Production Daily Health Report
Monday December 5th, 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
12/1	Age Out Batches	On Hold
12/3	Weekly Fix Release	Completed
12/3	November M&O Release	Completed
12/5	CCAP Payroll	Not Started

Batches

Executed	Failed	Passed	Held / Not Scheduled*
178	0	178	141

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	Not Scheduled for Today	Pending	0	N/A	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.

1

RIBridges Top Issues Impacting Cases
Monday December 5th, 2016 (10:00 AM EDT)

118

Cases without Coverage
due to Top Issues

0   **P1** Incidents

2   P2 incidents

1551   P3 incidents

82   P4 incidents

Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	Cases where children have authorized cumulative hours more than "FT" (Full time) (RIB-7938)	~	Error in calculation which allowed time frames to overlap, thus resulting in cumulative hours being more than "Full Time"	**Resolved** – Authorized cumulative hours calculations corrected and fixed 12-03-2016
2	HIX Customer Portal Password Reset Issues (RIB-7092, RIB-8523)	~	App errors present for 10 customers when attempting to change auto generated passwords. Contact center unable to auto generate new password for 5 existing users.	**Resolved** – Password issues fixed and generated successfully. Additionally, Hotmail users needed to add noreply@uhip.ri.gov to safe sender group 12-03-2016
3	Average weekly hours worked on Earned Income screen in RIteshare needs to be a required field (RIB-8346)	~	Part of the new definition of RIteShare is whether a person works > 20 hours per week. However, this field is not mandatory on the earned income screen.	**Resolved** – Field is now mandatory on the earned income screen 12-03-2016
4	Overpayment referral record is authorized and authorized record got cancelled (RIB-4757)	~	Incorrect record status for overpayment referral	**Partially Resolved** – Code fix implemented Pending data fix targeted for 12-6-2016
5	December issuances not displaying on Issuance Summary/Search screen (RIB-8751)	~	Upon changing the effective dates for December issuances, the correct values were displayed. Issuance triggers not inserted on eligibility run for 3 remaining cases, RCA in progress	Targeted Fix Date – 12-08-2016
6	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 – 12-10-2016
7	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 re-ran eligibility for 18 accounts, 14 of which were completed and 4 require more information from the user. Target date to send notices: 12/03

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System Maintenance Summary 11/28-12/03

Incident Progress:

464 **Incidents Resolved** during the Previous Week

	Week Start	Week End	
P1	0	0	➡️
P2	3	3	➡️
Blocking P3s	83	59	⬇️
HSRI Blocking P3	18	12	
DHS Blocking P3	46	35	
EOHHS Blocking P3	19	12	

Week of December 3rd Production Releases

Major Changes/Defect Resolutions

1. **Self Service Portal Improvements –** Added tooltip language for over 500+ fields in about 70 screens, updated the user dashboard, and simplified language to multiple questions to increase usability of the customer portal.

2. **CCAP Portal Enhancement –** New screen added to CCAP provider portal that allows providers to verify their own child enrollment information in advance of upcoming payroll runs.

3. **Authorized Overpayment RIW Referral Record Cancelled –** About 1,000 RIW cases that didn't have an authorized record with actual benefit amounts for October were being authorized. The code automatically authorizing these cases for overpayment referrals has been corrected.

4. **Some Eligible Immigrants Denied MAGI Medicaid** – System code that was wrongly denying eligible immigrants MAGI when one of the Federal Hub services was down (VLP) has been addressed and fixed.

5. **2017 APTC Denials –** Some customers were getting denied APTC for 2017 due to an incorrect IRS failure to reconcile (FTR) flag. A code fix was completed to correct the issue and those impacted accounts had eligibility re-run so they could receive APTC.

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to December 2nd
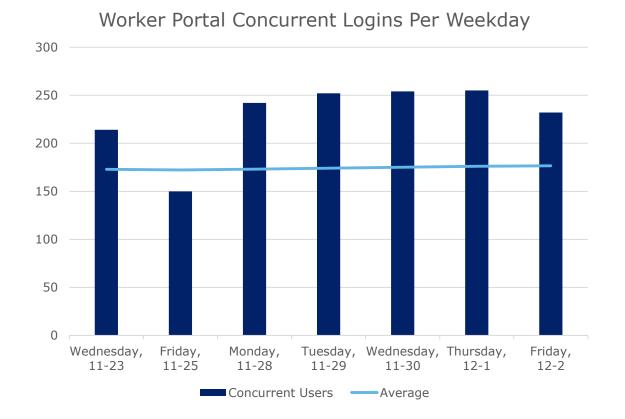
Start of the Day

1,299	+	12,153	+	20,833	=	34,285
Scanned/Indexed		Processed*		Completed		Total

Daily Net Change

45	+	229	+	484	=	758
Scanned/Indexed		Processed		Completed		Total

End of the Day

1,344	+	12,382	+	21,317	=	35,043
Scanned/Indexed		Processed*		Completed**		Total***

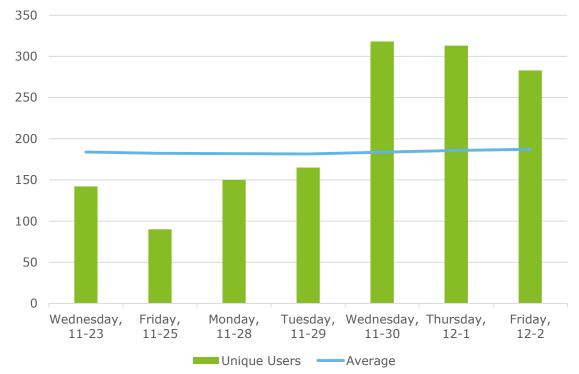* Processed applications have gone through the application registration process, but eligibility has not been run.
** Completed applications have been processed and have had eligibility run.
*** Total is the total number of applications present in the system

RIBridges Technical Metrics – Worker Portal
Monday December 5th, 2016 (10:00 AM EDT)
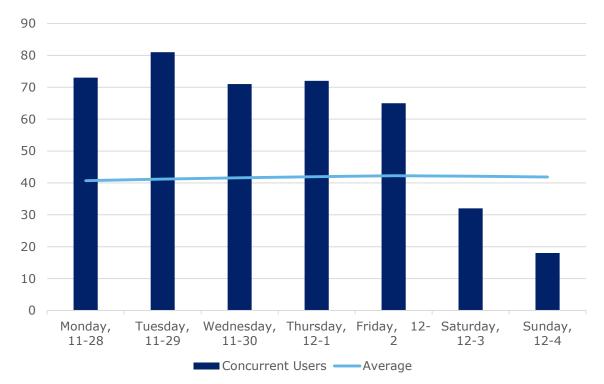

Worker Portal Concurrent Logins Per Weekday

* Concurrent is over five minutes
** Exact number of concurrent logins with no exclusions
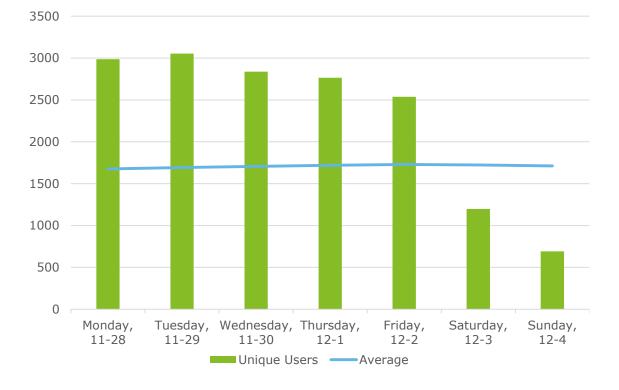
Worker Portal Unique Logins Per Weekday

* Excludes Deloitte and contractor logins prior to 11/30.
** Deloitte and contractor logins included 11/30 and on

RIBridges Technical Metrics – Customer Portal
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Customer Portal Concurrent Logins Per Day

Legend: Concurrent Users, Average

Customer Portal Unique Logins Per Day

Legend: Unique Users, Average

*Concurrent is over five minutes

RIBridges Technical Metrics – P2 Incident Report
Monday December 5th, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day

6

| P2s Opened | Average (Opened per Day) |

RIBridges Technical Metrics – P2 Incident Report
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P2 Cumulative Incidents Open by Day

P2s Opened

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
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Total Priority 3 Blocker Incidents Open by Day