only from InRhodes. This approach enabled the State to successfully validate the above mentioned components and allowed staff to gain system proficiency..