



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
**DEPARTMENT OF ADMINISTRATION**

**Michael DiBiase, Director**  
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November 1, 2016

The Honorable Marvin L. Abney  
Chairman, House Committee on Finance  
The Honorable Patricia A. Serpa  
Chairwoman, House Committee on Oversight  
State of Rhode Island General Assembly  
82 Smith Street  
Providence, RI 02903

Dear Chairman Abney and Chairwoman Serpa,

Thank you for the opportunity to share more information on the Unified Health Infrastructure Project (UHIP). Attached you will find the materials and summaries that are responsive to the questions Sharon Reynolds Ferland submitted to us on Tuesday, October 25, 2016.

This is the largest technology project in Rhode Island's history, involving the conversion of about 400 million fields of data, the integration of nearly 50 different programs and the merging of almost 100 interfaces. Without question and as expected, there have been challenges and issues with our transition to this new, modern system. With the help of our vendor, Deloitte, we've been identifying, prioritizing and resolving these issues as they emerge in real time.

We believe the vast majority of the nearly 320,000 Rhode Islanders we serve are receiving benefits and services without any disruptions and continue to focus on the small percentage of Rhode Islanders that have not experienced the same level of service.

The needs and concerns of our customers and Rhode Island taxpayers have been at the forefront of every decision made throughout the life of this project. Since we met on October 20, 2016, we have continued to make progress:

- As of Friday, October 28, 2016, all expedited SNAP applications that have been received 7 or more days ago have been processed, and all SNAP applications submitted more than 30 days ago have been processed.
- We've recently announced that we've extended hours at two of our busiest field offices to help alleviate lobby wait times (Tuesdays and Wednesdays from 4:00 pm - 6:30 pm and Saturdays from 8:30 am - 12:30 pm). Last Saturday alone, we helped more than 100 customers during extended hours. We've also authorized more overtime for our employees so they can concentrate on the backlog in the off-hours and focus on customer service during business hours. In anticipation of open enrollment, HealthSource RI has also extended hours, as they do each year. The Contact Center has a total of 141 staff ready to take calls on November 1<sup>st</sup>. They will be open Monday through Friday from 8 a.m. to 7 p.m., and most Saturdays during open enrollment.

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- We've also authorized more overtime for our employees so they can concentrate on the backlog in the off-hours and focus on customer service during business hours.
- Both Director DiBiase and Secretary Roberts have visited DHS field offices and plan to continue to do so in the coming weeks.

Please see the email that correlates with this cover letter for the list of documents that are responsive to your request.

We hope these materials are helpful in answering your questions, and are happy to follow up with any additional data or information you need moving forward.

Sincerely,



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Michael DiBiase  
Director, Department of Administration



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Elizabeth Roberts  
Secretary, Executive Office of Health and Human Services



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Melba Depeña Affigne  
Director, Department of Human Services

/Enclosures