

Production Daily Health Report

Tuesday December 20th, 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
12/19	Negative Action	Completed
12/22	Weekly Release	Not Started
12/23	RIW Issuance	Not Started
12/23	SSP Issuance	Not Started

Batches

Executed	Failed	Passed	Held / Not Scheduled*
174	1	174	145

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	TBD	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 20th, 2016 (10:00 AM EDT)

118

Cases without Coverage due to Top Issues

0 P1 Incidents
3 P2 incidents
1590 P3 incidents
85 P4 incidents

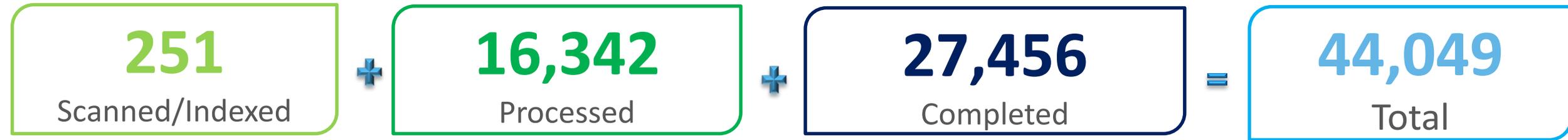
Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	System Is Incorrectly Recouping Money For More Than One Claim At The Same Time (RIB-8644)	~25	Code fix to be made to the monthly/semi-monthly recoupment logic.	Targeted Fix Date 12-24-2016
2	Redetermination Batch Update To Confirm Appointments Are Not Scheduled On Holidays (RIB-9815)	~	The re-determination batch process scheduled appointments for January on the 1st, which is a holiday.	Targeted Fix Date - 12-22-2016
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 - 12-24-2016

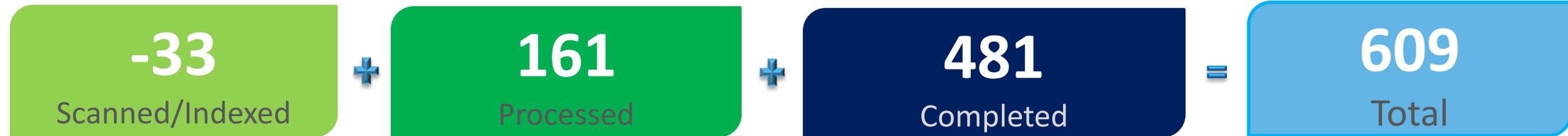
System Application Statistics

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

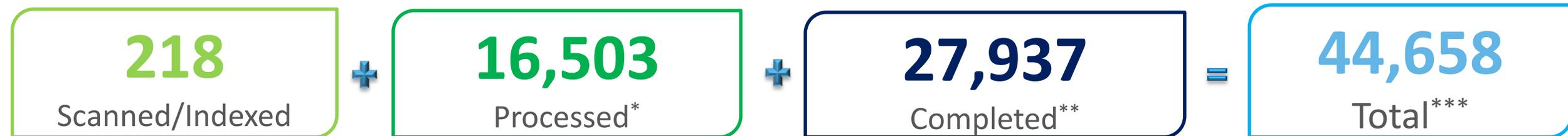
Start of the Day



Daily Net Change



End of the Day



* Processed applications have gone through the application registration process, but eligibility has not been run.

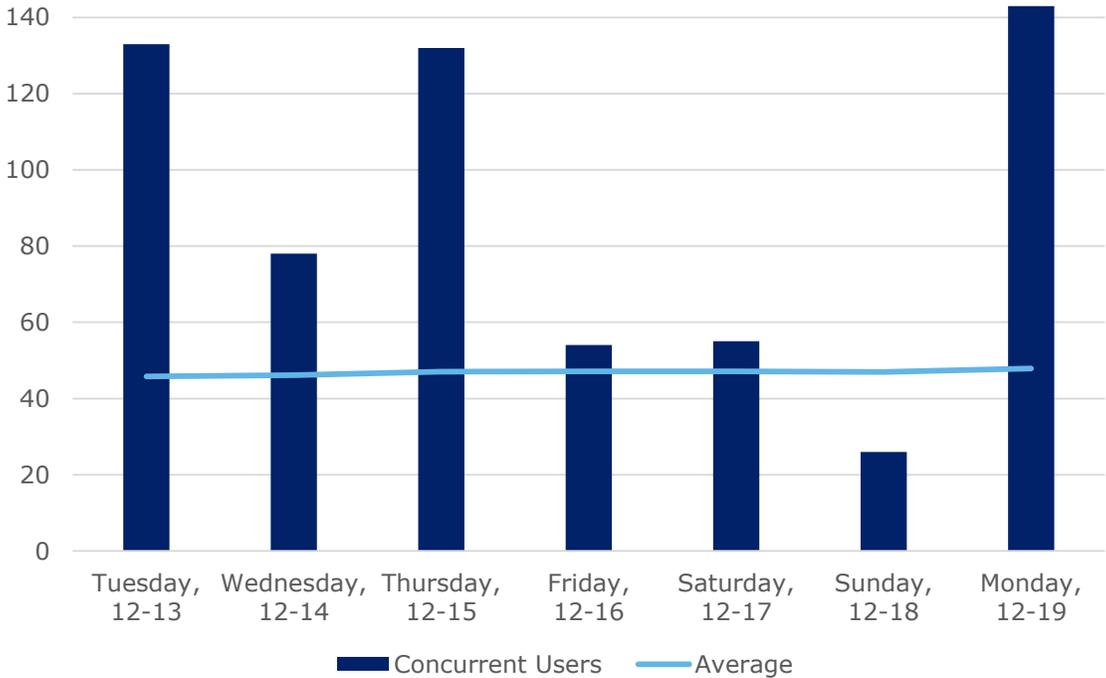
** Completed applications have been processed and have had eligibility run.

*** Total is the total number of applications present in the system

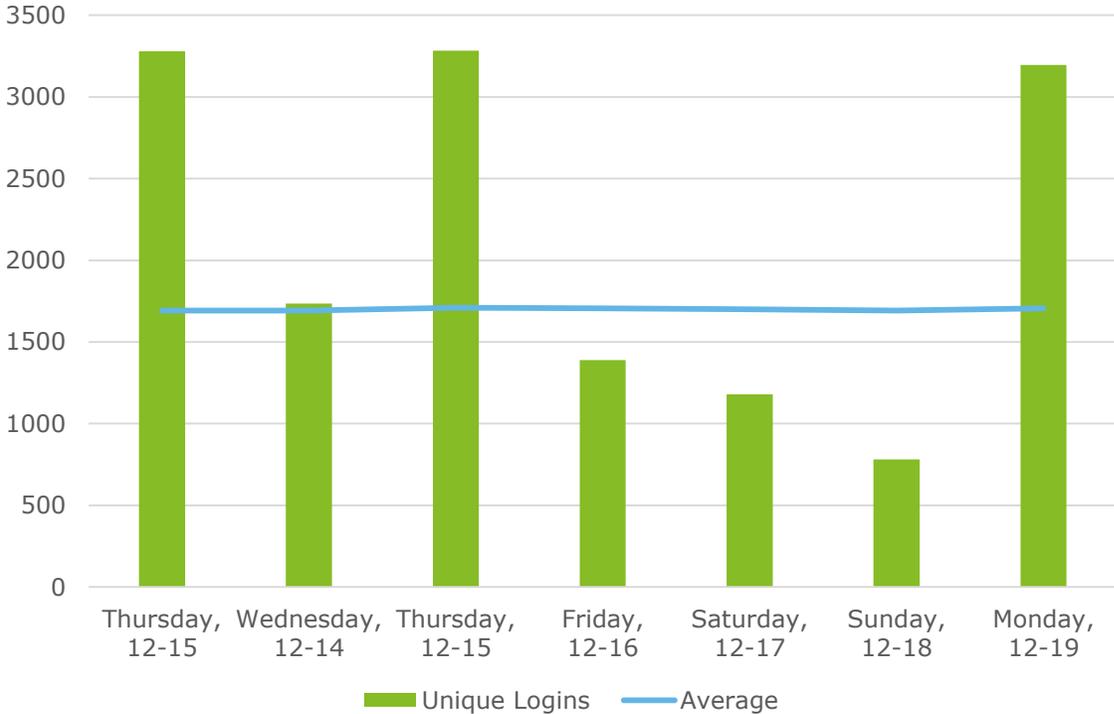
RIBridges Technical Metrics – Customer Portal

Tuesday December 20th, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



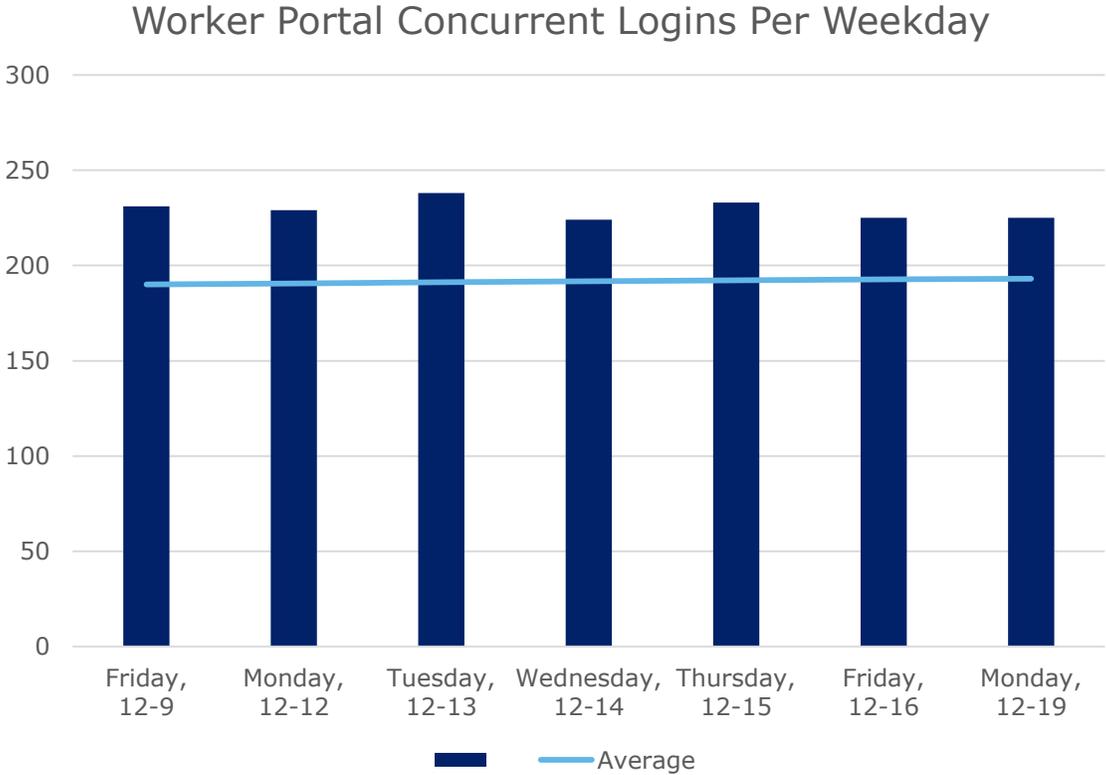
Customer Portal Unique Logins Per Day



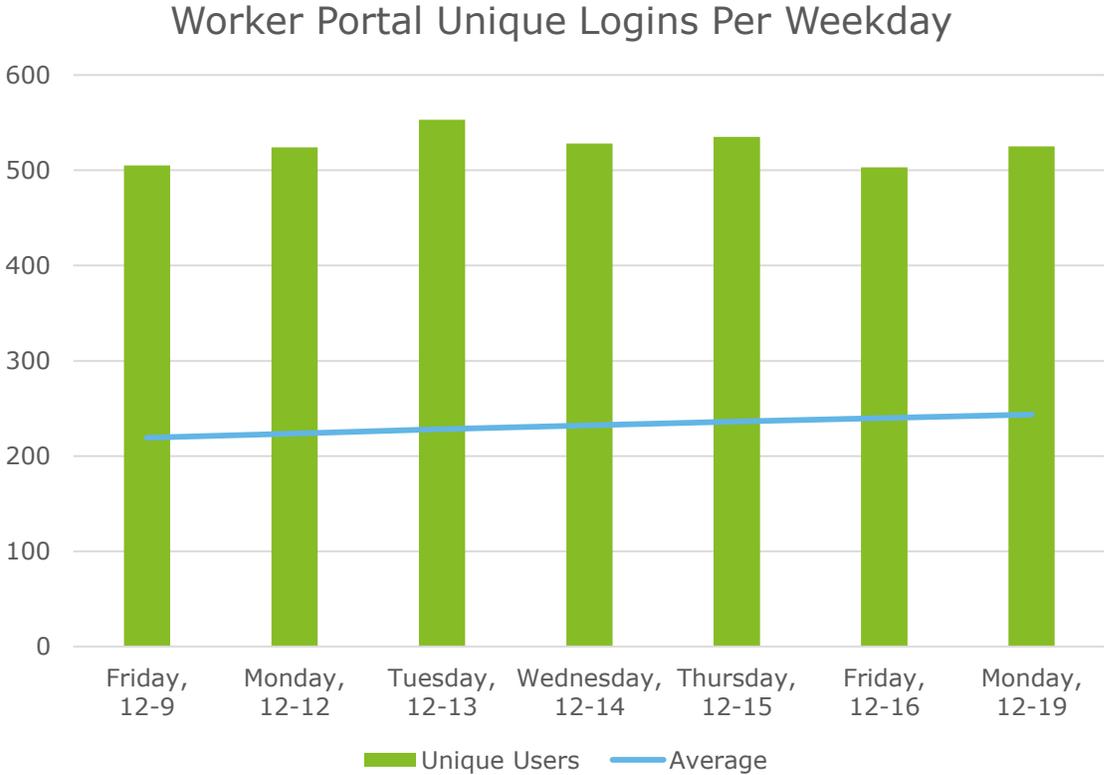
*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

Tuesday December 20th, 2016 (10:00 AM EDT)



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

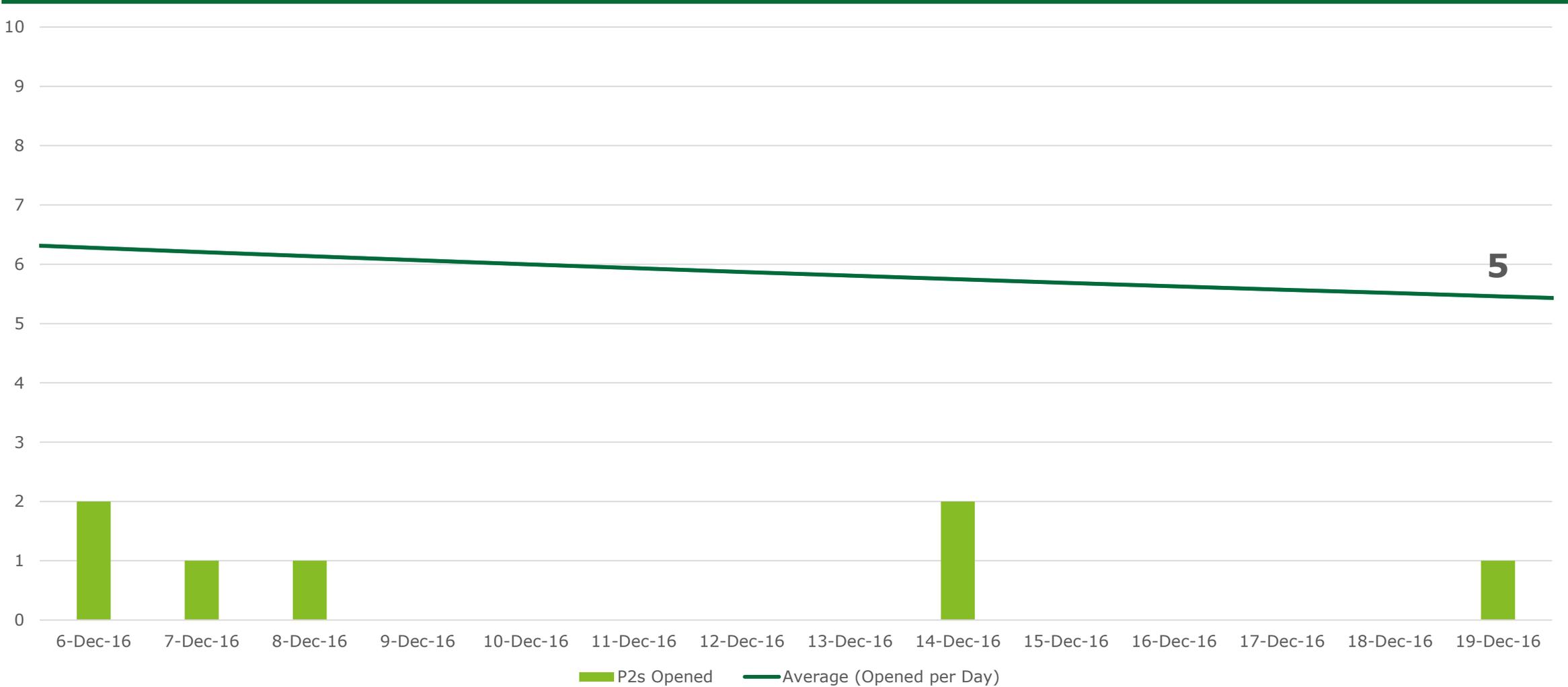


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIBridges Technical Metrics – P2 Incident Report

Tuesday December 20th, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

Tuesday December 20th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



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

Tuesday December 20th, 2016 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

