

UHIP Daily Media Updates

Monday, Dec. 5 – Friday, Dec. 9

UHIP Media Update – Monday, December 5, 2016

Good afternoon –

The State's weekly legislative submission has been posted and can be found in the UHIP section of the [Transparency Portal](#).

As a reminder for planning purposes, the UHIP communications team meets daily at 2:30 p.m. to review media inquiries with subject matter experts. If you have any UHIP-related questions, please try to provide them to us as soon as possible so we can gather the information you need before your deadlines.

Thanks!

-Brenna & Ashley

UHIP Media Update – Tuesday, December 6, 2016

Good afternoon,

As we have previously shared, people who accessed their online accounts from a shared computer between September 13th and November 18th may have had some of their personal information accidentally exposed to another person who later used the same computer. We narrowed down the number of potentially impacted customers to 202 user accounts, which met all of the following criteria:

- Individual user
- Using a publicly accessible computer
- Failed to close out a window
- Another individual accessed same site within 15 minutes

At this time, we are unaware of any misuse of personal information. However, out of an abundance of caution we are offering one year of voluntary credit monitoring service **at no cost to our customers**. We wanted to let you know that notices explaining how to enroll in the credit monitoring service were sent to those identified customers via U.S. Mail earlier this week.

Security is important to us, and we will continue to take every possible measure to ensure personal information is protected.

Thank you,

Brenna & Ashley

Note: There was no update on **Wednesday, December 7, 2016.**

UHIP Media Update – Thursday, December 8, 2016

Good afternoon—

We have a few updates for you.

The Governor’s Announcements:

- Yesterday, the Governor announced additional actions to improve UHIP-related services. For more information see: <http://www.ri.gov/press/view/29127>.

Our Next Media Briefing:

- We will hold our next media briefing on **Friday, December 9, 2016 at 12 p.m.** at **DOA Conference Room 2A.** *(Please note this change in time and location from previous weeks.)*

Reminder About Customer Privacy:

- Members of the media are always welcome at our DHS field offices during business hours. When at DHS field offices, please be sure not to photograph or video any customer above the waist unless you have their explicit permission to do so. Please be mindful that customers may move or turn in such a way that their faces may be captured if they are not photographed or videotaped from the waist down. Thank you for your continued respect of our customers' privacy.

Thanks!

-Brenna & Ashley

UHIP Media Update – Friday, December 9, 2016

Hello:

As a reminder, our **media briefing** is scheduled for **today at 12 p.m. at DOA Conference Room 2A.**

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.

Some highlights of this report:

- On pending cases: this report shows a breakdown of all pending applications by program. This week, you can also see that a portion of the non-duplicate pending applications (approximately 30%, or more than 4,200) are awaiting further documentation from customers before eligibility can be determined. It is important to note that these cases cannot be worked until the client takes action.
- Medicaid applications remain fairly high, which we expected to see during the remainder of our Open Enrollment period.
- More than 22,000 non-duplicate 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