

## UHIP Update -- Monday, October 31, 2016

Hello,

Today's governance meeting touched on a number of topics, including:

- **November 1 Processing:** Tomorrow is the first business day of the month, when our system completes a number of significant activities. November 1 is also the start of Open Enrollment for Healthsource RI, which is likely to increase call volume and lobby traffic in the walk-in center. In October, a number of issues were identified on the first of the month, most of which were resolved in a matter of days. We are doing everything we can to prepare should issues emerge again in November.

- **Lobby Management:** The team has rearranged back office operations in order to support the needs of the DHS field office lobbies. The team continues to look at ways to reconfigure DHS field office lobbies to better serve our customers.

- **Extended Hours:** DHS assisted more than 100 people in the Woonsocket and Providence offices this past Saturday. The extended hours have proven to be helpful to our customers and a productive way to resolve issues.

- **Call Center Upgrades:** We continue to take action to improve customer service and better meet our customers' needs. We are strengthening our escalation process to quickly resolve issues for customers in urgent need.

Below is the daily snapshot of several key application metrics\*\*, which the governance team tracks on a daily basis. (Note: This is raw, preliminary, daily data and includes applications for all services supported by UHIP):

- 426 applications were submitted (-86 compared to Thursday)
- 362 applications were approved (+110 compared to Thursday)
- The number of pending applications: 9,183 (-83 compared to Thursday).

\*\*Includes work completed over the weekend.

For planning purposes, the UHIP communications team meets daily at 2:30 p.m. to review media inquiries with subject matter experts. **To help us meet your afternoon deadlines, please try to provide any additional questions you have before then so we can gather the necessary information and respond as quickly as possible.**

Thanks.

-Ashley and Brenna

## UHIP Update -- Tuesday, November 2, 2016

Good morning –

Today's governance meeting touched on a number of topics, including:

- **Open Enrollment Starts Today:** The beginning of the month is typically busy at DHS field offices, because it's when benefits for most human services programs are delivered. This month, we expect HSRI's open enrollment to drive even higher than usual call volumes and foot traffic, which may lead to longer wait times for many of our clients. The team has prepared for this increased traffic. As a reminder:
  - o Hours have been extended at the Woonsocket and Providence field offices, including Saturday hours.
  - o We've improved the management of our office lobbies to better serve our customers.
  - o We've put an escalation team in place to help customers in urgent need get services as quickly as possible.
  - o At HSRI, as we've done each year for Open Enrollment, we've added staff, phone lines and hours at our Contact Center. Open enrollment continues through January and is expected to be busiest during December.
- **SNAP Payments Delivered Today:** As is typical, Rhode Islanders who receive SNAP benefits had their benefits renewed today.
- **FNS Action Plan:** As a part of our continued communication with FNS, today, we submitted a detailed action plan for the ongoing improvement of services in our DHS field offices and Call Center. The submitted action plan is attached.
- **EBT Cards:** We have increased the number of staff dedicated to assisting clients with EBT card questions and applications at each DHS field office.

Below is the daily snapshot of several key application metrics as of COB yesterday, which the governance team tracks on a daily basis. (Note: This is raw, preliminary, daily data and includes applications for all services supported by UHIP):

- 562 applications were submitted Monday (+136 compared to Friday)
- 304 applications were approved Monday (-58 compared to Friday)
- The number of pending applications at the start of the day Monday was 9,330. At COB Monday it was 9,588 (+258 over the course of the day).

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Thanks.

-Ashley and Brenna

## UHIP Update -- Wednesday, November 2, 2016

Good morning –

Today's governance meeting touched on a number of topics, including:

- **SSP Update:** An issue with data transfers between financial institutions that did not differentiate between checking and savings accounts caused a number of people to experience a delay in receiving their state SSP payment (state \$39.92 payment supplemental to federal SSI payment). DHS is working with Treasury to make manual corrections to customer accounts to ensure this issue does not surface again in December. We became aware of this issue when a small number of our financial institution partners raised it as an issue with us yesterday.

- **First Weekly Report Submission to Legislature:** Yesterday evening, the team submitted its first weekly report to the legislature. This submission will typically be made towards the end of the week but this first submission happened on Tuesday to get the cycle started.

- **HSRI Open Enrollment Day One:** The first day of Open Enrollment has gone smoothly. There was a lot of activity in our HSRI Contact Center, as expected. As noted last week, we have added staff, phone lines and extended our hours to better accommodate our customers. In the coming weeks, we will continue to closely monitor Open Enrollment activity to ensure that we are meeting the needs of our customers in a timely and efficient manner.

Below is the daily snapshot of several key application metrics as of COB yesterday which the governance team tracks on a daily basis. (Note: This is raw, preliminary, daily data and includes applications for all services supported by UHIP, including HSRI applications):

- 951 applications were submitted Tuesday\* (+389 compared to Monday)
- 360 applications were approved Tuesday (+56 compared to Monday)
- The number of pending applications at the start of the day Tuesday was 9,588. At COB Tuesday it was 10,179 (+591 over the course of the day).

\*The noticeably larger increase in the number of applications submitted yesterday and the number of pending applications is due to HealthSource RI customers completing applications online on the first day of open enrollment. HSRI applications are for health coverage that begins on January 1, 2017.

A reminder again for planning purposes, the UHIP communications team meets daily at 2:30 p.m. to review media inquiries with subject matter experts. **To help us meet your afternoon deadlines, please try to provide any additional questions you have by 1 p.m. so we can gather the necessary information and respond as quickly as possible.**

Thanks.

-Ashley and Brenna

## UHIP Update -- Thursday, November 3, 2016

Good afternoon –

Today's governance meeting touched on a number of topics, including:

- **FNS Weekly Report** – We plan to send FNS our weekly report tomorrow and will share this submission with the media once it goes to FNS.
- **Lobby Management Improvements Planned** – A more streamlined process for helping customers quickly in the Providence Field Office, where the greatest number of our customers are served daily, will be put in place on Monday. Note: This new process will likely show an increase in wait times in our data reporting, as we will now be able to track customers from when they meet a greeter at the front door rather than when they check in at a ticket window. Director Depeña will go into more detail on this process change at the weekly UHIP media briefing tomorrow.
- **Legislative Update** – In response to a follow up request for additional data from the Division of Purchases, we have forwarded the attached document to the House Finance and Oversight committees. We plan to provide the legislature with some additional requested materials tomorrow and will share this submission with the media once it goes to the legislature.

Below is the daily snapshot of several key application metrics as of COB yesterday, which the governance team tracks on a daily basis. (Note: This is raw, preliminary, daily data and includes applications for all services supported by UHIP):

- 796 applications were submitted Wednesday (-155 compared to Tuesday)
- 492 applications were approved Wednesday (+132 compared to Tuesday)
- The number of pending applications at the start of the day Wednesday was 10,179. At COB Wednesday it was 10,483 (+304 over the course of the day).

Note: We continue to see an increase in the number of pending applications due to HealthSource RI customers completing applications online during open enrollment. HSRI applications are for health coverage that begins on January 1, 2017.

A reminder again for planning purposes, the UHIP communications team meets daily at 2:30 p.m. to review media inquiries with subject matter experts. Please try to provide any additional questions you have as soon as possible so we can gather the information you need before your deadlines.

Thanks.

-Ashley and Brenna

## UHIP Update -- Friday, November 4, 2016

Good afternoon –

Today's governance meeting touched on a number of topics, including:

- **Media Briefing** – Today's UHIP Media Briefing will take place at 1:30 p.m. on the 2<sup>nd</sup> floor of the Department of Administration's Conference Room 2B.

### Items to be discussed at the briefing:

- o **HealthSource RI Open Enrollment** – The first week of HSRI's Open Enrollment went smoothly overall. Director Zachary Sherman will be on hand to report out on the week.
- o **FNS Weekly Report** – We plan to send FNS our weekly report today and will share this submission with the media once it goes to FNS.
- o **Lobby Management Improvements Planned** – As a reminder, a more streamlined process for helping customers quickly in the Providence Field Office, where the greatest number of our customers are served daily, will be put in place on Monday. Note: This new process will likely show an increase in wait times in our data reporting, as we will now be able to more accurately track customers from when they meet a greeter at the front door rather than when they check in at a ticket window. Director Depeña will go into more detail on this process change at the weekly UHIP media briefing today.
- o **Legislative Update** – We plan to provide the legislature with some additional requested materials today and will share this submission with the media once it goes to the legislature.
- o **Data Fact Sheet** – We will have an updated "Week In Review" data fact sheet to share with the media today.
- o **Transparency Portal** – We have begun to update the Transparency Portal with UHIP documentation: <http://www.transparency.ri.gov/uhip/>. Members of the media and the public can use this site to download this public information.
- o **Child Care Provider Checks** – Due to Election Day being a state holiday next week, child care providers should expect payments to arrive a day later than expected.

Below is the daily snapshot of several key application metrics as of COB yesterday, which the governance team tracks on a daily basis. (Note: This is raw, preliminary, daily data and includes applications for all services supported by UHIP):

- 686 applications were submitted Thursday (-110 compared to Wednesday)
- 429 applications were approved Thursday (-63 compared to Wednesday)
- The number of pending applications at the start of the day Thursday was 10,483. At COB Thursday it was 10,693 (+210 over the course of the day).

Note: We continue to see an increase in the number of pending applications due to HealthSource RI customers completing applications online during open enrollment. HSRI applications are for health coverage that begins on January 1, 2017.

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**additional questions you have by 1 p.m. so we can gather the information you need before your deadlines.**

Thanks.

-Ashley and Brenna