Production Daily Health Report
Tuesday November 22nd, 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
11/21	SNAP Mid-Certification	Completed
11/22	CCAP Payroll Batch 12	Not Started
11/23	RIW Issuance	Not Started
11/23	GPA Semi-Monthly Payroll	Not Started
12/3	November M&O Release	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*
101	0	101	218

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	In Progress	In Progress	
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.

1

RIBridges Top Issues Impacting Cases
Tuesday November 22nd, 2016 (10:00 AM EDT)
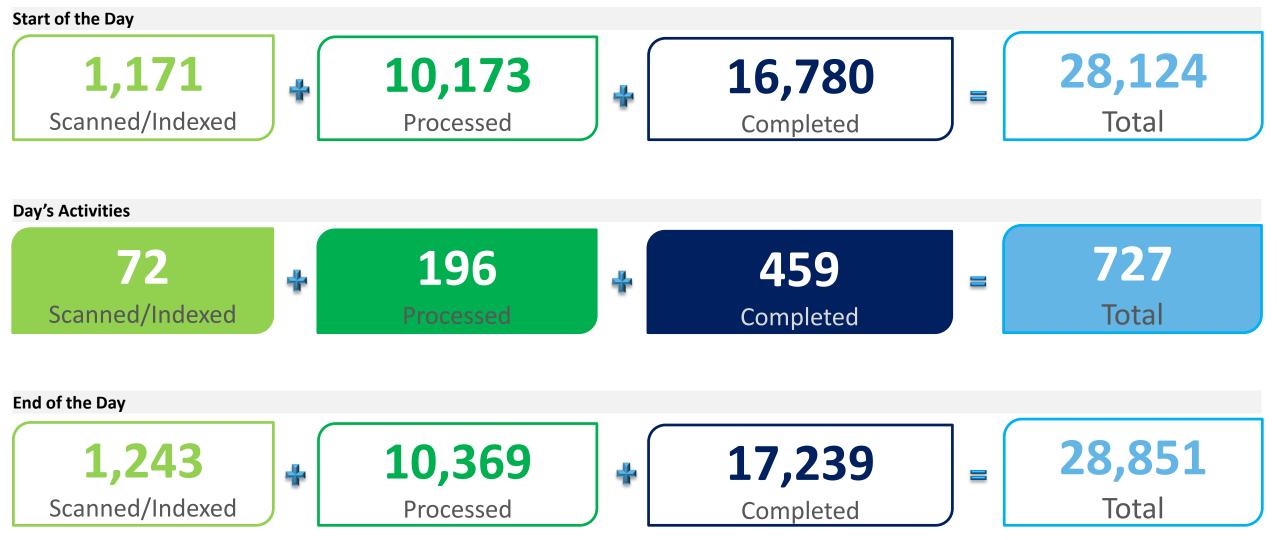
183

Cases without Coverage
due to Top Issues

0 **P1** Incidents

4 P2 incidents

1550 P3 incidents

67 P4 incidents

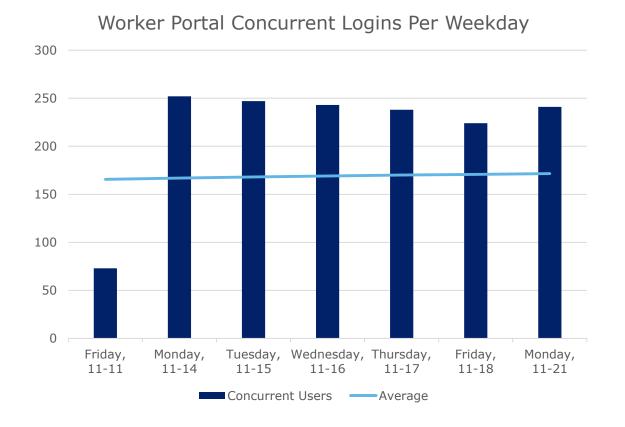## Top Issues Impacting Cases

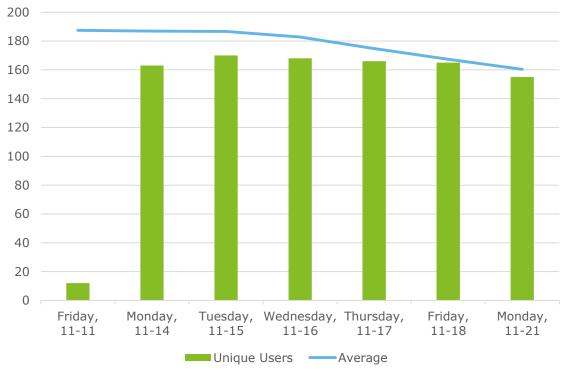| #	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	PCPA reports contain incorrect information (RIB-3765)	~	PCPA report needed to confirm/generate parent caretaker payments for ~500 individuals. Some reports have incorrect child counts, premium amount, or do not include dependents and other family members.	**Resolved -** Multiple root causes with iterative fixes have been completed. **In Progress –** PCPA report has been sent to state, awaiting confirmation that MU can be rerun on PCPA accounts in production. Targeted to be completely resolved on 11-26-2016.
2	Claim Processing – Unable to post payments, and STO and TOP processes have issues (RIB-6241)	~	An open but not active recoupment record was converted and eligibility was calculating it and deducting the amount from a customer's SNAP benefits incorrectly.	**Resolved –** Root cause issue corrected and data fix applied
3	Unable to issue RIW benefits for mother and child due to program participation (RIB–5947, RIB-5948)	~30	Minors are exempt from work, minor parents are not.	**Resolved –** Root cause on this issue has been resolved. **In Progress -** Secondary issue identified in testing preventing the addition of minor parent; Target Fix Date – 11-23-2016
4	Eligible aliens are failing MAGI Medicaid (RIB-7322)	~100	We are currently researching the root cause for the issue	**In Progress -** Target Fix Date – 11-26-2016
5	Medicaid accounts incorrectly pended due to incorrect SWICA/DLT Mismatches (RIB-3010)	~18	14 triggers failed since these accounts are flagged as Benefit Mismatch accounts. 4 Accounts failed due to other exceptions. These accounts need eligibility re-run from the front end.	**In Progress –** Working on re-running eligibility for these accounts Target Fix Date – TBD
6	System Enhancements to ensure GPA Burial cases can be processed when the deceased dated is more than 30 days in the past (RIB-7564)	~35	System eligibility logic for GPA Burial is out of sync with GPA Burial policy.	**In Progress -** Target Fix Date – 11-26-2016

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 21st

Start of the Day

| 1,171 Scanned/Indexed | + | 10,173 Processed | + | 16,780 Completed | = | 28,124 Total |

Day's Activities

| 72 Scanned/Indexed | + | 196 Processed | + | 459 Completed | = | 727 Total |

End of the Day

| 1,243 Scanned/Indexed | + | 10,369 Processed | + | 17,239 Completed | = | 28,851 Total |

3

RIBridges Technical Metrics – Worker Portal
Tuesday November 22nd, 2016 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

Legend: Concurrent Users — Average

Worker Portal Unique Logins Per Weekday

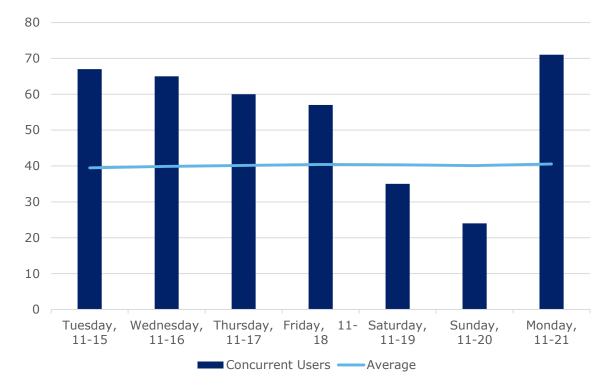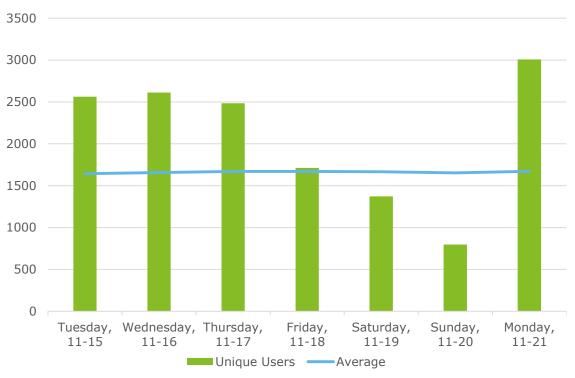Legend: Unique Users — Average

*Concurrent is over five minutes

RIBridges Technical Metrics – Customer Portal
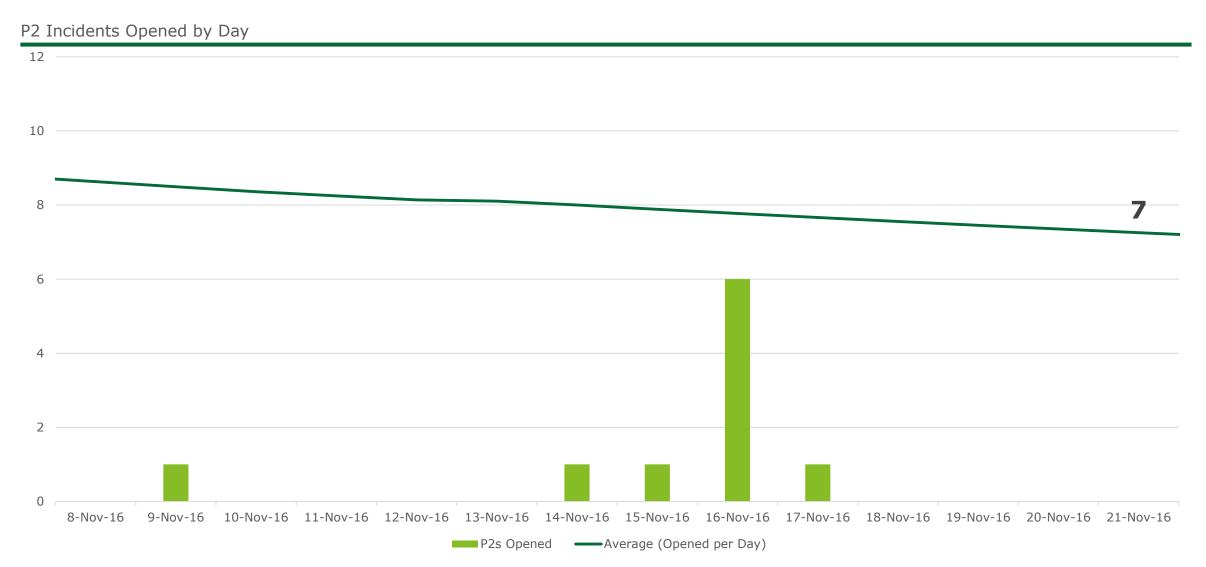## Tuesday November 22nd, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day

Customer Portal Unique Logins Per Day

*Concurrent is over five minutes

RIBridges Technical Metrics – P2 Incident Report
Tuesday November 22nd, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day

Legend: P2s Opened | Average (Opened per Day)

RIBridges Technical Metrics – P2 Incident Report
Tuesday November 22nd, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3s)
Tuesday November 22nd, 2016 (10:00 AM EDT)

Total Priority 3 Open Incidents by Day

Legend: ■ EOHHS Top Priorities ■ HSRI Top Priorities ■ DHS Top Priorities

8