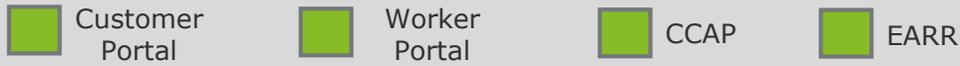


# Production Daily Health Report

## Monday October 31st, 2016 (10:00 AM EDT)

### Infrastructure and Upcoming Events



**Daily Smoke Test Status:** Pass

#### Key Events

Date	Event	Status
10/24	RIW Semi-monthly Issuance	Completed
10/27	PNIA & NSF logical cancellations	Completed
10/28	TNIA	Completed
10/28	Weekly fix release	Completed
10/31	Oct M&O and Priority OE Fix Release	Not Started

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
20	0	20	155

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

### Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	2018	0
DHS 3503 – Additional Documentation Required Notice	Passed	Pending	0	502	0

### 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

Monday October 31st, 2016 (10:00 AM EDT)

**570**  
Cases Impacted by  
Top Issues

**0** P1 Incidents  
16 P2 incidents  
1380 P3 incidents  
40 P4 incidents

## Top Issues Impacting Cases

#	Issue Description	# Impacted Cases	Root cause	Resolution
1	EBT Issues: \$0 (or insufficient \$) on EBT card	5	Real-time issuance trigger failures due to missing EBT card and other data issues Converted data not compatible with FIS service	Short Term: Daily reconciliation process in place Long Term: Redesign FIS transactions to fetch data from FIS rather than RIBridges (RIB-3480); targeted for 10/29
2	Medicaid eligibility discrepancies for isolated accounts	25	4B transactions (terminations) are being manually removed in most cases until reconciliation completes. 1B transactions (new eligibility) under investigation, all reported cases are data-related to-date.	Analysis in progress on root cause – at this point no code issues have been identified; reported cases are being worked / corrected.
3	Removal of accounts from maintenance mode	~500	Due to income synchronization between the systems incorrect eligibility may have been determined and must be re-run	<b>Partially Resolved;</b> All accounts impacted by benefit mismatch have been removed from maintenance mode; remaining accounts are ones impacted by data sync or that failed processing through mass update previously. Work ongoing to remove those accounts by 11/5
4	Unable to apply APTC retroactively (RIB-2432)	40	When admins enroll a client in coverage retroactive to prior to 9/1 the APTC is not applied retroactively	<b>Resolved;</b> code change made to retro enrollment tool to correct functionality and now APTC can be applied retroactively.
5	Application Errors	N/A	Multiple root causes; typically tied to converted data and the ability of the RIBridges screens to read incomplete information from legacy systems	<b>Resolved;</b> a total of 42 different application errors were corrected in the past weeks' releases to reduce the number of application errors that are faced. Additional monitoring will occur to identify screens / scenarios which are still facing issues
6	Unable to re-open closed tasks	N/A	System functionality does not exist to be able to re-open tasks that are already closed however there is a need to do so in the case of individuals who previously did not meet 5-year bar and now their status has changed	<b>Resolved;</b> Process put in place through "Fastlane" script to be able to re-open tasks that were previously closed for specified accounts
7	RIW Appointments not scheduled in correct locations	N/A	RIW Appointment reminder notices were pulling the incorrect office location for cases, directing citizens to the wrong sites	<b>Resolved;</b> Notice generation logic was corrected to pull the correct assigned office location for each case

# System Maintenance Summary 10/23-10/29

## Incident Progress:

**455** Incidents Resolved during the Previous Week



- 107 Code Fixes
- 129 Data Fixes
- 219 Closed Through Clarification

	Week Start	Week End	
P1	0	0	➡
P2	46	15	⬇️
HSRI Blocking P3	354	80	⬇️
DHS Blocking P3	709	375	⬇️
EOHHS Blocking P3	138	79	⬇️

**Week of October 29<sup>nd</sup>**  
**Production Releases**

## Major Changes/Defect Resolutions

- 1. Unable to apply APTC retroactively**- When Admins were making changes in coverage prior to 9/1 APTCs were not being applied retroactively, so while coverage was backdated the tax credit was not. A fix was made to the retro tool to correct this issue and reported accounts are being re-processed.
- 2. Unable to merge individuals** – A number of the inactive Individual records in the MCI were incorrectly marked as active, leading to application errors when workers attempted to merge such individuals. Code and data fixes were applied to correct the impacted individuals and allow DHS Hotline staff to perform future individual merges.
- 3. Improved Document Search** – Updated logic was applied to the EDM RI document searching so that it was no longer case sensitive and greater combinations of results were returned when first and last name combinations were used. This was a major pain point for workers that are processing the backlog of scanned applications.
- 4. MAGI Pending due to SWICA** – Approximately 800 accounts received a MAGI Pending determination due to an issue with the SWICA income verification. Code and data fixes were applied to correct this going forward impacted accounts were cleaned up (re-ran eligibility and remove past tasks).
- 5. Unable to work closed tasks** – System functionality does not exist to be able to re-open tasks that are already closed. However, the business need arose as citizens who now met the 5-year bar needed to have their verification point changed and a process was put in place through "Fastlane" scripts to be able to re-open targeted tasks as needed.

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to October 28th

## Start of the Day

**5,835**

Scanned/Indexed



**3,423**

Processed



**8,856**

Completed



**18,114**

Total

## Friday's Activities

**14**

Scanned/Indexed



**58**

Processed



**327**

Completed



**399**

Total

## End of the Day

**5,849**

Scanned/Indexed



**3,481**

Processed



**9,183**

Completed



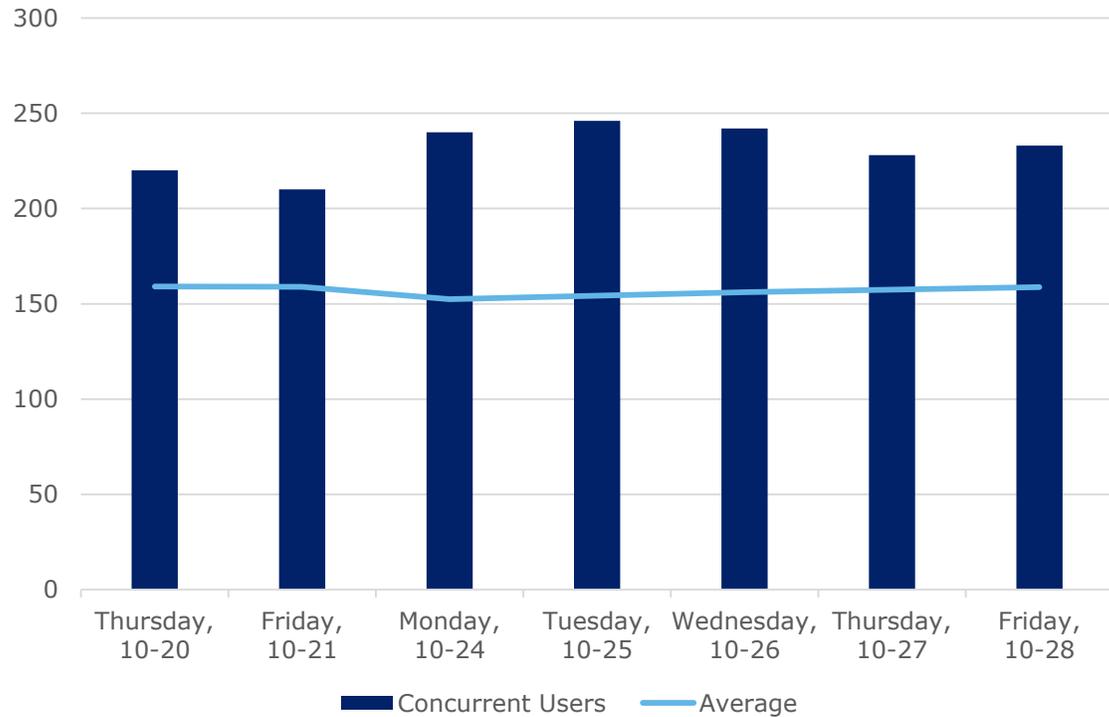
**18,513**

Total

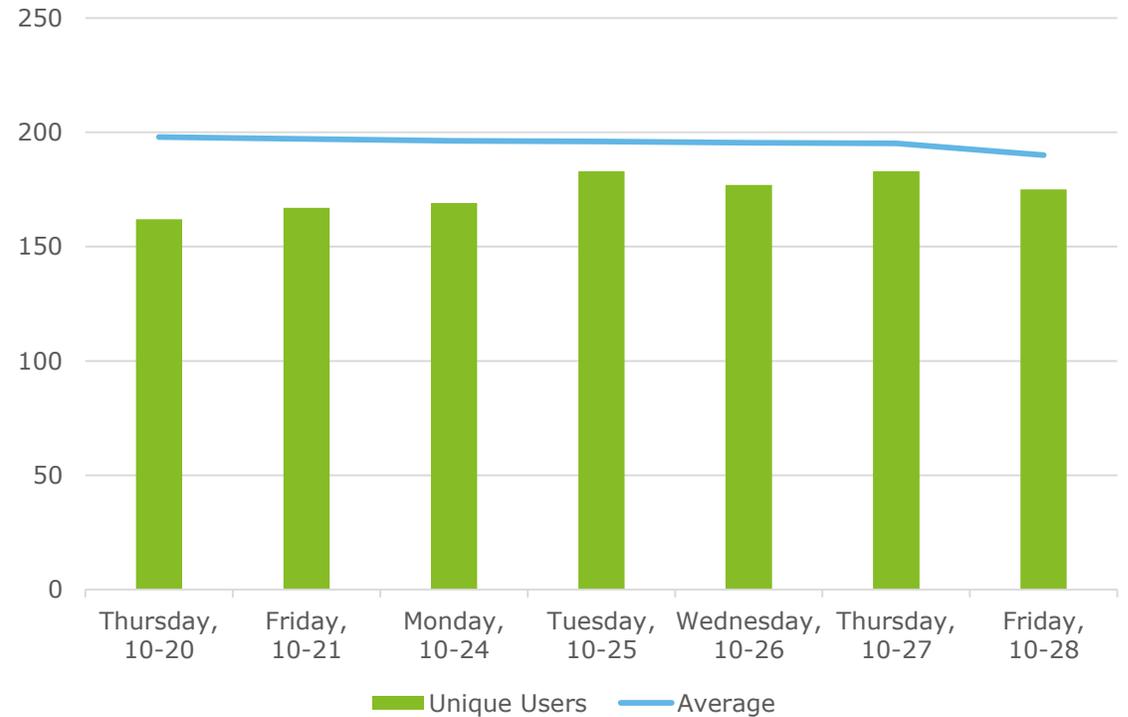
# RIBridges Technical Metrics – Worker Portal

Monday October 31st, 2016 (10:00 AM EDT)

### Worker Portal Concurrent Logins Per Weekday



### Worker Portal Unique Logins Per Weekday

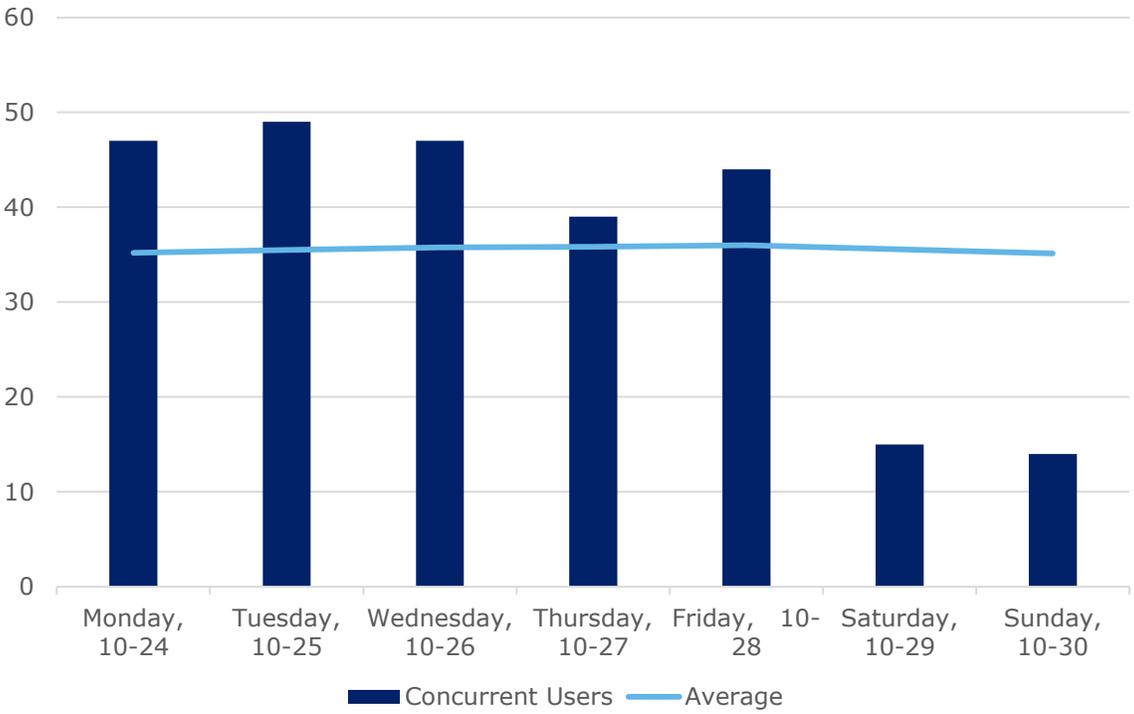


\*Concurrent is over five minutes

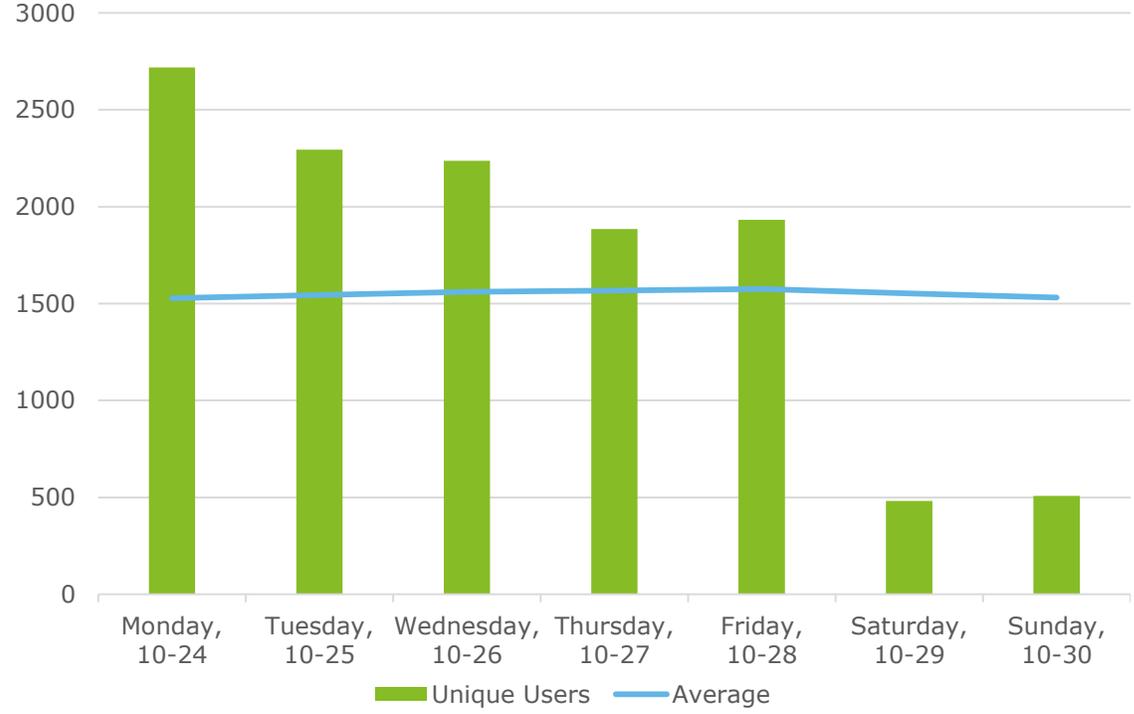
# RIbridges Technical Metrics – Customer Portal

Monday October 31st, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

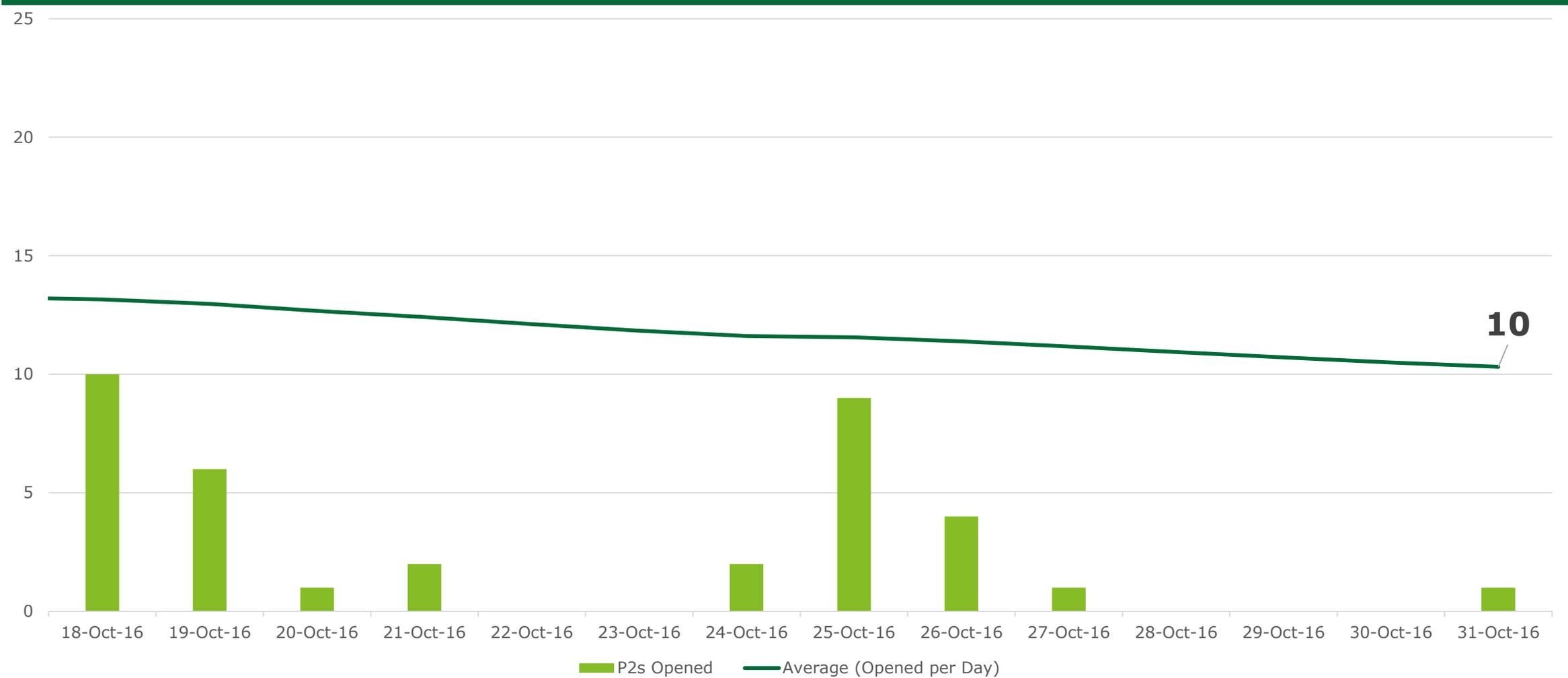


\*Concurrent is over five minutes

# RIBridges Technical Metrics – P2 Incident Report

Monday October 31st, 2016 (10:00 AM EDT)

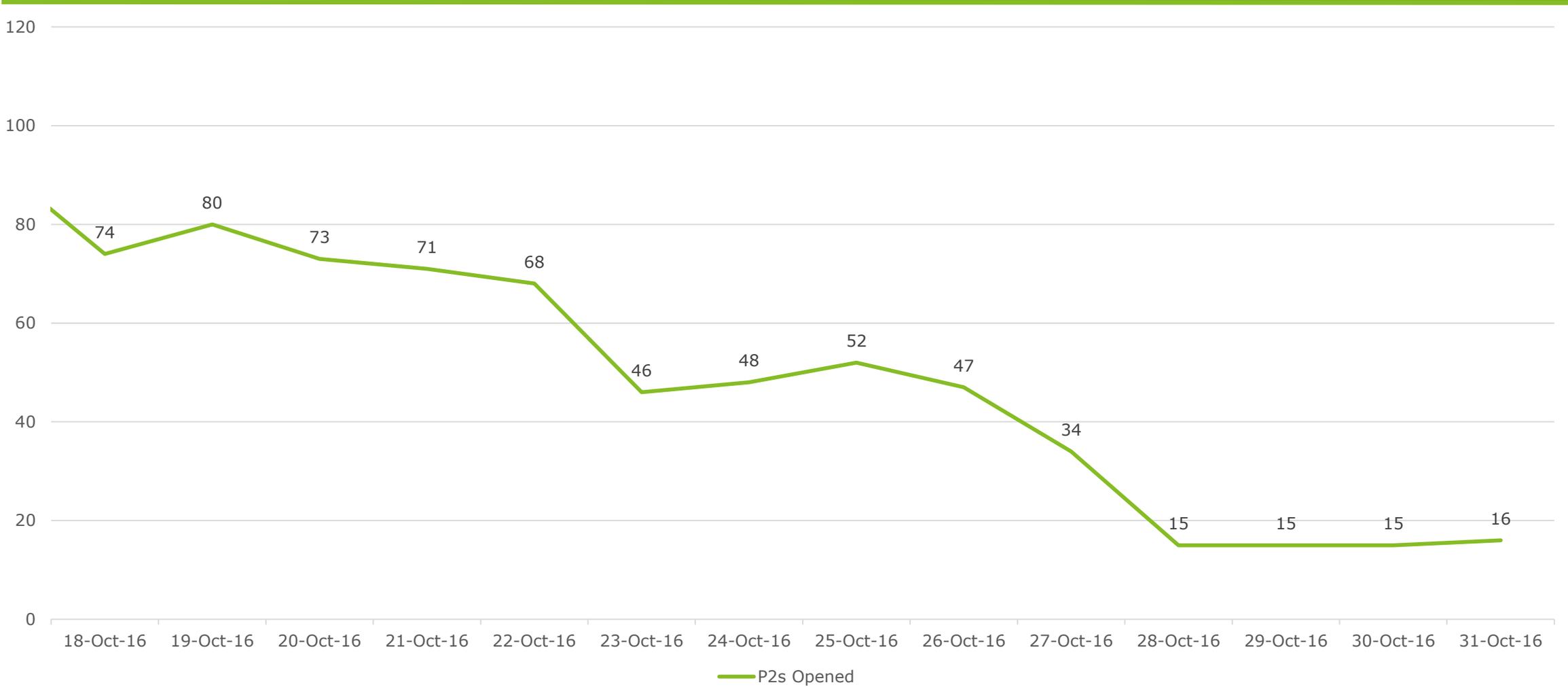
P2 Incidents Opened by Day



# RIbridges Technical Metrics – P2 Incident Report

Monday October 31st, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



# Appendix

# RIBridges Top Issues Impacting Cases - DHS

## Monday October 31st, 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	500	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 – 10-29-2016
2	MMIS issues - address information is not updated, TPL not received, 1Bs not sent, and 1B00s for QMB cutting through MA dates	2172	Multiple root causes. (RIB-4420, RIB-4042)	Long Term: Further updates to be provided at DHS Ticket prioritization meeting on 10-26 Target Fix Date – 10-29-2016
3	SDX File Processing: Eligibility triggers are not processed and get exceptions	2800	Eligibility is not determined because of null pointer exception. (RIB-1192, RIB-1581)	Long Term: Conversion data to be corrected Work in Progress Target Fix Date – 10-29-2016
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 Target Fix Date – 10-29-2016
5	EBT Issues: \$0 (or insufficient \$) on EBT card	20*	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 – 10-26-2016
6	Notices – Data mismatches during Quality Review (RIB-1952, RIB-1367)	6500	Multiple root causes Total number of QC passed notices is 22 SNAP and RIW quarterly statements, 6 month Interim and Mid-certification reports are in-review	7000 Redetermination notices are mailed to the customer 28000 RIDE notices to be sent for printing on 10-26
7	Tasks missing or unable to re-index	TBD	Task is present in the database but not being picked up by the search (RIB-4212, RIB-4537)	Long term: Update to search query in progress RIB 4212 and RIB-4537 are resolved.
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 complete Target Fix Date – 10-25-2016
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)	50	Incorrect Certificate Number mapping Data mismatch in age category and copay amount	Long Term: Conversion data to be corrected Target Fix Date – 10-29-2016

# RIBridges Top Issues Impacting Cases - EOHHS

Monday October 31<sup>th</sup>, 2016 (10:00 AM EDT)

## Top Issues Impacting Cases

#	Issue Description	# Impacted Cases	Status	Next Due Date
1	Unable to terminate / disenroll RiteShare members; Cannot enroll new RiteShare employees	RiteShare Population	900/1600 active providers are mapped to employment records. ~250 additional Provider IDs have been matched; Deloitte to work with RS unit for help on remaining (11/1) Working through various data and code fixes Working with RS unit to process new cases and process enrollments that were made directly in Access into Bridges.	10/28
2	Analysis on incorrect Medicaid closures (RIB-4246)	~2k	Deloitte to analyze all Nov terminations and determine which are valid / invalid, then conduct RCA on invalid terminations and extend coverage; valid terminations to be noticed and transactions sent to MMIS	11/05
3	MMIS issues including address information is not correctly updated, TPL information not received, not all 1Bs are sent, and 1B00s for QMB cases cutting through MA eligibility dates (RIB-4420, RIB-4042)	~2172	Please refer to MMIS slide	11/02
4	Medicaid accounts incorrectly pended due to incorrect SWICA/DLT Mismatches (RIB-3010, RIB-4416)	Under Analysis	The code fix is complete – need to run a data script and to close out all of the pending clarifications, then rerun eligibility possibly through Mass Update. Script ready to be validated and executed.	10/29
5	Converted SSI cases missing required information (RIB-2419, RIB-2934)	26	Code changes in progress.	10/29
6	PCPA reports contain incorrect information (RIB-3765) (RIB-4406)	500+	Draft was sent on 10/22. EOHHS currently validating file. Depending on results, Prod file may be run on 10/25. <b>Ran in production on 10/27. EOHHS currently reviewing the report.</b>	<b>11/02</b>
7	Duplicate SSNs throwing application error and potential MMIS impact	~2500	Checks for duplicate SSN has been updated. Please see the SSN slide for details.	10/29

# HSRI Top Issues for Open Enrollment

## October 28th, 2016 (6:00 PM EDT)

#	Issue Summary	Impacted Accounts	Resolution Plan
1	Maintenance Mode - Approximately 2,700 accounts are in maintenance mode due to a specific data sync issue or benefit mismatch analysis; this requires customers to call the contact center for any case changes	2,001	<ul style="list-style-type: none"> <li>446 accounts are impacted by data sync and need to be manually synced and removed from maintenance mode (to be resolved for 11/1)               <ul style="list-style-type: none"> <li>86 accounts have been successfully resubmitted and need HSRI validation</li> <li>90 accounts require Tier 2 assistance to determine eligibility</li> <li>18 accounts failed resubmission and require analysis</li> <li>252 accounts require resubmission</li> </ul> </li> <li>2000 accounts have a potential benefit mismatch; remainder to be removed after final auto renewal decision</li> <li>Other accounts with data sync issues (post-11/1)</li> </ul> Related tickets: 1802, 2551, 5012, 4416 (tracking for 1567), 2204, 2015, 5397, 5487 & 5493 (blank eligibility screen)
2	Carrier Monthly Files – Delta Dental has not successfully accepted a monthly carrier file and is requesting an off-cycle file the week of 10/24	N/A	<ul style="list-style-type: none"> <li>DD file sent on 10/26 and accepted, all carriers now on track for full monthly files</li> <li>Full monthly files to be sent to carriers by 11/4 (post 11/1)</li> </ul>
3	APTC Calculation Issues – Unable to apply APTC retroactively prior to 9/1 and additional data fixing from previous APTC calculation issues	40	<ul style="list-style-type: none"> <li>Code fix for retro enrollment tool occurred on 10/22 (to be resolved for 11/1)               <ul style="list-style-type: none"> <li>Fastlane data script to be provided for newly reported accounts</li> <li>31 reported accounts are still in process of being corrected</li> <li>Deloitte running additional query for non-reported accounts with issues</li> </ul> </li> <li>9 remaining accounts impacted to be scripted for APTC conversion recalculation fix (to be resolved for 11/1)               <ul style="list-style-type: none"> <li>Additional analysis on any non-reported impacted accounts (post-11/1)</li> </ul> </li> </ul> Related tickets: 2432 (plus large number of B&E tickets), 1232, 4995
4	HSRI Notices – HSRI BDN, ADR and QHP enroll/disenroll notices are not currently being sent due to eligibility-related issues	2809	<ul style="list-style-type: none"> <li>All notices are being released, after passing QC, except for impacted accounts from Maintenance Mode, Verifications, Income Calculation, Eligibility Determination (notices not on exclusion list to be sent by 11/1)</li> </ul>
5	Auto Renewal – Issues identified following auto renewal batch process including unverified information tasks and notices	1686	<ul style="list-style-type: none"> <li>20,484 accounts eligible for auto-enrollment (to be resolved by 11/1)               <ul style="list-style-type: none"> <li>18,798 successfully auto-enrolled (91% success rate)</li> <li>1,686 accounts errored out and require further analysis</li> </ul> </li> </ul> Related tickets: 4649, 4647, 4642, 4641, 5069, 4782, 4895
6	MCI <ul style="list-style-type: none"> <li>Tasks not being created for partial matches are blocking applications</li> <li>MCI task not playable and user not able to proceed.</li> </ul>	0	<ul style="list-style-type: none"> <li>No outstanding MCI issues exist; all have been closed or are waiting for Tier 2 validation (to be resolved by 11/1 pending HSRI validation)</li> </ul> Related tickets: 4469, 3504, 4165, 5111 (partial match with no MCI task), 5512
7	Task Management <ul style="list-style-type: none"> <li>Can Not Re-Open Closed Tasks</li> <li>Verification result in customer portal is not matching the information present in task in worker portal.</li> </ul>	N/A	<ul style="list-style-type: none"> <li>Agreement needed on system change vs workaround for being able to re-open closed tasks (workaround process in place by 11/1)</li> </ul> Related tickets: 2940, 2645 (non-critical), 3416, 4389
8	Verifications – There are conflicting verifications for the same data points and issues with external sources	2126	<ul style="list-style-type: none"> <li>Fixes for 3198, 3670, 4988 are in progress (issue to be resolved by 11/1; account resubmission is post-11/1)</li> </ul> Related tickets: 1454, 4262, 3198, 3670 (newly added; under analysis), 4988
9	Incorrect Eligibility Determinations - Incorrect Eligibility determinations due to VLP and other reasons	TBD	<ul style="list-style-type: none"> <li>Fixes for 1643, 2975 are in progress (issue to be resolved by 11/1; account resubmission is post-11/1)</li> </ul> Related tickets: 1643, 2269, 2975, 4892, 4822