Production Daily Health Report

Wednesday October 19th, 2016(10:00 AM EDT)

Infrastructure and Upcoming Events

Customer Portal | Worker Portal | CCAP | EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
10/10	Redetermination Notices	In Progress
10/11	CCAP Payroll	Complete
10/14	PEV	Complete
10/16	Auto Renewal	In Progress
10/20	Negative Actions	Not Started
10/21	Supportive Service issuance	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	2884	0
DHS 3503 – Additional Documentation Required Notice	Passed	Pending	0	2053	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
157	2	155	162

Batch Name	Status	Impact
Benefit Issuance	In Progress	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	In Progress	
Support Functions	Passed	
Notices	In Progress	
EDM	Passed	

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	Passed	Passed	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

**This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.*

RIBridges Top Issues Impacting Cases

Wednesday October 19th, 2016(10:00 AM EDT)

2754

Cases Impacted by Top Issues

0 **P1** Incidents

74 P2 incidents

1301 P3 incidents

29 P4 incidents

Top Issues Impacting Cases

#	Issue Description	# Impacted Cases	Root cause	Resolution
1	Monthly EBT Issuance failed for a specific set of accounts so $ missing from EBT cards.	0	Monthly batch issuance failed for a number of accounts	All reported cases have been corrected. Proactively correcting problems with 10/16 RIW issuance to avoid inflow of new issues. Long term fix planned for 10/22.
2	Removal of accounts from maintenance mode	2700	Due to income synchronization between the systems incorrect eligibility may have been determined and must be re-run	***Partially Resolved;*** Benefit Mismatch analysis to be shared so that next step can be determined on accounts, including re-sync from CP to WP and ultimately remove from maintenance mode.
3	Unable to enroll in RIteShare	Analysis in Progress	Approximately 4000 provider IDs are missing from a table that links employees to employers and as a result unable to create new enrollments for those providers	Reported cases have been corrected, proactive fixing of non-reported cases in progress for 10/22
4	Unable to apply APTC retroactively (RIB-2432)	Analysis in Progress	When admins enroll a client in coverage retroactive to prior to 9/1 the APTC is not applied retroactively	The short term solution is to perform scripting on individual accounts. Long term fix targeted for 10/22
5	Workers incorrectly linking individuals in MCI (RIB-4538)	9	HSRI Workers have incorrectly linked a limited number of individuals in the MCI, which leads to those individuals being able to see one another's demographic information	***Partially Resolved;*** Additional training guidance provided, screen design change in progress and targeted for 10/20
6	Duplicate SSNs on converted cases	45	Some customers that were converted had multiple SSNs in InRhodes, which causes an application error when processing the case in RIBridges	Correct business process is to use merge functionality to review and correct accounts. Merge SSN functionality will be fixed by 10/22
7	DCYF supervisors unable to authorize MA cases (RIB-4058)	N/A	DCYF supervisors are unable to authorize Medicaid cases due to a permissions issue	***Resolved;*** permissions updated for DCYF supervisors
8	ImageNow slowness limiting document scanning, sometimes making it unavailable and causing intermittent impact to notices and lobby tickets	N/A	Slow response from ImageNow servers	Technical configuration fix made last night to attempt to resolve; continuing to work with Perceptive (ImageNow vendor) to monitor

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to October 18th

5,011 ↑64
Scanned/Indexed Applications

+

2,792 ↑70
Initiated Applications
(Eligibility **Not** Run)

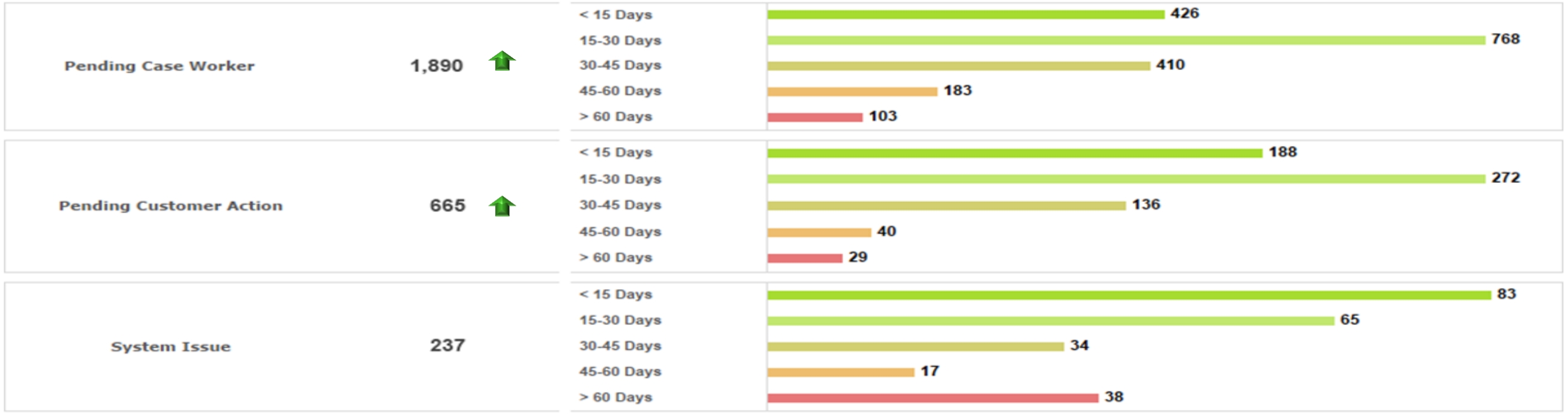
+

6,674 ↑333
Completed Applications
(Eligibility Run)

=

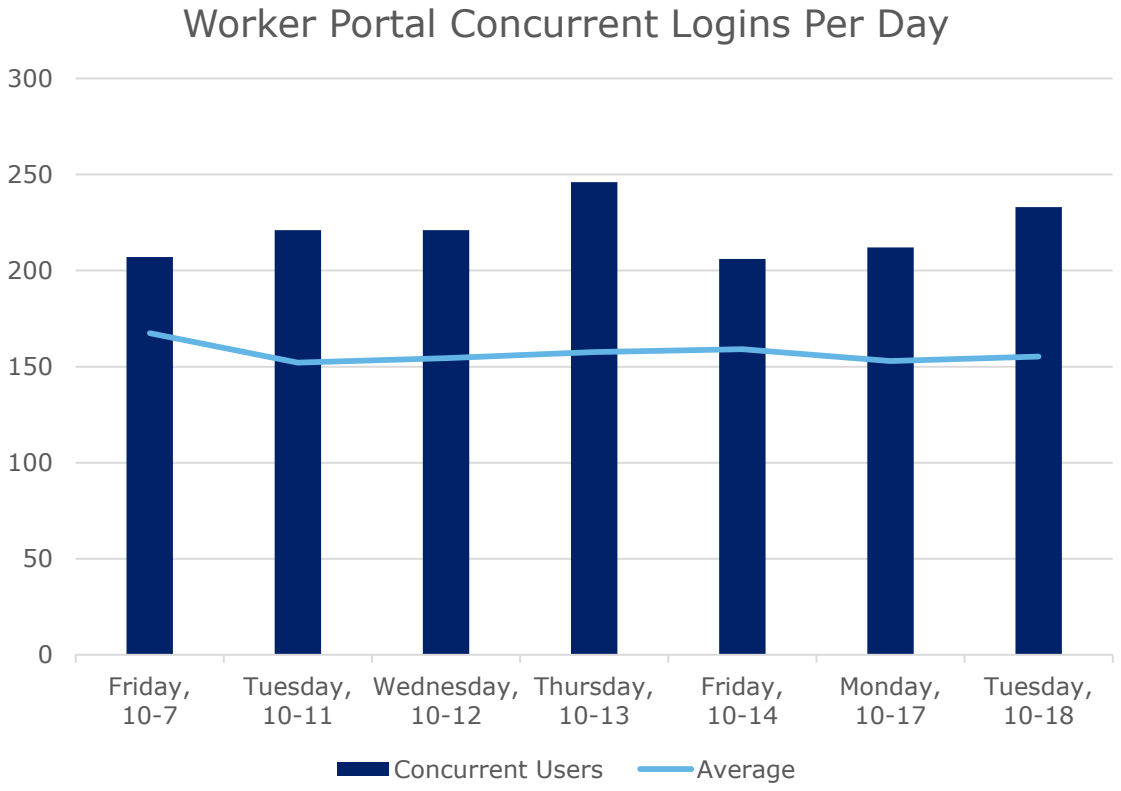
14,477 ↑467
Total RIBridges Applications

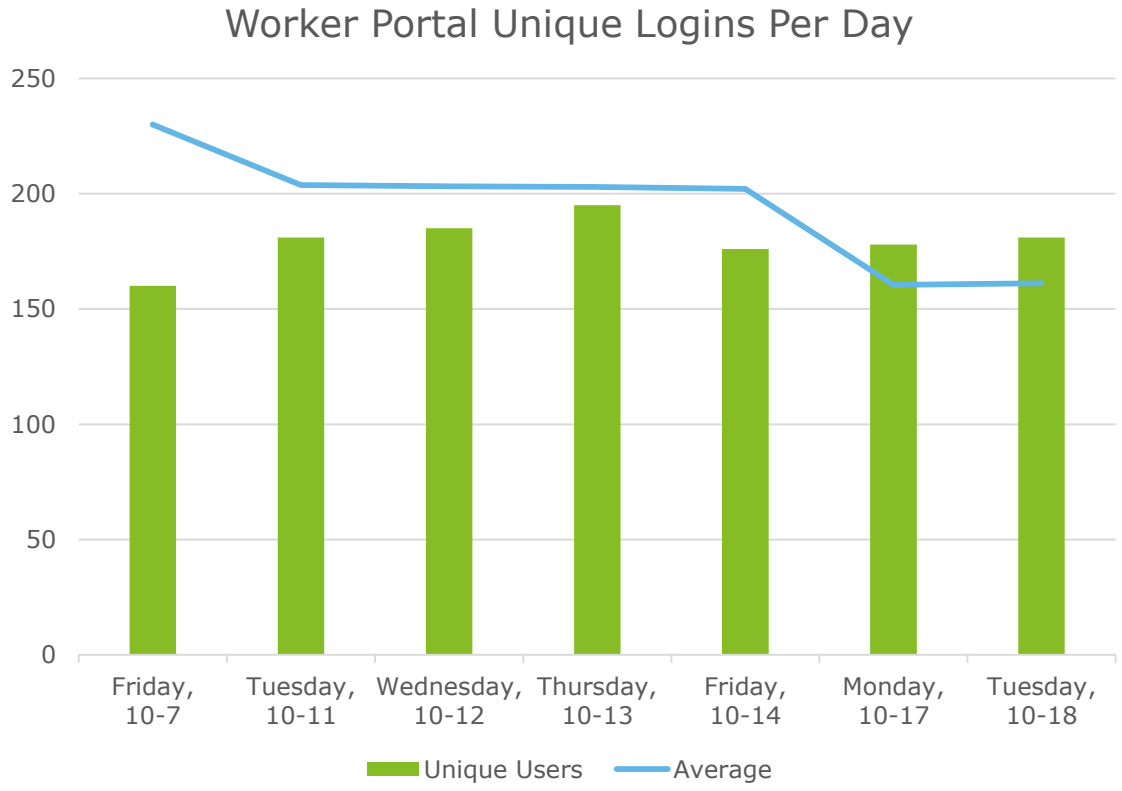
Applications by Status (Initiated)



RIBridges Technical Metrics – Worker Portal

Wednesday October 19th, 2016(10:00 AM EDT)

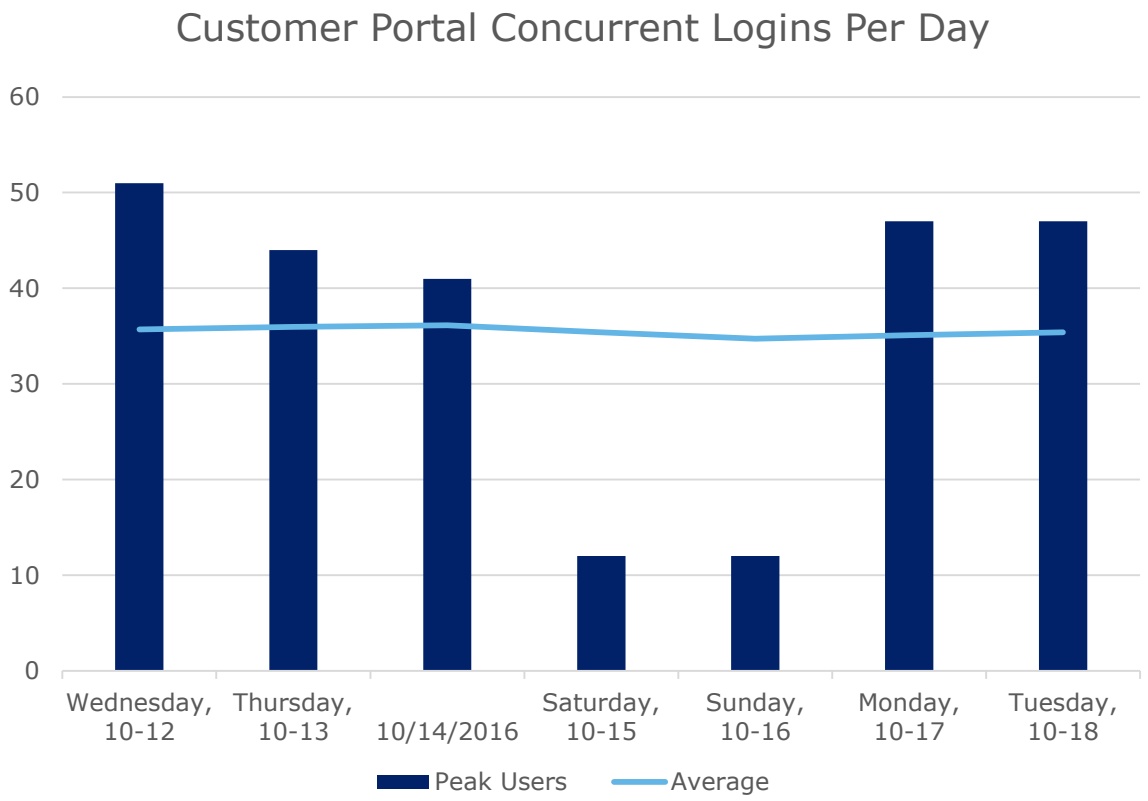


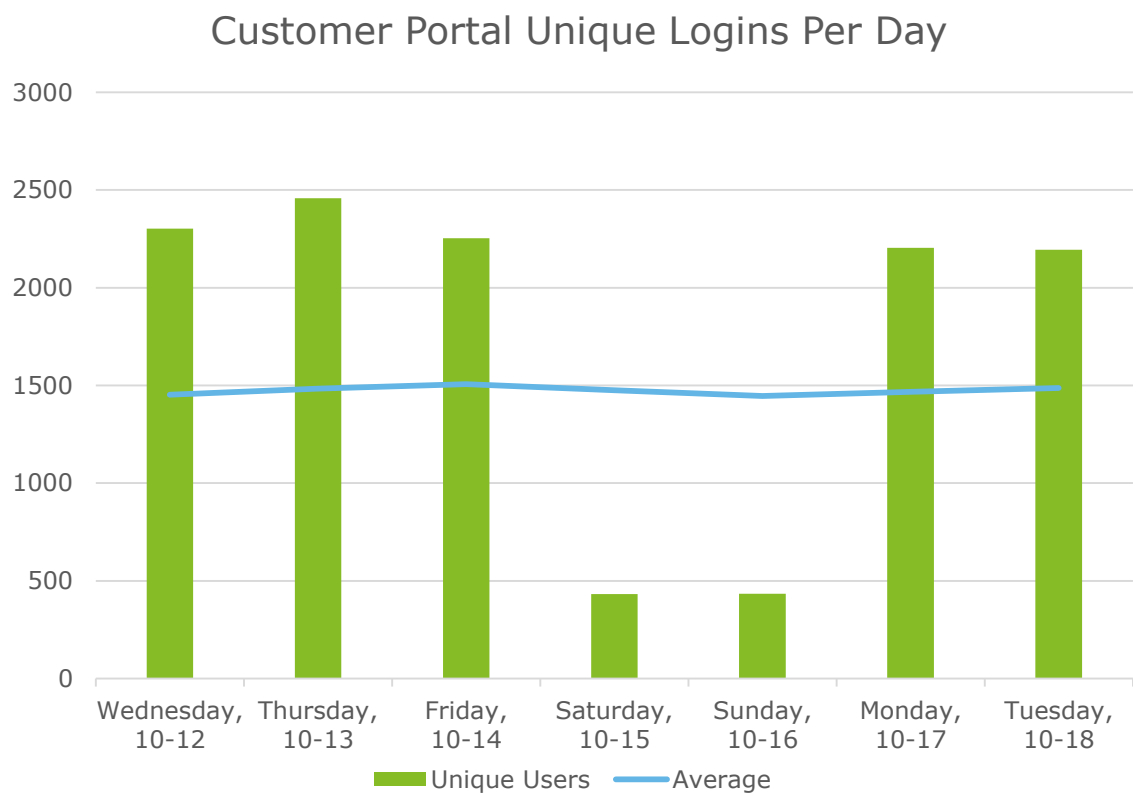


*Concurrent is over five minutes

RIBridges Technical Metrics – Customer Portal

Wednesday October 19th, 2016(10:00 AM EDT)



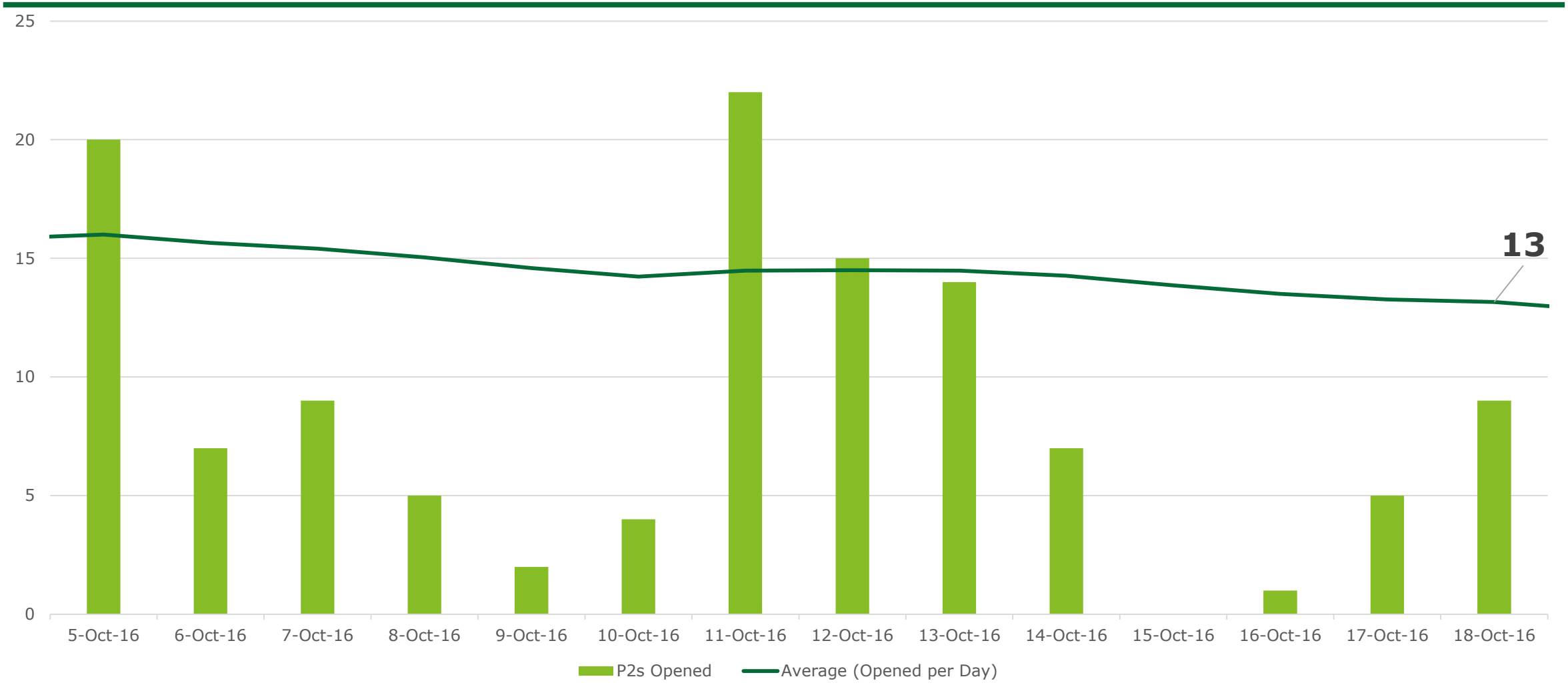


*Concurrent is over five minutes

RIBridges Technical Metrics – P2 Incident Report

Wednesday October 19th, 2016(10:00 AM EDT)

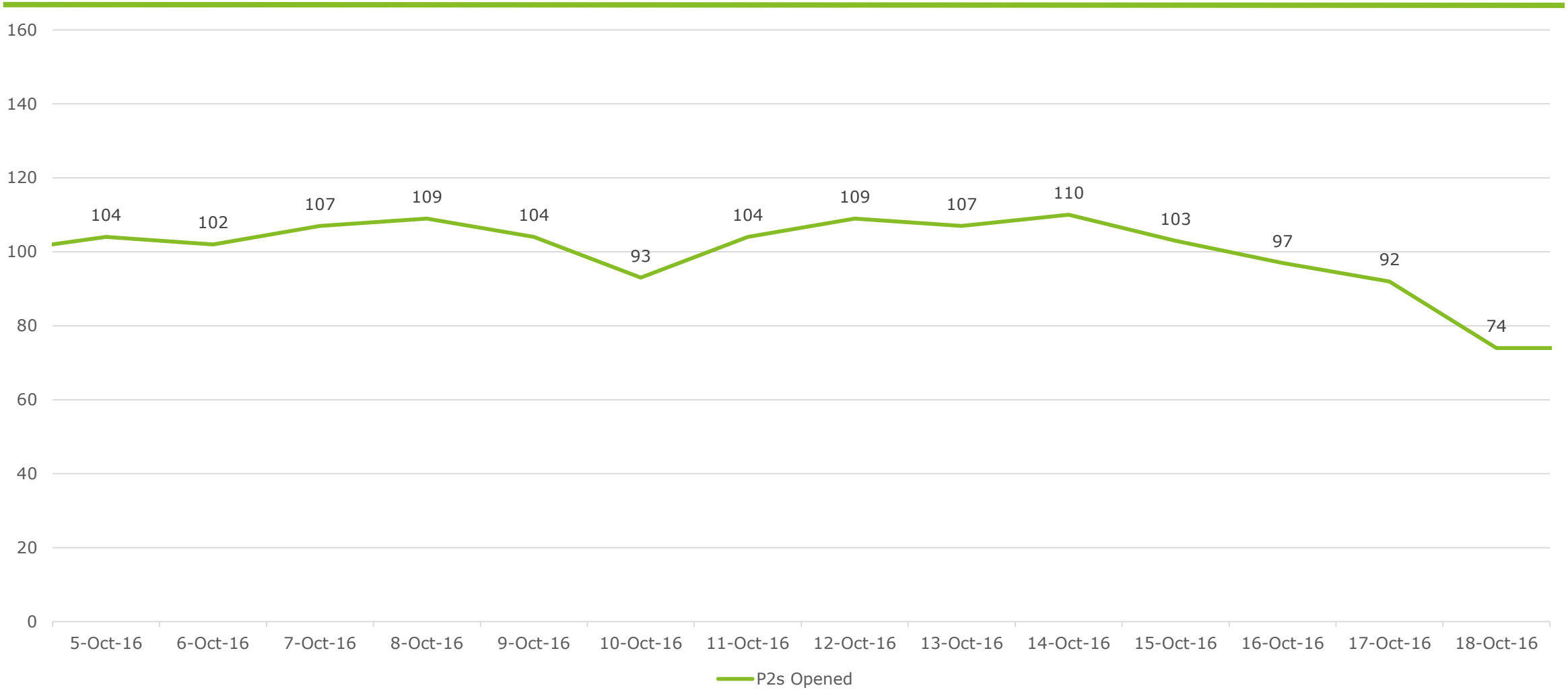
P2 Incidents Opened by Day



RIBridges Technical Metrics – P2 Incident Report

Wednesday October 19th, 2016(10:00 AM EDT)

P2 Cumulative Incidents Open by Day



Appendix

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RIBridges Top Issues Impacting Cases - DHS

Wednesday October 19th, 2016 (10:00 AM EDT)

Top Issues Impacting Cases

#	Issue Description	# Impacted Cases *	Business Root cause	Resolution
1	SSP Issuance did not generate for all individuals	1000	Mismatch in count of issuances from last month	Long Term: Data fix in process to resolve mismatches Testing is in progress – on target Target Fix Date – 10-20-2016
2	Application error when updating room and board information (RIB-1748)	4600	Missing converted data on room and board payment information	Long Term: Conversion data to be corrected Testing is in progress Target Fix Date – 10-19-2016
3	SDX File Processing: Eligibility triggers are not processed and get exceptions	2800	Eligibility is not determined because of null pointer exception	Long Term: Conversion data to be corrected Target Fix Date – 10-22-2016
4	Application error when running eligibility or authorizing benefits (RIB-3870, RIB-2635)	180	Data integrity error due to missing data collection and eligibility converted data	Long Term: Conversion data to be corrected 61 accounts resolved during the week ending 10-15 Target Fix Date – 10-22-2016
5	EBT Issues: $0 (or insufficient $) on EBT card	35	Real-time issuance trigger failures due missing EBT card and other data issues Converted data not compatible with FIS service	Short Term: Establish daily reconciliation processes Long Term: Redesign FIS transactions to fetch data from FIS rather than DB (RIB-3480) Target Fix Date – 10-22-2016
6	Notices – Data mismatches during Quality Review (RIB-1952, RIB-1367)	6500	Multiple root causes Total number of QC passed notices is 22	6500 Redetermination notices are generated. 5000 DHS notices are QC passed and will be sent for printing on 10-18. EOHHS notices are currently being reviewed
7	Tasks missing or unable to re-index (RIB-4212, RIB-4537)	TBD	Task is present in the database but not being picked up by the search and new task not generated after indexing	Long term: Update to search query in progress Target Date -10-22-2016
8	MCI Issue – Unable to update individual information due to screen errors on SSN (RIB-2597, RIB-3735, RIB-3873)	4500	Same individual with two MCI IDs and the same SSN at the source is causing issues	The manual-fix required is to inactivate the incorrect person. Code fix to support merge process are targeted for 10-20
9	EARR Providers – Unable to login to portal and complete enrollment (RIB-3394)	TBD	Analysis in progress	Long Term: Analysis in progress – on target Target Date – 10-29-2016
10	CCAP Providers – Unable to enroll children or enter attendance information (RIB-4240)	400	Incorrect Certificate Number mapping Data mismatch in age category and copay amount	Long Term: Conversion data to be corrected Target Fix Date – 10-22-2016

RIBridges Top Issues Impacting Cases - EOHHS

Wednesday October 19th, 2016 (10:00 AM EDT)

Top Issues Impacting Cases

#	Issue Description	# Impacted Cases	Business Root cause	Resolution
1	Unable to terminate / disenroll RiteShare members (RIB-2024)	1+	Analysis in progress to determine if this was isolated to this case or a larger issue	Targeted for resolution by 10/19
2	Cannot enroll new RiteShare employees (RIB-2750, 1079)	Under Analysis	Analyzing both employer linking and inability to enroll clients	**All but one of the open tickets are resolved; 904/1589 active employees are correctly mapped. Completion of mapping is targeted for end of week.**
3	Analysis on incorrect Medicaid closures (RIB-4246)	2200	Analysis in progress to determine the correct set of terminations to process for the month of October	Need to extend the ~2200 total members who would have been terminated for September and October as further analysis is needed on this population. Also determine November closure population and perform analysis on whether these are valid terminations.
4	MAGI Deductions appearing incorrectly on income screen (RIB-3799)	2	Under analysis to determine if is a display issue only or if income calculations are also impacted	Issue has resolved itself; confirmed that deductions were not being counted doubly in OPA calculation. State to confirm resolved.
5	Address information is not correctly updated in MMIS (RIB-4420)	1200	Address information is sent to MMIS as designed however it has been determined that the systems do not store it in the same way so a design change is required	Mapping logic between RIBridges and MMIS to be updated; **10/19 – Send updated 1A's for ~800 accounts 10/20 – send updated 1A's for remaining ~400 accounts 10/22 – Code fix and last data fix to correct newly impacted cases**
6	RDOC Notices have incorrect request for pending verification (RIB-4438)	5+	Under Analysis	Report of data points by case provided to Stacey for further input. List of case numbers that have incorrect DLT/SWICA mismatch. Need to unpend impacted population.
7	Converted SSI cases missing required information (RIB-2419)	Under Analysis	**Requires more information from the state.**	Under Analysis
8	TPL Information is not received from MMIS	N/A	No data exchange exists to send TPL information from MMIS to RIBridges	Working with State and HP to come up with requirements and timeline for introducing this into production.
9	PCPA reports contain incorrect information (RIB-3765) (RIB-4406)	500+	**Requires more information from the state.**	Draft of report targeted for 10/19. Final report targeted for 10/22.
10	1B00s for QMB cases cutting through MA eligibility dates (RIB-4042)	6	**Have checked the 6 accounts reported and none contain individuals with QMB eligibility.**	Under Analysis; If determined that these QMB dates were incorrect, correct dates for current impacted accounts and slate code fix.

RIBridges Top Issues Impacting Cases - HSRI

October 18th, 2016 (10:00 AM EDT)

#	Issue Family	# Impacted Cases	Business Root cause	Resolution
1	Maintenance Mode, Data Synch, Benefit Mismatch, Mass Update and Fix for 1109 Known Error Accounts (RIBs-1256, 1567, 2814, 2819, 2204, 1802, 2550, 2551, 1800, 2795, 2382)	>= 1627	Multiple issues leading to incorrect or significantly different customer eligibilities. This caused us to put a number of accounts in Maintenance Mode and we cannot take all out until we have resolved and/or answered the outstanding questions.	Multiple fixes and mitigations implemented. Target for full closure and all of these accounts out of maintenance mode: 10/9
2	834 (daily and monthly) and SHOP XML File Issues (RIBs-2708, 2117)	All QHP Changes, Terminations, Pends, Unpends	Due to implementation issues, 834 daily and monthly files not picking data correctly.	Target code fixes for: 10/15
3	APTC Issues: Retroactive and Ongoing Calculation (RIBs-1064, 1232, 2432, 2661, 2763, 2850, 1600, 2369, 2371,… *several others*)	Analysis in progress	Retroactive issues believed to be caused by a restriction around processing eligibility the month of conversion. Ongoing issues may be related to one or more data issues	Target for fixes: 10/22
4	Notices: Not Viewable and Not Able to Be Sent (RIBs-1662, 3058)	Analysis in progress	Multiple notices are not present on customer dashboard Additionally, without full impacted populations, at risk of sending incorrect BDNs, ADR, and QHP Enrollment/Disenrollment notices	Some aspects have been fixed; some historical notices still WIP as is first release of BDNs and other key notices
5	Auto-Renewal Process Outstanding Issues	All QHP accounts for 2016 eligibility, ~5,000 accounts impacted by additional issues	Seven significant issues have been identified, with three fixed as of 10/3. Four remaining fixes are targeted to be deployed the week of 10/3 in prep for the final dry-run.	Target for specific auto-renewal fixes: 10/8
6	High Profile Accounts, Aging Medical Necessity B&Es (RIBs-2944, 2969, 2320, 2859, 2975, 1567*)	<10 High Profile, B&E Over 30 Days:	Multiple high profile issues have been routed through Governor's office and other sources. Additionally, aging is growing on existing B&E tickets, a subset of which were flagged with medical necessity priority.	Ongoing work for High Profile; Target to get 'legacy' B&E backlogs addressed by: TBD
7	MCI Issues (RIBs-1477, 3045, 3579)	Analysis in Progress	MCI clearance issue preventing applications from being processed for customers	10/15
8	Incorrect eligibility determination and incorrect termination: VLP and Other Causes (RIBs-2316, 1643, 2269, 2320, 2969, 3689)	Analysis in Process	- Incorrect eligibility determination during application submission - Incorrect termination	10/15
9	Enrollment Blocking Issues (RIBs-2768, 2192)	Analysis in Process	Blank plan display and other issues preventing customers from selecting a plan	10/8 (partial) and 10/15
10	Tasks: Can Not Re-Open Tasks and Health Program Filter Not Working on Tasks (RIBs-2757, 3416, 2940, 2645)	Analysis in Progress	Currently, a lot of Cash and GPA tasks that have Null program are showing up in any Program search, and that makes trying to find relevant tasks extremely difficult / time-consuming.	WIP (ETA to be provided 10/7)
11	Verification Issues (RIB-3370)	~1875	During validation of RIB-2848, one failure led to the realization that a high number of accounts have multiple passed and failed verification lines for the same data point	WIP
12	Oops / App Errors Preventing Application Processing (RIBs-1500, 1541)	Analysis in Progress	Multiple generic errors in customer and worker portal preventing application completion	Partial solution, but multiple causes

**Note: Overlap of a high profile caused by a data synch issue*