Production Daily Health Report

Tuesday December 6th, 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
12/5	CCAP Redetermination	Completed
12/5	Special SSP Batch	Completed
12/5	834 Monthly	Completed

Batches

Executed	Failed	Passed	Held / Not Scheduled*
185	0	185	134

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

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	1389	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 December 6th, 2016 (10:00 AM EDT)

418

Cases without Coverage due to Top Issues

0 **P1** Incidents

2 P2 incidents

1601 P3 incidents

82 P4 incidents

Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	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
2	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
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	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
5	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
6	Incorrect Medicaid Terminations (RIB-8613)	~	PEV batch terminated cases incorrectly with deceased as the reason	PEV Batch issue fixed, need to re-run mass update batch for all cases effected Target Fix Date 12-7-2016

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to December 5th

Start of the Day

1,414	+	12,549	+	21,513	=	35,476
Scanned/Indexed		Processed		Completed		Total

Daily Net Change

-313	+	416	+	503	=	606
Scanned/Indexed		Processed		Completed		Total

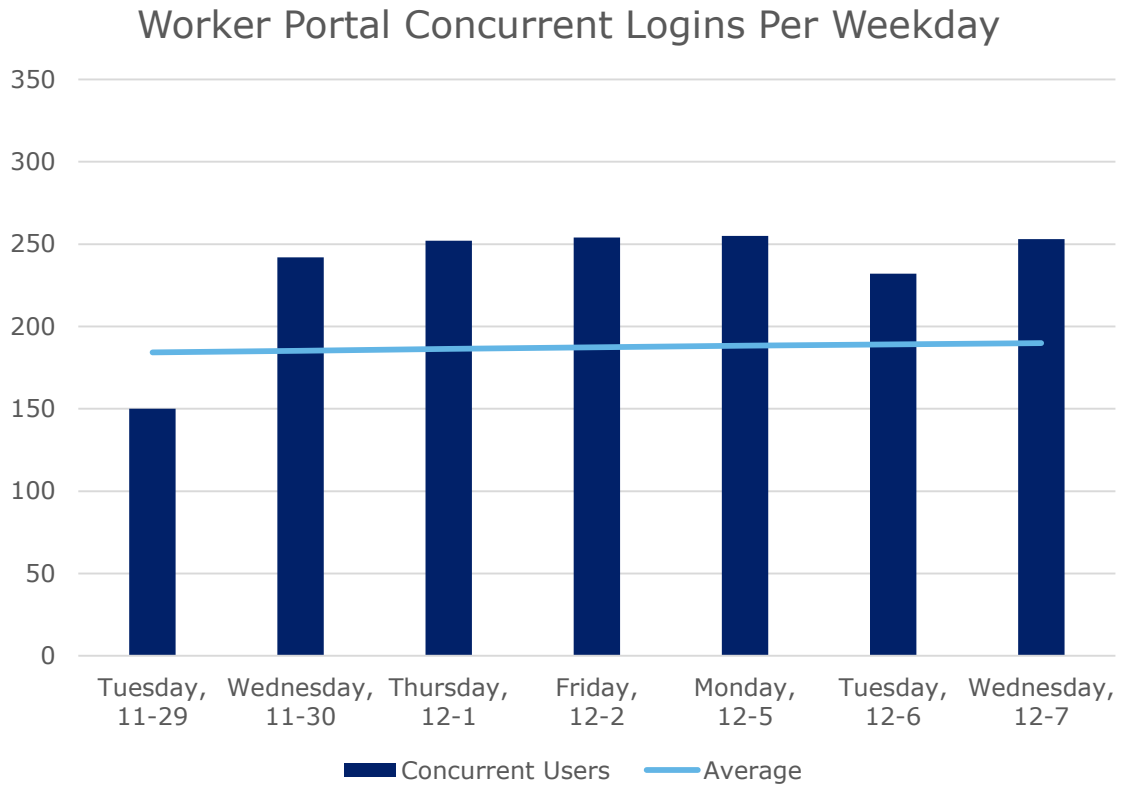
End of the Day

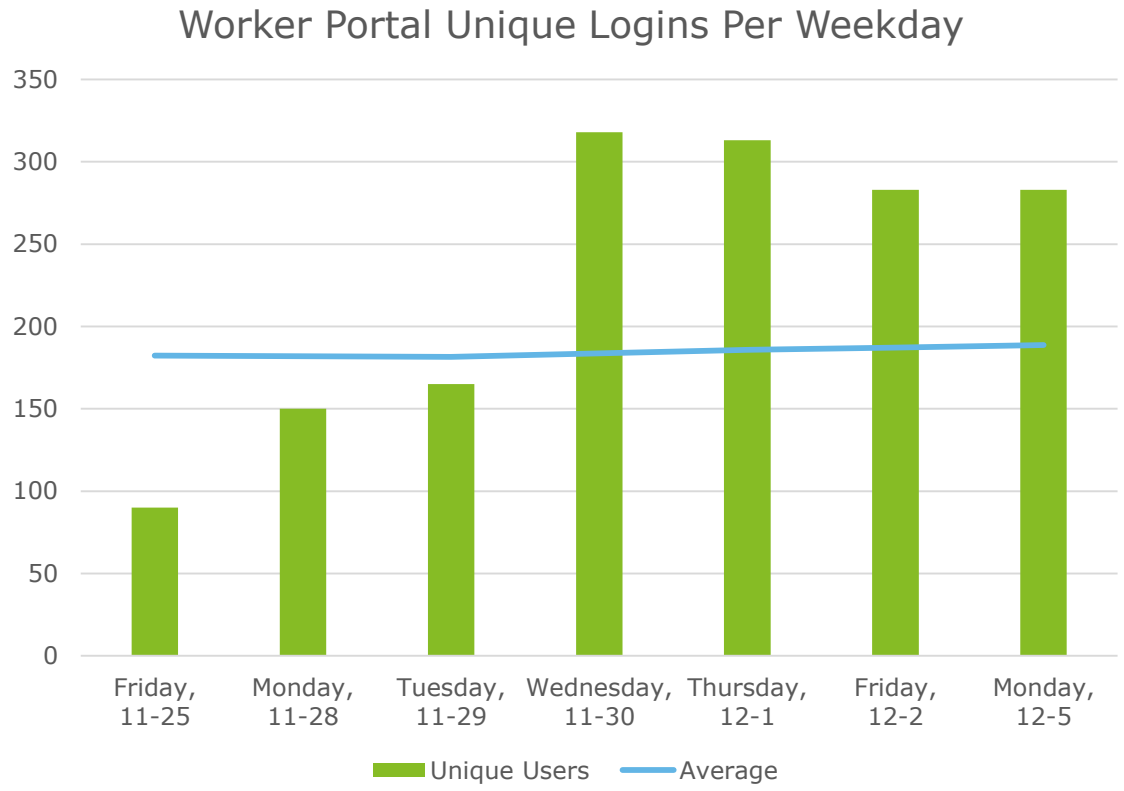
1,101	+	12,965	+	22,016	=	36,082
Scanned/Indexed		Processed*		Completed**		Total***

* 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

Tuesday December 6th, 2016 (10:00 AM EDT)





* 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 – Customer Portal

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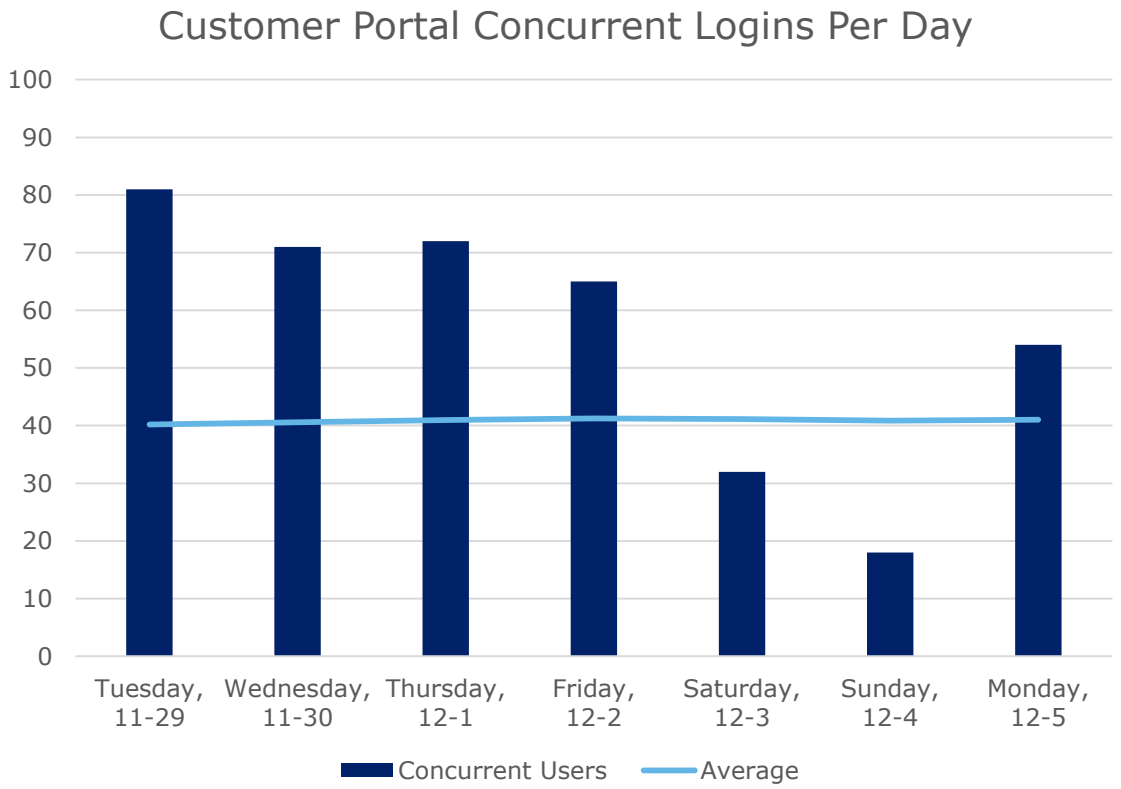
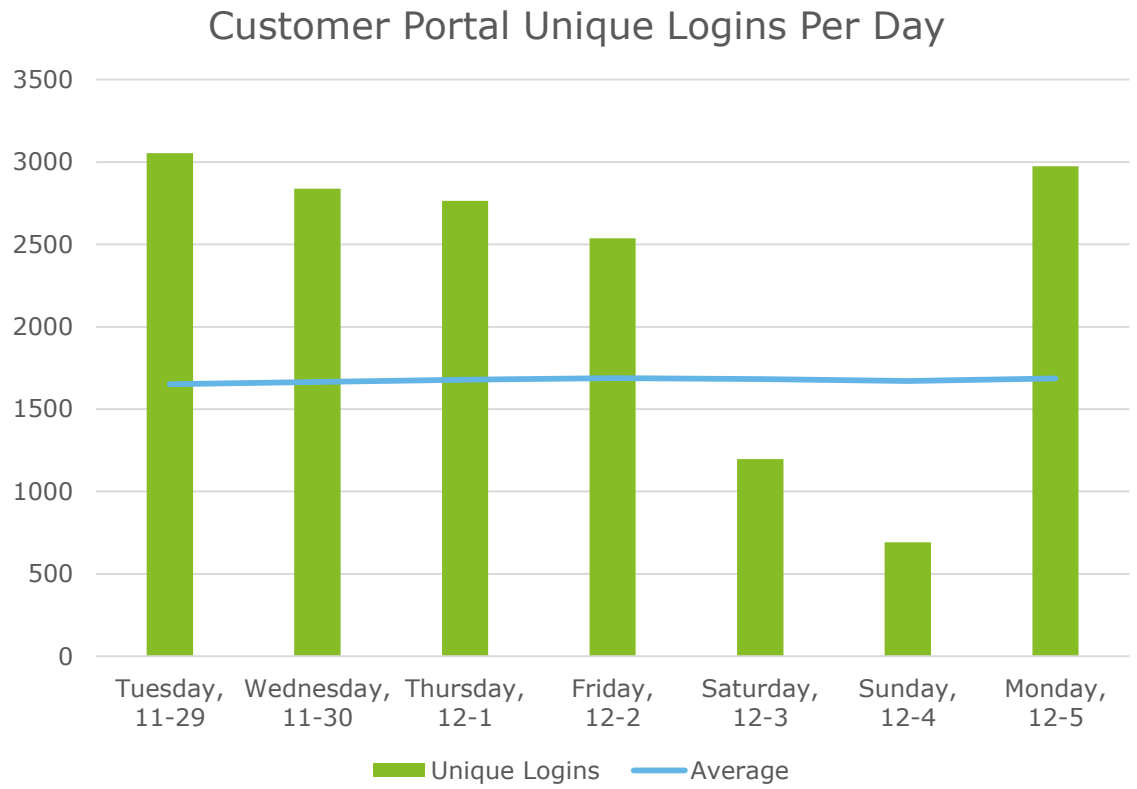


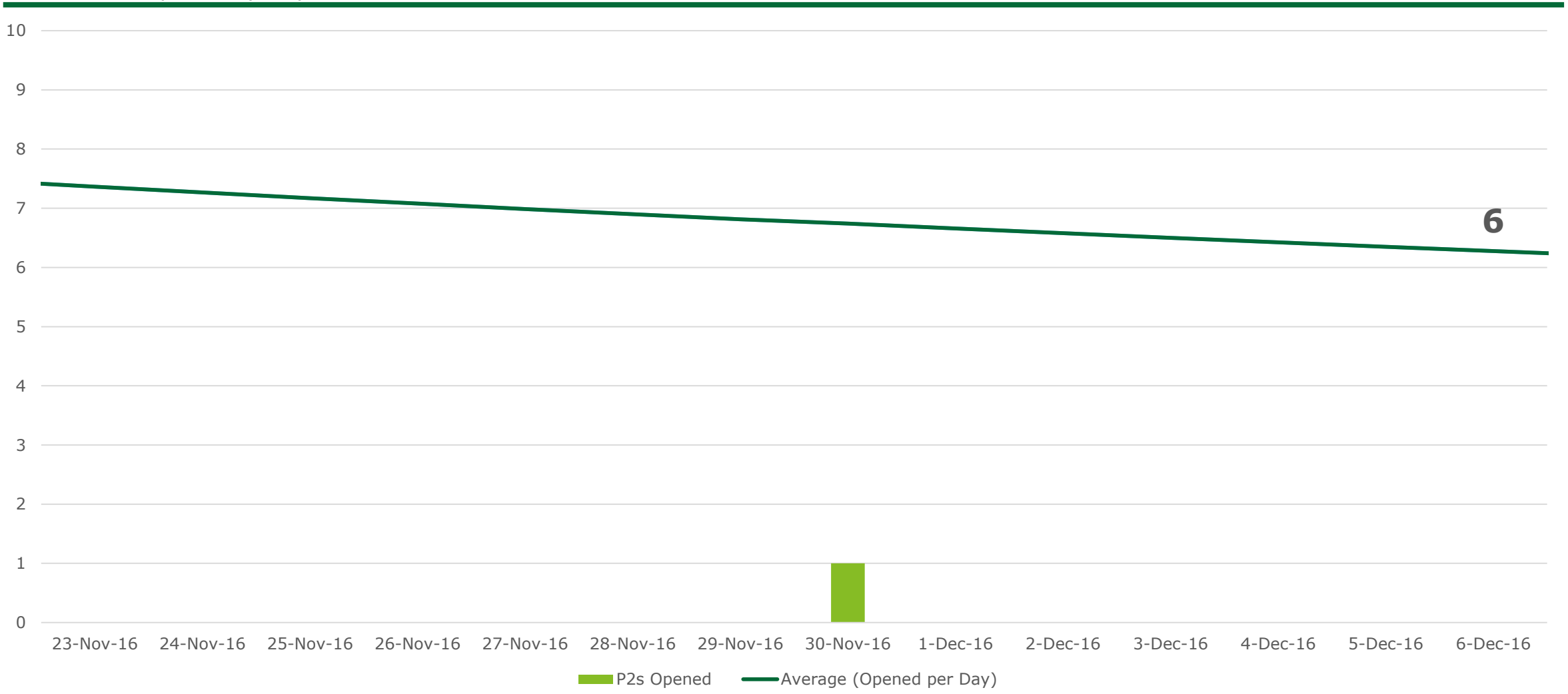


*Concurrent is over five minutes

RIBridges Technical Metrics – P2 Incident Report

Tuesday December 6th, 2016 (10:00 AM EDT)

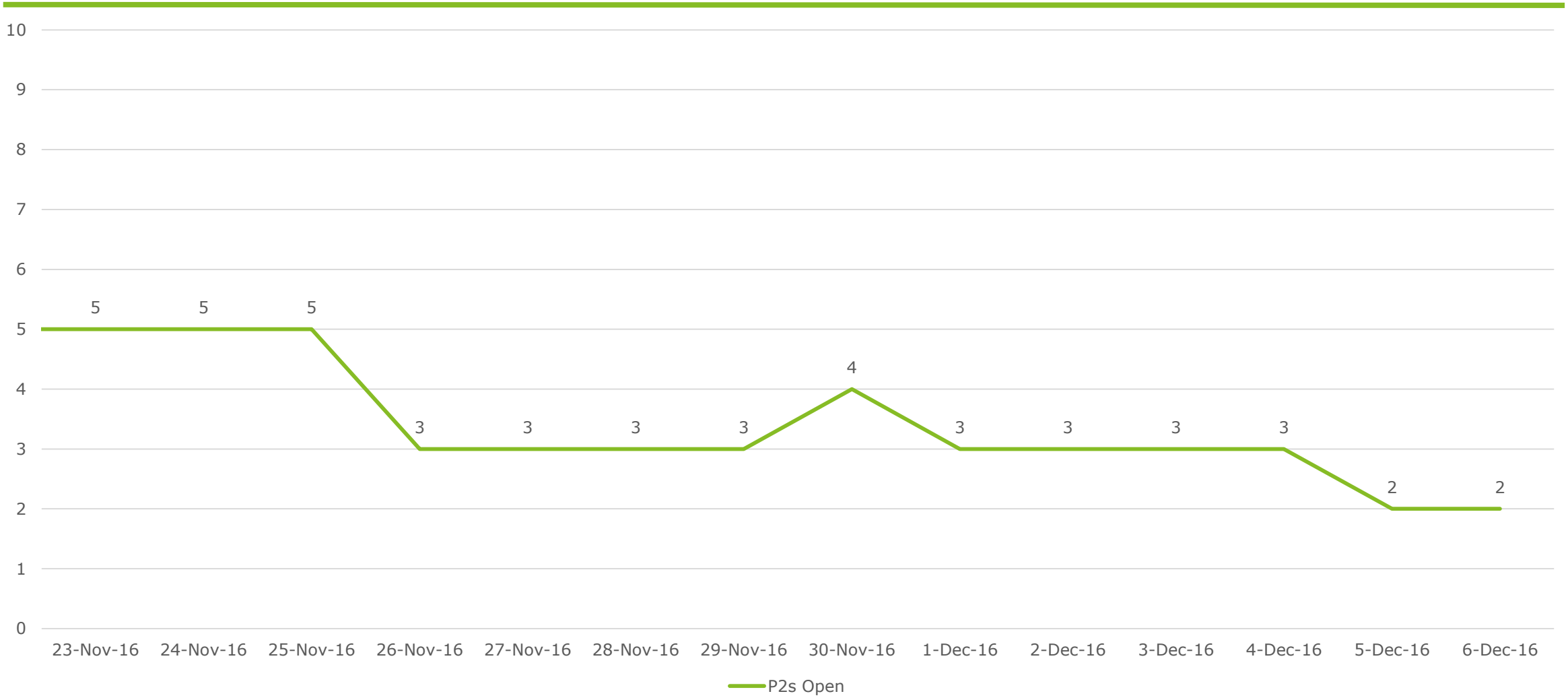
P2 Incidents Opened by Day



RIBridges Technical Metrics – P2 Incident Report

Tuesday December 6th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

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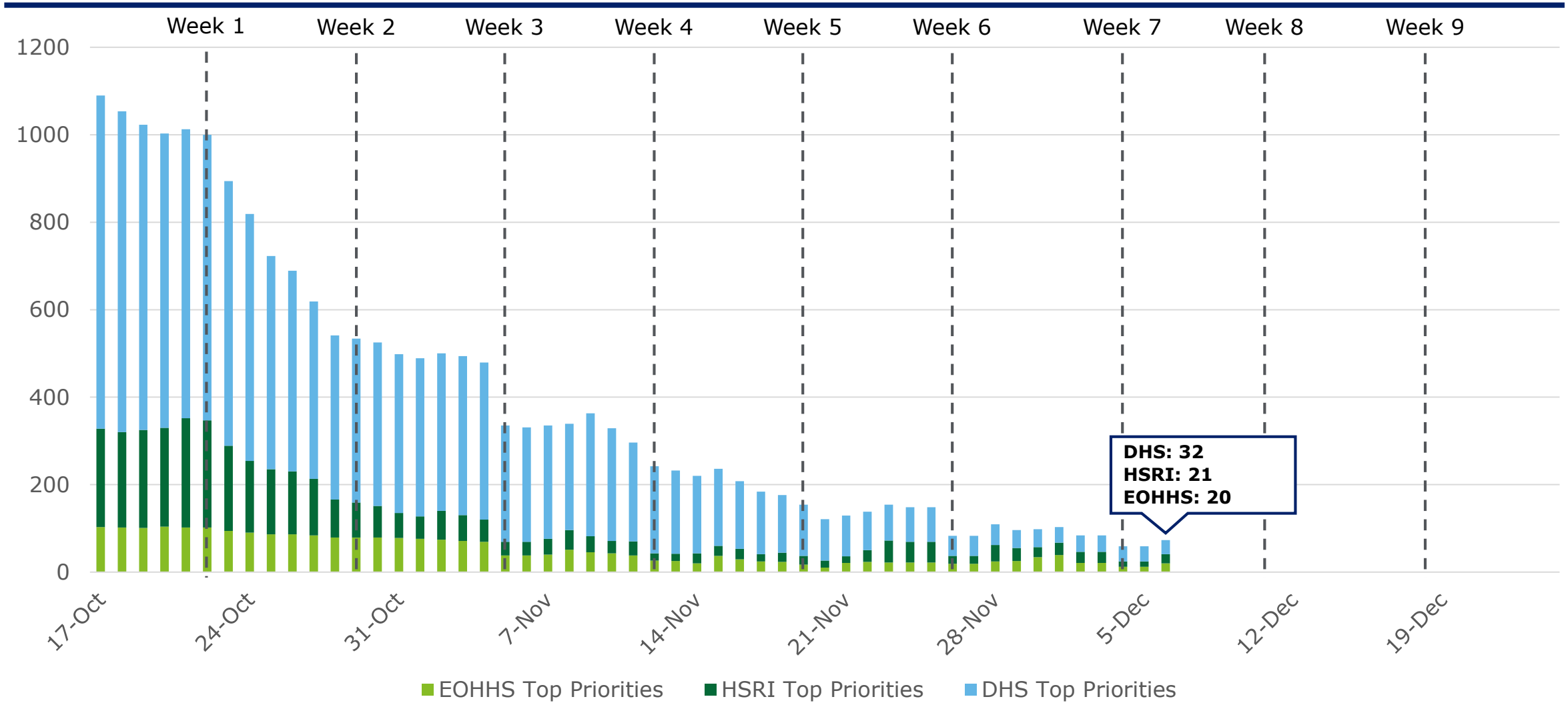
Total Priority 3 Blocker Incidents Open by Day