

Production Daily Health Report

Thursday November 10th, 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
11/8	GPA Semi-Monthly	Not Started
11/10	SSP Recon	In Progress

Notices QC

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

Batches

Executed	Failed	Passed	Held / Not Scheduled*
183	0	183	136

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

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58

Cases without Coverage due to Top Issues

0 P1 Incidents
9 P2 incidents
1669 P3 incidents
42 P4 incidents

Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	Converted SSI Cases missing data	26	Four fields from SSP Information are intermittently appearing blank on the front end for various cases	Multiple root causes with iterative fixing planned by 11/12
2	Notices – Text and Data discrepancies during Quality Review (RIB-6163, RIB-6235)	~	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	8000 backlog BDNs are mailed to the customer; additional backlog notice processing planned for upcoming weekend if State approval received
3	Claim Processing – Unable to post payments for ~250 accounts (RIB-6247, RIB-6241, RIB-6345)	~	Some of the key fields required for claims processing were not converted correctly. Repayment agreement amount is not updated resulting in standard recoupment	Data fix will be applied to populate the missing fields in the claims processing module. Target Fix Date – 11-12-2016
4	~200 Accounts remain in maintenance mode due to issues with data sync (RIB-4416)	~	We continue to work through the remaining accounts that failed to data sync between the portals and are on track to finish by 11/12.	Long term fix for data sync via a new batch job targeted for 11/12. 82 accounts failed MU from original 427 in maintenance mode that need analysis.
5	Conflicting verifications for the same data points and issues with external sources	2	231 accounts need manual lookup before a data fix could be done because of the need to check external sources. 2 accounts reported for reasonable explanation are not resulting in income passing.	Partially Resolved - The data fixes for the 231 accounts have been completed however more analysis is needed to determine the root cause of the 2 accounts reported for reasonable explanation not resulting in income passing.
6	MCI tasks not being created for partial matches are blocking applications. MCI task not playable and user not able to proceed.	~	One new issue was identified two weeks ago impacting 12 accounts where a customer has both a SHOP and an Individual QHP account. This new issue will be fixed by 11/5 - The SHOP MCI issue has 1,000 still need to be fixed and validated. One task issue (app error on working a task) planned to be fixed on 11/09	Partially Resolved - Data fixes have been deployed. Code fix in progress targeted for 11/12
7	CCAP Providers – Unable to enroll children or enter attendance information (RIB-3540, RIB-1003, RIB-6641)	30	Enrollment information and attendance screen issues preventing provider payments, analysis in progress.	Long Term: Conversion data to be corrected. Target Fix Date – 11-12-2016

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 9th

Start of the Day

896

Scanned/Indexed



7,905

Processed



12,042

Completed



20,843

Total

Day's Activities

32

Scanned/Indexed



922

Processed



369

Completed



1,323

Total

End of the Day

928

Scanned/Indexed



8,827

Processed



12,411

Completed



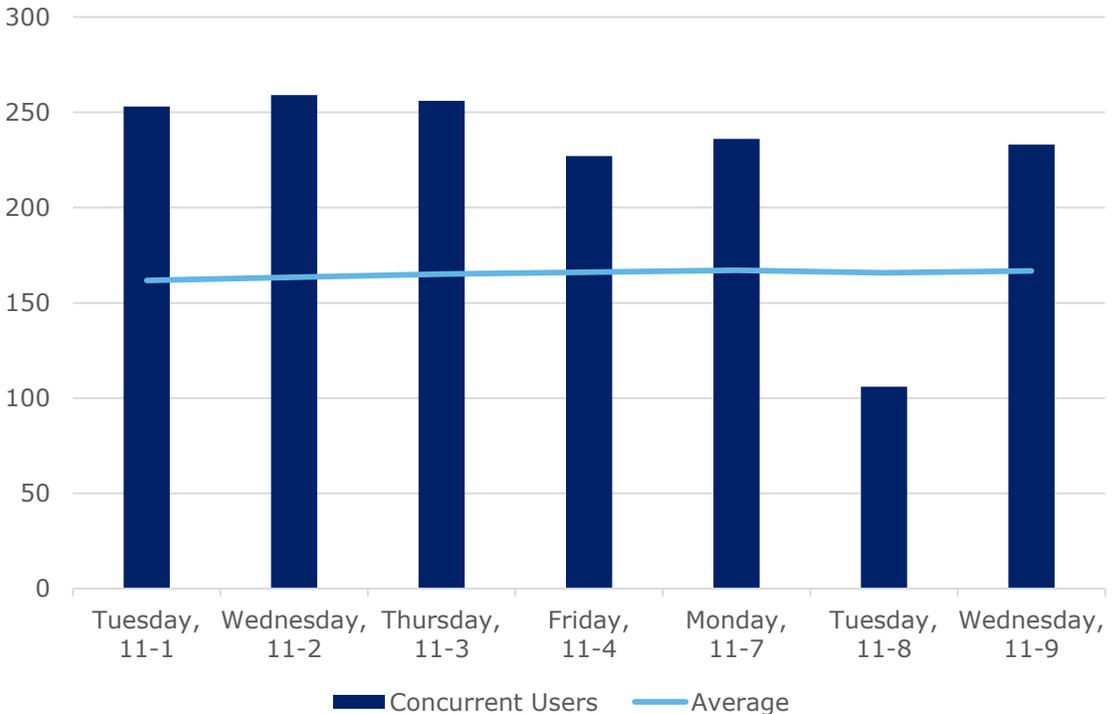
22,166

Total

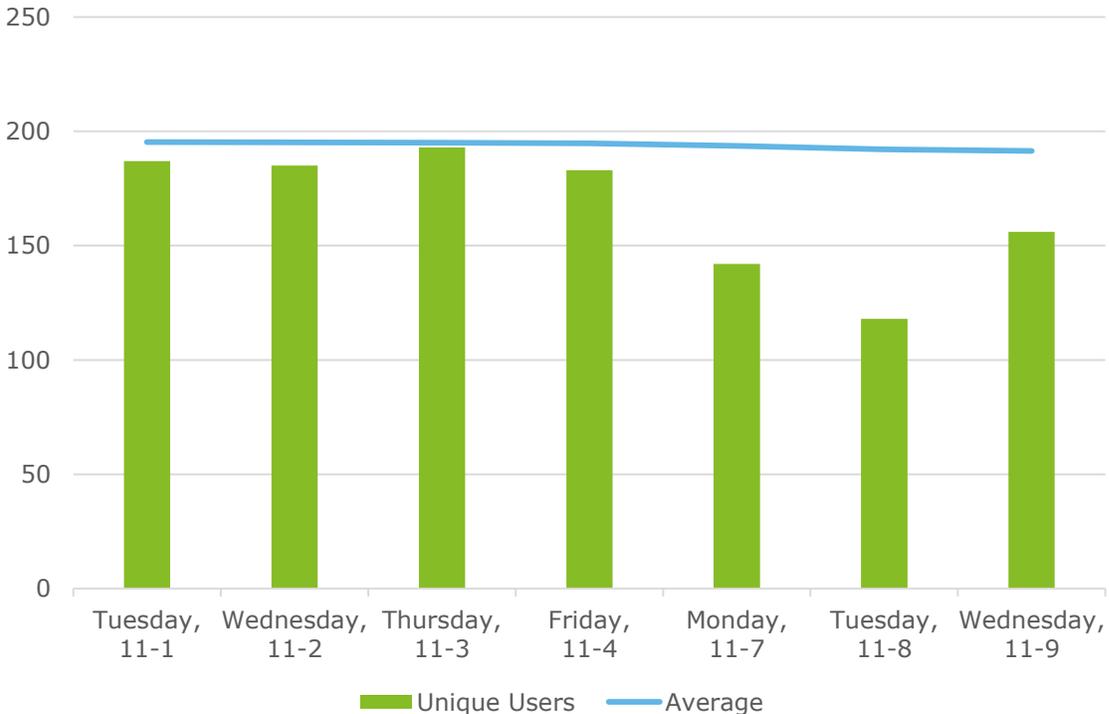
RIBridges Technical Metrics – Worker Portal

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

Worker Portal Concurrent Logins Per Weekday



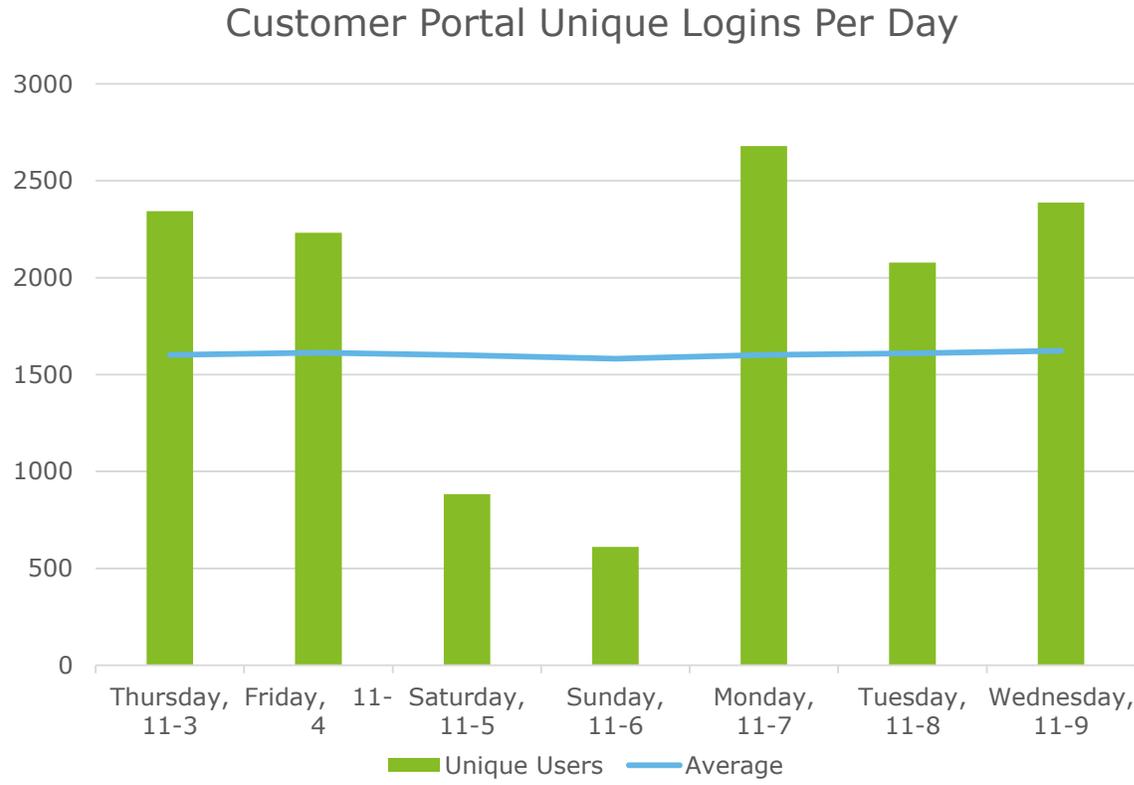
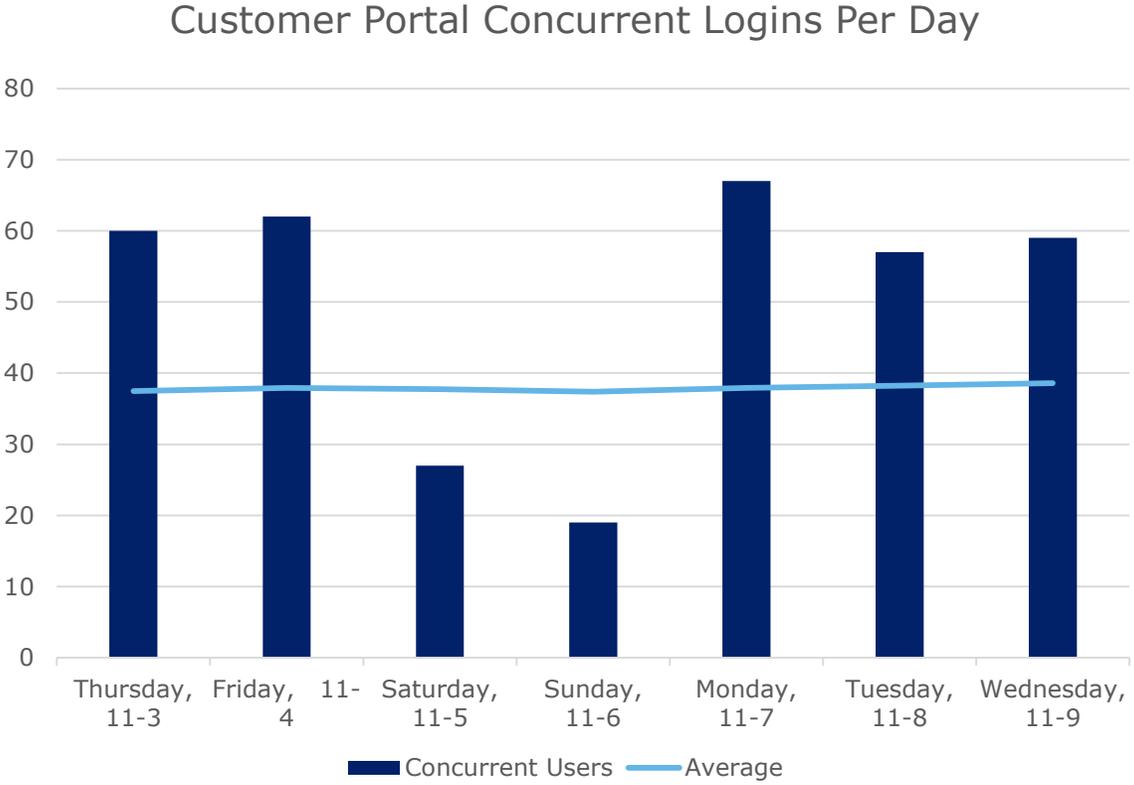
Worker Portal Unique Logins Per Weekday



*Concurrent is over five minutes

RIBridges Technical Metrics – Customer Portal

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

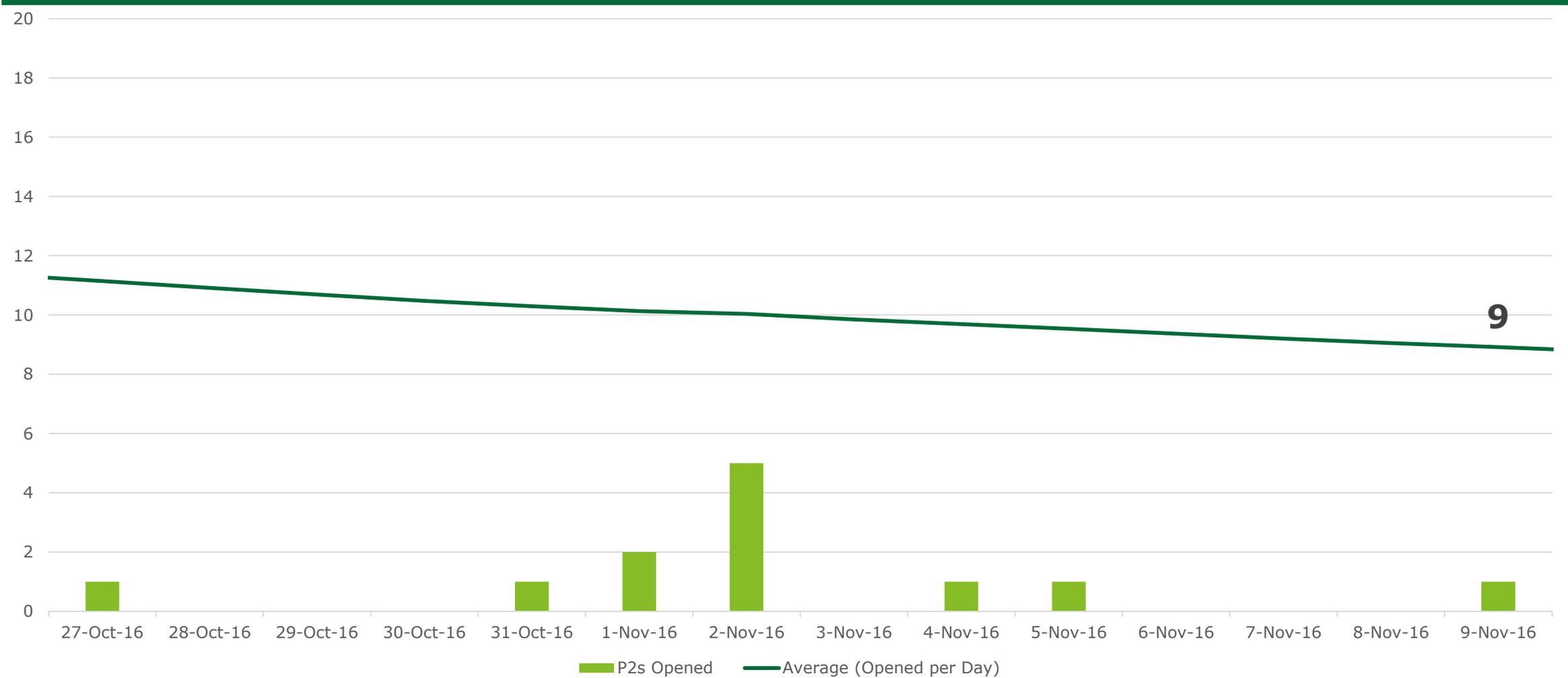


*Concurrent is over five minutes

RIbridges Technical Metrics – P2 Incident Report

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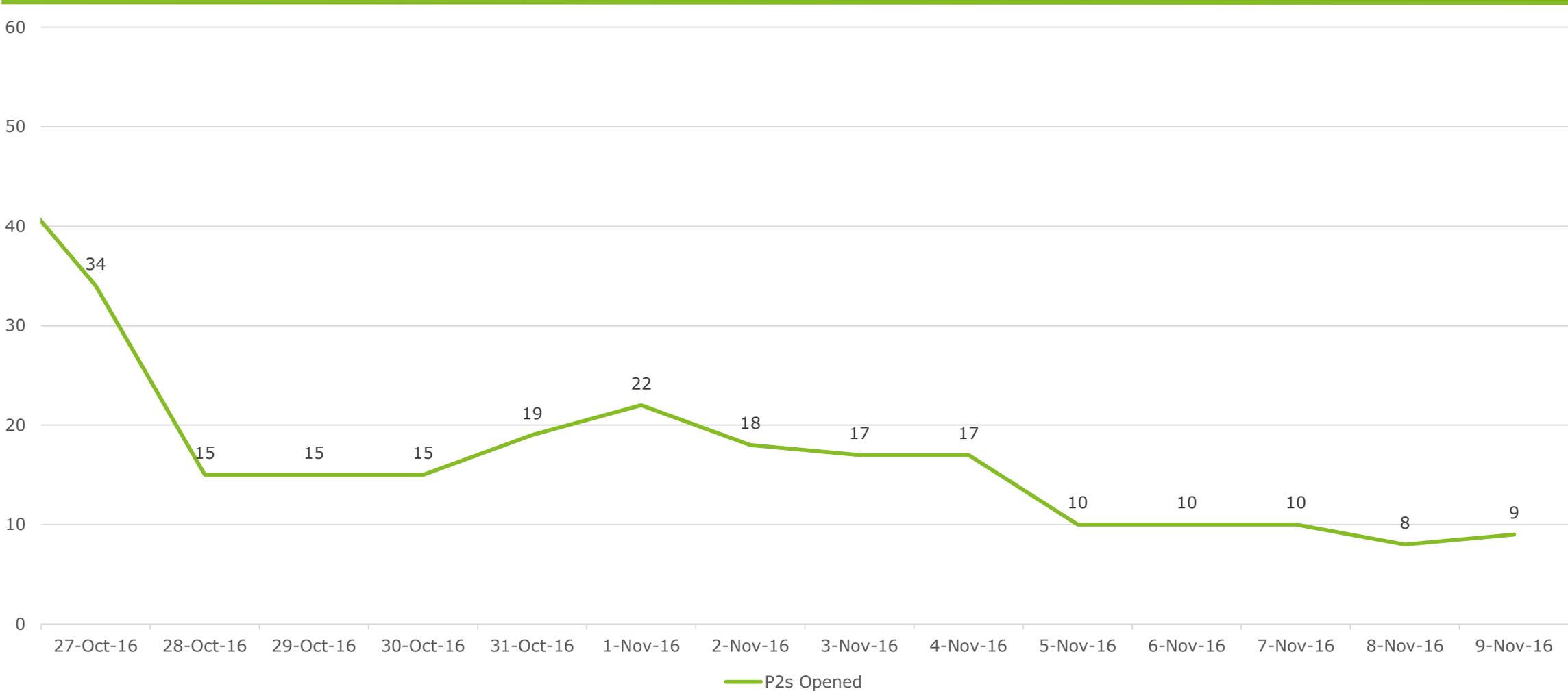
P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

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

P2 Cumulative Incidents Open by Day



RIbridges Technical Metrics – Agency Priority 3 Incidents (P3s)

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

Total Priority 3 Open Incidents by Day

