

Production Daily Health Report

Wednesday December 21st, 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
12/23	Weekly Release	Not Started
12/23	RIW Issuance	Not Started
12/23	SSP Issuance	Not Started

Batches

Executed	Failed	Passed	Held / Not Scheduled*
180	0	180	139

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

Wednesday December 21st, 2016 (10:00 AM EDT)

49
Cases without Coverage
due to Top Issues

0 P1 Incidents
2 P2 incidents
1568 P3 incidents
87 P4 incidents

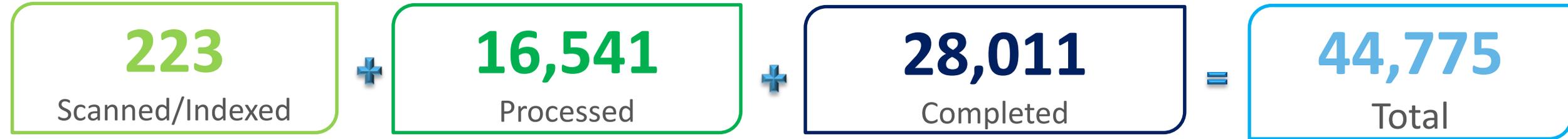
Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	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.	Resolved – Code fix completed 12-20-2016
2	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
3	Newborn Being Denied Medicaid (RIB-9494)	1	A newborn's mother and older brother are approved for Medicaid, but the newborn is being denied.	Targeted Fix Date 12-22-2016
4	Unable To Authorize 5 Cases Due To Negative Disposition Error (RIB-8418)	5	Code & data fixes needed to correct the issue.	Targeted Fix Date 12-22-2016
5	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
6	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

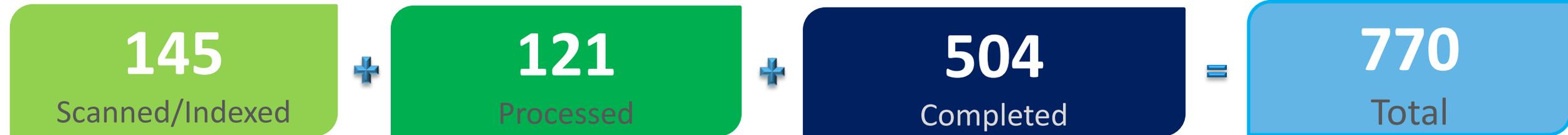
System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to December 20th

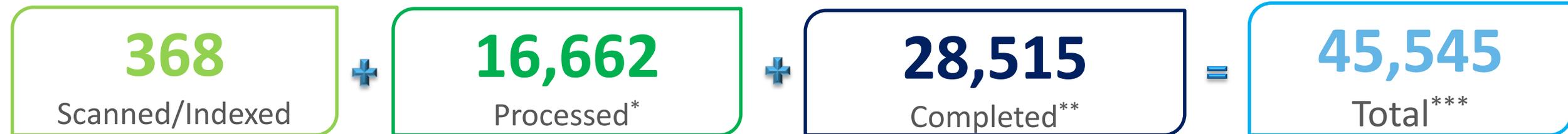
Start of the Day



Daily Net Change



End of the Day



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

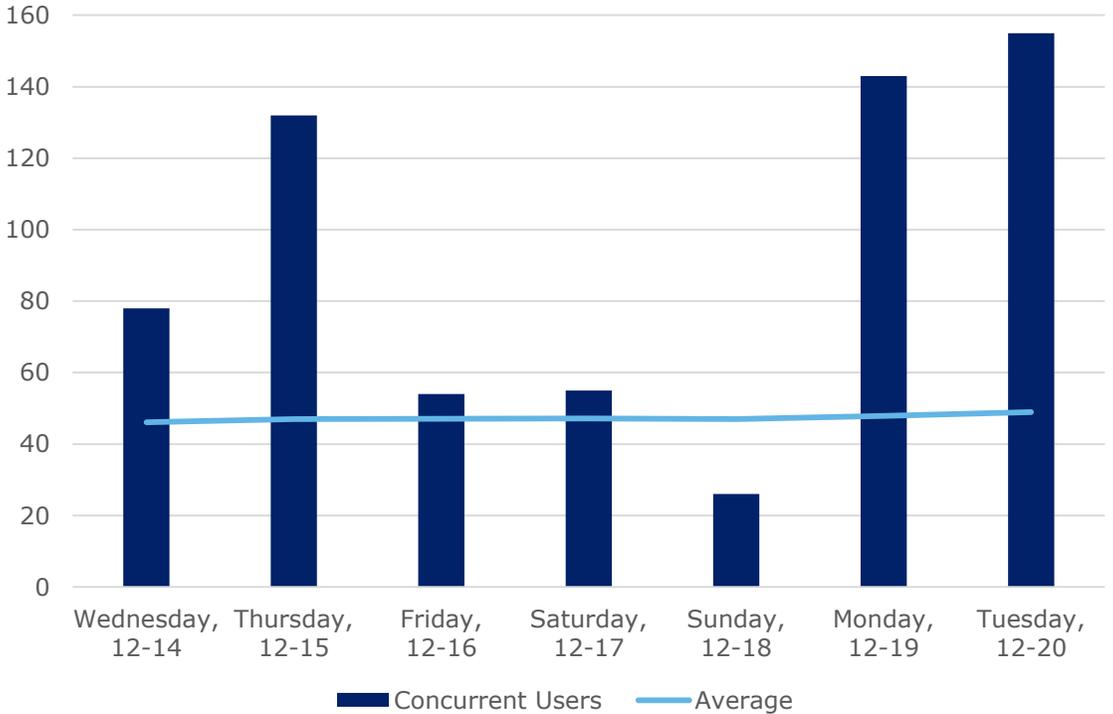
** Completed applications have been processed and have had eligibility run.

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

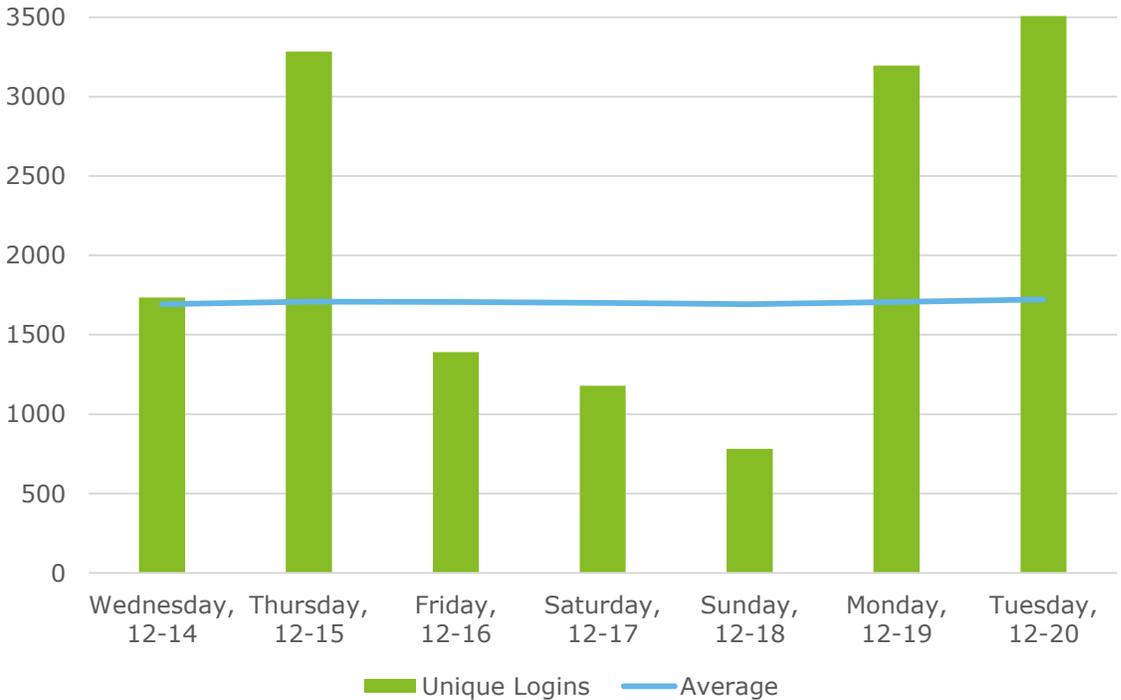
RIBridges Technical Metrics – Customer Portal

Wednesday December 21st, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



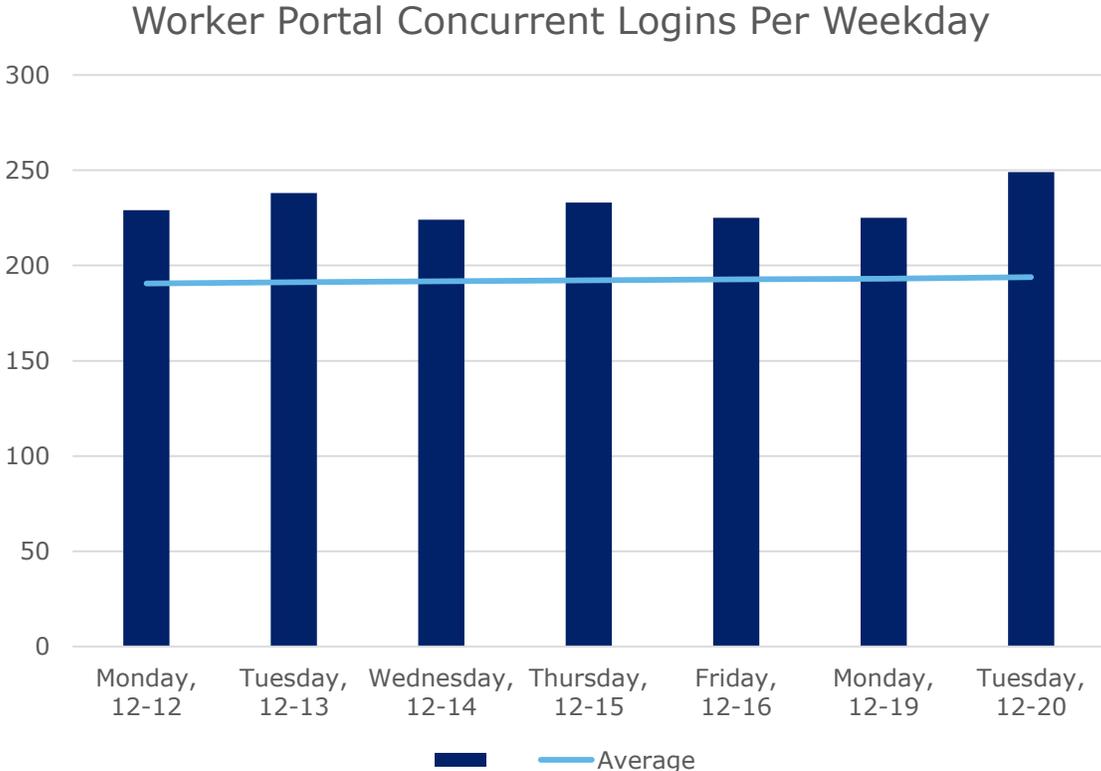
Customer Portal Unique Logins Per Day



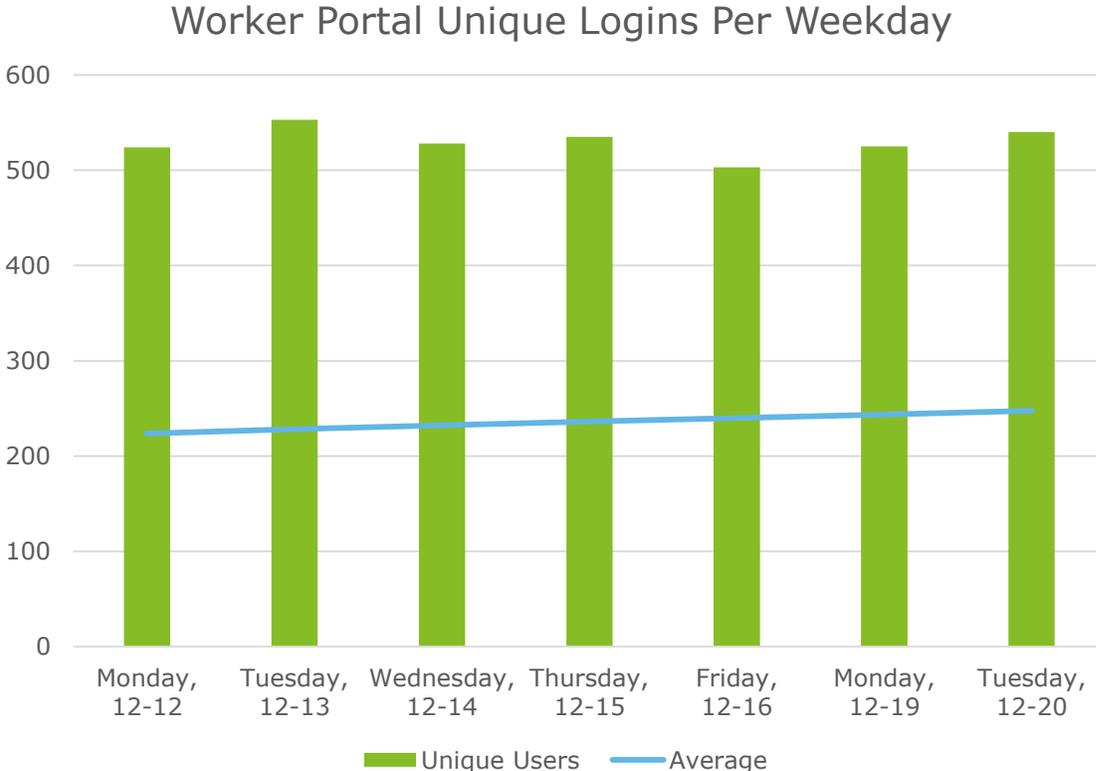
*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

Wednesday December 21st, 2016 (10:00 AM EDT)



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

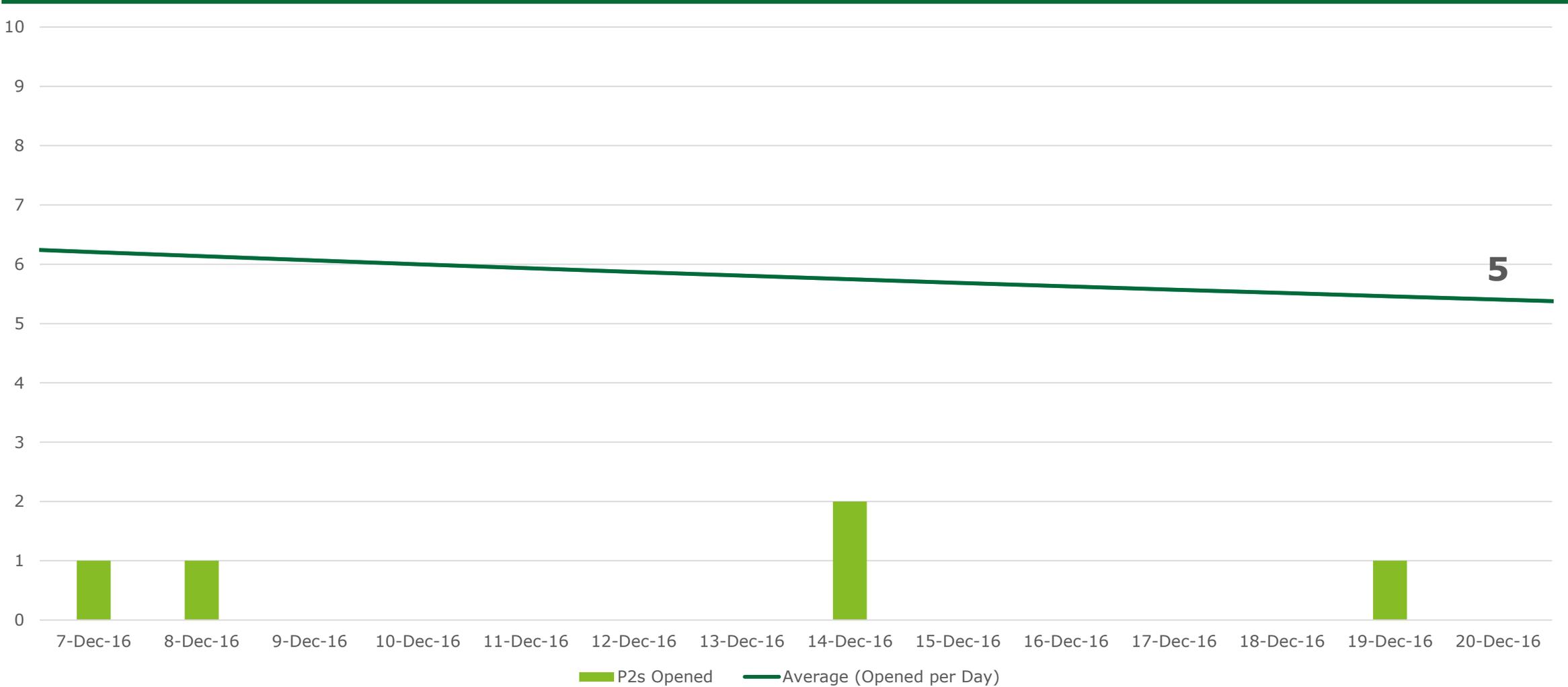


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIbridges Technical Metrics – P2 Incident Report

Wednesday December 21st, 2016 (10:00 AM EDT)

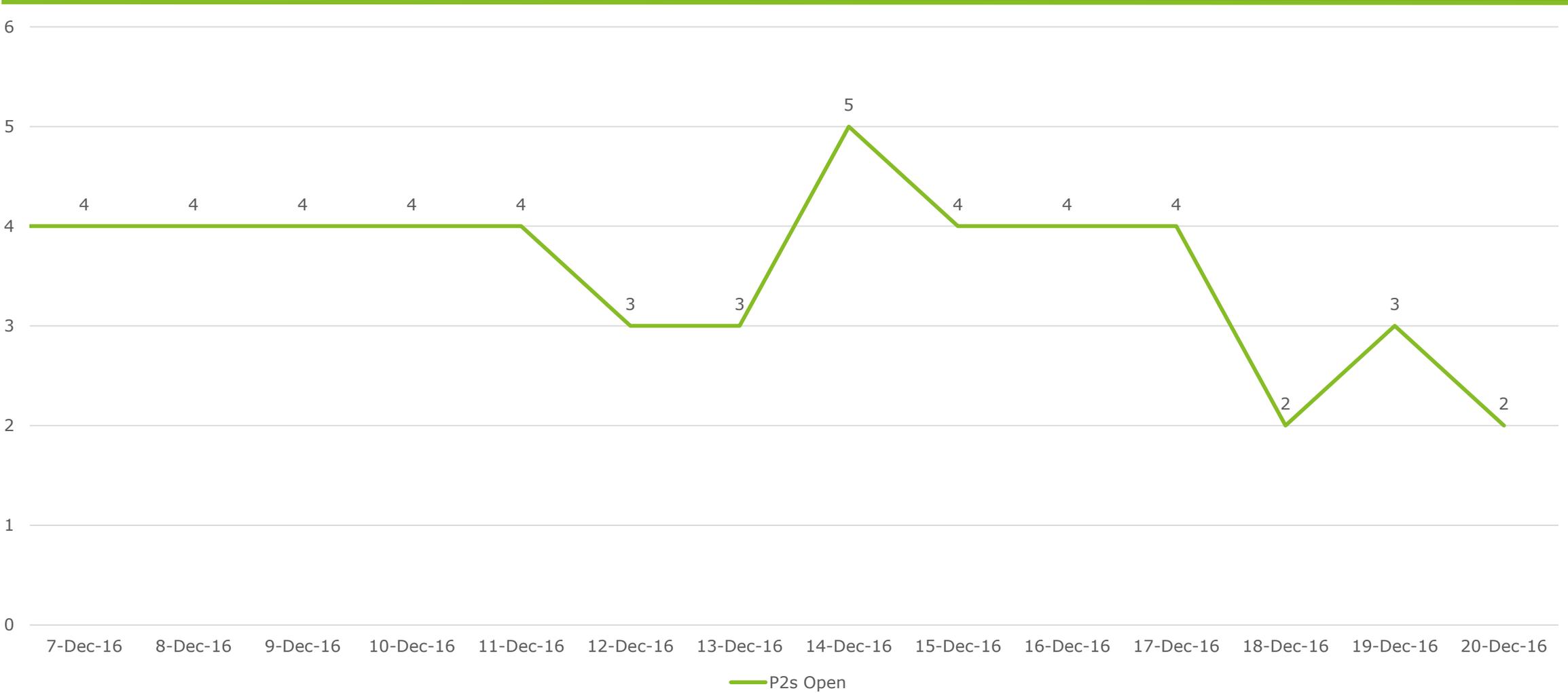
P2 Incidents Opened by Day



RIBridges Technical Metrics – P2 Incident Report

Wednesday December 21st, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



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

Wednesday December 21st, 2016 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

