

| Key | Summary | Status | Created | Description |
|--------------------------|--|----------------------|-----------------|---|
| RIB-5899 | DHS-0035 notices incorrectly released without State approval | Analysis in Progress | 10/31/2016 8:45 | <p>There were about 500 LTC Medicaid Recertification notices that were sent to individuals with due date of 11/01. The notice was generated on 10/15, but due to QC and review process were not ready to be released, the request from the State was to change the due date to 12/1 before the notices were released. they were released anyway.</p> <p>This needs to be corrected for any future notices going out, and there needs to be a discussion about possible out reach to impacted individuals to help them understand the situation.</p> |

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| RIB-5679 | MA/CCAP Client address is Out-of-state | Analysis in Progress | 10/27/2016 11:32 | <p>RIB Eligibility approved for out of state address and not Rhode Island. MA client's address is St Augustine FL. Her MCI ID is 529921.</p> <p>I also have found 5 other cases that were referred to OCSS in October and I'm providing the client's MCI ID and the IVD Case CIDR #.</p> <p>MCI ID IVD CIDR# Case Type State 538254 2058196 MA/CCAP FL 436270 1869662 MA NJ 533145 2051581 MA PA (mail) RI(res) 334290 1646959 MA FL 343072 1011321 MA NY</p> <p>Kim Brito requested Jira ticket be written and prioritize as a P2.</p> |
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| RIB-5592 | SSI 1619B Medicaid Cases Closed in Error | Analysis in Progress | 10/26/2016 14:28 | <p>There are at least two cases that are active SSI cases that can only be closed by the feds, but Bridges also incorrectly closed their Medicaid (MA). Please see Cases # 501157907 and 1000588254. We stumbled upon these cases so we expect there will be many more, so Deloitte should do a query to determine the total cases impacted.</p> <p>There are at least two cases that are active SSI cases that can only be closed by the feds, but Bridges also incorrectly closed their Medicaid (MA). Please see Cases # 501157907 and 1000588254. We stumbled upon these cases so we expect there will be many more, so Deloitte should do a query to determine the total cases impacted.</p> |
| RIB-5549 | PCPA - Children Should not Receive a Reimbursement | Ready for Review | 10/26/2016 10:57 | QHP Filing Unit Summary incorrectly shows children/dependents as being eligible to receive PCPA reimbursement. Only parents/caretakers can receive this reimbursement, not children. |

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| RIB-5491 | Domestic Violence Indicator | Analysis in Progress | 10/25/2016 16:52 | <p>Background: Client (ex/Wife) came into the Woonsocket DHS office and would like to be removed from the current case she is associated to (ex/Husband [Primary App] , ex/Wife + 2 kids) due to domestic violence against ex/Wife. The ex/Wife is going to be moved to a safe house and her information along with the kids should be untraceable/leakable by the ex/husband. The ex/wife + 2 kids also need to receive SNAP and CASH benefits.</p> <p>Initially Proposed Solution: Step 1: Remove the 3 individuals (ex/Wife + 2 kids) from the old case that was under the ex/husbands name and scramble the data of the 3 individuals (ex/Wife + 2 kids) then re-run eligibility and authorize</p> <p>Step 2: Create a new case with the 3 individuals (ex/Wife + 2 kids) and ensure that the new case has new MCI ids for the individuals so it is not associated to the old case and then run eligibility and authorize and put</p> |
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| RIB-4950 | RS - RS-04 Incorrect ESI begin date and date(s) missing on the cover page | Ready for Production Deployment | 10/19/2016 10:31 | <p>1. DATE missing "If you do not enroll in your ESI by". The date by which the member should enroll is missing on the first page.</p> <p>2. (Case number - 234630) -- "Your ESI should begin on 01/01/2016....." - This date is incorrect. THE ESI begin date should be the start date of the benefit period.</p> <p>3. (Case number - 93879) "Your ESI should begin on 08/01/2016....." - This date is incorrect. THE ESI begin date should be the start date of the benefit period. The baby was born on 07/31. The benefit start date/ESI should ideally be 09/01.</p> <p>4. Case number - 234693 This is in Spanish - the dates are missing.</p> |
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| RIB-4495 | MCI Linkage Error - Potential HIPAA issue | Clarification | 10/13/2016 14:37 | <p>Issue:: The MCI function is automatically linking customer's MCI's to incorrect accounts. Per the Contact Center, "The agents are NOT selecting the link part. The system did it without us ok'ing it to do so. We've had a couple." Will provide the few example accounts. The agent is adamant that she did not click the radio button and simply clicked next.UPDATE- She states that she selected "no" in order to not link and then answered "YES" to create new and then clicked next.</p> <p>Account # 514382391 is supposed to have S. A. listed on the application but when the MCI self-cleared in error it placed E.A. on the application. S.A. used to be on account # 189932, but is no longer listed on that account.</p> |
| RIB-4323 | DCYF - MA Getting Terminated | Ready for Production Deployment | 10/12/2016 10:48 | This case is getting terminated for adding Chafee and a lot more in the same category. This is high profile and sensitive. 501176972 |
| RIB-4284 | RS - Data needs to be converted from RS Access DB to Bridges | Analysis in Progress | 10/11/2016 18:18 | As an interim process for the RS unit to perform their financial close for the month of September, they had to enter/update RS individuals and employer rate information directly into the RS Access DB. This information needs to be converted/uploaded into the Bridges system. This information would be post go live and in addition to the initial day 0 file. |

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| RIB-3196 | Edit and Restricted Benefits for Oct thru Nov on SNAP | Analysis in Progress | 9/30/2016 11:56 | This is a high profile case. We successfully got thru SNAP and CASH application, get to eligibility and edit says "4028 Cannot proceed with disposition due to estimated eligibility and date for edg is less than the approved month begin date; contact application support for assistance estimated eligibility end date 10/31/2016 approved month begin date 11/1/2016" |
| RIB-3010 | MA - Verification - Multiple cases failing for SWICA and DLT verifications causing clients to lose MAGI | Development in Progress | 9/28/2016 17:37 | <p>Several clients are closed out of MAGI eligibility due to Income verification points. Need to validate if this failure in verification is valid with new SWICA information.</p> <p>This has caused them to lose MAGI, close out of MMIS and get disenrolled from plans. This is impacting immediate access to medical treatment.</p> <p>This is high priority because several cases are impacted.</p> |
| RIB-2551 | When RIB-1802 is Fixed, Customers Will Need Triggers for 834s | Analysis in Progress | 9/24/2016 12:43 | We will be suppressing 834 triggers for the accounts impacted by RIB-1802 until we have completed fixes (both RIB-1802 and RIB-2550). After these accounts are fully fixed, will need to trigger the updated/corrected records to be included in the 834s if the corrected updates were not already triggered by the correction processes. |

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| RIB-2259 | MA - DCYF : Children converted into different categories than InRhodes | Analysis in Progress | 9/22/2016 3:39 | Individuals were supposed to be in Adoption Subsidy but have been converted as Foster care children. MCI: 331298, 449682 |
| RIB-1802 | Correct Customer Eligibilities Impacted by Several Issues | Development in Progress | 9/19/2016 8:09 | Sam Selveraj identified 1173 accounts negatively impacted by the four issues we had the prior week: plan rate, data synch, APTC, and income frequency. Have agreed with Ryan Fitzgerald that the way to clean these up will be to insert Mass Update triggers to re-run eligibility. Target for this is the night of 9/19. Timing of this significantly impacts restarting data exchanges with the carriers. Please contact Sam with any questions. |
| RIB-1800 | HIX Accounts have been moved to the Maintenance Mode. | Development in Progress | 9/19/2016 1:16 | HIX Accounts have been moved to the Maintenance Mode and no customer can go and do change reporting until and unless a detailed analysis on the Benefit Match process is provided. |

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| RIB-1258 | IES Handling of Audit Columns Will Make Audit, Appeals Support Impossible | Analysis in Progress | 9/14/2016 12:50 | <p>There are a large number of tables in the IE model that do not contain the standard audit columns (CREATE_DT, CREATE_USER_ID, UPDATE_DT, UPDATE_USER_ID). This information is necessary to accurately respond to audit requests and for changed data capture by the data marts/data warehouse.</p> <p>Request that these columns be added at least for those tables related to HIX data mart and reporting (I can provide the list of those is necessary).</p> <p>Missing Create Audit Columns: BI_ST_EBT_AGING CP_ST_RT_VAL_XREF CP_ST_RT_VAL_XREF_BK CPSTRTVAXREF DC_ABSENT_PARENT_CASE_ASSOC ED_ELIG_FMA_BUDGET ED_ELIG_FS_BUDGET ED_ELIG_LTC_ALLOWANCE ED_ELIG_ME_BUDGET ED_ELIG_ME_COPAY_BUDGET ED_ELIG_ME_DEEMED_BUDGET ED_ELIG_NOTICE_REASONS</p> |
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| Priority (P1-P4) | Issue Bucket | Agency | Portal | Urgency |
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| P2 | | EOHHS | N/A | High |

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| P2 | | DHS | Worker Portal | Regular |
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| P2 | | EOHHS | Worker Portal | High |
| P2 | Eligibility - Rules | EOHHS | Worker Portal | High |

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| P2 | | DHS | Worker Portal | High Profile Single Account |
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| P2 | Notices (Part 2) | EOHHS | Worker Portal | High |
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| P2 | KCC | HSRI | Worker Portal | High Profile Single Account |
| P2 | Eligibility - Rules | EOHHS | Worker Portal | Regular |
| P2 | RlteShare | EOHHS | N/A | High |

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| P2 | Eligibility - Rules | DHS | Worker Portal | High Profile Single Account |
| P2 | SWICA / DLT | EOHHS | Worker Portal | Regular |
| P2 | Maintenance Mode | HSRI | Worker Portal | High |

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| P2 | Conversion | EOHHS | Worker Portal | Regular |
| P2 | KCC | HSRI | Worker Portal | High |
| P2 | Maintenance Mode | HSRI | Customer Portal - HIX | High |

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| P2 | Data Quality | HSRI | Worker Portal | High |
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