

Email supplement to cover letter

Chairman Abney and Chairwoman Serpa,

Thank you for requesting updates on our new eligibility system.

Per your request, we are providing you with:

- Documentation outlining the process for bidding and awarding the current contract for the four vendors (Deloitte, CSG, AHS, PCG) doing work on the Unified Health Infrastructure Project (UHIP)
 - CSG: <http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7458167.pdf>

[Solicitation Information - purchasing.ri.gov](http://www.purchasing.ri.gov)

www.purchasing.ri.gov

1 Solicitation Information October 5, 2012 Request for Proposals #7458167 TITLE: Request for Proposals – IV&V for th

- Deloitte: <http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7449637.pdf>

[Unified Health Infrastructure Project - Rhode Island](http://www.purchasing.ri.gov)

www.purchasing.ri.gov

Solicitation Information 16 April 2012 Request for Proposals #7449637 TITLE: Unified Health Infrastructure Project SU

- PCG: <http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7449412.pdf>

[Solicitation Information 24 January 2012 Transition and ...](http://www.purchasing.ri.gov)

www.purchasing.ri.gov

Solicitation Information 24 January 2012 Request for Proposals # 7449412 TITLE: Request for Proposals – EOHHS PMO

- AHS: <http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7549937.pdf>
- Note: there is an additional solicitation entitled “Health Insurance Exchange Establishment Technical Assistance – OHIC, which includes several contractors

including KPMG who have done user acceptance testing for UHIP. If you would like this information, we can provide it to you in our next report. Please advise.

- Report on the specifics in the daily health report
 - See the daily health report dated 10.31.16 and the corresponding spreadsheet “RI Bridges P1 P2 Issues 103116”.
- An update on DHS Call Center staff’s cross-training
 - We have added reassigned colleagues who are subject matter experts in both SNAP and Medicaid to our call center.
- 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 the UHIP system and then for the month it has been operating.
 - The documents titled “Processed, RDoc’ed by month” and “Applications Processed, Initiated by Go-Live” are responsive to this request.

Also, this week and every week until further notice, we are providing you with:

1. A copy of the weekly report sent to the U.S. Food and Nutrition Service (FNS) – See attached for the reports and cover letters dated 10.28.16 and 10.21.16.
2. Updated versions of the answers provided last week:
 - a. We are aware there are a number of clients -- we believe less than 500 people -- that either see a pending transaction instead of a deposit or have not received the state supplement to their federal SSI payment. A portion of this group are able to view the pending payments to their accounts, but per banking rules cannot access them for 24 hours. We believe there are a limited number out of the almost 30,000 recipients who have not received their payments and we are tracking their cases. We have confirmed that six individuals in this group received a delay in their supplemental payment this month because of incomplete customer information. Those payments were mailed today.
 - b. We are making a supplemental payment to approximately 40 childcare providers, out of more than 800 who receive payments, who have identified receipt of an underpayment since the system launch. We have conducted a training for family home providers on the use of the new portal for payment and have scheduled two trainings for child care centers next week. We will continue to work with providers to identify any underpayments and expect to issue another reconciliation payment after next week’s regular payment.
3. Scope of manual work-arounds – include data for each program (Medicaid, SNAP, Child Care, etc.)
 - a. Please see the attached Daily Health Report from 10.31.16 for this information.
 1. Note there are 12 interim business processes currently in place related to SNAP.
4. An update on our escalation team in the call center
 - a. Following on recommendations from legislators made during last week’s House Finance/Oversight hearing, DHS has designated an escalation unit of six people who will be dedicated to triage specific, individual cases when eligibility technicians are unable to complete applications or processes.
5. The status of the DHS call-back system
 - a. The DHS call center’s call back feature is back up and running this week. We were also encouraged to see that call volumes reached their lowest levels last week since

the system launched. Average call wait time dropped from a high of 80 minutes during the first week of October to 35 minutes last week. We will continue to monitor our call center data closely to ensure that our customers can get through to us in a timely manner.

6. Report on additional efforts at employee engagement and examples of any suggestions or feedback implemented
 - a. Suggestion boxes have been put in place at every DHS field office.
 - b. Due to employee feedback, we have increased training, providing more hands-on training with our vendor's technical support team, within our field offices and at the Deloitte office.
7. Progress towards implementing different measure of regional office wait times to capture true customer experience and (once implemented) data on usage
 - a. We have rearranged back office operations in order to support the needs of the DHS field office lobbies. We continue to look at ways to reconfigure DHS field office lobbies to better serve our customers. This includes an enhanced greeter process to better serve customers. We have a plan in place to begin to track wait times from the moment a customer meets with a greeter. We will continue to update you on this enhancement to our lobby experience.

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.

Michael DiBiase

Michael DiBiase

Director

Department of Administration

State of Rhode Island

One Capitol Hill

Providence, RI 02908

michael.dibiase@doa.ri.gov

(401) 222-1930