

# Production Daily Health Report

## Thursday December 22nd, 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*
178	0	178	141

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	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

Thursday December 22nd, 2016 (10:00 AM EDT)

**49**  
Cases without Coverage  
due to Top Issues

**0** P1 Incidents  
**2** P2 incidents  
**1631** P3 incidents  
**89** 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	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
3	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
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 21st

## Start of the Day

**372**

Scanned/Indexed



**16,734**

Processed



**28,561**

Completed



**45,667**

Total

## Daily Net Change

**197**

Scanned/Indexed



**204**

Processed



**439**

Completed



**840**

Total

## End of the Day

**569**

Scanned/Indexed



**16,938**

Processed\*



**29,000**

Completed\*\*



**46,507**

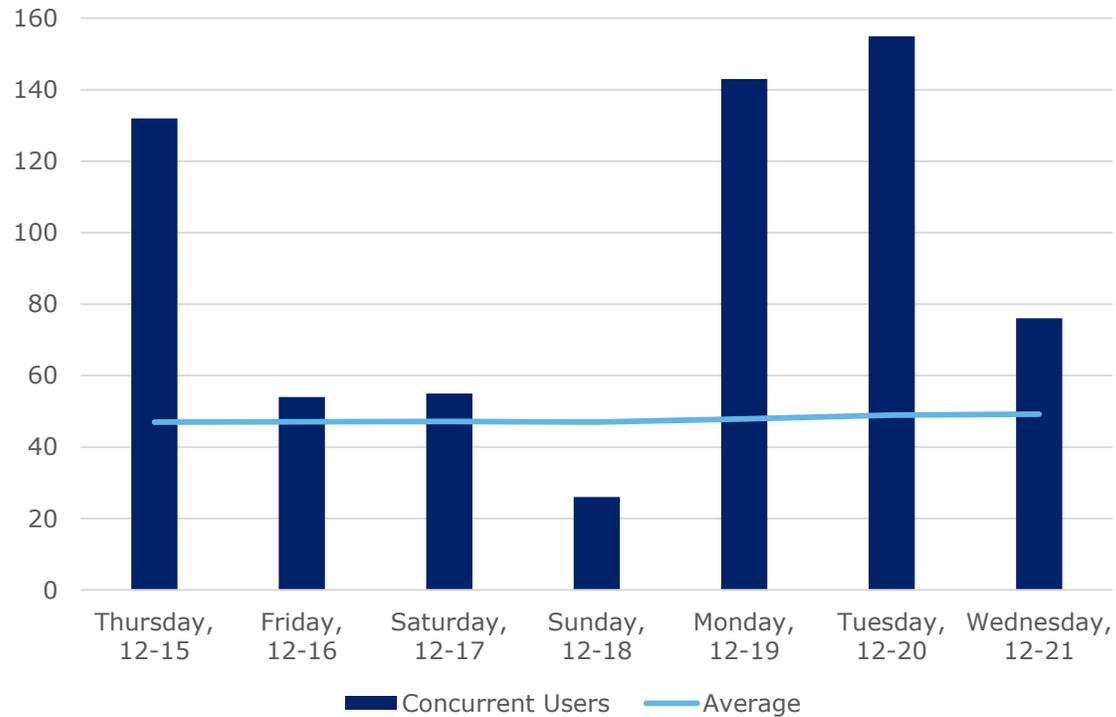
Total\*\*\*

\* 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

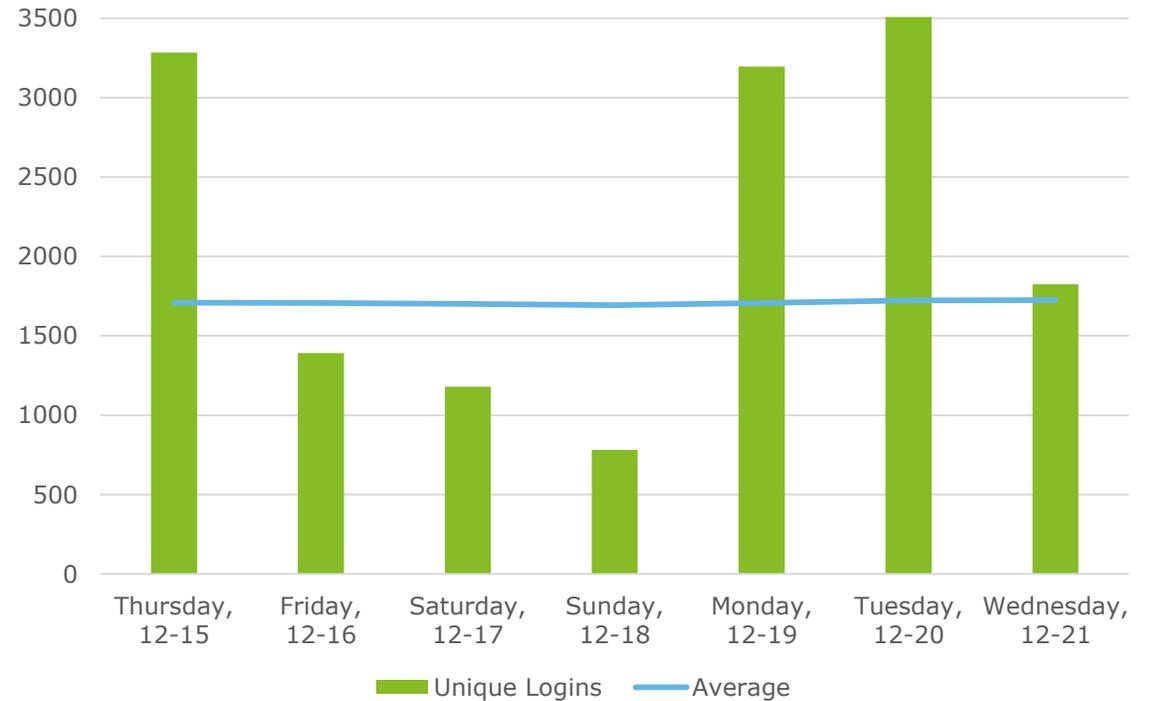
# RI Bridges Technical Metrics – Customer Portal

Thursday December 22nd, 2016 (10:00 AM EDT)

### Customer Portal Concurrent Logins Per Day



### Customer Portal Unique Logins Per Day

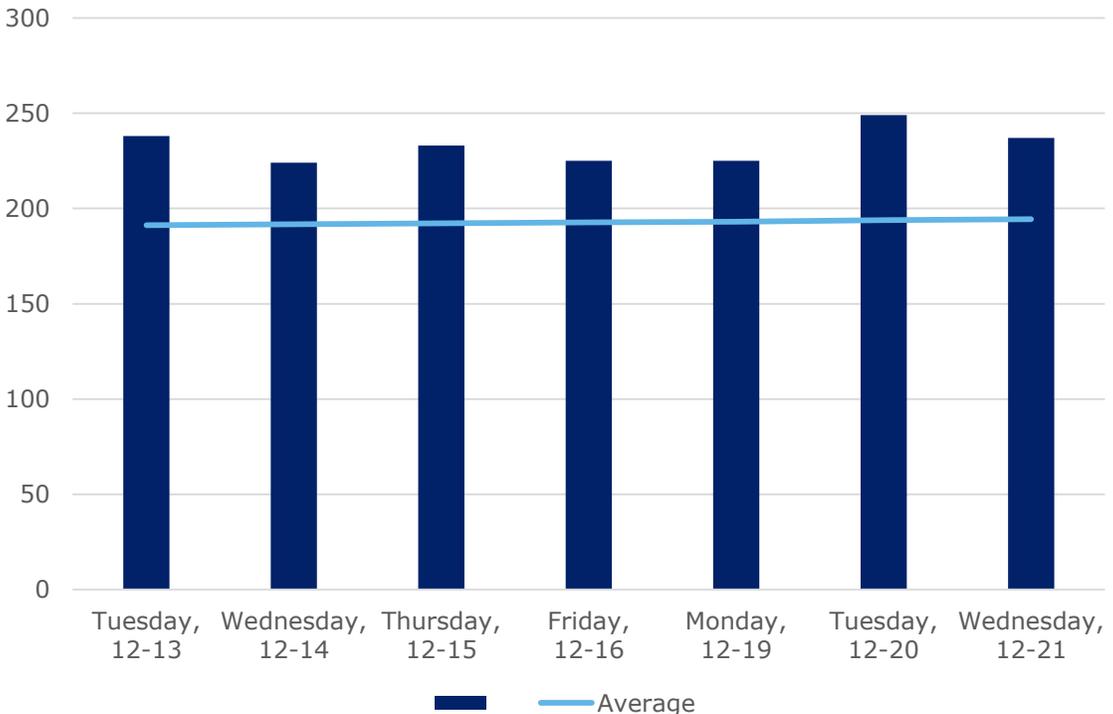


\*Concurrent is over five minutes

# RIBridges Technical Metrics – Worker Portal

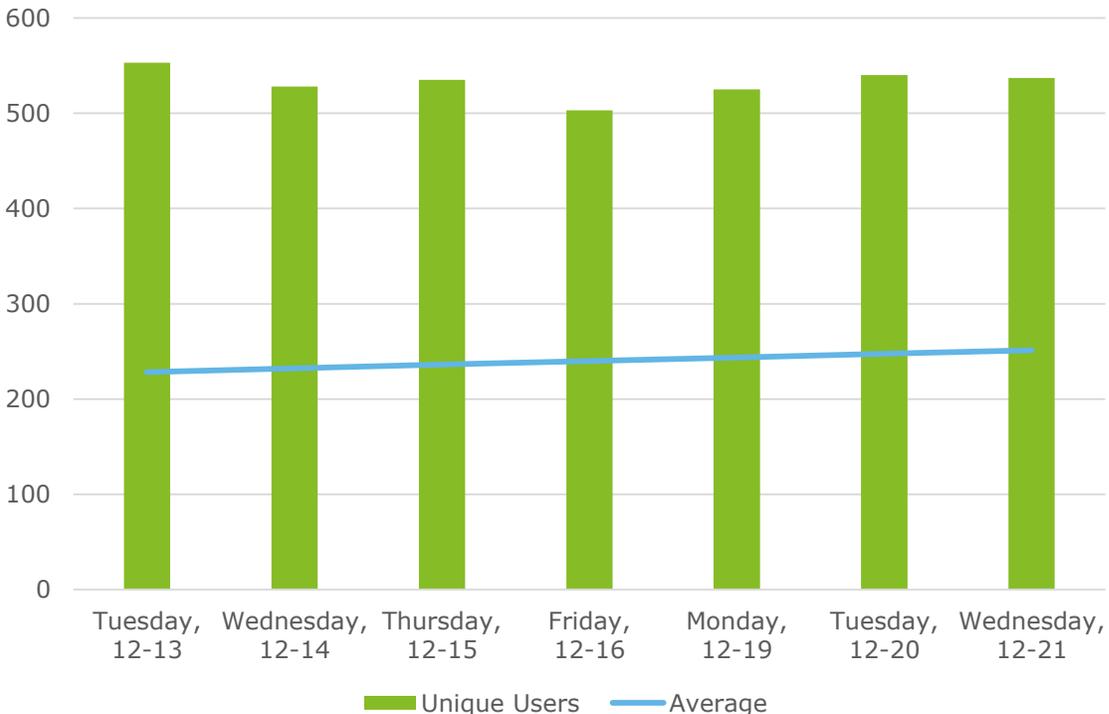
Thursday December 22nd, 2016 (10:00 AM EDT)

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

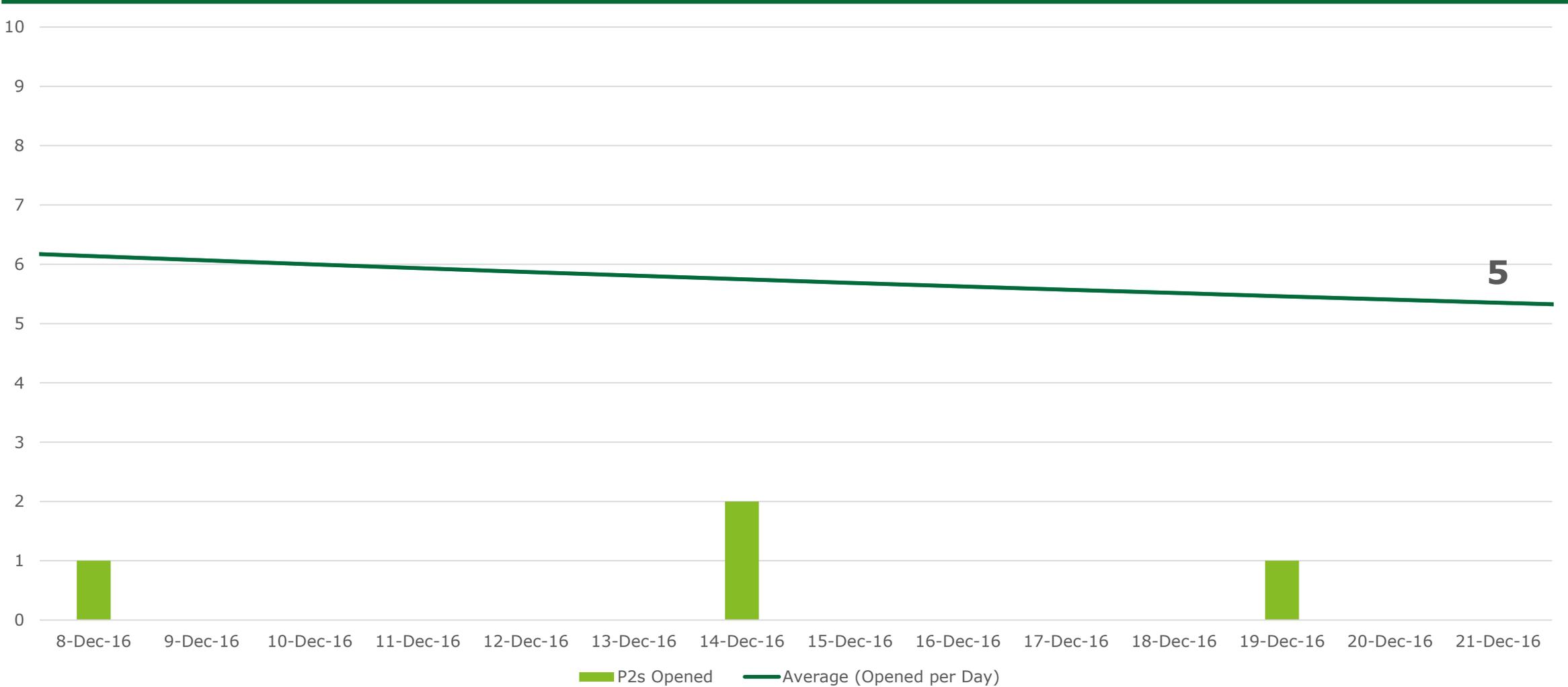


\* Excludes Deloitte and contractor logins prior to 11/30.  
 \*\* Deloitte and contractor logins included 11/30 and on

# RIbridges Technical Metrics – P2 Incident Report

Thursday December 22nd, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day



# RIBridges Technical Metrics – P2 Incident Report

Thursday December 22nd, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



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

Thursday December 22nd, 2016 (10:00 AM EDT)

Total Priority 3 Blocker\* Incidents Open by Day

