

UHIP Daily Media Updates

Monday, Nov. 7 – Thursday, Nov. 10

UHIP Update – Monday, November 7, 2016

Good morning:

Due to the state holiday tomorrow, our daily governance meeting has been moved to 5 p.m. today. You will receive our next daily UHIP media update in your inboxes on the morning of Wednesday, November 9.

In the meantime, please go to our [UHIP Data & Reports page](#) on the Transparency Portal for the latest legislative data report from November 4.

Thanks!

-Brenna & Ashley

UHIP Update – Tuesday, November 8, 2016

Good evening,

Per the State's most recent discussions with FNS, the state Department of Human Services received a letter today asking for additional data and a plan of action for SNAP recipients. Attached is a copy of the formal letter from the FNS Northeast Regional Office.

The USDA has acknowledged our efforts to address technical and business process issues as they emerge, and we appreciate the support of both the USDA and the FNS Northeast Regional Office as we work together to address these challenges during the implementation of our new eligibility system.

Thank you.

- Ashley & Brenna

UHIP Update – Wednesday, November 9, 2016

Good afternoon –

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

Media Briefing – Due to the Veteran's Day holiday, this week's UHIP Media Briefing will take place at 1:30p.m. on the 2nd floor of the Department of Administration's Conference Room 2B on tomorrow, November, 10, 2016.

Items to be discussed at the briefing:

- **HealthSource RI Open Enrollment** – HSRI’s Open Enrollment has continued into its second week. Director Zachary Sherman will be on hand to report out on the week.
- **Transparency Portal** – We continue 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.

Legislative Update – Due to the Veterans Day holiday, our next submission to the legislature is scheduled for Monday, November 14, 2016. We 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 Monday, which the governance team tracks on a daily basis. We provided comparisons to the last set of data we provided on Friday, Nov. 4 for COB Thursday. (Note: This is raw, preliminary, daily data and includes applications for all services supported by UHIP):

- 344 applications were submitted through Monday (-342 compared to COB Thursday)
- 1,173 applications were approved through Monday (+697 compared to COB Thursday; includes weekend work)
- The number of pending applications at COB Thursday was 10,693. At COB Monday it was 9,864 (-829 from COB Thursday).

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.

Thanks.

-Ashley and Brenna

UHIP Update – Thursday, November 10, 2016

Good evening –

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

- **HealthSource RI Open Enrollment** – As of yesterday, November 9, **26,819 Rhode Islanders** have selected 2017 plans. About 53 percent of enrollees chose Blue Cross & Blue Shield of Rhode Island, and about 47 percent chose Neighborhood Health Plan of Rhode Island. This week so far (Monday through COB Wednesday), the HSRI Contact Center handled just more than **6,700 calls**, with an average wait time of less than **3 minutes**. The HSRI team assisted more than **400 customers** this week in person. Customers receiving face-to-face assistance at our Contact Center have experienced an average wait time of **26 minutes**.

- **FNS Weekly Submission** – Due to the Veteran’s Day holiday, we have submitted our weekly data release to FNS a day early. Please see attached for this week’s submission.
- **Transparency Portal** – We continue 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.

Legislative Update – As a reminder, due to the Veterans Day holiday, our next submission to the legislature is scheduled for Monday, November 14, 2016. We will share this submission with the media once it goes to the Legislature.

Next UHIP Governance Meeting: The UHIP Governance group will next convene on Monday, November 14, 2016.

Below is the daily snapshot of several key application metrics as of COB Wednesday, 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):

- 314 applications were submitted on Wednesday (-30 compared to COB Monday)
- 423 applications were approved on Wednesday (-750 compared to applications approved between COB Thursday and COB Monday)
- The number of pending applications at COB Monday was 9,864. At COB Wednesday, it was 9,755 (-109 from COB Monday).

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.

Thanks.

-Ashley & Brenna

Note: The State observed Veterans’ Day on Friday, November 11, 2016. There was no daily media update on that day.