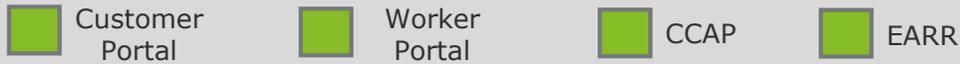


# Production Daily Health Report

## Wednesday November 2nd, 2016 (10:00 AM EDT)

### Infrastructure and Upcoming Events



**Daily Smoke Test Status:** Pass

#### Key Events

Date	Event	Status
11/2	Nov M&O Scoping	In Progress
11/3	Supportive Services Issuance	Not Started
11/5	Weekly fix release	Not Started

### Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	TBD	0
DHS 3503 – Additional Documentation Required Notice	Passed	Pending	0	627	0

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
160	0	160	159

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

Wednesday November 2nd, 2016 (10:00 AM EDT)

**2,774**  
Cases Impacted by  
Top Issues

**0** P1 Incidents  
**22** P2 incidents  
**1481** P3 incidents  
**44** 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 11/5
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.	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. To be completed by 11/5
3	Removal of accounts from maintenance mode	218	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	Over 2,000 accounts skipped by auto renewal because of change from QHP to MAGI	2000	Under analysis; team working with HSRI to determine if this is an issue or working as designed	Under analysis; newly reported issue on 10/31 that needs to be understood as part of auto renewal round 2
5	PCPA Report issues preventing review/confirmation of parent caretaker payments for ~500 individuals	500	Multiple issues including income and deduction calculation questions, formatting, and missing individuals	Analysis in progress; team has determined that income and deduction calculations are working as expected and will work through with EOHHS today
6	Unable to associate new application with existing case	25	Mismatch in case status and case mode on converted cases is causing exception to occur when trying to perform case association and initiate data collection for a new application	Analysis in progress; initial fix made on 11/2 and working with Sites to validate and identify further impacted accounts
7	Incorrect APTC applied to 2017 plan	114	Single reported case where full APTC was selected but \$0 APTC was provided	Analysis in progress to determine if an issue exists

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to October 31st

## Start of the Day

**5,901**

Scanned/Indexed



**3,721**

Processed



**9,502**

Completed



**19,124**

Total

## Day's Activities

**-64**

Scanned/Indexed



**625**

Processed



**350**

Completed



**911**

Total

## End of the Day

**5,837**

Scanned/Indexed



**4,346**

Processed



**9,852**

Completed



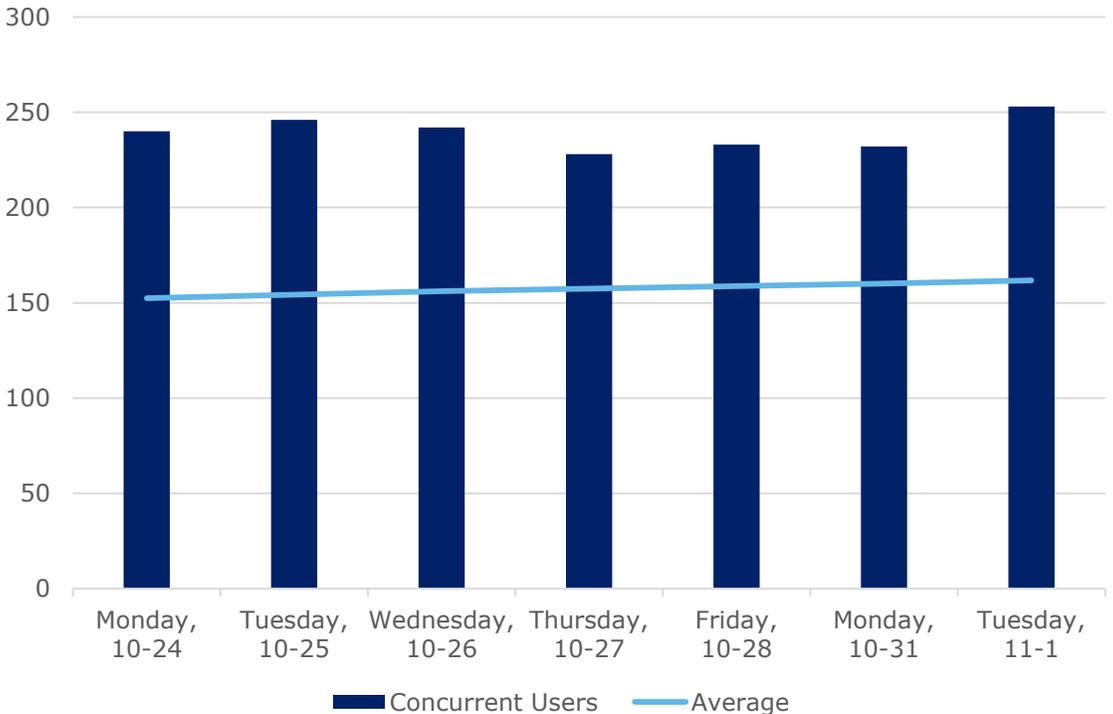
**20,035**

Total

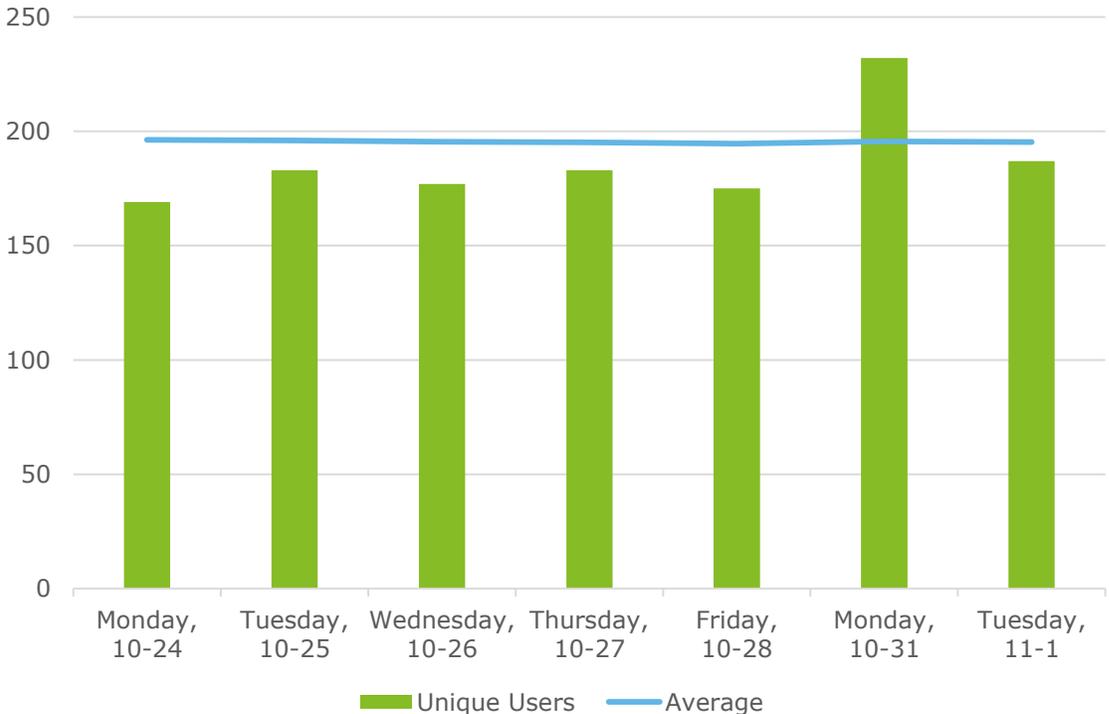
# RIBridges Technical Metrics – Worker Portal

Wednesday November 2nd, 2016 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday



Worker Portal Unique Logins Per Weekday

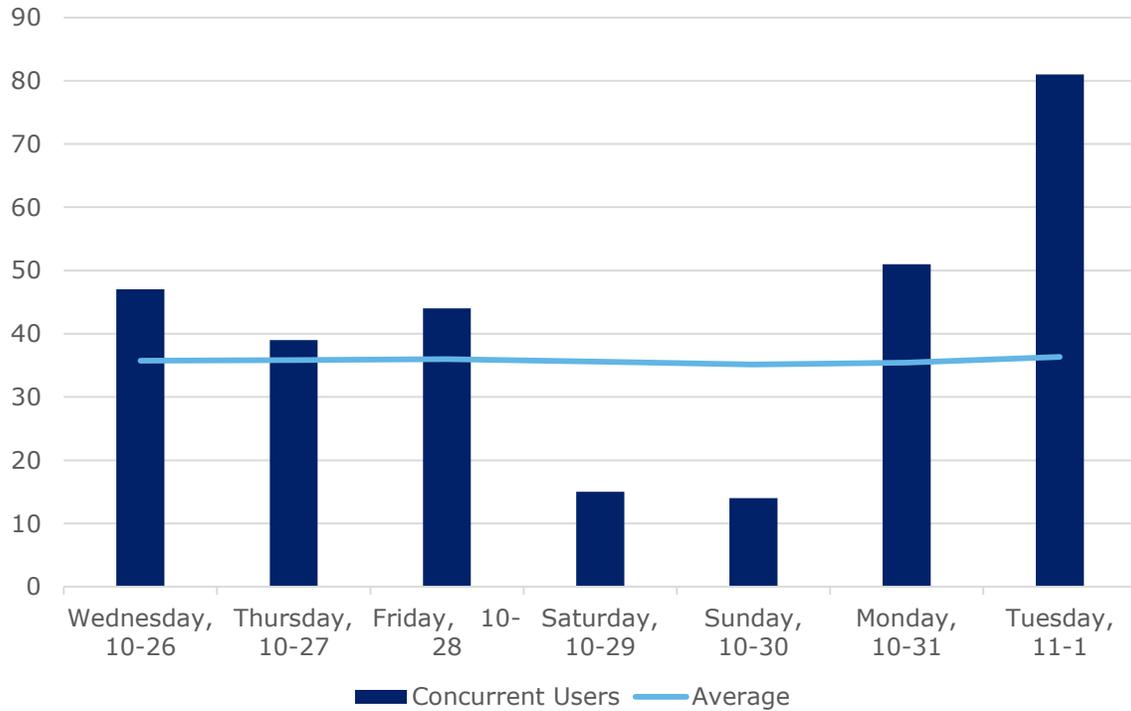


\*Concurrent is over five minutes

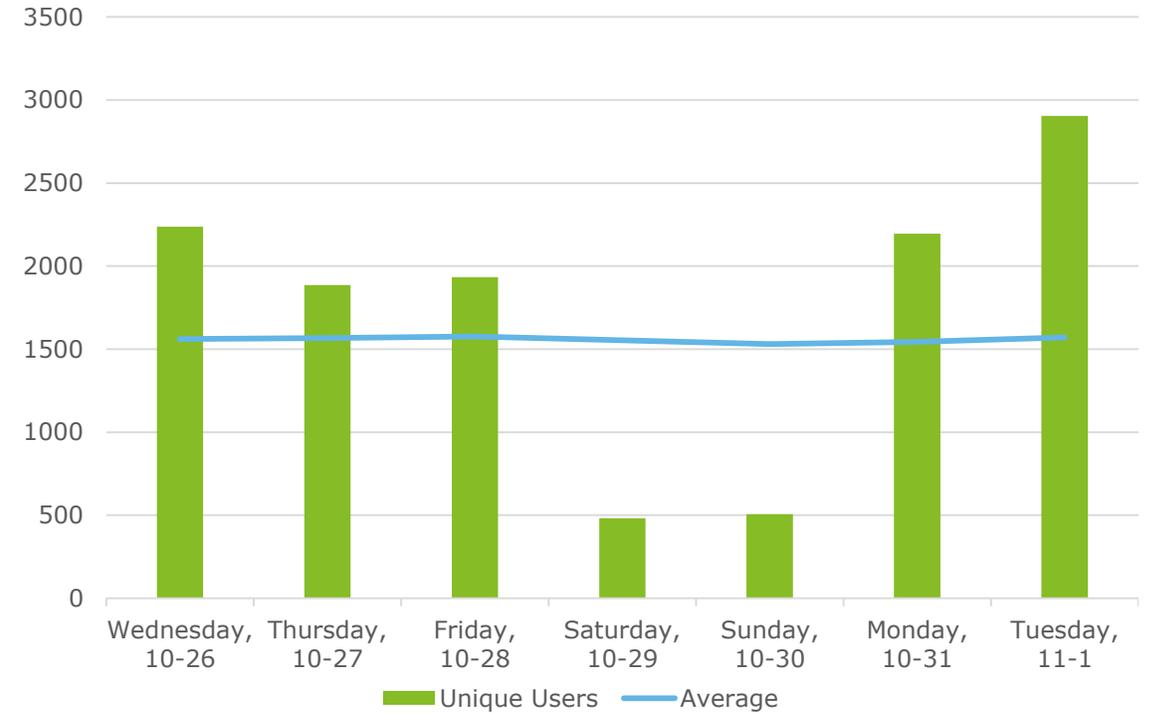
# RIbridges Technical Metrics – Customer Portal

Wednesday November 2nd, 2016 (10:00 AM EDT)

### Customer Portal Concurrent Logins Per Day



### Customer Portal Unique Logins Per Day

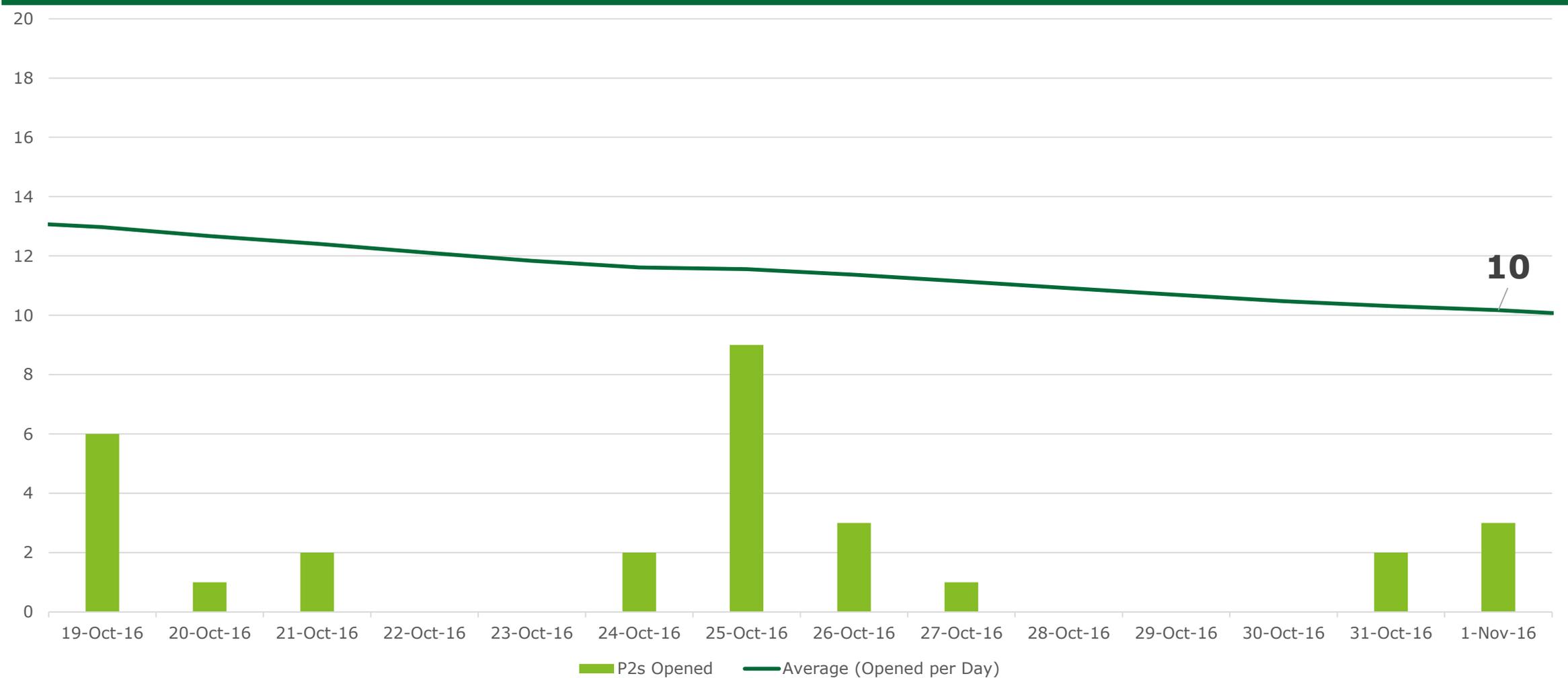


\*Concurrent is over five minutes

# RIBridges Technical Metrics – P2 Incident Report

Wednesday November 2nd, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day



# RIbridges Technical Metrics – P2 Incident Report

Wednesday November 2nd, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

