

UHIP Daily Media Updates

Monday, Nov. 21 – Friday, Nov. 25

UHIP Media Update – Monday, November 28, 2016

Good afternoon –

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

Today's Legislative Hearing:

Director DiBiase, Secretary Roberts and Director Depeña plan to provide comments and answer questions at today's joint hearing of the House Finance and Oversight committees at 3 p.m. in Room 35 of the State House.

In advance of the hearing, the state provided its weekly submission to the legislature. Materials from this submission can be found in the UHIP section of the [Transparency Portal](#).

A reminder again for planning purposes, 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

Note: There was no update on **Tuesday, November 29, 2016**.

UHIP Media Update – Wednesday, November 30, 2016

Good afternoon,

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

What to Expect Tomorrow, December 1st:

On the first business day of each month, the system completes a number of "batch runs." Here's a brief overview of what to expect tomorrow.

- **SNAP and EBT:** Approximately 97,000 individuals receive monthly SNAP benefits on their EBT cards. Federal regulations require clients to submit recertification paperwork. (Recertifications are required of most SNAP clients every year.) Recertification packages were mailed to clients in October and they had 45 days to submit paperwork. Reminder notices were sent in mid-November. **As of this morning, approximately 3,000 SNAP recipients have failed to submit their paperwork. Under federal guidelines, as of tomorrow morning and until they submit the necessary paperwork, those individuals will no longer have access to their SNAP benefits. This is the result of federal requirements, is wholly unrelated to the launch of the new system and is entirely consistent with past experience.** As we always have, we anticipate that there will be an uptick in call volume and lobby traffic over the course of the first several days of the month and we have processes in place to assist recipients who come to the field offices to submit past-due paperwork.
- **Post-Eligibility Verification (PEV):** PEV is a function that has been running as a part of HSRI since it launched and was expanded to DHS services when the new system launched in September. This protection against waste and fraud verifies eligibility in real time to ensure that the right people are receiving the right services at the right time. **We have completed the first cycle of PEV under the new system and as a result, 487 clients have been deemed ineligible and as of tomorrow they will no longer receive services.** Approximately 1,400 notices were sent in mid-October to clients who have had a change in circumstance and may be ineligible. Clients have a 15 day period to submit paperwork proving their eligibility. However, the actual termination of benefits occurs 45 day after the first notification. Clients who did not respond or were unable to provide additional information showing they are eligible for services will no longer have access to services starting tomorrow. **PEV is an important feature of the new system and these determinations are a signal that the process is working as it is intended.**
- **State Supplemental Payments:** Supplemental Social Security payments in the amount of \$39.92 per client will be directed deposited or mailed to approximately 30,000 Rhode Islanders. We experienced issues with these payments in October and to a much lesser degree in November. We are confident that the issues have been resolved and we do not expect any system-caused delays in people receiving SSP payments. **However, there are typically a small percentage (less than 200) of payments which bounce back to the state for reasons a number of reasons that are wholly unrelated to the launch of the new system, including (but not limited to) an unreported change of address, a bank account associated with the direct deposit has been closed or frozen, or the recipient has passed away.**

Next Media Briefing:

- We will hold our next media briefing on Friday, December 2, 2016 at 1pm at DOA Conference Room 2B.

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 – Thursday, December 1, 2016

Good afternoon –

We were made aware in real time that the Providence DHS field office was evacuated for a short while this afternoon due to reports of a gas smell. Capitol Police and the Fire Department assessed the issue and determined the odor was caused by a vehicle in the parking lot. The office was determined safe and has since re-opened. This is unrelated to UHIP, however we thought it was important to update you all on this situation.

Additionally, please note that **the time and location for tomorrow's weekly UHIP briefing have changed. The briefing will be held at 11:30 a.m. in conference room 2A**, which is a different room on the second floor of the Department of Administration.

Also, please note that since the Food and Nutrition Service is still reviewing the Corrective Action Plan submitted last week, they are not requiring us to submit a weekly report tomorrow.

Thanks.

- Ashley and Brenna

UHIP Media Update #1 – Friday, December 2, 2016

Good morning –

Just a reminder that today's UHIP press briefing will be at a **different time and location**: 11:30 a.m. in Conference Room 2A at the Department of Administration building.

We look forward to seeing you there.

-Brenna

UHIP Media Update #2 – Friday, December 2, 2016

Hello:

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 receive an eligibility determination.

Some highlights of this report:

- We have seen a large increase in Medicaid applications in November, which we expected to see during our Open Enrollment period.
- New application determinations were lower this week than in weeks past because some staff time was shifted to processing recertifications, which are due at the end of the month.
- More than 22,600 applications have been approved or denied since we launched UHIP on Sept. 13.

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

Thank you,

- Brenna & Ashley