

Production Daily Health Report

Monday November 28th, 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
11/26	Weekly Fix Release	Completed
11/28	CCAP Attendance	Not Started
11/28	SSP Issuance	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	Passed	N/A	0	422	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
160	0	160	164

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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18

Cases without Coverage due to Top Issues

0 P1 Incidents
4 P2 incidents
1514 P3 incidents
73 P4 incidents

Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	Unable to issue RIW benefits for mother and child due to program participation (RIB-5947, RIB-5948)	~	Minors are exempt from work, minor parents are not.	Resolved - Root cause on this issue has been resolved. Secondary issue identified in testing that prevented the addition of a minor parent fixed over the weekend.
2	Eligible aliens are failing MAGI Medicaid (RIB-7322)	~	Code was such that eligible aliens were wrongly denied MAGI	Resolved - Code fix completed so that eligible aliens will not be denied for MAGI
3	System Enhancements to ensure GPA Burial cases can be processed when the deceased dated is more than 30 days in the past (RIB-7564)	~	System eligibility logic for GPA Burial is out of sync with GPA Burial policy.	Resolved - Fixed GPA Burial logic to match the GPA Burial policy and rules over the weekend.
4	SSP Benefit Issuance Issues - Issues with checks not received (RIB-5293)	~	These cases did not have the correct bank account type (checking vs. savings).	Resolved - The effected cases have been updated and will be included in a special SSP issuance run on 11/28.
5	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.
6	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

System Maintenance Summary 11/21-11/27

Incident Progress:

516 Incidents Resolved during the Previous Week



	Week Start	Week End
P1	0	0 →
P2	4	3 ↓
Blocking P3s	122	83 ↓
HSRI Blocking P3	16	18
DHS Blocking P3	96	46
EOHHS Blocking P3	10	19

**Week of November 27th
Production Releases**

Major Changes/Defect Resolutions

- 1. Employment Activity Referral Response (EARR) Portal** – Both SSN and FEIN were required fields that caused issues and prevented employers from using the EARR portal. These were made optional.
- 2. 2017 Consent Preventing APTC** – For workers completing 2017 QHP enrollment for customers that need to update their consent, the system was only allowing that consent to be saved for 2016. This prevented them from getting APTC for 2017. A fix has been applied and we are working with HSRI on the outreach.
- 3. SSP Benefit Issuance Issues** – 263 cases did not have the correct bank account type (checking vs. savings). These have been updated and will be included in a special SSP issuance run on 11/28.
- 4. Unable to Issue RIW Benefits for Minors** – Due to a program participation error, about 30 minors were found exempt from work while their minor parents were not. This along with a secondary issue preventing the addition of minor parent to the case were fixed.
- 5. System change for processing GPA Burial Cases** – The system eligibility logic for GPA Burial was out of sync with GPA Burial policy. When the deceased dated is more than 30 days in the past, the system was not allowing cases to be processed. This was changed in this week's release.
- 6. Post Eligibility Verification (PEV) run** – The PEV batch ran this past week and generated 2,185 notice requests for verification. These notices are in process of being QC'd and are expected to be mailed by Wednesday, 11/30. Additionally, the 487 accounts from last month's run will be terminated 11/30.

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 25th

Start of the Day

1,430

Scanned/Indexed



10,972

Processed



18,208

Completed



30,610

Total

Day's Activities

93

Scanned/Indexed



172

Processed



211

Completed



476

Total

End of the Day

1,523

Scanned/Indexed



11,144

Processed



18,419

Completed



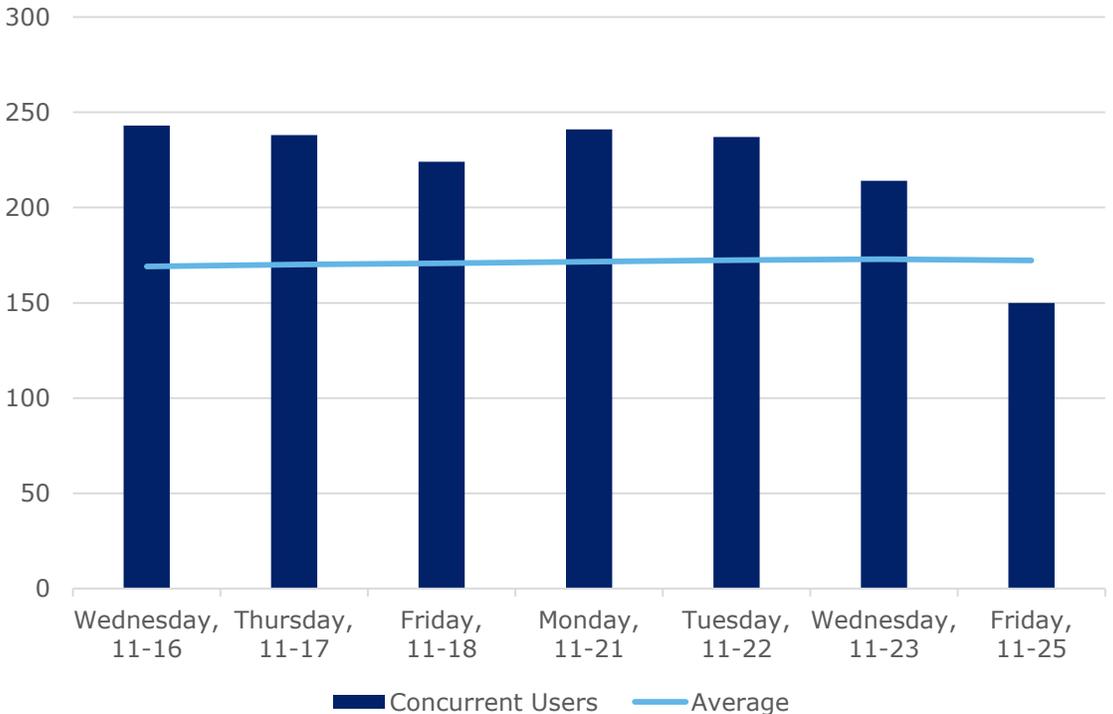
31,086

Total

RIBridges Technical Metrics – Worker Portal

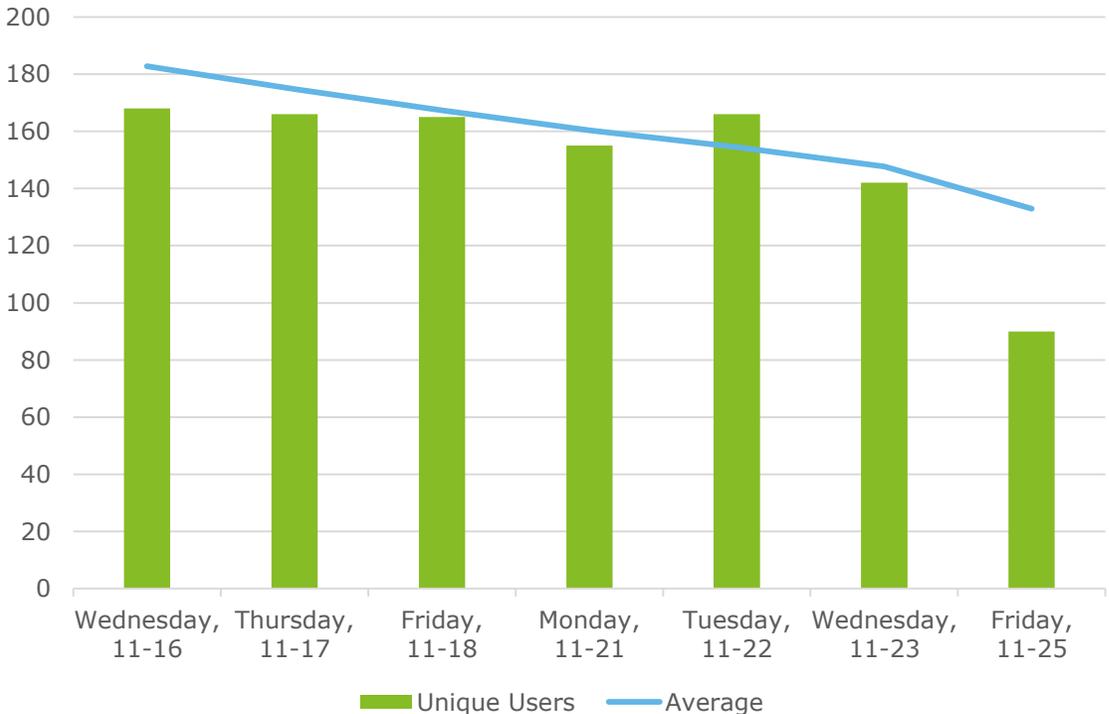
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Worker Portal Concurrent Logins Per Weekday



*Concurrent is over five minutes
 **Exact number of concurrent logins with no exclusions

Worker Portal Unique Logins Per Weekday

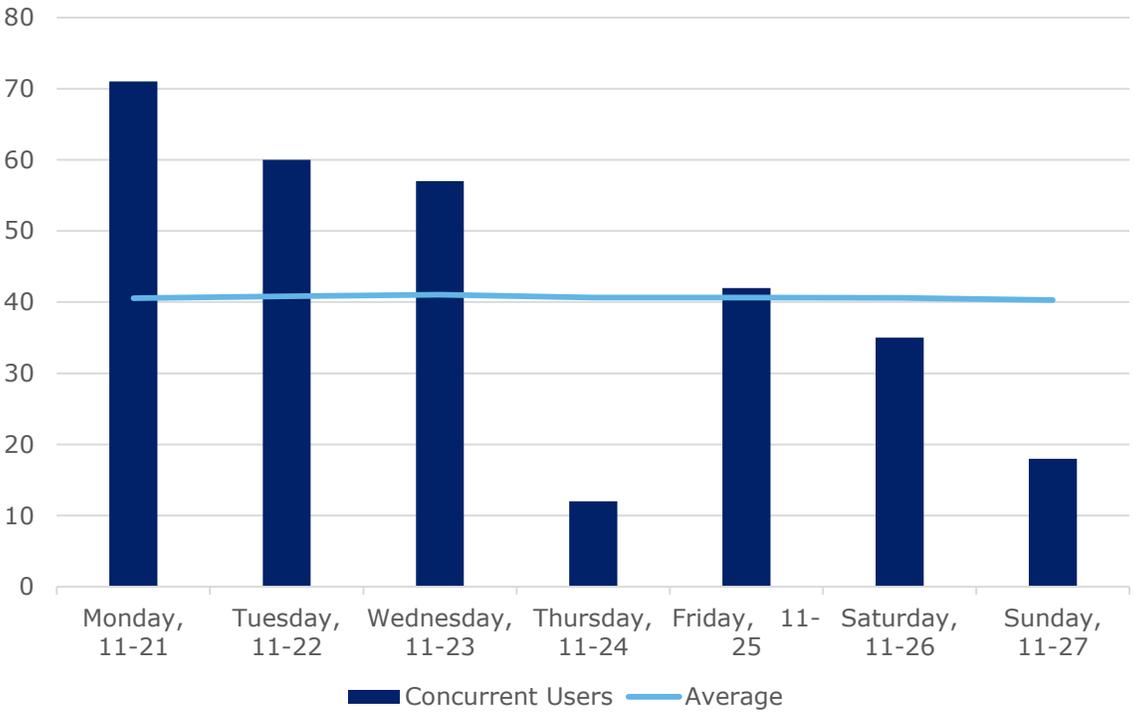


*Excludes Deloitte and contractor logins.

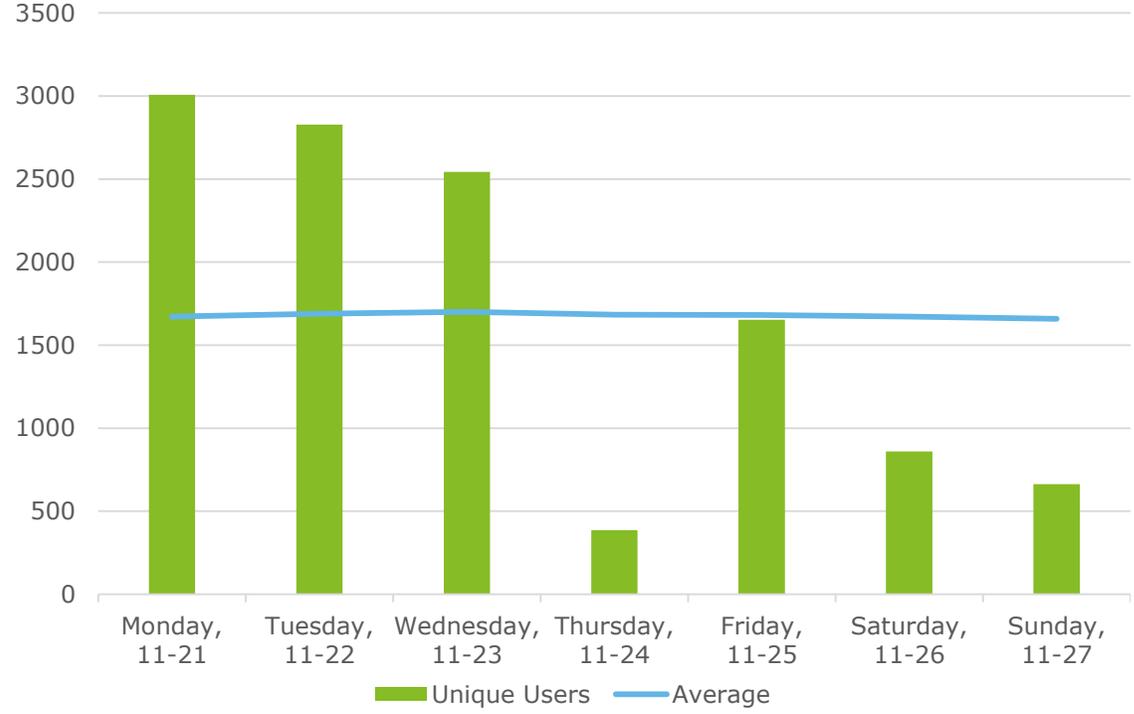
RIBridges Technical Metrics – Customer Portal

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Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

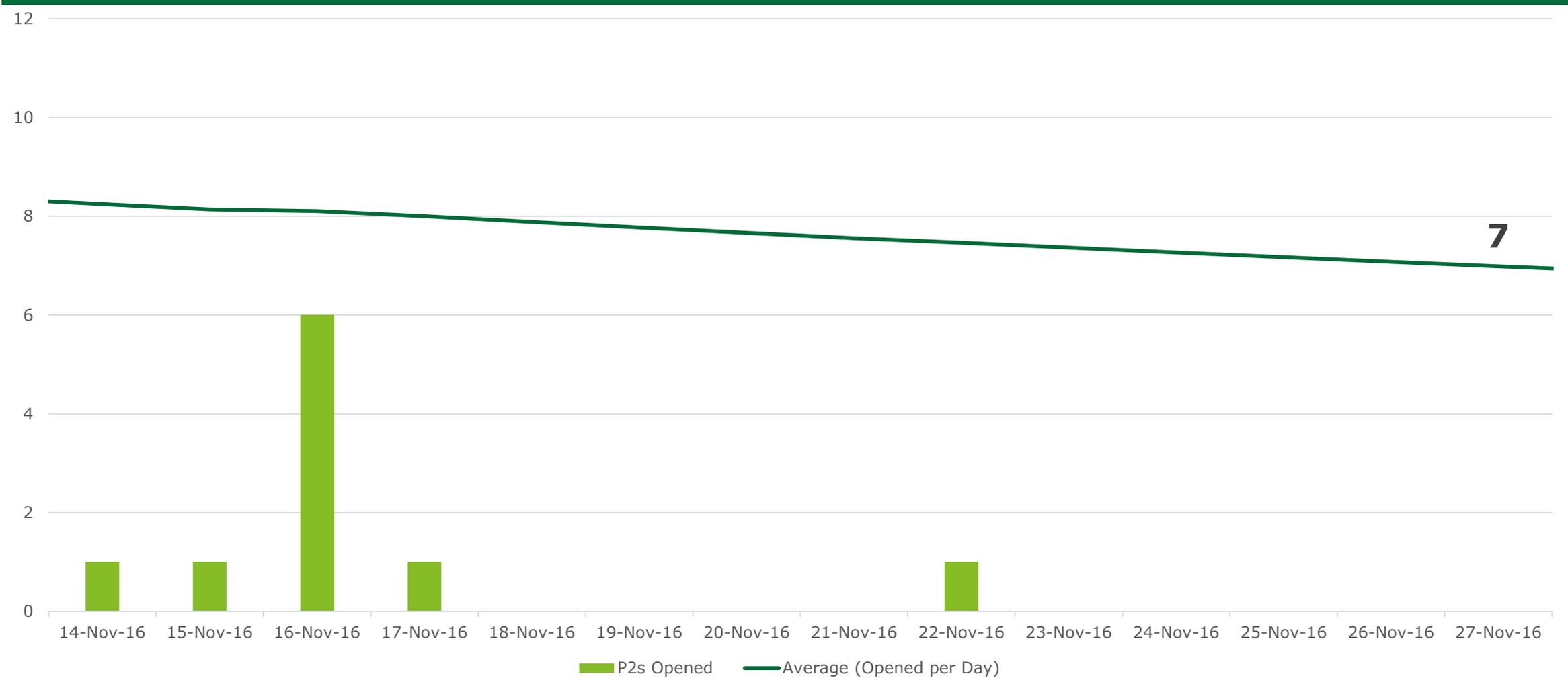


*Concurrent is over five minutes

RIBridges Technical Metrics – P2 Incident Report

Monday November 28th, 2016 (10:00 AM EDT)

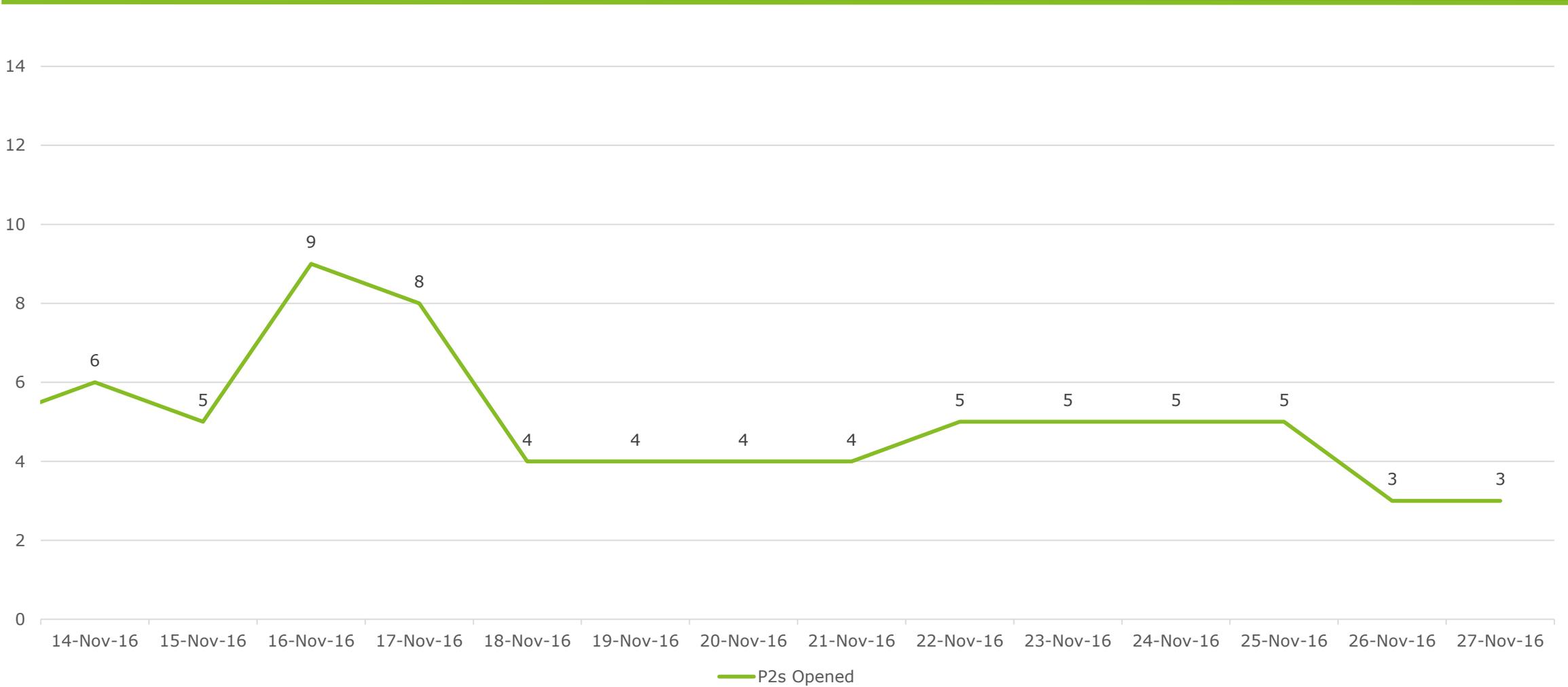
P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

Monday November 28th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIbridges Technical Metrics – Agency Priority 3 Incidents (P3s)

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Total Priority 3 Open Incidents by Day

