



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

DEPARTMENT OF ADMINISTRATION

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November 25, 2016

The Honorable Marvin L. Abney, Chairman  
House Committee on Finance  
The Honorable Patricia A. Serpa, Chairwoman  
House Committee on Oversight  
State of Rhode Island General Assembly  
82 Smith Street  
Providence, RI 02903

Dear Chairman Abney and Chairwoman Serpa,

Thank you for the opportunity to share more information on the Unified Health Infrastructure Project (UHIP). Attached you will find the materials and summaries that are responsive to your most recent request.

We continue to work hard in collaboration with our federal partners to better serve customers.

This week, we sent a plan to the federal Food and Nutrition Service (FNS) that lays out actions we are taking to ensure a fully compliant SNAP program that best serves the needs of Rhode Islanders. This plan addresses:

- Fixing technical issues and improving business processes
- Ongoing staff training and development
- Stronger lobby management practices
- Accurate, timely notices
- Access to interpreters and translated material
- Better data - on applications that are awaiting an eligibility determination.

Next week, on December first, we will complete our first post-eligibility verification cycle. Some customers will be appropriately determined ineligible. This is an important protection built into the new system that will achieve savings for taxpayers and preserve services for those who are truly eligible.

Below, please find this week's response to your weekly questions:

Weekly Question #1: A copy of the weekly report sent to the U.S. Food and Nutrition Service (FNS) is attached. **(This week's FNS report was submitted in the form of the Corrective Action Plan. Mike Cronan sent this to Sharon Ferland Reynolds earlier this week.)**

Weekly Question #2: Updated responses to Original Questions #8, #10, and #16 are below.

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- *Original Question #8:* Precise numbers on how many existing clients didn't receive any benefits, how many received some but not all that they were entitled to, and how many received incorrect payments.

Program	Missing/Incorrect Benefits Identified This Week
	<u>ALL RESOLVED</u>
SNAP	16
RIW	4
CCAP	0
SSP	0

- *Original Question # 10:* How many providers did not receive payments when they were accustomed to receiving?
  - **Response:** See above. In the past week, there were no CCAP identified that were missing payments. RI Works and SNAP beneficiaries who were identified as having received incorrect payments have been corrected.
- *Original Question # 16:* Most current report used by Deloitte to list issues that need to be addressed.
  - **Response:** Please note, we are no longer using the "Production Support Executive Status Report" to review. Lists of high priority issues can be found on slide two of the daily health reports.

Weekly Question #3: Application and Payment Manual Work Arouns

- **Response:** Attached please find an updated list of application manual workarounds, as defined below. (File labeled "**Manual Workaround 11-21 11-23...**") We will be prepared to discuss interim business processes on Monday.
  - CCAP – The manual work around count for CCAP represents the number of CCAP applications where an individual or a worker has reported a challenge in processing an application or receiving an eligibility determination. Work arounds related to provider challenges are represented in the payment table as missing/incorrect benefits for the week. Please note that CCAP payments are made on a bi-weekly basis in an automated fashion based upon the receipt of attendance sheets from providers. The manual payments represent the providers who believe they were underpaid during the bi-weekly cycle and are receiving payments outside of the bi-weekly cycle.
  - GPA – The manual work around count for GPA represents the number of GPA applications where an individual or a worker has reported a challenge in processing an

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- application or receiving an eligibility determination. Work arounds related to GPA payments are represented in the payment table as missing/incorrect benefits for the week.
- Medicaid – The Medicaid manual work around count represents the number of applications where an individual or a worker has reported a challenge in processing an application or receiving an eligibility determination related to Medicaid. This includes customers who have logged into the customer portal to update/make a change to an existing MAGI case as well. Any manual work arounds related to payments are not included for Medicaid since this information would come from the MMIS system. This number does not include any work arounds which may have been done in order to process the Interface file in the MMIS system. Please note that prior to the launch there was a consistent volume of manual transactions performed with the MMIS vendor that we would expect to maintain and this can be included in future submissions if required.
  - RIW/SNAP - The manual work around count for RIW and SNAP represents the number of RIW/SNAP applications where an individual or a worker has reported a challenge in processing an application or receiving an eligibility determination. Work arounds related to RIW/SNAP payments are represented in the payment table as missing/incorrect benefits for the week. The volume of this number has decreased since the launch as a result of a proactive reconciliation process which was put in place between RI Bridges and the EBT payment vendor. The manual work arounds fixed during the reconciliation will be represented in the last week of the month's manual count and a reduced count can be expected in other submissions.
  - SSP - The manual work around count for SSP represents the number of SSP applications where an individual or a worker has reported a challenge in processing an application or receiving an eligibility determination. Work arounds related to SSP payments are represented in the payment table as missing/incorrect benefits for the week. Please note that SSP payments are made on a monthly basis with money available on the 1<sup>st</sup> of every month. The manual payment count represents SSP customers who were paid outside of the normal monthly SSP payment cycle.

Weekly Question #4: An update on our escalation team in the Call Center.

**Response:** The Escalation Unit at the DHS Call Center was trained on the CRM as of Friday 11/18 and now has one central way to track and work escalations. Since that date, there have been roughly 150 escalations. Reporting functionality is still being refined and resolution data is forthcoming. Referrals have originated from both DHS and HSRI Call Centers, other government agencies, constituent services offices, and the media. Progress is being made daily to incorporate this team and workflow into our day-to-day operations, with the focus on triaging issues to a smaller team who is accountable for resolution, getting technical support on difficult system issues, tracking the volume, types of problems and reporting the outcomes.

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Weekly Question #5: The status of the DHS call-back system:

**Response:** Our Call Back system is functioning.

Weekly Question #6: Report on additional efforts to enhance employee engagement and examples of any suggestions or feedback implemented.

**Response:** This week, Secretary Roberts visited the Providence DHS field office to speak with employees and hear their concerns directly. She also spoke to clients waiting in the lobby.

Weekly Question #7: Report on progress toward implementing different measures of regional office wait times to capture true customer experience (once implemented):

- **Response:** As part of new lobby management approach, DHS workers now distribute lobby wait tickets upon client arrival at the door of DHS offices.

Weekly Question #8: Attached, please find document titled “UHIP Daily Media Updates”.

- **Please Note:** Because of the Thanksgiving Holiday, an update was not provided to the media on Thursday of this week. With today’s update to the media, we released new UHIP metrics, which show the status of applications in the RI Bridges system. Those metrics are attached here. (File labeled “New Metrics by Program\_11-25-2016.”)

Finally, per Sharon Reynolds Ferland’s recent request for the last weekly report, attached Daily Health Reports which include Monday, Tuesday, Wednesday, and Friday, November 25. **(See attached Production Daily Health Reports.)**

We hope these materials are helpful in answering your questions, and are happy to follow up with any additional data or information you need moving forward.

Sincerely,



House Committees on Finance and Oversight  
State of Rhode Island General Assembly

November 25, 2016

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Michael DiBiase

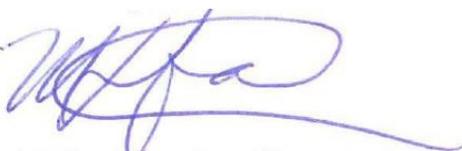
Director, Department of Administration



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Secretary Elizabeth Roberts

Executive Office of Health and Human Services



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Melba Depeña Affigne

Director, Department of Human Services