Production Daily Health Report
Monday November 7th, 2016 (10:00 AM EDT)

Infrastructure and Upcoming Events

▉ Customer Portal	▉ Worker Portal	▉ CCAP	▉ EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
11/2	Nov M&O Scoping	In Progress
11/3	Supportive Services Issuance	On Hold
11/5	Weekly fix release	Completed
11/6	RIW Issuance	Completed
11/9	CCAP Payroll	In Progress

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Not scheduled for today	N/A	0	N/A	0
DHS 3503 – Additional Documentation Required Notice	Not scheduled for today	N/A	0	N/A	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
110	0	110	109

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

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 November 7th, 2016 (10:00 AM EDT)

526

Cases without Coverage
due to Top Issues

0	**P1** Incidents
10	P2 incidents
1584	P3 incidents
43	P4 incidents

Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	Removal of accounts from maintenance mode	~	Over 2,000 accounts had been placed in maintenance mode, which required customers to call the contact center to report changes, due to concerns over the benefits granted after conversion	*Resolved;* All accounts impacted by benefit mismatch have been removed from maintenance mode; the remaining accounts are impacted by data sync or that failed processing through mass update previously have now all been removed from maintenance mode as well
2	Over 2,000 accounts skipped by auto renewal because of change from QHP to MAGI	~	3,000 accounts were processed through auto renewal that were excluded from the initial run. In conjunction another 3,000 were manually enrolled.	Both populations will be sent notices on 11/7 informing them of their 2017 coverage eligibility.
3	PCPA Report issues preventing review/confirmation of parent caretaker payments for ~500 individuals	500	Several issues were identified in the PCPA report that was generated for the month of October including formatting and fewer individuals than expected.	*Resolved;* Reported issues were corrected and an alternate process has been put in place for the State to use the previous months' report, augmented by an extract of new individuals, while further joint working sessions are held to finalize the system report for the start of December.
4	Eligibility closed for 2017	>5	2016 Eligibility closed when 2017 desired coverage start date was chosen	Analysis in progress; update to be provided later today on fix approach/timeline
5	Notice text and data discrepancies found during Quality Review	~	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 are mailed to the customer
6	EBT Issues: $0 (or insufficient $) on EBT card (RIB-3480)	20*	Real-time issuance trigger failures due missing EBT card and other data issues. Converted data not compatible with FIS service	*Resolved;* Short Term: Establish daily reconciliation processes Long Term: Redesigned FIS transactions to fetch data from FIS rather than DB, applied over the past weekend.

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 4th

Start of the Day

| 5,419 Scanned/Indexed | + | 5,304 Processed | + | 10,857 Completed | = | 21,580 Total |

Day's Activities

| -390 Scanned/Indexed | + | 473 Processed | + | 323 Completed | = | 406 Total |

End of the Day

| 5,029 Scanned/Indexed | + | 5,777 Processed | + | 11,180 Completed | = | 21,986 Total |

System Maintenance Summary 10/31-11/05

Incident Progress:

458 **Incidents Resolved** during the Previous Week

- **61** Code Fixes
- **156** Data Fixes
- **241** Closed Through Clarification

	Week Start	Week End	
P1	0	0	➡
P2	22	10	⬇
HSRI Blocking P3	80	31	⬇
DHS Blocking P3	375	266	⬇
EOHHS Blocking P3	79	38	⬇

Week of November 5th Production Releases

Major Changes/Defect Resolutions

1. **Incorrect APTC Applied to 2017 Plans**- 114 individuals were APTC eligible however upon selecting the tax credit to be applied to their plan only a $0 APTC was applied. Both code and data fixes were applied to correct the tax credit selected for impacted accounts as well as prevent it going forward.

2. **Unable to Associate New Applications with Existing Case**– When attempting to associate new applications to an existing case an exception was thrown that prevented workers from moving ahead with applications. A hot fix was deployed to correct this and an interim process put in place for priority applications to proceed by creating a new case.

3. **Removal of Accounts from Maintenance Mode**– Over 2,000 accounts had been placed in maintenance mode, which required customers to call the contact center to report changes, due to concerns over the benefits granted after conversion. Those accounts have now all been removed from maintenance mode and only ~200 remain for further analysis from other issues.

4. **PCPA Report Discrepancies** – Several issues were identified in the PCPA report that was generated for the month of October including formatting and fewer individuals than expected. Reported issues were corrected and an alternate process put in place for the State to use the previous months' report augmented by an extract of new individuals while further joint working sessions are held to finalize the system report for the start of December.

5. **Auto Renewal of Remaining Accounts**– 3,000 accounts were processed through auto renewal that were excluded from the initial run. In conjunction another 3,000 were manually enrolled; both populations will be sent notices on 11/7 informing them of their 2017 coverage eligibility.

RIBridges Technical Metrics – Worker Portal
Monday November 7th, 2016 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

Legend: Concurrent Users, Average

### Worker Portal Unique Logins Per Weekday

Legend: Unique Users, Average
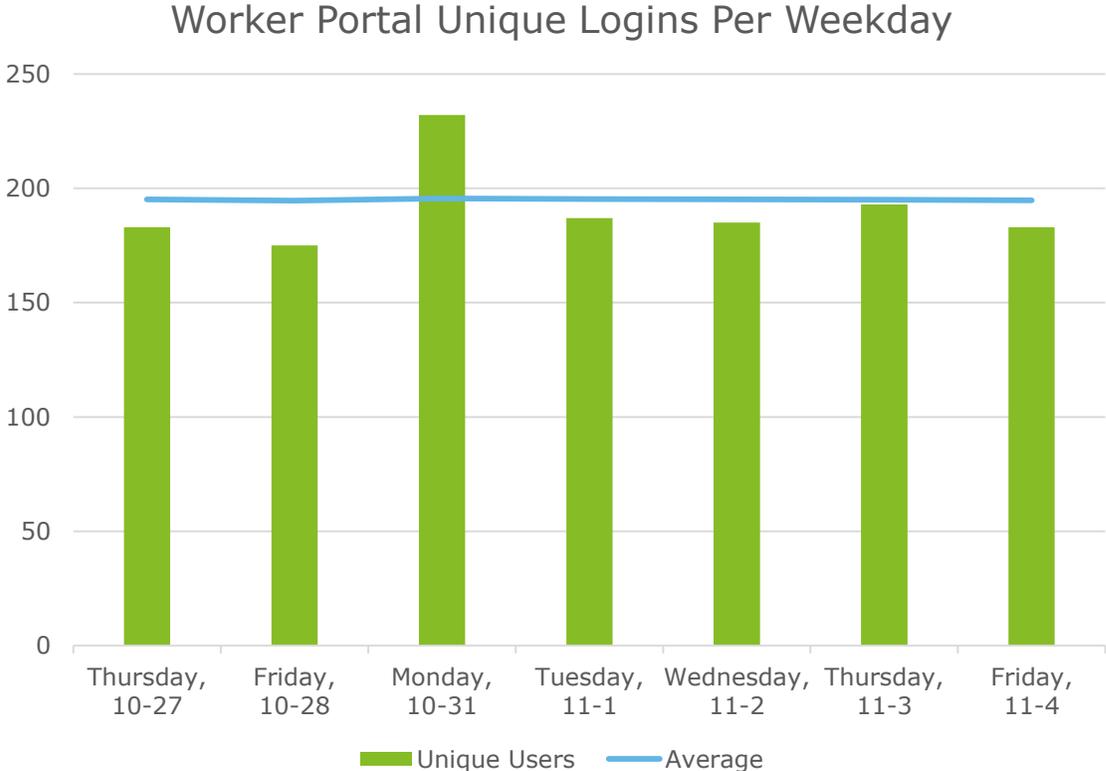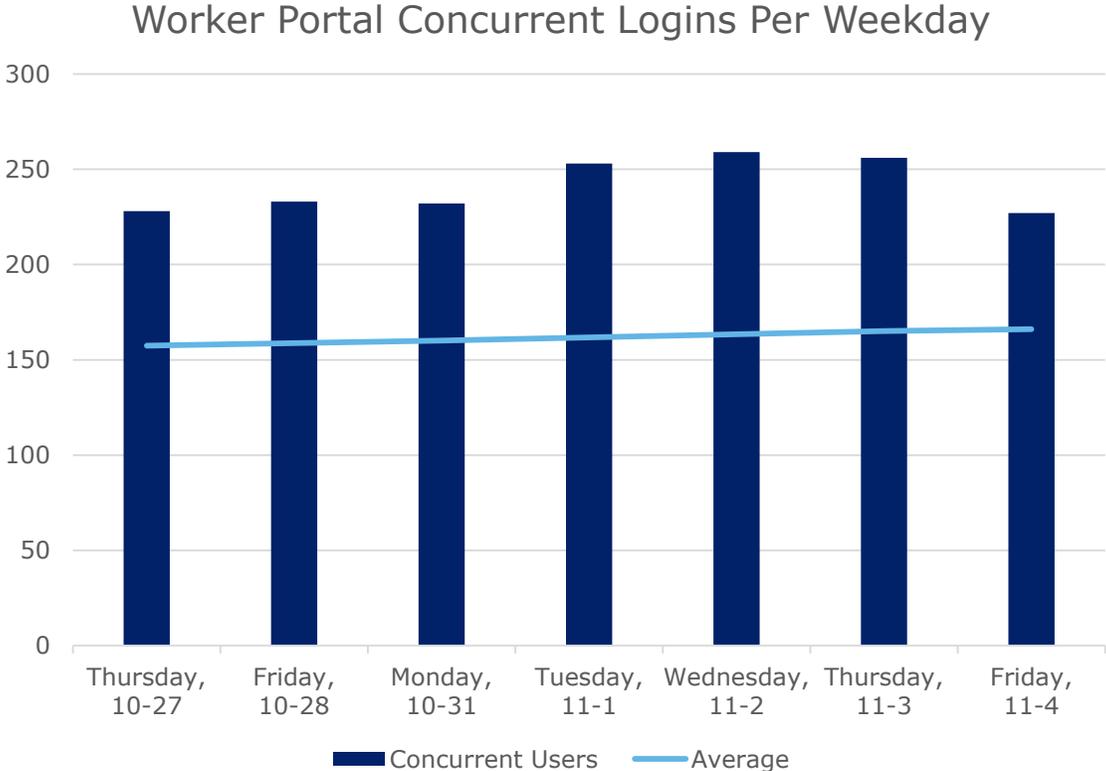
*Concurrent is over five minutes

RIBridges Technical Metrics – Customer Portal
Monday November 7th, 2016 (10:00 AM EDT)


Customer Portal Concurrent Logins Per Day
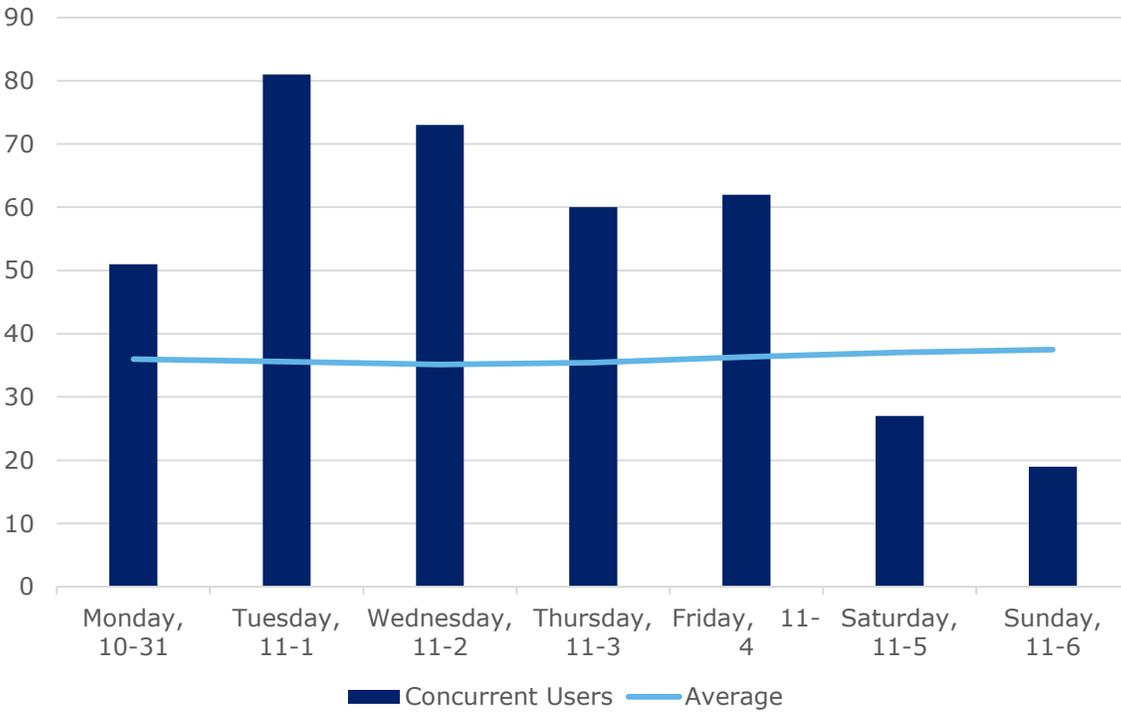
Customer Portal Unique Logins Per Day
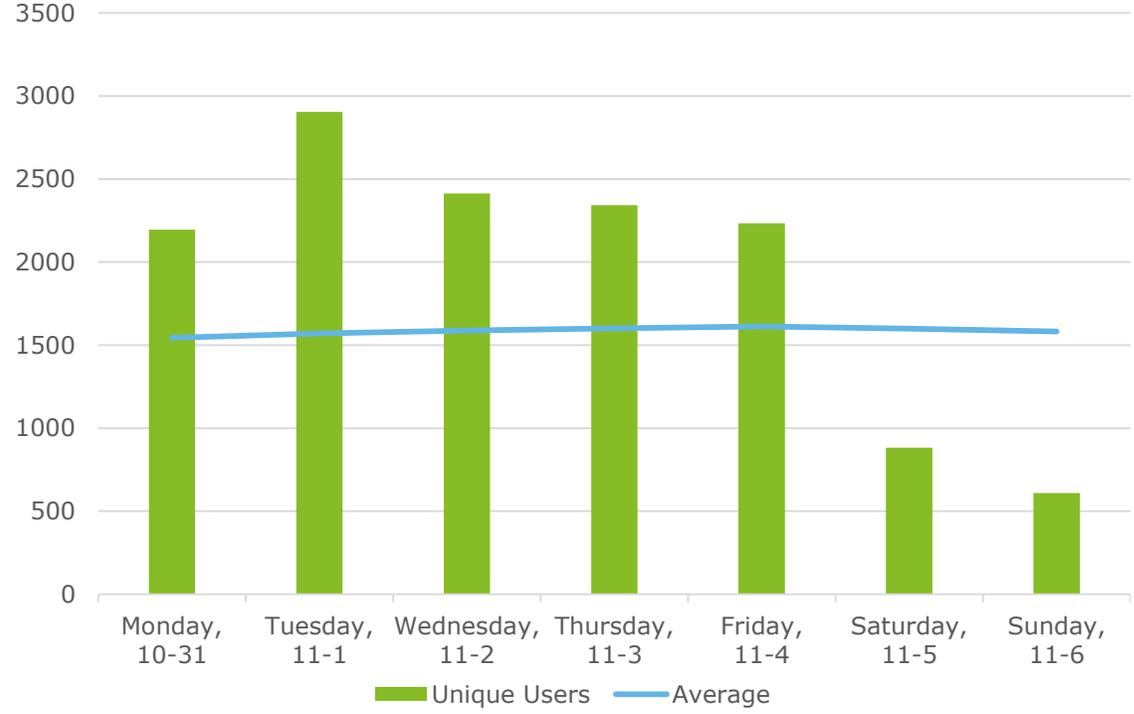
*Concurrent is over five minutes

RIBridges Technical Metrics – P2 Incident Report
Monday November 7th, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day

P2s Opened Average (Opened per Day)
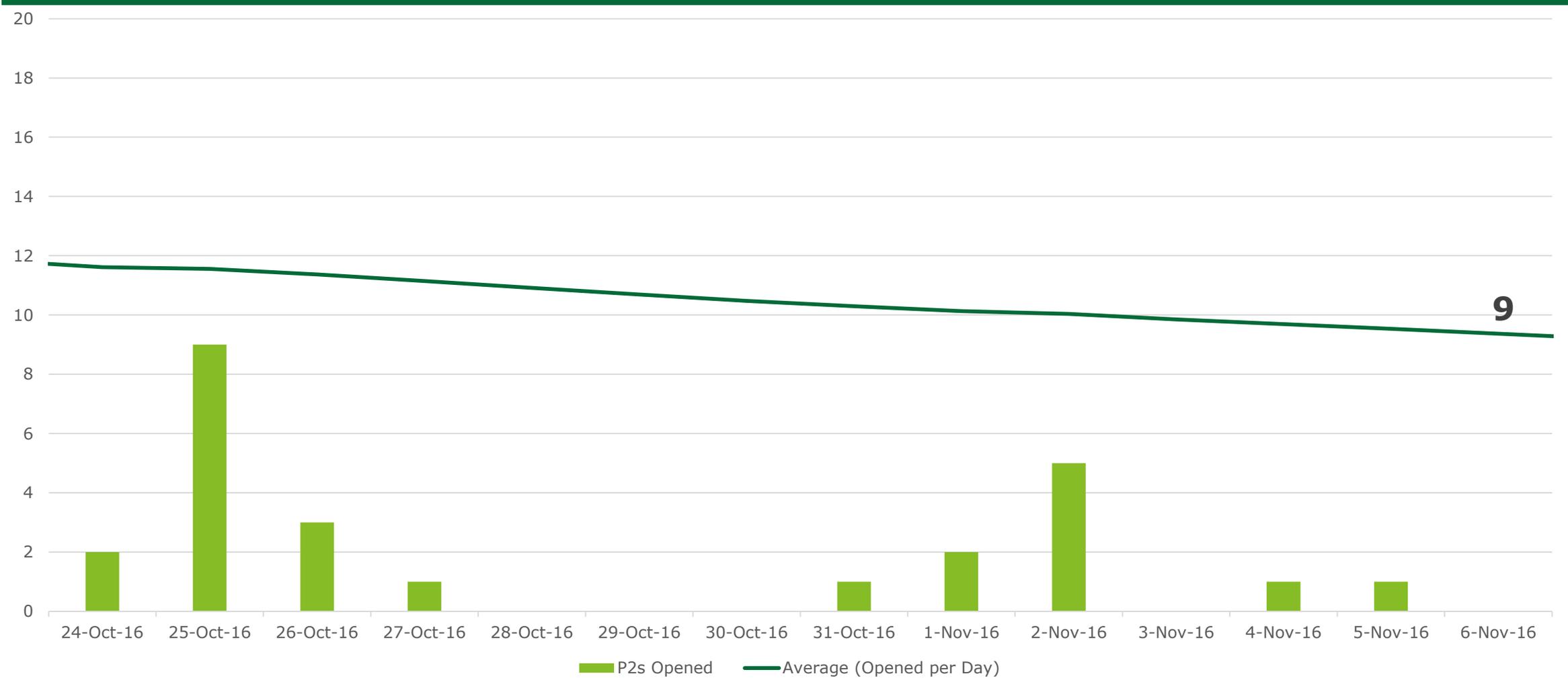
RIBridges Technical Metrics – P2 Incident Report
Monday November 7th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

Legend: P2s Opened
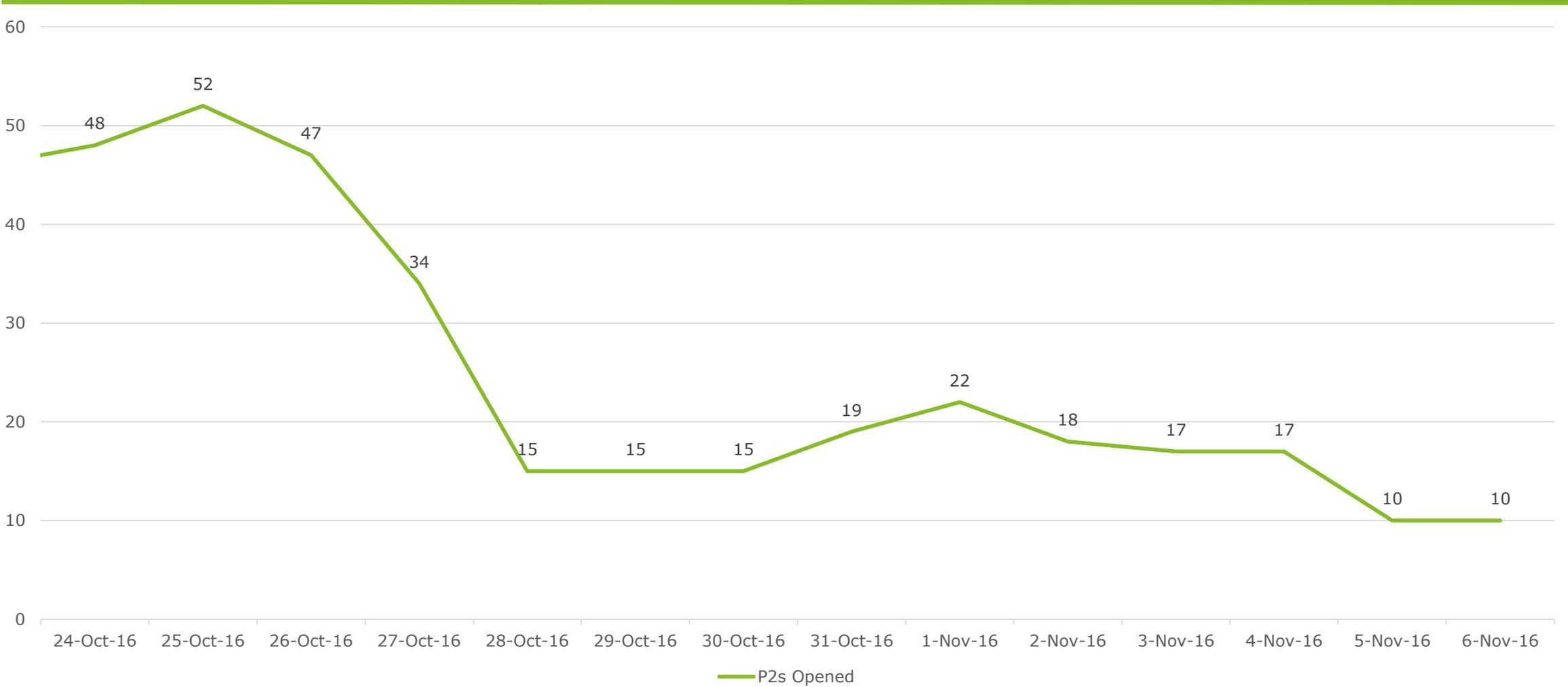
RIBridges Technical Metrics – Agency Priority 3 Incidents (P3s)
Monday November 7th, 2016 (10:00 AM EDT)

Total Priority 3 Open Incidents by Day