

## **UHIP October 20, 2016 Hearing Numbered Request List**

1. All Independent Verification and Validation reports (IV &V) for the project, especially any provided to the administration or DHS within the last year.
2. Any correspondence from Deloitte that addresses the readiness, or lack of readiness of the system to go live first in July then in September. This should include all discussions of outstanding problems.
3. Numbers that demonstrate by DHS field office, how many clients submitted applications, how many were initiated, how many were completed--prior to the switch to Bridges and then for the month it's been operating. This data should be provided by day, week and month for July, August, September and October.
4. Results of the UAT (User Acceptance Testing) testing for Bridges - I would like to know how many times they conducted testing and, at a minimum, the score cards if not the scenarios they used to test it.
5. A description of what the key milestones were for testing including what the acceptable failure rate would have been
6. A list of the different programs incorporated (SNAP/TANF/etc.) and their current error rate.
7. A description of how Deloitte staffers are being used in field offices to support DHS staff as well as a description of how they are being paid, (e.g. overtime).
8. Precise numbers on how many existing clients didn't receive any benefits, how many received some but not all that they were entitled to, and how many received incorrect payments.
9. A detailed list of every type of error that Bridges has incurred that impacted a beneficiary or a provider. How many of each type has occurred?
10. How many providers (day care centers, mental health centers, etc) did not receive payments when they were accustomed to receiving them after Bridges went live?
11. Reports generated by HealthSource for the last 6 months on errors and problems and then the most current report that details the problems to see how HealthSource is being impacted by UHIP Phase 2, also called Bridges.
12. A description of what the testing scenario the feds recommended, a description of the testing scenario used and an explanation as to why we varied from the one the feds recommended.
13. Feasibility study regarding child support being integrated into UHIP
14. The latest IAPD that was submitted by OHHS/DHS
15. Data from the dashboard that shows information regarding number of transactions completed, number pending some action, error rate, etc, in the system
16. The most current report used by Deloitte that lists the "glitches" that need to be addressed and fixed
17. The average wait times for clients at each DHS office
18. The average number of times clients have had to come in to DHS offices to correct problems since October 1.
19. The number of open tickets Deloitte has right now for Bridges. This should include software bugs as well as tickets with requests to fix data.
20. How many Deloitte tickets have been issued since October 1 requiring Deloitte to address a specific data issue or application issue for a specific client? How many of these are outstanding right now?