

Production Daily Health Report

Monday December 19th, 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
12/17	Weekly Release	Completed
12/19	CCAP Payroll	Not Started
12/23	RIW Issuance	Not Started
12/23	SSP Issuance	Not Started

Batches

Executed	Failed	Passed	Held / Not Scheduled*
154	1	153	165

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

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 - Benefit Decision Notice	Passed	Pending	0	1927	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	Passed	Passed	
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

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123

Cases without Coverage due to Top Issues

0 **P1 Incidents**
2 **P2 incidents**
1514 **P3 incidents**
82 **P4 incidents**

Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	"Add Program" Button Disabled after completing SNAP Application (RIB-8909)	~	Following successful completion of a SNAP application, the client wanted to also apply for Medicaid but the worker cannot add another program to the existing application.	Resolved – Code fix completed 12-17-2016
2	"Choose Coverage Effective Date" Screen Displaying Incorrectly in Worker Portal (RIB-8931)	5	Code issue preventing completion of applications for 5 accounts.	Resolved – Code fix completed 12-17-2016
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	Targeted Fix Date – 12-24-2016
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	Unable to Authorize Eligibility Due to Attached Data Integrity Error (RIB-8077)	~	This is a blocker preventing authorization. There are multiple cases that are getting the "Data Integrity" error message, one of which has been escalated and is urgent.	Targeted Fix Date – 12-17-2016

System Maintenance Summary 12/10-12/17

Incident Progress:

656 Incidents Resolved during the Previous Week



	Week Start	Week End
P1	0	0 →
P2	4	2 ↓
Blocking P3s	52	52 →
HSRI Blocking P3	12	12
DHS Blocking P3	28	28
EOHHS Blocking P3	12	12

**Week of December 17th
Production Releases**

Major Changes/Defect Resolutions

- 1. Application Error Effecting MAGI Cases in the Application Review Summary Page** – For some MAGI applications containing tax dependent information, users experienced an application error after clicking next on the application review page. This was due to a software issue which has since been resolved and will help prevent future occurrences.
- 2. Re-Indexed Documents Need New Task Created** – EDM Functionality has been fixed so that when a document is re-indexed, a new task is created and all incorrect tasks for that document are marked as closed.
- 3. "Add Program" Button Disabled After Completing SNAP Application** - Following successful completion of a SNAP application, workers were finding the "Add Program" button was disabled before the SNAP benefit was authorized. Page functionality has been updated to allow workers to add other programs for cases still being processed (pending authorization).
- 4. SSP Portal Improvements** – Key changes made to the self service portal include clearer instructions for improved dashboard usability and application questions, redesign of the income and tax deduction capture screen, improved data collection accuracy by adding additional requirements to certain fields, and removal of mandatory requirement fields that would hinder user from completing the application.
- 5. Newborns Either Denied Medicaid Eligibility or Having Incorrect Start Date** – For some newborn cases, the Magi Medicaid eligibility was either being denied or had a start date different from their date of birth. This was due to a code issue or incorrect information in the mothers' eligibility records. Data and code fixes have been completed to determine the correct eligibility and start date for newborns.

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to December 16th

Start of the Day

260

Scanned/Indexed



16,088

Processed



26,832

Completed



43,180

Total

Daily Net Change

-24

Scanned/Indexed



91

Processed



448

Completed



515

Total

End of the Day

236

Scanned/Indexed



16,179

Processed*



27,280

Completed**



43,695

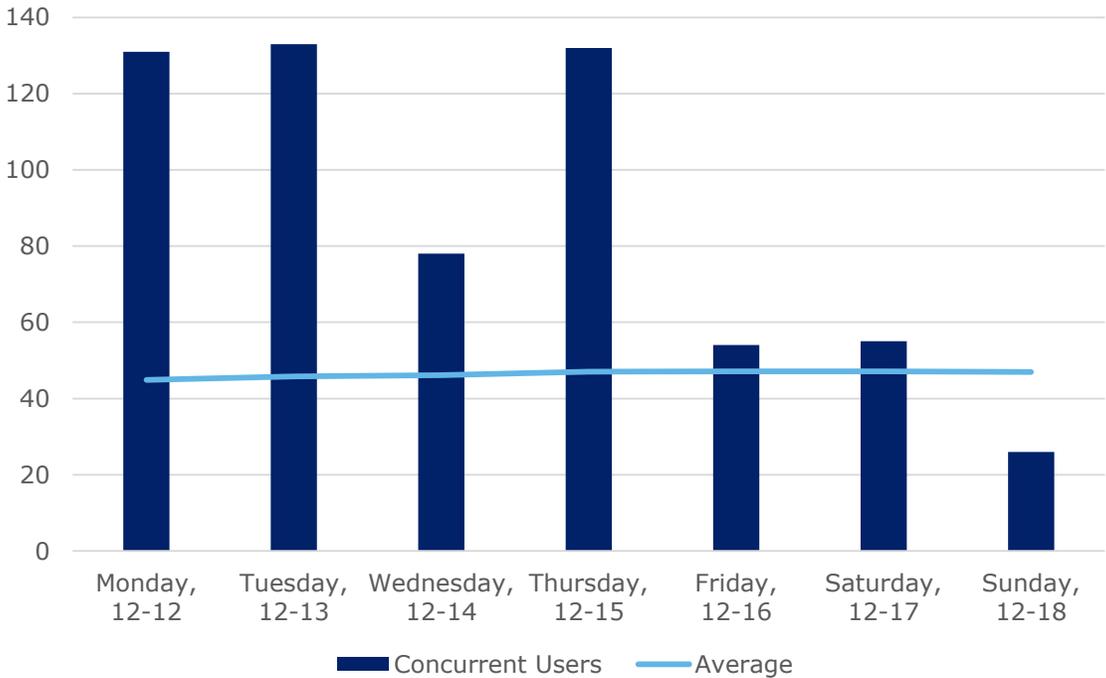
Total***

* 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

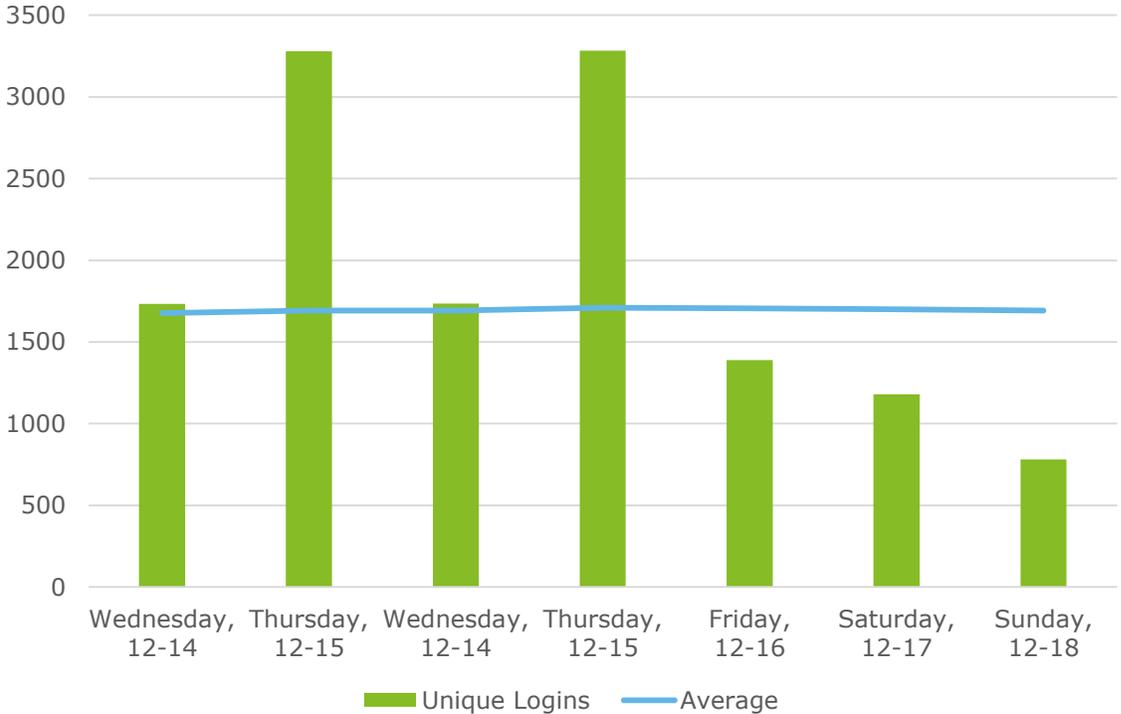
RIBridges Technical Metrics – Customer Portal

Monday December 19th, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

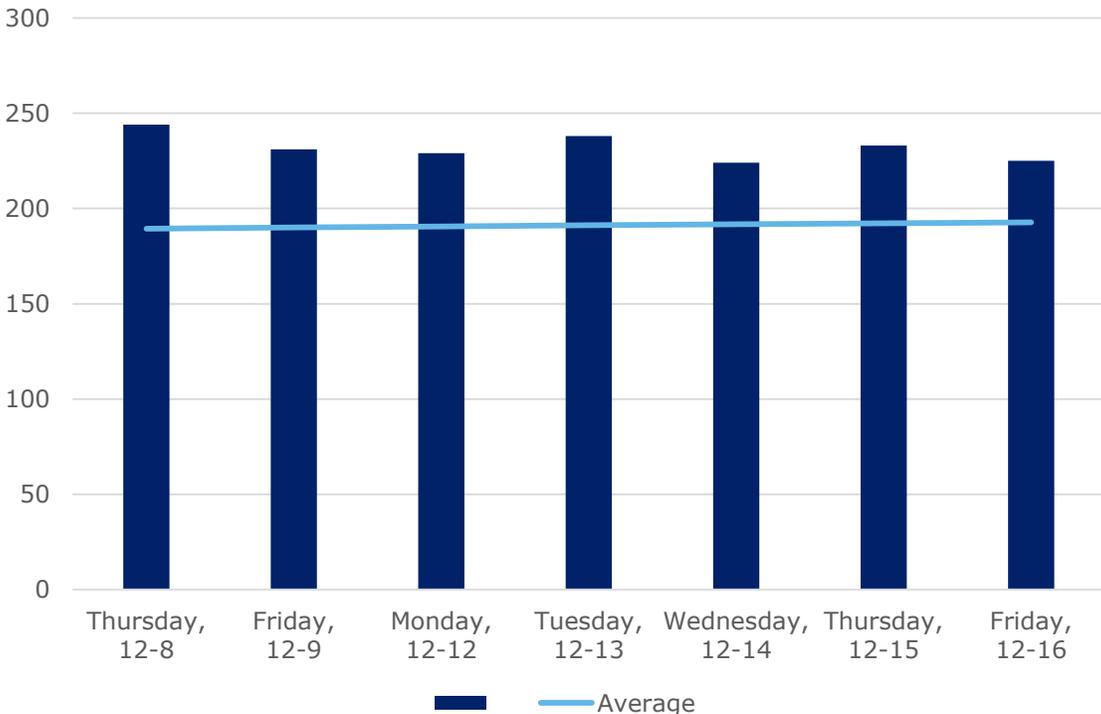


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

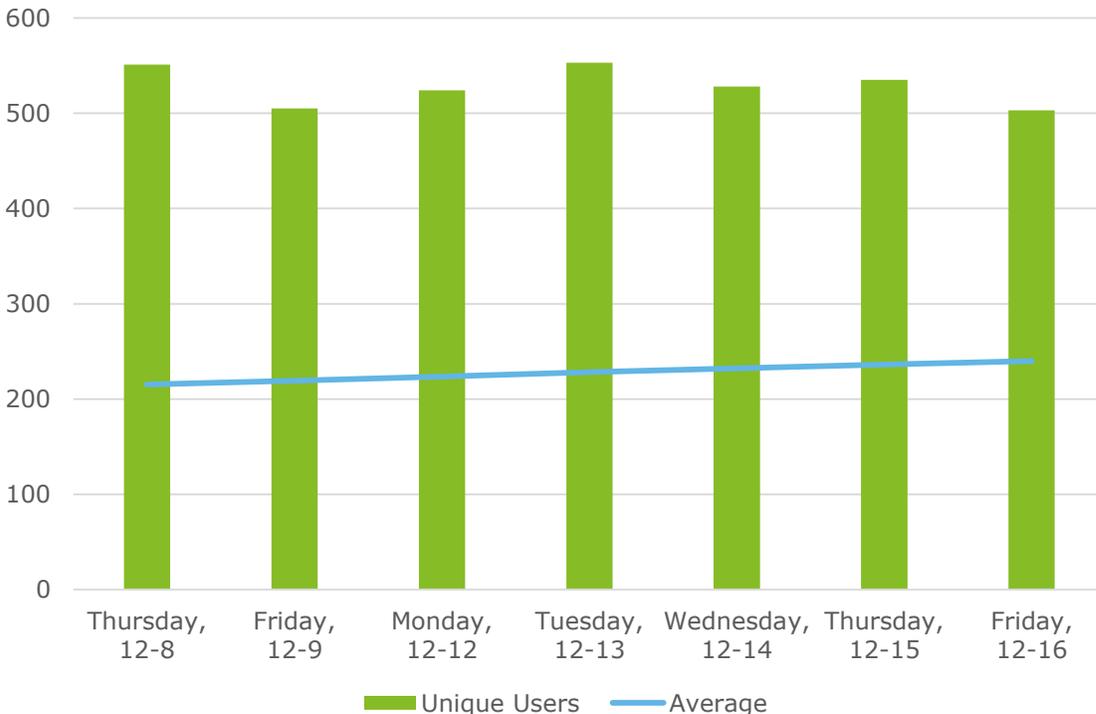
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Worker Portal Concurrent Logins Per Weekday



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

Worker Portal Unique Logins Per Weekday

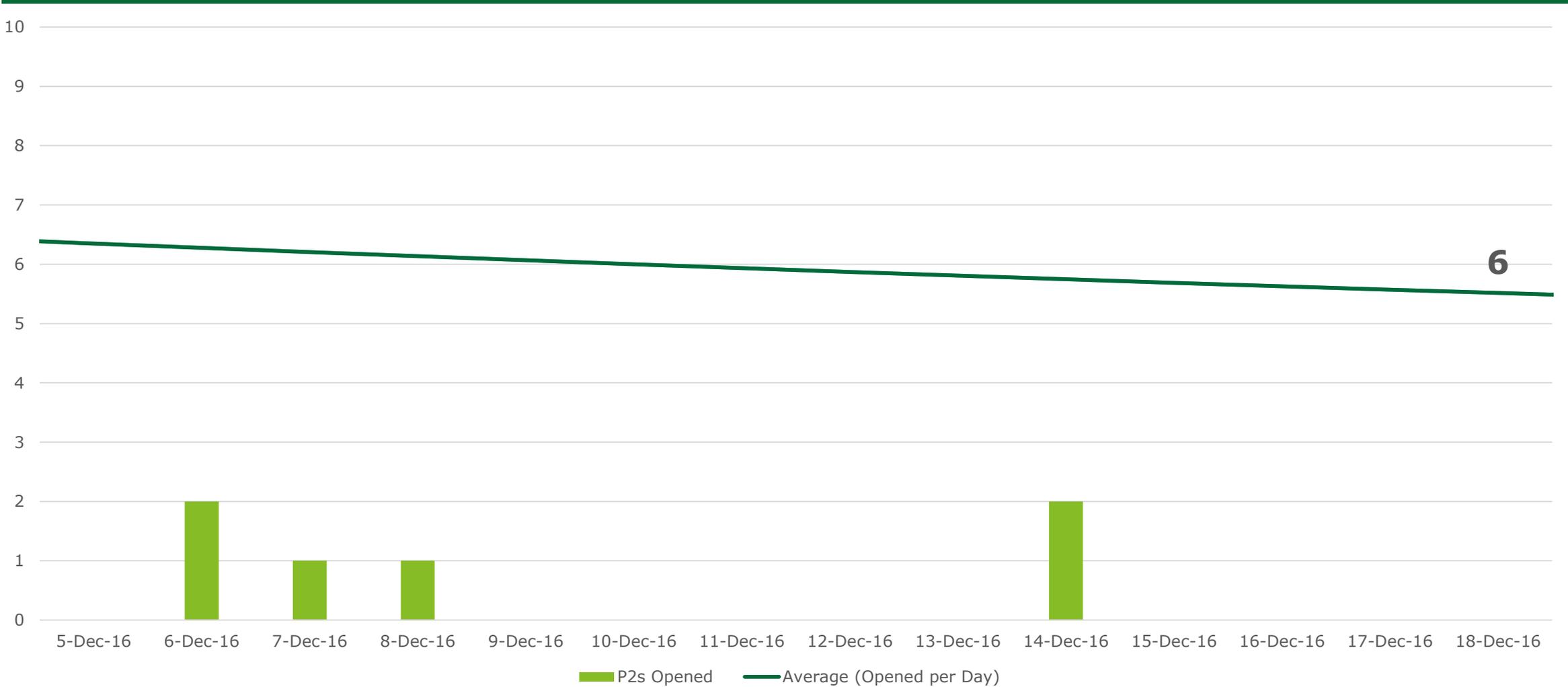


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIbridges Technical Metrics – P2 Incident Report

Monday December 19th, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day



RIBridges Technical Metrics – P2 Incident Report

Monday December 19th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



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

Monday December 19th, 2016 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

