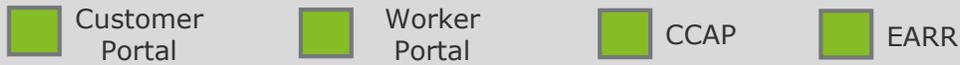


Production Daily Health Report

Tuesday November 29th, 2016 (10:00 AM EDT)

Infrastructure and Upcoming Events



Daily Smoke Test Status: Pass

Key Events

| Date | Event | Status |
|-------|-----------------------|-------------|
| 11/28 | SNAP Monthly Issuance | Completed |
| 11/28 | SSP Monthly Issuance | In Progress |
| 11/28 | GPA Semi-monthly | Completed |
| 12/3 | November M&O Release | In Progress |

Batches

| Executed | Failed | Passed | Held / Not Scheduled* |
|----------|--------|--------|-----------------------|
| 184 | 0 | 184 | 135 |

| Batch Name | Status | Impact |
|---------------------|--------|--------|
| Benefit Issuance | Passed | |
| Mass Update | Passed | |
| Self Service Portal | Passed | |
| Reports | Passed | |
| Support Functions | Passed | |
| Notices | Passed | |
| EDM | Passed | |

Notices QC

| Notice | Status | Transferred | QC Passed | QC Pending | Held |
|------------------------------------|--------|-------------|-----------|------------|------|
| DHS 1605 - Benefit Decision Notice | Passed | N/A | 0 | 1741 | 0 |

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

Tuesday November 29th, 2016 (10:00 AM EDT)

118

Cases without Coverage due to Top Issues

0 P1 Incidents
3 P2 incidents
1565 P3 incidents
74 P4 incidents

Top Issues Impacting Cases

| # | Issue Description | # Cases Blocking Coverage | Root cause | Resolution |
|---|---|---------------------------|---|---|
| 1 | GPA Benefit Issuance Issues – Check is not sent and issues with converted data (RIB-5188, RIB-4018) | ~100 | Mismatch of converted data between MCI and Eligibility tables | Target Fix Date – 12-02-2016 |
| 2 | Overpayment referral record is authorized and authorized record got cancelled (RIB-4757) | ~ | Incorrect record status for overpayment referral | Target Fix Date – 11-29-2016 |
| 3 | 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 produce workable PCPA report by 11-30-2016. |
| 4 | Medicaid accounts incorrectly pended due to incorrect SWICA/DLT Mismatches (RIB-3010, RIB-5224) | ~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. | Deloitte working on re-running eligibility for 18 accounts and sending RDOCs. Target date to send notices and re-run eligibility: 11/30 |
| 5 | Child Support Individual Identifier Mismatch Issue – Incorrect mapping between RIBridges, MCI ID and CSE per ISN (RIB-5481, RIB-5484, RIB-4865) | ~ | Reconciliation of MCI IDs across system. Issue resolution requires manual merge | Target Fix Date – TBD |

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 28th

Start of the Day

1,457

Scanned/Indexed



11,316

Processed



18,586

Completed



31,359

Total

Day's Activities

-74

Scanned/Indexed



242

Processed



423

Completed



591

Total

End of the Day

1,383

Scanned/Indexed



11,558

Processed



19,009

Completed



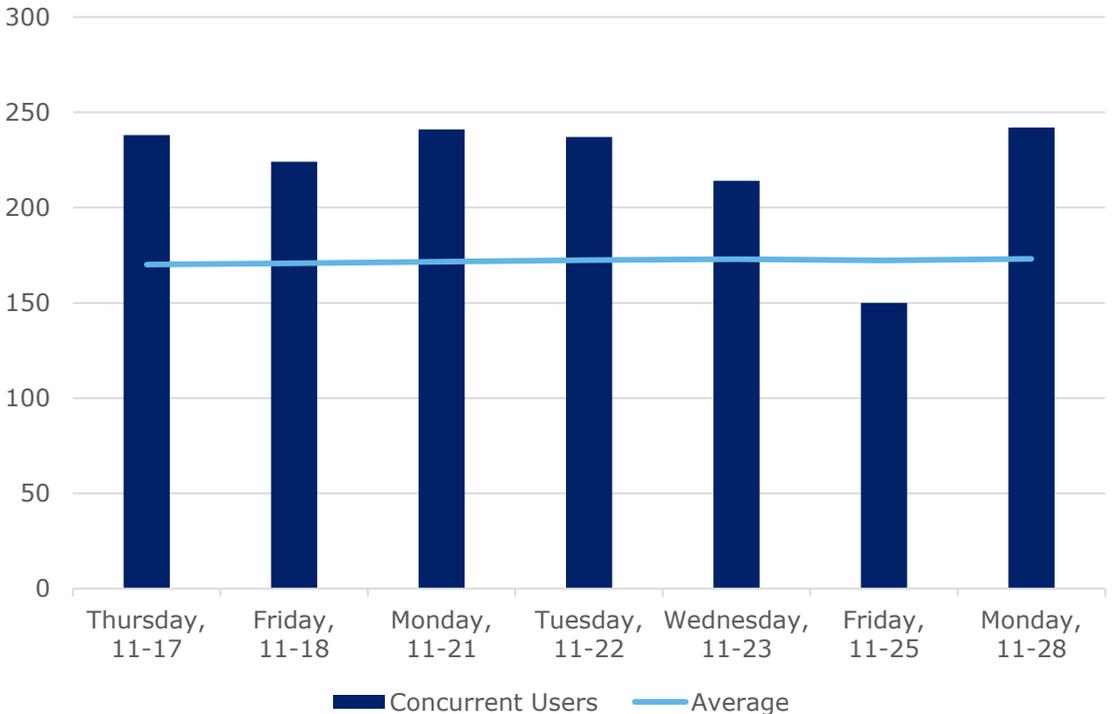
31,950

Total

RIBridges Technical Metrics – Worker Portal

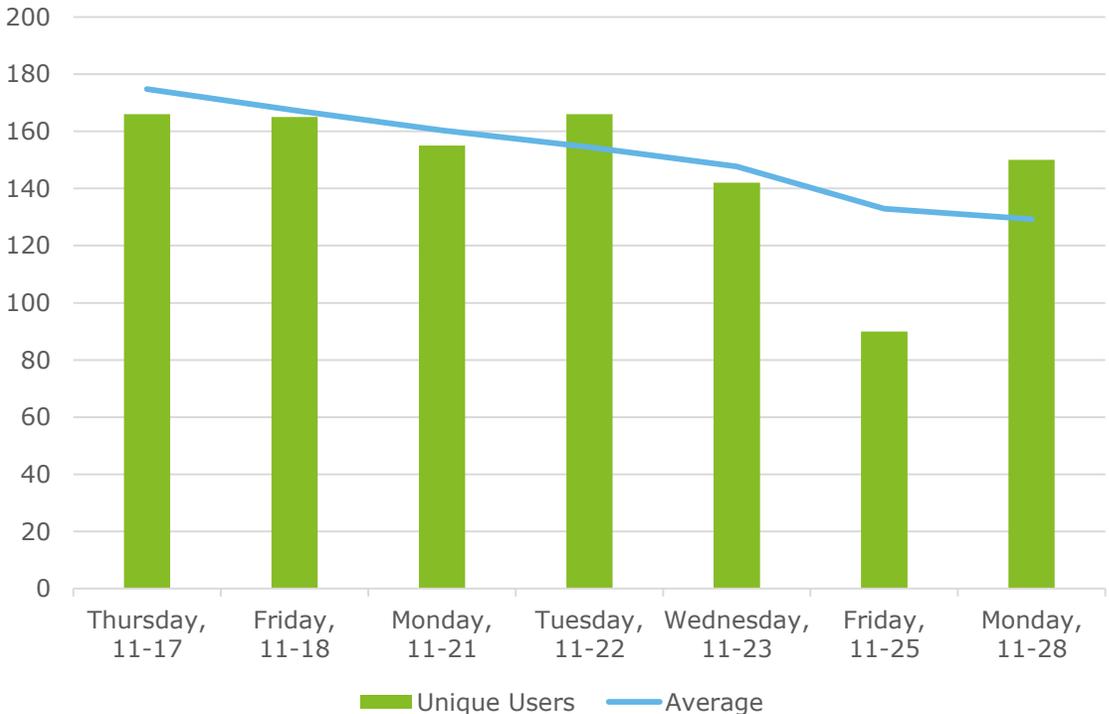
Tuesday November 29th, 2016 (10:00 AM EDT)

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

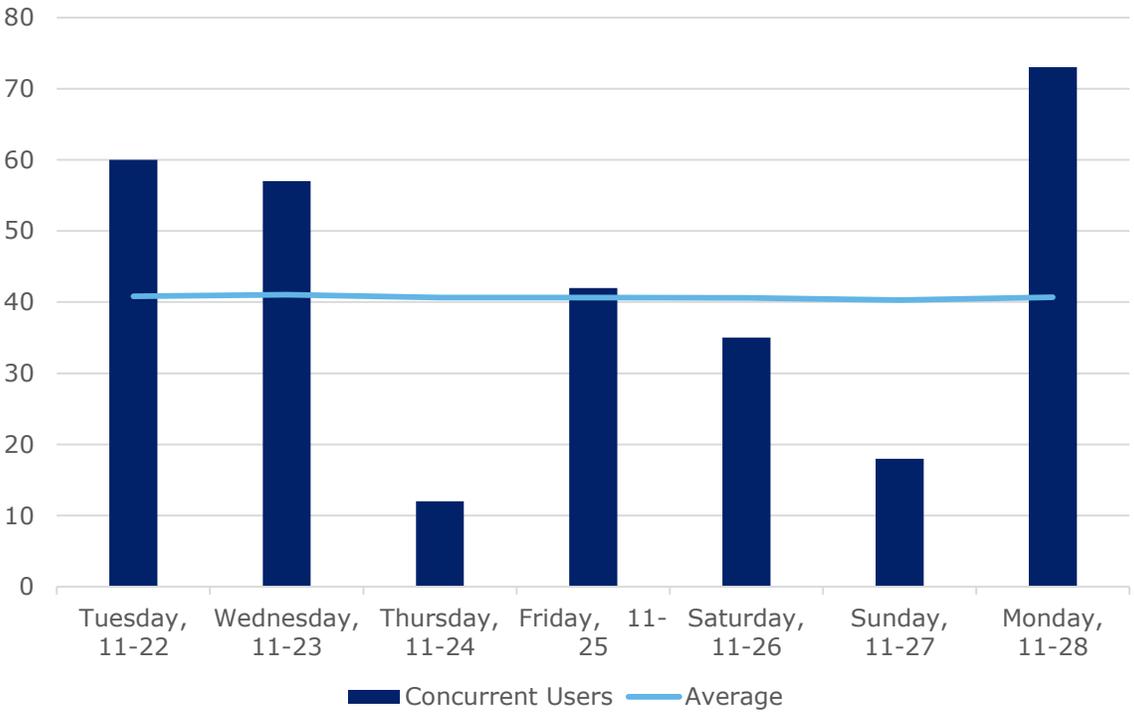


*Excludes Deloitte and contractor logins.

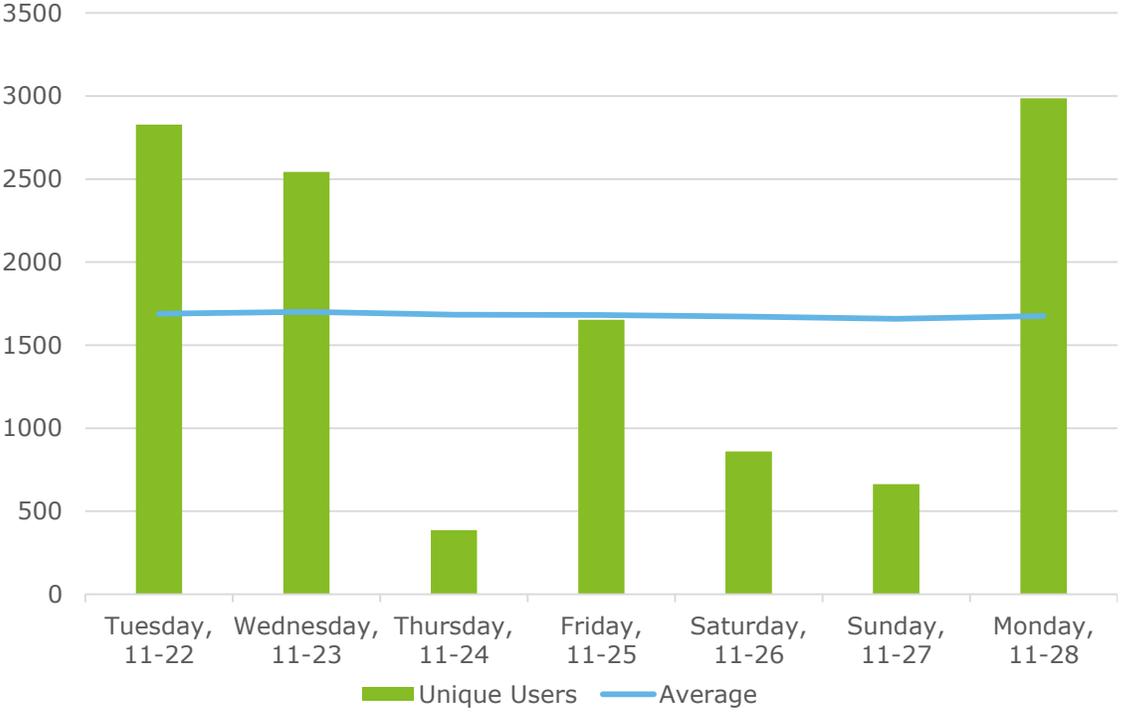
RIBridges Technical Metrics – Customer Portal

Tuesday November 29th, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

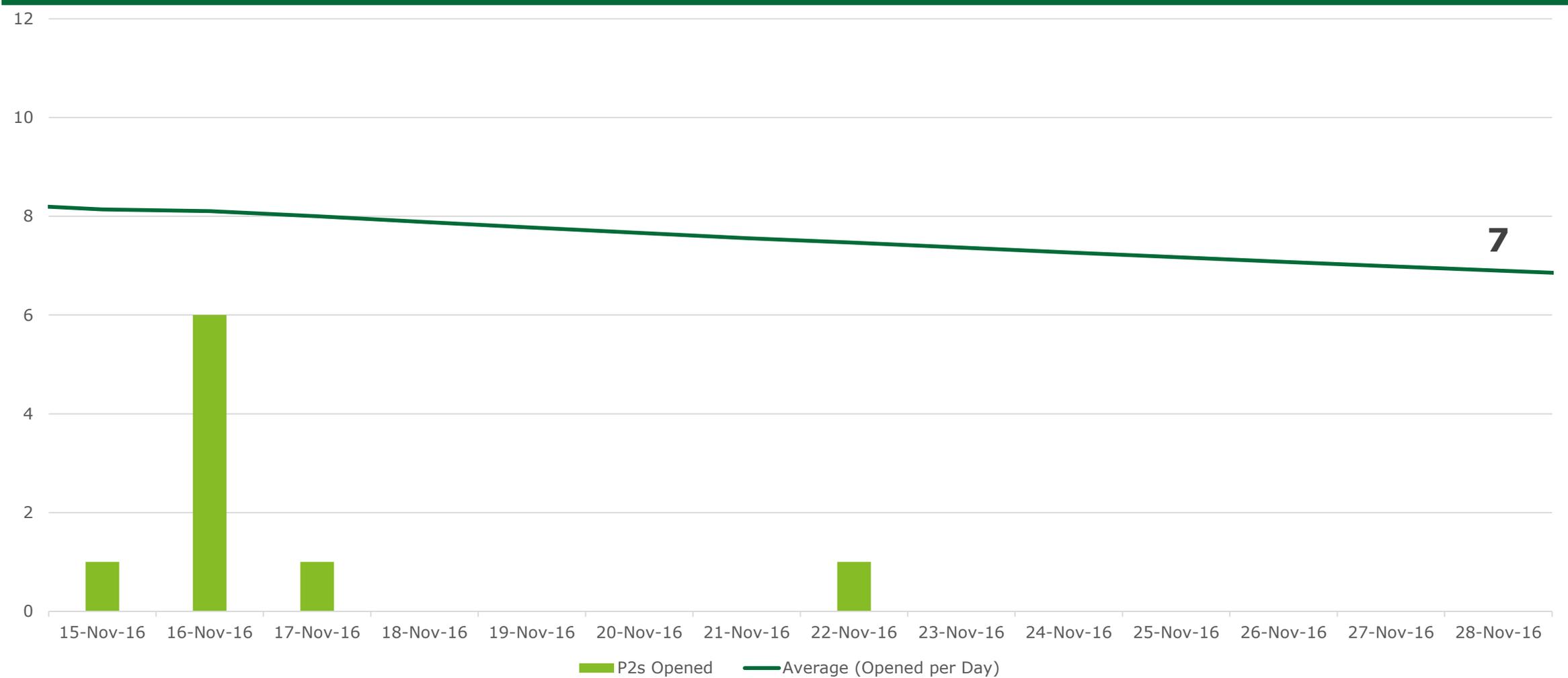


*Concurrent is over five minutes

RIbridges Technical Metrics – P2 Incident Report

Tuesday November 29th, 2016 (10:00 AM EDT)

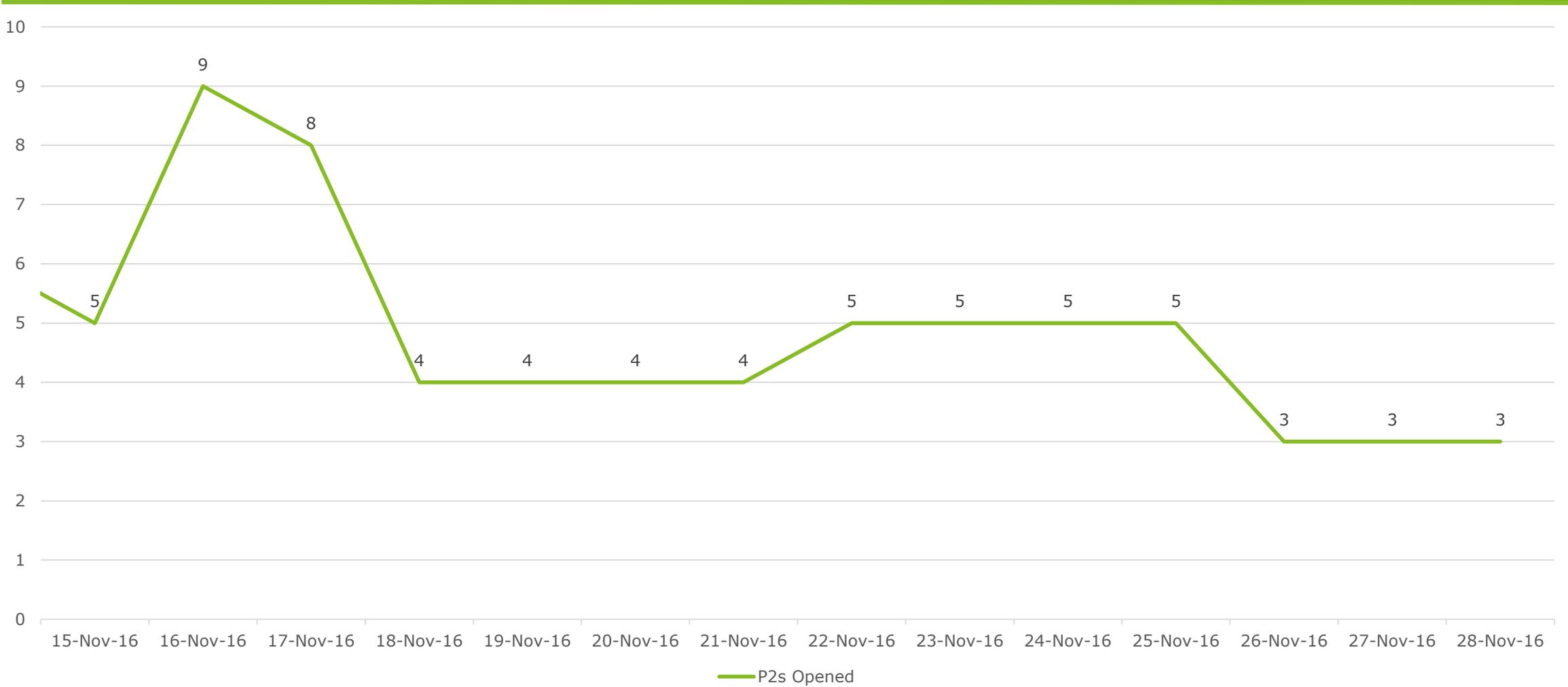
P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

Tuesday November 29th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIbridges Technical Metrics – Agency Priority 3 Incidents (P3s)

Tuesday November 29th, 2016 (10:00 AM EDT)

Total Priority 3 Open Incidents by Day

