

Production Daily Health Report

Monday November 21st, 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
11/18	SSP Issuance Set 2	Completed
11/18	SSP Recon	Completed
11/19	Weekly Fix Release	Completed
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	N/A	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
167	0	167	152

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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250
Cases without Coverage
due to Top Issues

0 P1 Incidents
4 P2 incidents
1512 P3 incidents
54 P4 incidents

Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	Cache not clearing between login/logout on same laptop (RIB-7644)	~	After a user logged out the cache was not being cleared leaving their information available for access if a second user attempted to login within a short period of time (<15 mins).	Resolved: Corrected the logout sequence operation to successfully log users out when log out command is performed.
2	Conflicting verifications for the same data points and issues with external sources (RIB-4988)	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 as a result of a sequencing issue.	Resolved - The data fixes for the 231 accounts have been completed and the sequencing issue effecting the 2 accounts has been fixed.
3	MCI tasks not being created for partial matches are blocking applications. MCI task not playable and user not able to proceed. (RIB-5512, RIB-2551)	~	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	Resolved - Data and code fixes have been deployed.
4	PCPA reports contain incorrect information (RIB-3765)	~500	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.	Multiple root causes with iterative fixing targeted to be completed on 11-26-2016
5	EARR Providers – SSN edit on editing the provider details (RIB-2599)	~	SSN edit is preventing updates to provider information	Resolved - SSN made optional for EARR providers
6	Claim Processing – Unable to post payments, and STO and TOP processes have issues (RIB-6241)	~250	Repayment agreement amount is not updated resulting in standard recoupment	Resolution in progress

System Maintenance Summary 11/14-11/20

Incident Progress:

629 Incidents Resolved during the Previous Week



	Week Start	Week End	
P1	0	0	➡
P2	5	4	⬇
HSRI Blocking P3	17	16	⬇
DHS Blocking P3	199	96	⬇
EOHHS Blocking P3	26	10	⬇

**Week of November 20th
Production Releases**

Major Changes/Defect Resolutions

- 1. Child Care Portal eligibility display issue** – Eligibility status for children was showing up blank in the CCAP portal for a number of children. The code fix was applied and the eligibility is now coming up correctly.
- 2. LTSS Cases incorrectly closed by SSA interface** - Some LTSS clients were getting incorrectly terminated due to a code error in handling the SSI data we get via the SSA interface. This code was fixed and we ran a data fix to restore eligibility in RIBridges.
- 3. Residency and address mismatch** – Address and residency data on two different screens did not match for a number of cases which impacted eligibility. A data fix was applied for existing cases and a validation was added to the address screen.
- 4. EDM & RI screen error message on search** – Searching by SSN in the EDM & RI screen was incorrectly returning an error message. A code fix was implemented to return results for documents indexed to the individual associated to the SSN.
- 5. APTC not displaying on Plan Enrollment** – For a number of cases where users were enrolling in 2017 coverage, their APTC amount was displaying as 0 even though they were eligible for an APTC. This was a display issue and corrected in the weekend's release.

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 18th

Start of the Day

1,148

Scanned/Indexed



10,144

Processed



15,946

Completed



27,238

Total

Day's Activities

68

Scanned/Indexed



-123

Processed



562

Completed



507

Total

End of the Day

1,216

Scanned/Indexed



10,021

Processed



16,508

Completed



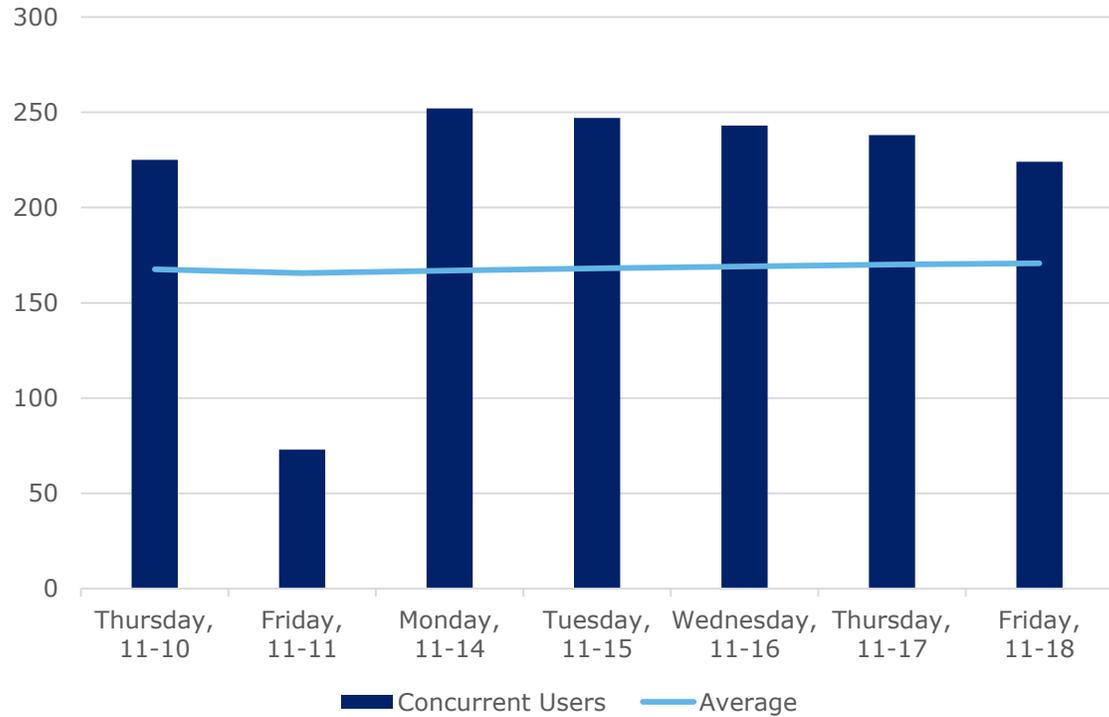
27,745

Total

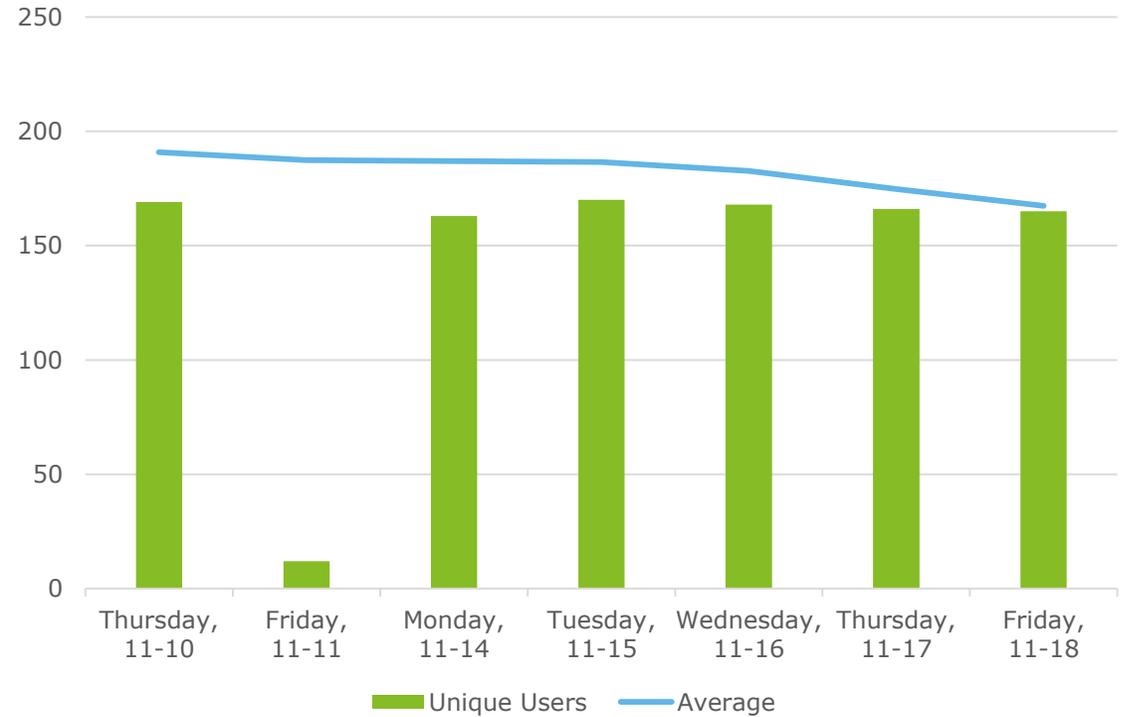
RIBridges Technical Metrics – Worker Portal

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Worker Portal Concurrent Logins Per Weekday



Worker Portal Unique Logins Per Weekday

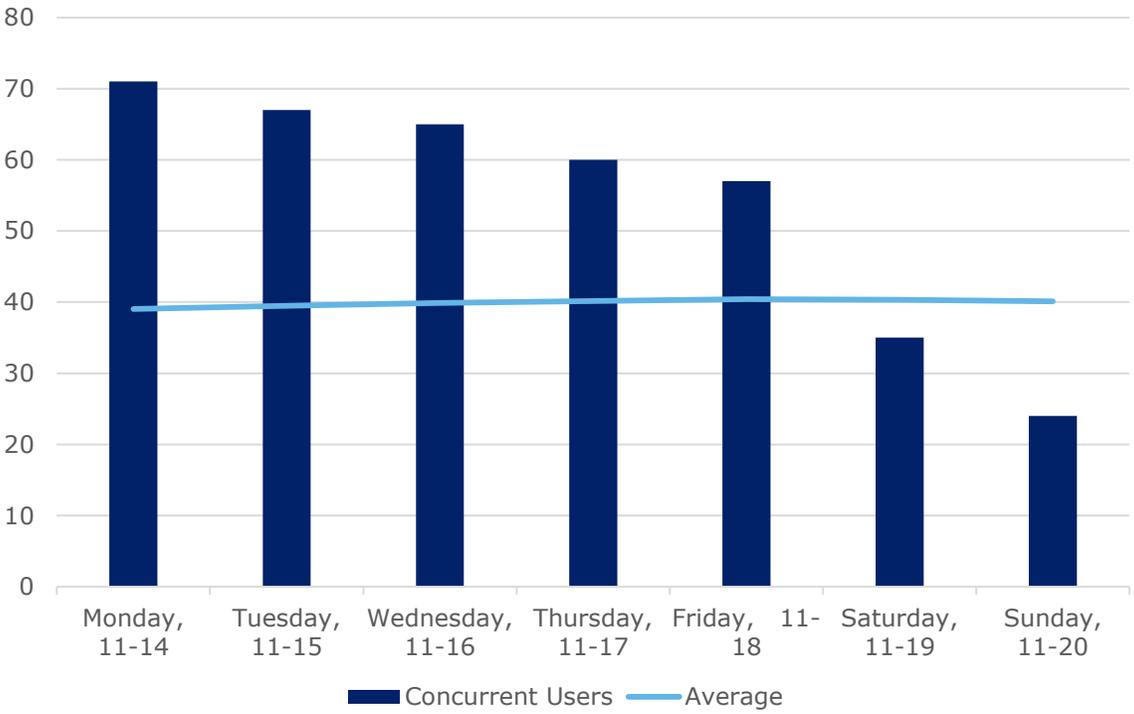


*Concurrent is over five minutes

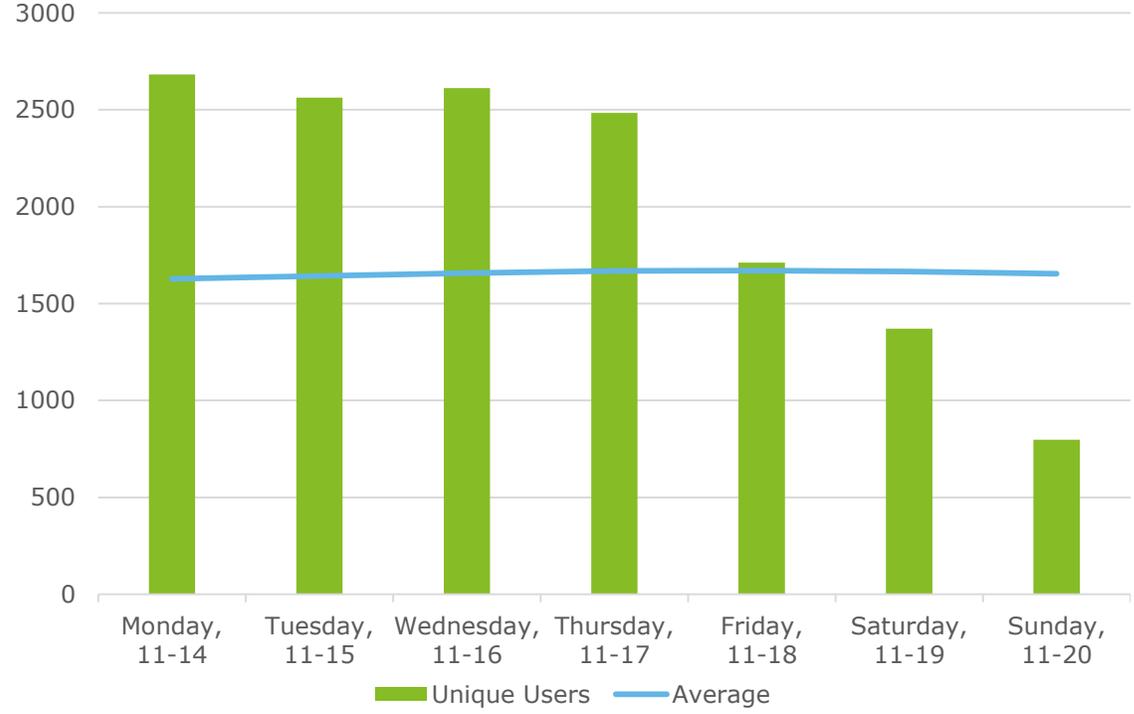
RIBridges Technical Metrics – Customer Portal

Monday November 21st, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

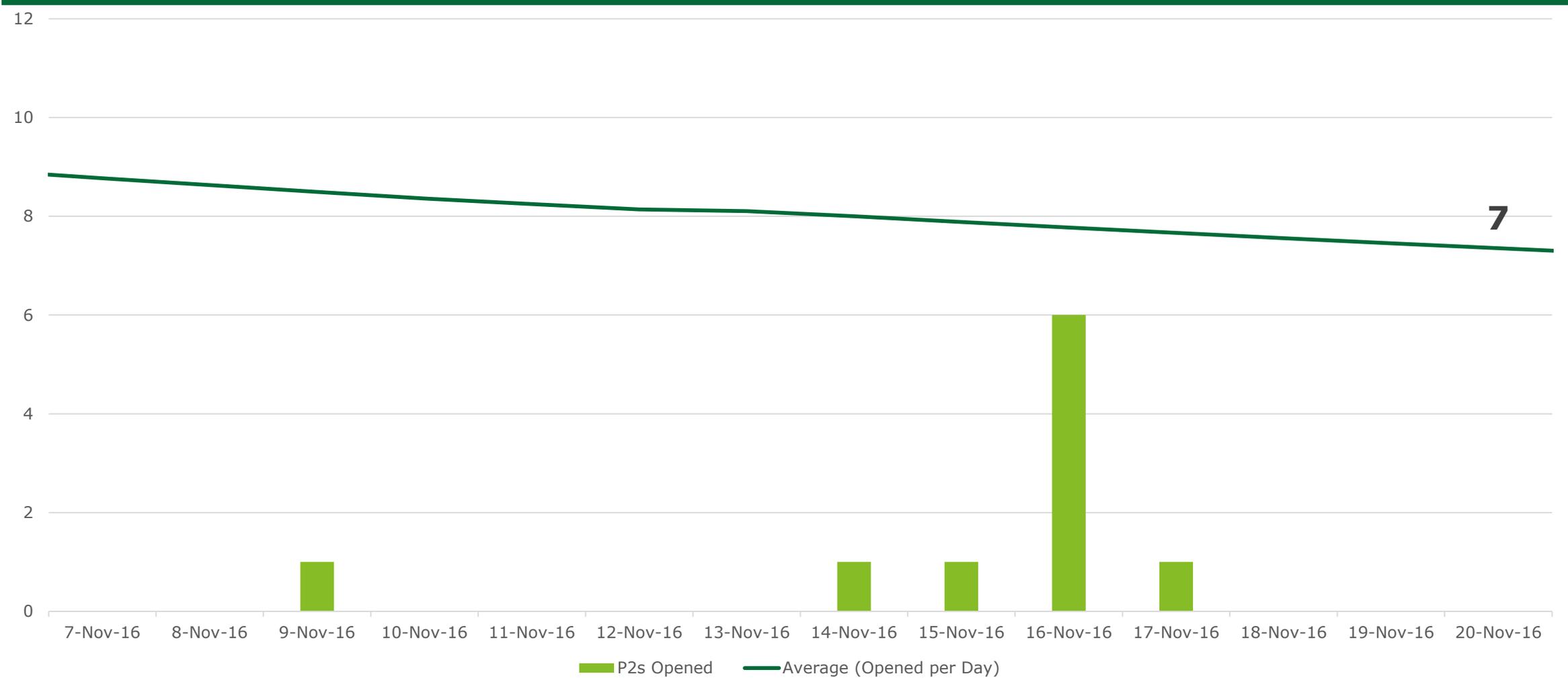


*Concurrent is over five minutes

RIbridges Technical Metrics – P2 Incident Report

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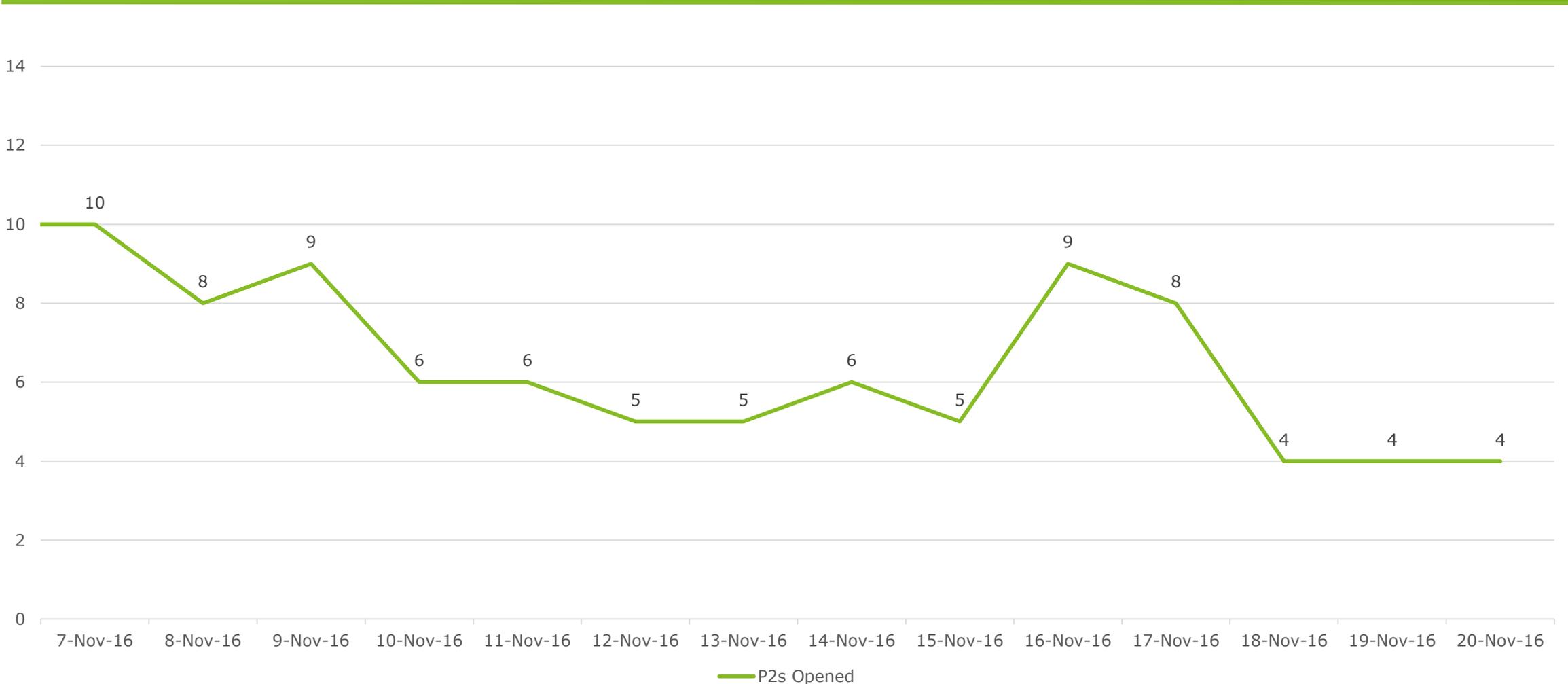
P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

Monday November 21st, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIBridges Technical Metrics – Agency Priority 3 Incidents (P3s)

Monday November 21st, 2016 (10:00 AM EDT)

Total Priority 3 Open Incidents by Day

