

UHIP Daily Media Updates

Monday, Nov. 21 – Friday, Nov. 25

UHIP Media Update – Monday, November 21, 2016

Good afternoon –

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

Plan of Action – The team is preparing a response to the recent FNS letter asking for additional data and a plan of action for SNAP recipients, due tomorrow. 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. We will provide this to the media after it is received by FNS.

Updates due to the Thanksgiving holiday:

UHIP Weekly Media Briefing – Due to the Thanksgiving holiday, our next media briefing will be **Wednesday, November 23rd** at noon in Conference Room 2B at the Department of Administration.

Legislative Update – You can see our most recent legislative update on the [Transparency Portal](#).

A reminder again for planning purposes, the UHIP communications team meets daily at 2:30 p.m. to review media inquiries with subject matter experts. Please try to provide any additional questions as soon as possible so we can gather the information you need before your deadlines.

Thanks!

-Brenna & Ashley

UHIP Media Update – Tuesday, November 22, 2016

Hello:

Please see attached for DHS' cover letter to FNS and the corresponding corrective action plan, which was submitted this evening.

As a reminder, our next media briefing will be tomorrow, November 23, at noon in Conference Room 2B at the Department of Administration. Feel free to let us know if you have any questions.

Thank you.

-Brenna & Ashley

UHIP Media Update #1 – Wednesday, November 23, 2016

Good afternoon—

We want to provide an update on the RIBridges customer portal, which was shut down for approximately two hours last Friday so that our team could investigate a technical issue.

The issue, which was immediately resolved on Friday, could have potentially affected individuals who used the customer portal on a public computer and failed to close the window of their browser following their session. In these cases, if another user logged into the same computer within a 15 minute window and also logged into the customer portal, there is a possibility he or she may have been able to view some information about the prior user.

We've identified about 1,000 people – or less than one-half of one percent of all customers served by the system – who meet at least some of the abovementioned criteria. We believe the actual number of people who meet all the criteria is **far fewer**, and we are working diligently to determine that exact universe. **Out of an abundance of caution, we will be sending notifications to this small number of customers whose personal information may have been potentially at risk because of a system issue.**

At the Governor's request, Deloitte will be providing people who meet all of these characteristics with a year of identity protection:

- Individual user
- Using a publicly accessible computer
- Failed to close out window
- Another individual accessing same site within 15 minutes

At this time, we are unaware of any misuse of personal information. We have resolved the issue and are taking every possible measure to ensure our customers' information is protected. We will continue to provide updates on this and other UHIP matters in the weeks that follow.

Thank you.

-Brenna & Ashley

UHIP Media Update #2 – Wednesday, November 23, 2016

Hello:

Update on customer portal issue: Our team has narrowed the field of potentially impacted individuals to **202 users**. *Again, out of an abundance of caution, we will be sending notifications to these users.*

Please let us know if you have any further questions.

Thanks.

-Brenna & Ashley

Note: There was no update on **Thursday, November 24, 2016** due to the Thanksgiving holiday.

UHIP Media Update – Friday, November 25, 2016

Hello:

I hope you all had a wonderful Thanksgiving! Attached you will find the weekly UHIP metrics report, which shows the status of applications in the new, integrated health and human services eligibility system. In an effort to provide more

comprehensive information, we have broken down these numbers by program and by each week going back to the launch date. As a reminder, we will continue to provide updates in this format on a weekly basis.

A few notes: this data is raw, preliminary, and has not yet been subject to quality control. You may notice some numbers have changed from week to week. These numbers reflect a snapshot of real-time data, which moves quickly and changes from day to day. This is going to happen as applications move past preliminary review and are re-classified by program. We are continuously working with our vendor and partners to improve data reporting, and will highlight changes and additions to our format as we move forward.

On pending cases: this report shows a breakdown of all pending applications by program. Keep in mind there are a portion of these pending applications that are awaiting further documentation from customers before eligibility can be determined. It is our hope that in future reports, we can show you how many applications require responses from the applicants in order to be fully processed.

Some highlights of this report:

- The week of November 13 was one of our most productive weeks, with 3,190 eligibility determinations.
- Due to the Thanksgiving holiday, there was a dip in productivity this past week. We expect there to be an increase in productivity next week.

If you have any additional questions about the data provided here, please do not hesitate to contact us.

Thank you,

- Brenna & Ashley