Production Daily Health Report
Wednesday December 7th, 2016 (10:00 AM EDT)

Infrastructure and Upcoming Events

◼ Customer Portal	◼ Worker Portal	◼ CCAP	◼ EARR
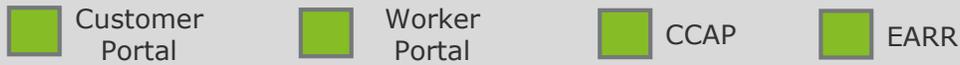
Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
12/1	Age Out Batches	On Hold
12/6	CCAP Payroll	Completed
12/10	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	1534	0
DHS1046 – Six Month Interim Report	Passed	Pending	0	6501	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
179	0	179	149

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.

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RIBridges Top Issues Impacting Cases
Wednesday December 7th, 2016 (10:00 AM EDT)

458

Cases without Coverage due to Top Issues

0 **P1** Incidents

4 P2 incidents

1612 P3 incidents

85 P4 incidents

Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	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
2	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 12-10-2016
3	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
4	Application Errors During Authorization Due To Missing End Dates (RIB-9013)	~240	Data inconsistencies in the DC case program are causing application errors during authorization. Duplicate records must be removed and effective end dates must be added to cases missing them.	Target Fix Date – 12-10-2016
5	Incorrect Medicaid Terminations (RIB-8613)	~	PEV batch terminated cases incorrectly with deceased as the reason	**Resolved:** PEV Batch issue fixed, Mass update batch ran for all cases effected 12-7-2016
6	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 pending state approval

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to December 6th

Start of the Day

1,101 Scanned/Indexed	+ **12,995** Processed	+ **22,058** Completed	= **36,154** Total

Daily Net Change

-151 Scanned/Indexed	+ **512** Processed	+ **508** Completed	= **878** Total

End of the Day

|			
950 Scanned/Indexed	+ **13,507** Processed*	+ **22,566** Completed**	= **37,032** 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.
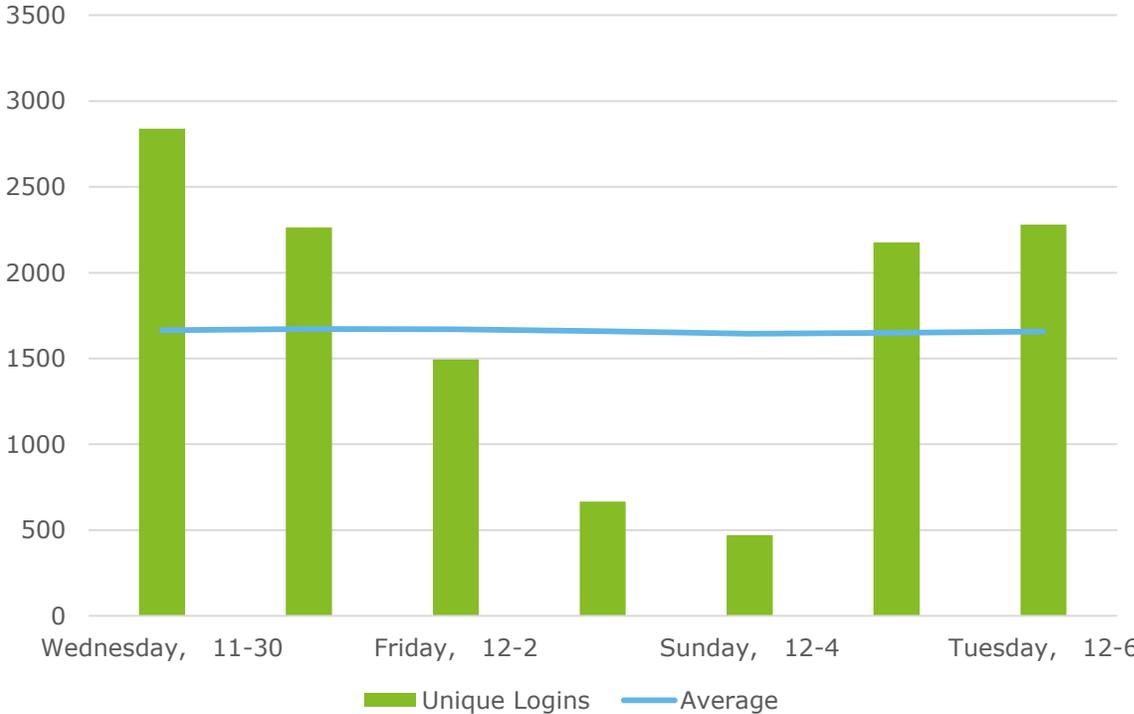*** Total is the total number of applications present in the system

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RIBridges Technical Metrics – Customer Portal
Wednesday December 7th, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day

Concurrent Users — Average
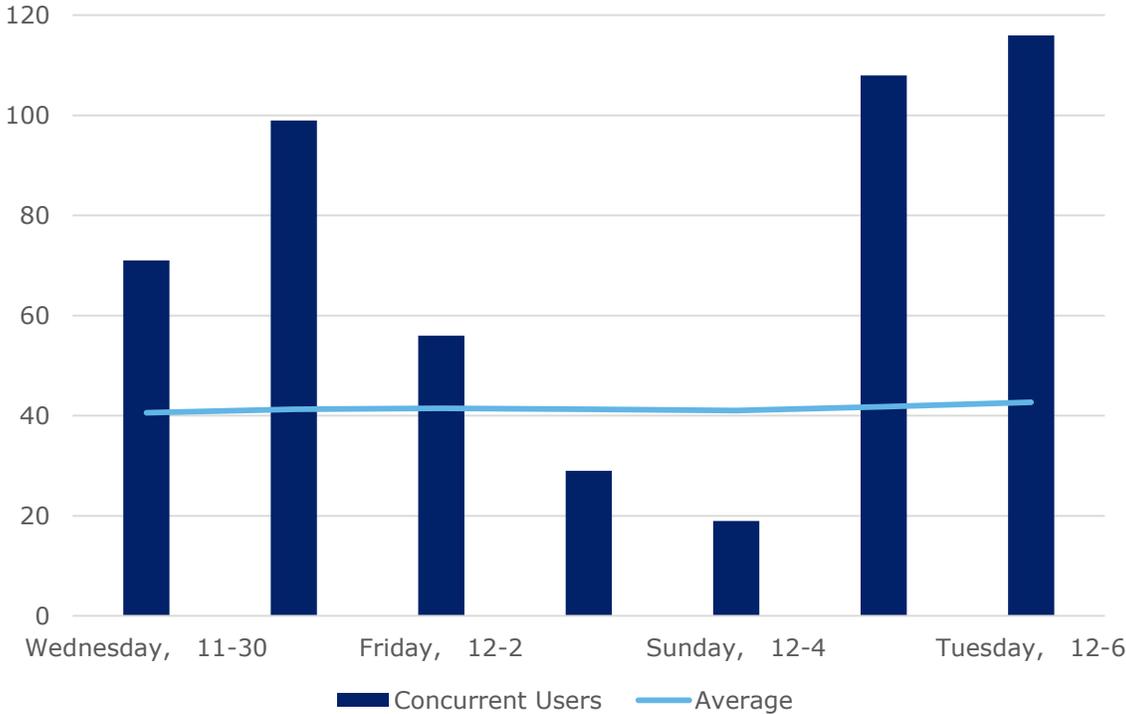
Customer Portal Unique Logins Per Day
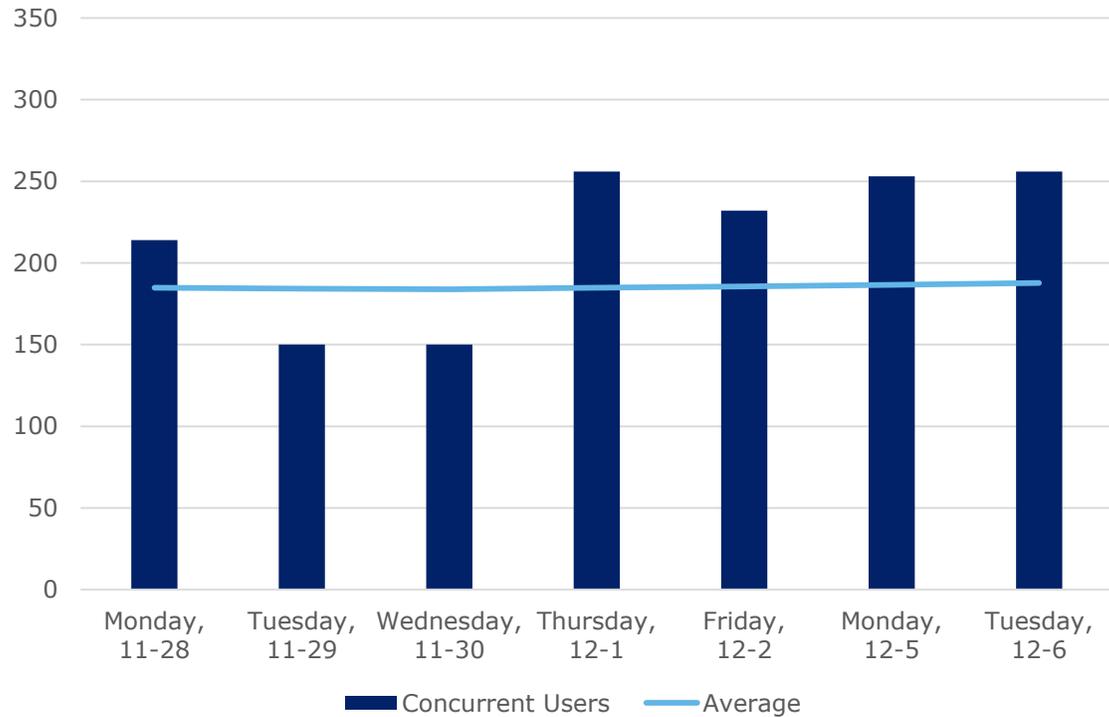
Unique Logins — Average

*Concurrent is over five minutes
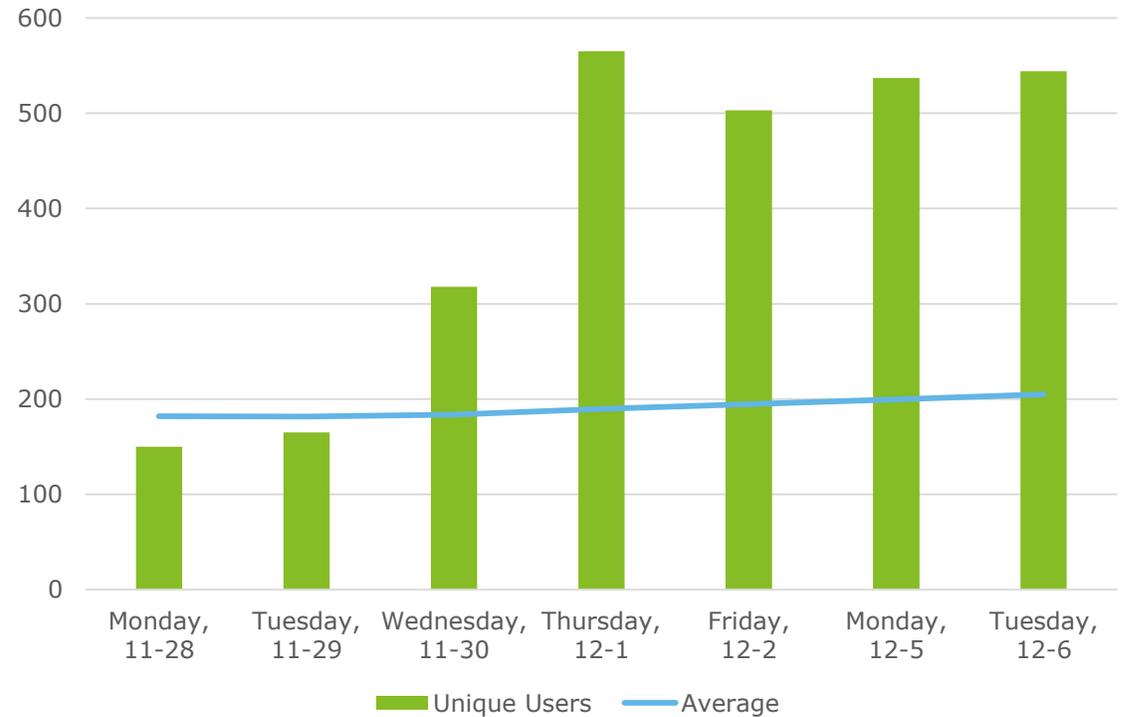
RIBridges Technical Metrics – Worker Portal
Wednesday December 7th, 2016 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

Worker Portal Unique Logins Per Weekday

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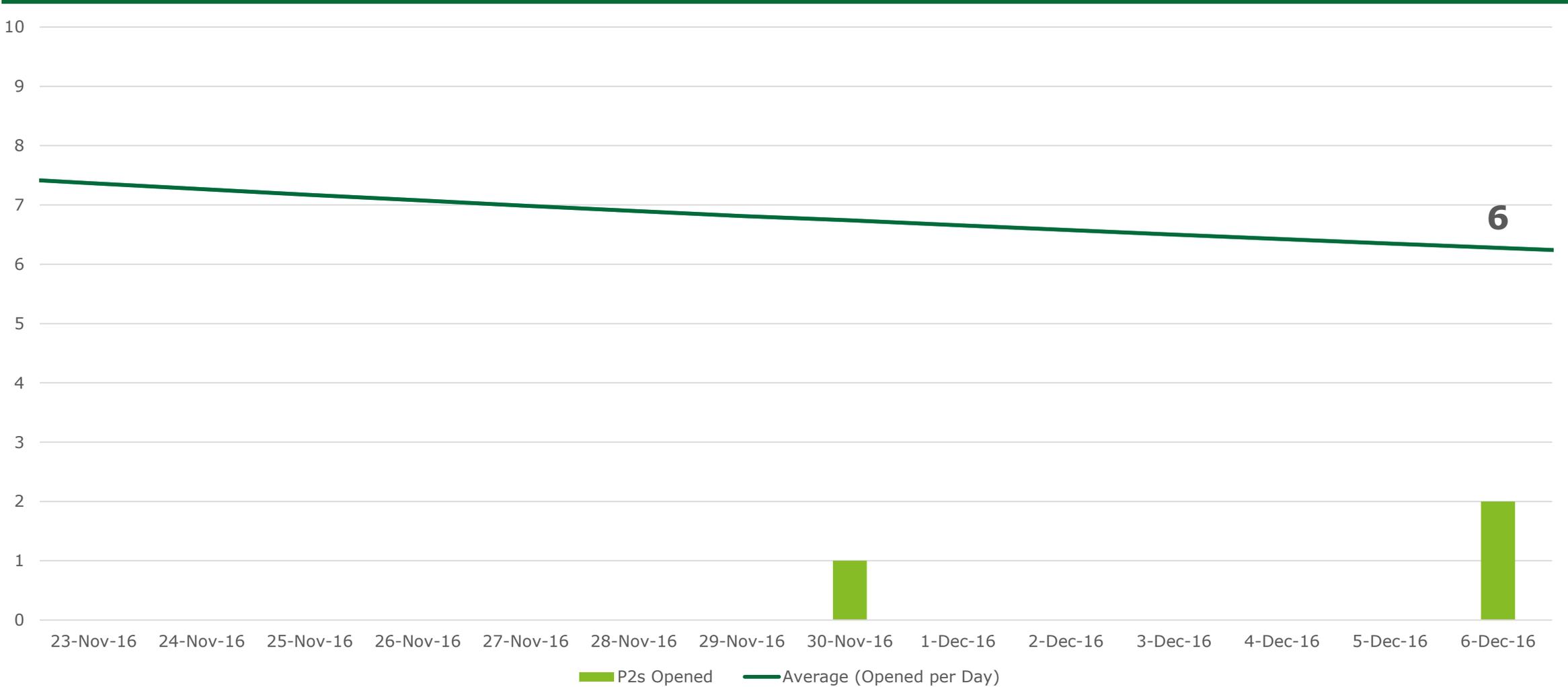** Exact number of concurrent logins with no exclusions

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

RIBridges Technical Metrics – P2 Incident Report
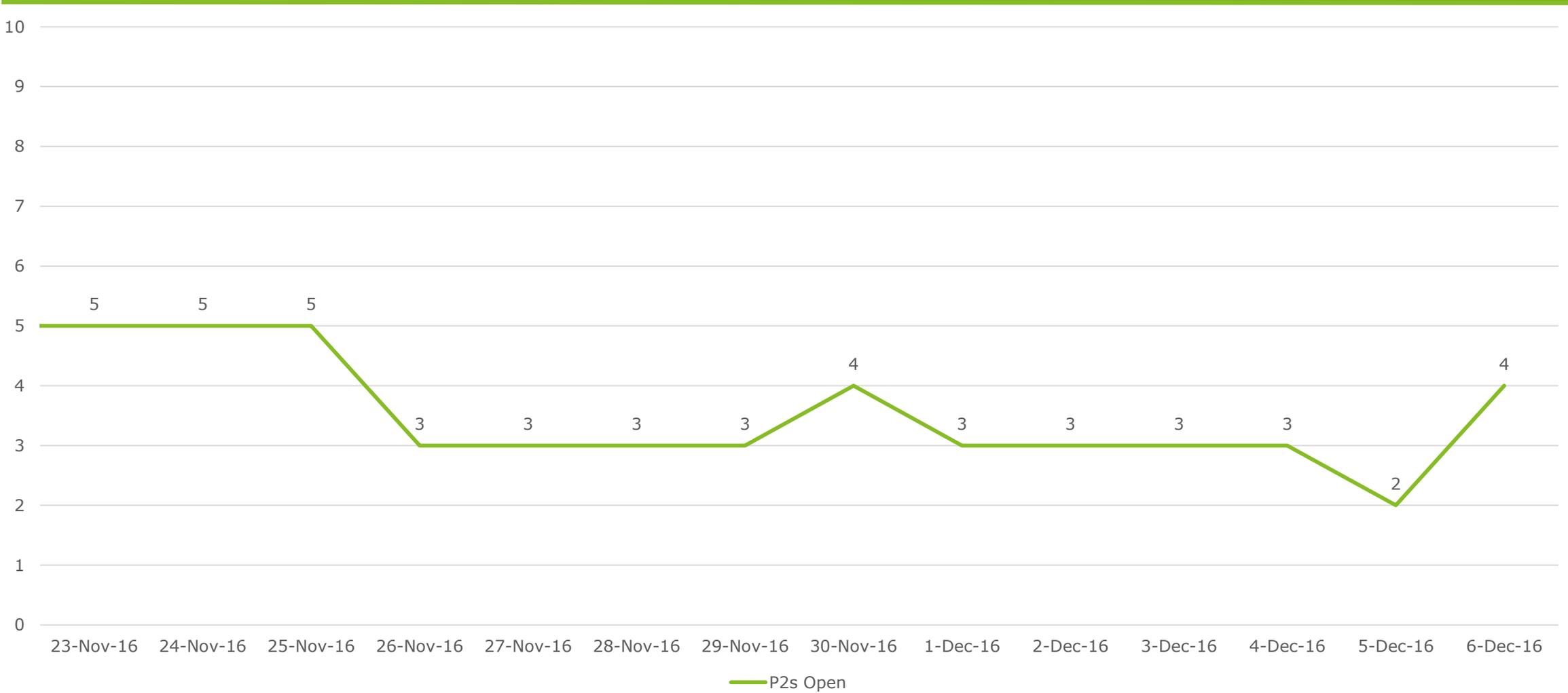## Wednesday December 7th, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day

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Legend: P2s Opened | Average (Opened per Day)

RIBridges Technical Metrics – P2 Incident Report
Wednesday December 7th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

Legend: ——— P2s Open

X-axis: 23-Nov-16, 24-Nov-16, 25-Nov-16, 26-Nov-16, 27-Nov-16, 28-Nov-16, 29-Nov-16, 30-Nov-16, 1-Dec-16, 2-Dec-16, 3-Dec-16, 4-Dec-16, 5-Dec-16, 6-Dec-16

Data points: 5, 5, 5, 3, 3, 3, 3, 4, 3, 3, 3, 3, 2, 4

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Wednesday December 7th, 2016 (10:00 AM EDT)

Total Priority 3 Blocker Incidents Open by Day

DHS: 31
HSRI: 26
EOHHS: 20

■ EOHHS Top Priorities   ■ HSRI Top Priorities   ■ DHS Top Priorities