

## Responses to Questions Raised During November Hearing

1. How much money does the average DHS worker make in overtime each week?  
*On average, DHS workers (i.e. individuals employed by the Department) have made \$144.51 in overtime per pay period since July 1; Eligibility Technicians have made \$146.43 per pay period.*
2. How many technical issues are identified, and how many solutions (with regards to P1's, P2's and P3's).  
*Please see attached "Resolution and Fixes Summary Report" & "Summary Report Slide..."*
3. What were the previous training dates and who participated in the trainings?  
*Please see attached "Training Report Deloitte Update."*
4. Do we get employee feedback on how the training went and what employees may be unfamiliar with or need more help on?  
*Feedback is collected via survey at the conclusion of employee trainings. Employee feedback on trainings is attached. Please see attached "Responses\_ALL\_Training\_Survey" and "Training\_Survey\_DHS."*
5. List of who the new hires are, including what agencies they came from, what union they came from and what training they have had.  
*Please see attached "New DHS Hires." Names and training histories have been withheld, as we are not authorized to share that information publicly.*
6. What is the list of Deloitte subcontractors and what do they do?  
*Deloitte has subcontracted with the following entities:*
  - **NFP Health Partners** – NFP provides financial management services related to the HSRI Exchange. This involves billing and payment processing, coordination with carriers and payment issue resolution activities.
  - **NTT Data** – NTT provides technical Hosting services. NTT supports the RIBridges infrastructure from the State managed data center in Warwick.
  - **Image API** – Image API provides back scanning, data entry and indexing support as part of IES Go-live support.
  - **Business Focus Inc.** – Business Focus Inc. assists with identifying and hiring qualified local resources to support the project. They support development, testing, and implementation activities
7. Legislature requested a list of logins for the system – so they can see which are DHS workers and which are contractors.  
*Given inherent security issues, we are working to run a report on this. This report should be available next week.*

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8. Are we going to make subcontractors pass the same standards (ie: civil service test) that eligibility technicians take?

*We are not expecting subcontractors to conduct the work of Eligibility Technician,s although we are temporarily accessing vendor support to meet our customer needs. Therefore we will not be requiring temporary vendor support staff to participate in any credentialing exam. We have however opened the administration of the civil service test for eligibility technicians and will be hiring within the agency based on that exam.*

9. Do subcontractors have to go through certain background checks?

*Yes. Subcontractors conduct background checks on personnel engaged to support Rhode Island. The type of searches and checks that are needed for background investigations may vary according to the nature of the position, role or assignment an individual holds or performs, but includes SSN verification, felony and misdemeanor conviction searches and a national criminal record search. Based on the role performed, other searches may include credit checks, professional license validation, education confirmation, employment confirmation, as well as other reviews that may be applicable.*

10. More info on security bugs. (Representative Chippendale asked -- What is the plan relative to security? When does the state plan a full audit and if a list of security protocols going back to 2013 could be provided to the Committee?)

*Please see attached UHIP Security Audit Recap.*

11. Is the state going to look into an outside auditor to look at the system?

*We have CSG conducting regular analysis as part of their IV & V responsibilities. We also have federal entities conducting audits, as evidenced in the attached recap. Further, we will be meeting the RI Office of the Auditor General again to begin a new audit shortly.*

12. Is an errors/omissions policy with Deloitte. He also asked whether the state has maintained a retainage of the contracts amounts, so the moneys are available and can be utilized for interest payments for providers waiting for payment from the state.

*All state contracts have standard provisions requiring that our vendors carry relevant insurance. The contract with Deloitte provides for retainage for deliverables. Any retained payments are used at the discretion of the State within relevant law and regulation.*