



Rhode Island Executive Office of Health and Human Services  
Legal Office, 3 West Road, Virks Building, 4th floor, Cranston, RI 02920  
phone: 401.462.2326 fax: 401.462.1678

October 19, 2018

Honorable Patricia A. Serpa, Chairwoman  
House Committee on Oversight  
101 State House  
Providence, RI 02903

Dear Chairwoman Serpa:

Please accept the attached report as the State's most recent update on the RIBridges system, which covers the reporting period September 15, 2018 – October 15, 2018. This document provides monthly updates on the following topics:

- System performance and improvement;
- DHS staffing and employee training;
- Pending applications;
- SNAP timeliness and lobby/Call Center summary;
- CCAP off-cycle payments; and
- LTSS interim payments.

We appreciate your continued advocacy on behalf of those we serve and your interest in the health of the RIBridges system and the progress made to address outstanding issues. As always, please contact me with any questions or concerns.

Sincerely,

Eric J. Beane, Secretary



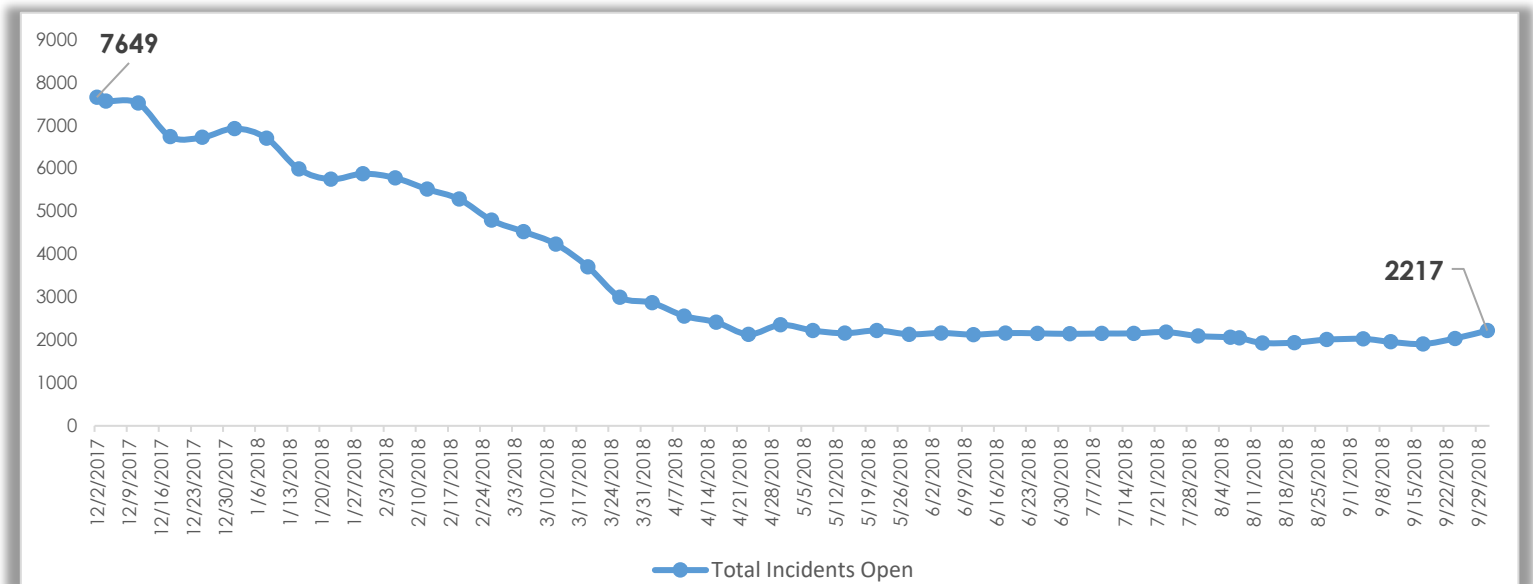
# RI Bridges: Monthly Update

## October 2018

The Executive Office of Health & Human Services coordinates and supports the delivery of programs and services across Rhode Island's health and human service agencies. Our team takes its charge seriously in promoting health, nurturing quality of life, and being there for Rhode Islanders when needed. Our oversight of work on RIBridges is an important part of the equation. Progress continues to be made on this system. As we move along, we will continue to put the pieces in place to ensure timely access to benefits for Rhode Islanders. This report provides an update on our efforts and progress to date.

### SYSTEM PERFORMANCE + IMPROVEMENT

An important measure of system health and stability is the total number of incidents logged related to the RIBridges system. An incident accounts for any concern experienced in the system that needs to be investigated and, as needed, resolved. IT systems generally require updates and enhancements during their useful life, so an incident number will never hit zero. However, the incident count in RIBridges should gradually decline over time as the system is stabilized. The number of new and existing incidents logged into RIBridges continues to remain relatively steady. As of September 29, 2018, open incidents totaled 2,217 – a 71 percent decrease since December 2017.



### DHS STAFFING + TRAINING

DHS continues to make progress in strengthening its workforce. Since September 15, 2018, the department hired nine employees, with several starting this month. These include:

- Two Central Management positions;
- One Supervising Eligibility Technician;
- Two Customer Service Aides;
- Two Social Caseworkers dedicated to LTSS; and
- One Senior Human Services Policy and Systems Specialist dedicated to the Hotline team.

## Training Overview

During this reporting period, DHS facilitated some 75 hours of training, with almost 75 staff participating. Trainings included:

- **New Hire Orientation:** The New Employee Orientation (NEO) Program is the first step in welcoming new hires to DHS. Its main objective is to familiarize new employees with the organization, including structure, policies and procedures.
- **MAGI:** This four-day training is designed for DHS Eligibility Technicians, Senior Eligibility Technicians, and Supervising Eligibility Technicians. The course consists of training on various topics, including Medicaid policy, the Affordable Care Act, Modified Adjusted Gross Income (MAGI), and household composition and requirements. In addition, participants work on exercises within the RIBridges training environment and practice registering applications, completing a MAGI Medicaid intake, running and authorizing eligibility, and gaining understanding of interfaces in RIBridges.
- **Child Support Training:** This training is designed to increase employees' understanding of the referral process; the difference between cooperation versus non-cooperation; good cause for the custodial parent; and appropriate documentation.
- **Long-Term Supports & Services (LTSS) Training:** This training includes overviews of program policy and RIBridges. The training combines instructor-led portions, demonstrations, and hands-on exercises to provide a complete, integrated policy and system learning experience.

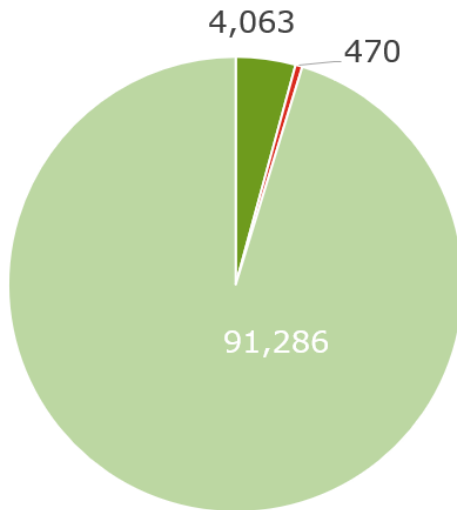
## PENDING NEW APPLICATIONS

	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	
<b>SNAP Exp</b>	5	16	21	2	7	9	30
<b>SNAP Non</b>	354	199	553	14	5	19	572
<b>CCAP</b>	36	139	175	6	8	14	189
<b>GPA Burial</b>	0	11	11	0	25	25	36
<b>SSP</b>	0	22	22	0	7	7	29
<b>GPA</b>	61	9	70	95	23	118	188
<b>RIW</b>	125	128	253	20	98	118	371
<b>Undef. Cash</b>	0	1	1	4	1	5	6
<b>Undef. Med</b>	19	531	550	78	446	524	1074
<b>MAGI</b>	56	48	104	100	89	189	293
<b>MPP</b>	10	244	254	20	89	109	363
<b>Complex Med.</b>	53	80	133	69	328	397	530
<b>LTSS</b>	59	882	941	134	703	837	1,778
<b>Totals</b>	778	2,310	3,088	542	1,829	2,371	5,459

The State continues to prioritize access to benefits. The number of pending new applications across all programs is 5,459. Overdue pending applications awaiting State action total 1,829.

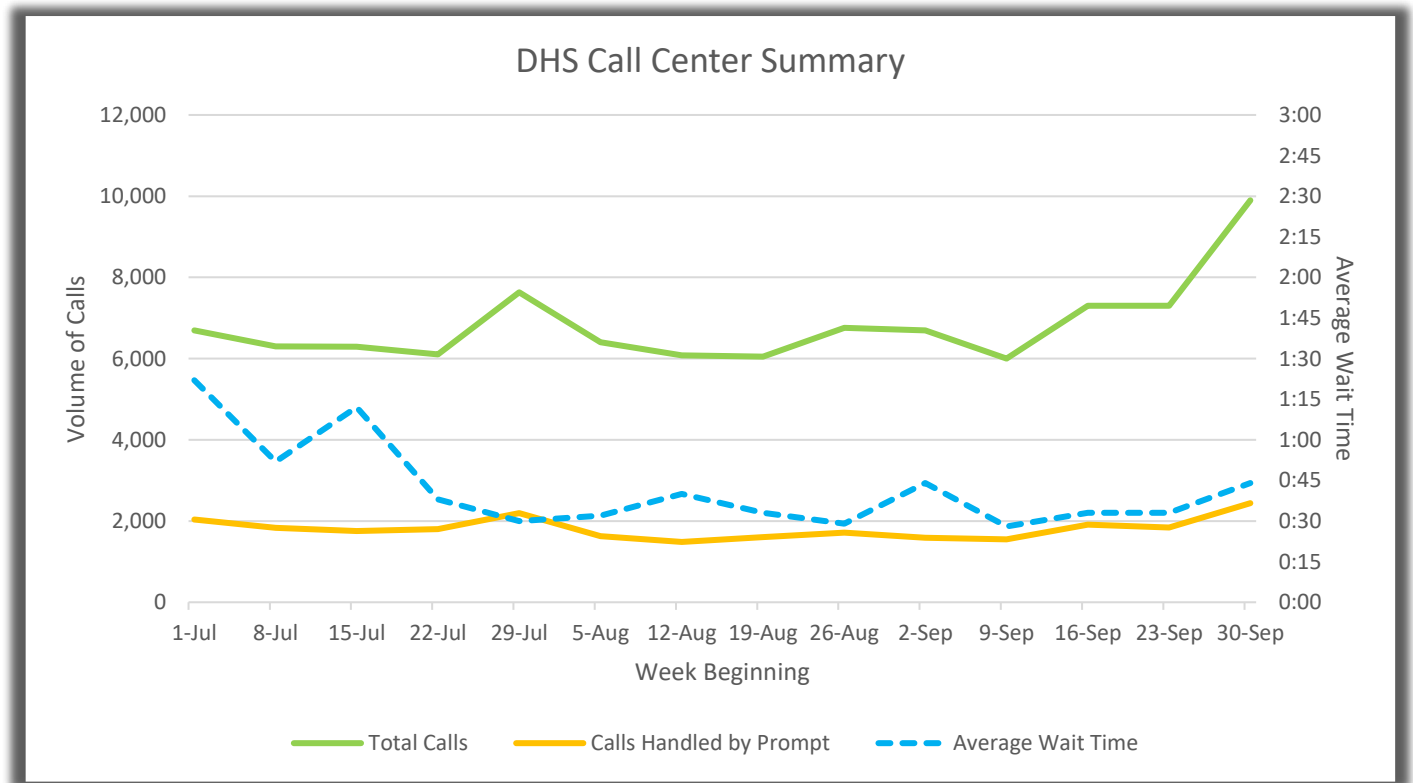
## SNAP TIMELINESS

DHS continues to make progress in improving customer service. According to the Special Master's report, the combined timeliness for SNAP applications was 91.65 percent (91.6 percent for expedited and 91.7 percent for non-expedited) for September. This is the sixth consecutive month of timeliness over 90 percent.



In September, SNAP benefits were issued to more than 91,000 households. While the number of applications not processed timely represents less than 1 percent of the total SNAP population, the State remains focused on ensuring all customers receive timely access to benefits.

Untimely September Applications | Timely Applications | Total SNAP Population



## CCAP OFF-CYCLE PAYMENTS

Below are the total number of batch payments made to child care providers since the week of September 15, 2018.

	Providers	Payments
Total Batch (7, 7A, 7B, 7X)	691	\$3,173,494.83
Off Cycle (7A, 7B & 7X)	59	\$ 209,156.06
Providers Off-Cycle/Total	8.54%	N/A
Payments Off-Cycle/Total	6.59%	N/A

	Providers	Payments
Total Batch (8, 8A, 8B, 8X)	853	\$3,564,728.8
Off-Cycle (8A, 8B & 8X)	147	\$ 564,420.71
Providers Off-Cycle/Total	17.23%	N/A
Providers Off-Cycle/Total	17.03%	N/A

*Note: Batch 8A were reconciliation payments to providers going back to May 2017.*

## LTSS INTERIM PAYMENTS

We continue to make progress in reducing the LTSS backlog of applications. As of this submission, there are 703 overdue LTSS applications pending State action. In October, through the contingency payment process, which ensures nursing and assisted-living facilities receive prompt reimbursement from the State, the State paid out \$1,807,633.66. Our payment reconciliation process is ongoing. Please see the attached payment schedule.

## CORRESPONDENCE WITH FEDERAL PARTNERS AND SPECIAL MASTER

The Centers for Medicare & Medicaid Services (CMS) and the USDA Food and Nutrition Service (FNS) are important partners to the State. We continue to meet regularly to review progress on RIBridges. Below is a list of federal correspondence during this reporting period:

- September 17, 2018: DHS response to FNS' questions on the overpayment plan associated with interface matches.
- September 19, 2018: FNS response to Rhode Island's Corrective Action Response on FFY17 Supplemental Nutrition Assistance Program (SNAP) Management Evaluation
- September 28, 2018: Letter from FNS regarding the SNAP Quality Control Case and Procedural Error Rates (CAPER) for FFY16 and '17
- September 28, 2018: CMS APD FY19 Q1 approval letter to Secretary Beane
- September 28, 2018: FNS APD FFY19 approval letter to Director Hawkins
- September 30, 2018: Special Master's 11<sup>th</sup> report to the courts
- October 5, 2018: FNS' response to Rhode Island's Corrective Action Response on SNAP, Able Bodied Adults Without Dependents (ABAWD)
- October 5, 2018: DHS submitted Rhode Island FFY18 ABAWD Correction Action Response
- October 10, 2018: FNS' response to Rhode Island's ABAWD Corrective Action Response
- October 15, 2018: Nursing home and assisted living interim payments
- October 15, 2018: September 2018 SNAP Application Timeliness Report, as part of Gemmell agreement