



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

DEPARTMENT OF ADMINISTRATION

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December 16, 2016

The Honorable Marvin L. Abney, Chairman
House Committee on Finance
The Honorable Patricia A. Serpa, Chairwoman
House Committee on Oversight
State of Rhode Island General Assembly
82 Smith Street
Providence, RI 02903

Dear Chairman Abney and Chairwoman Serpa,

Thank you for the opportunity to share more information on the Unified Health Infrastructure Project (UHIP). Herein and attached you will find the materials and summaries that are responsive to your weekly request.

We have been in regular communication with our federal partners, including the Centers for Medicare and Medicaid Services (CMS). We are grateful for their oversight and partnership. As you know, in late July we submitted an Implementation Advanced Planning Document to CMS, prior to the launch of the new system. This document addresses the potential for the State to make future policy decisions about adding functions to the UHIP system. It does not represent budgeted project costs.

The original planning document submitted in July contained requests for authorization of federal matching dollars for additional functionality. However, we have recognized since going live that we do not wish to pursue any additional functionality right now that is not already planned and budgeted for within the approved \$364M project cost. We reached out to CMS on a call last week to convey this message and request permission to limit our request to just Maintenance and Operations costs and functionality already planned and budgeted for this year. Our sole focus right now is to work together with our vendor and partners to stabilize the new system as quickly as possible.

As of last week, the State is being represented by the Attorney General's office regarding a pending lawsuit filed by the ACLU. Our response documents will be public when they are finalized. We continue to work with FNS to ensure eligible Rhode Islanders are receiving their SNAP benefits.

We're not where we want to be yet – but we continue to be on the path toward improvement. This project remains our top priority, as we focus on stabilizing this system to better serve our customers.

Below, please find this week's response to your weekly questions.

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Weekly Question #1: As reported last week, we have submitted a plan to the Food and Nutrition Service (FNS) that lays out actions we are taking to ensure a fully compliant SNAP program that best serves the needs of the Rhode Islanders we serve. Our next data submission is due to FNS on January 9, 2017. We will be sure to forward this along to you once it is received by FNS.

Weekly Question #2: Updated responses to Original Questions #8, #10, and #16 are below.

- *Original Question #8:* Precise numbers on how many existing clients didn't receive any benefits, how many received some but not all that they were entitled to, and how many received incorrect payments.

1. **Response:** All of the below missing or incorrect benefits were identified this week but have already been resolved as a part of our ongoing reconciliation activities.

• Program	Missing/Incorrect Benefits Identified This Week (All Resolved within 24 hours of Issue Identification)
SNAP	40
RIW	7
CCAP	27
GPA	0
SSP	40

* Data range: December 9 to December 15

- *Original Question # 10:* How many providers did not receive payments when they were accustomed to receiving?
 1. **Response:** Please see above. In the last week, there were no regular payments scheduled to providers. CCAP providers who were identified as having received incorrect payments in the past were corrected this week as off cycle payments.
- *Original Question # 16:* Glitches reports.
 - **Response:** The production reports used by Deloitte to lists priority issues that need to be addressed and fixed are attached. (Labeled "Daily Health Reports.") Lists of priority issues can be found on slide two of each daily health report.

Weekly Question #3: Application and payment manual work arounds.

- **Response:** Below are data, tracked by Deloitte, on manual workarounds. As previously reported, these data reflect instances in which an individual or worker reported a challenge processing an application or generating an eligibility determination and a specific data fix was deployed.

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Application Manual Work Arouns (December 9 - December 15)

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Work Around Process
CCAP	0	62	0
GPA	0	3	0
Medicaid	1	1211	.001%
RIW	0	104	0
SNAP	3	599	.01%
SSP	0	4	0

Payment Manual Work Arouns (December 2 – December 8)

Program	Manual Payments Executed	Total Payments	% of Payments completed via Manual Work Around
CCAP		27 off cycle payments	
RIW	7	4613	.002%
SNAP	40	1,677	.024%

Below please find data (and data definitions) related to the instances in which manual or technology-assisted interim business processes were utilized this week.

Technology Assisted/Manual Interim Business Process	Instances This Week	Estimated End Date for Interim Business Process	Interim Business Process Definition
Long Term Care Payments	0 off cycle payments	Feb-17	Long Term Care eligibility and customer service authorizations are processed in RIBridges. An interim business process is used to transmit those service authorizations into MMIS for payment to be generated to providers.

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Childcare Payments	27 off cycle payments	Dec – 17	Childcare providers are paid on a bi-weekly payment cycle based upon attendance sheets that have been submitted. The technology-assisted interim business process includes making payments to providers through the UHIP system, but requires manual input of the physical attendance sheets into the portal for off cycle payments.
GPA Burial	0 payments to funeral homes.	Jan-17	An interim business process is being used to make payments to funeral homes for eligible GPA recipients.

As reported last week, our RIte Share, Sherlock, Katie Beckett, Support Services and Breast and Cervical Cancer programs also utilize technology-assisted business processes to facilitate enrollments.

Weekly Question #4: An update on our escalation team in the Call Center.

Response: Our Escalation Unit continues to handle complex and urgent cases to help connect customers to services as quickly as possible. The Escalation Unit is staffed by some of our most experienced and knowledgeable employees. Between Thursday December 8 and Thursday December 15, members of the Unit closed 171 priority cases.

Weekly Question #5: The status of the DHS call-back system:

Response: The DHS Call Back system has begun offering customers the option for a call back, if they are unable to wait on hold. Callbacks are being made daily. Since Thursday December 9th, staff at the Call Back center completed 576 callbacks.

Weekly Question #6: Report on additional efforts to enhance employee engagement and examples of any suggestions or feedback implemented.

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Response:

- Director Depeña-Affigne will wrap up her *Coffee with the Director* series in Middletown on Monday. To date, she has visited five field offices. During these gatherings, staff have shared feedback related to a range of issues, including the physical layout of offices and protocols related to the filing and scanning of paper materials.
- Director Depeña-Affigne has established an employee advisory committee to capture employee feedback and ideas.
- A training calendar has been established for employees to improve their system proficiency and receive training on system updates as they are implemented.

Weekly Question #7: Report on progress toward implementing different measures to address regional office wait times and capture true customer experience (once implemented):

Response

- We continue to assess, monitor and maintain the lobby management practices to improve customer wait times and experiences. We are working to standardize lobby management throughout all field offices. Like in Providence, the Woonsocket DHS Field Office has opened a larger waiting area to triage customers more effectively in the lobby.

Weekly Question #8: Attached, please find document titled “**UHIP Daily Media Updates.**”

- ***Please Note:*** As with the last two weeks, during today’s update to the media, we released new UHIP metrics, which show the status of applications in the RI Bridges system. Please see the file labeled “**UHIP Metrics**”.

Additionally, per Sharon Reynolds-Ferland’s request, attached are health daily updates which include Monday, Tuesday, Wednesday, Thursday, and Friday December 16, 2016 (**See attached “Production Daily Health Reports”**).

As always, please let us know if we can provide any additional data or information related to this submission.

Sincerely,



Michael DiBiase, Director, Department of Administration

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State of Rhode Island General Assembly

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Elizabeth Roberts, Secretary, Executive Office of Health and Human Services



Melba Depeña Affigne, Director, Department of Human Services