



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

DEPARTMENT OF ADMINISTRATION

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December 23, 2016

Honorable Marvin L. Abney, Chairman
House Committee on Finance
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,

First and foremost, we wish you both the best in this holiday season. Attached you will find the materials and summaries that are responsive to your weekly request. As you heard from us this week when we were together we are continuing to work hard to stabilize the system as quickly as possible and better serve our customers.

We are certainly aware that these efforts are even more important during this holiday season and our staff have been working right up to this afternoon to assist customers and providers who are in touch with us about their concerns. We share the concerns of the legislature and all of our partners that our providers and customers are not getting the level of service they deserve in this transition process.

The concerns expressed by providers this week are critically important and we continue to communicate with providers on a daily basis to work together in a problem-solving mode. The providers who care for our children, older adults and community members with disabilities deserve timely payments and a system that works for them.

Although Deloitte has addressed many of the issues for the child care portal we are still working closely with child care providers to reconcile their payments through the end of next week so that they can enter the new year confident that their payments and records have been corrected. We are also focused on offering more trainings, open houses and face-to-face meetings to respond to what providers have asked for: additional training and support. We are continuing to offer open sessions to provide assistance correcting over or under payments. We want to continue open communication with child care providers, including through weekly focus group meetings.

Additionally, this week we received a response from FNS about our Corrective Action Plan. They are requesting additional information and refinements from us by January 19, so they can approve the overall plan. We'll work closely with FNS on this and are grateful for their continued support and guidance.

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

Weekly Question #1: As previously mentioned, DHS submitted a Corrective Action Plan (CAP) to the Food and Nutrition Service (FNS) in November, outlining intended actions to ensure a fully compliant SNAP program that best serves the needs of Rhode Islanders. On Tuesday, DHS received a response from FNS regarding the CAP (please see attachment labeled “**FNS Response**”). FNS requested additional information and refinements to DHS’s plan by January 19, 2017. We will share the updated plan with you when it is completed.

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, and have already been resolved as a part of ongoing reconciliation activities. There were 255 off-cycle payments to child care providers. We did not issue benefits for SSP this week.

Program	Missing/Incorrect Benefits Identified and Resolved This Week
SNAP	61
RIW	12
CCAP	255
GPA	60
SSP	0

* Data range: December 16 to December 22

- *Original Question # 10:* How many providers did not receive payments when they were accustomed to receiving?
 - **Response:** Please see above. This week, there were 647 regular payments issued to CCAP providers. In addition, there were 255 off-cycle payments paid through our ongoing billing reconciliation process to help ensure full provider compensation for child care provided. If a provider did not submit an attendance sheet when due last week, the provider may still be awaiting payment, as late attendance sheets are still being reviewed for approval.
- *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 “**Production Daily Health Reports**”) Lists of priority issues can be found on slide two of each daily health report. Per Sharon Reynolds Ferland’s request, Production Daily Health Reports for December 19 through December 22 are attached. We will forward the Daily Health Report for Friday 12/23, as soon as it is issued.

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

- **Response:** Below are data, tracked by Deloitte, on manual workarounds. As a reminder, this data reflects 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.

Application Manual Work Arouns (December 16 - December 22)

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Work Around Process
CCAP	0	89	0
GPA	0	3	0
Medicaid	1	1128	Less than 1%.
RIW	0	145	0
SNAP	3	480	1%
SSP	0	5	0

Payment Manual Work Arouns (December 2 – December 8)

Program	Manual Payments Executed	Total Payments	% of Payments completed via Manual Work Around
CCAP	255	902	28%
RIW	12	338	4% %
SNAP	61	1,559	4%

Below please find this week’s report on manual and technology-assisted interim business processes outside of the system.

Technology Assisted/Manual Interim Business Process	Instances This Week	Estimated End Date for Interim Business Process	Interim Business Process Definition
Long Term Care Payments	13 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.
Childcare Payments	255 off-cycle payments	Dec-16	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.

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

- **Response:** Between Thursday, December 15 and Tuesday, December 20, 333 escalations were opened and 125 were closed. Our Escalation Unit team is composed of our most experienced and knowledgeable employees, and they will continue to handle complex and urgent cases to make sure our customers connect to services as quickly as possible over the coming weeks.

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

- **Response:** The DHS call back system continues to offer customers the option of a call back, if they are unable to wait on hold. Between December 18 and December 23, 961 callbacks were completed.

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

- **Response:** Director Depeña Affigne completed seven Coffee Hour discussions at each DHS regional office in order to connect with workers in the field and listen to their feedback on the implementation of RI Bridges. One consistent concern from DHS workers relates to what they experience as a lack of communication after they submit a JIRA ticket. To respond to this concern, Director Depeña Affigne has initiated the creation of a Validation Team involving both members of the State and Deloitte. This team will create and implement a communication procedure around system fixes that will be in place by the first week of January, to enable timely communication to field workers related to when and how a fix has occurred within the system.
- On Wednesday, December 21st, Director Depeña Affigne met with DHS administrative office to hear feedback and/or concerns from program administrators, policy staff, fiscal staff, and others. The Director discussed concerns presented by field office staff and will use the information shared at the meeting to streamline business processes and receive consistent updates on progress.
- As mentioned last week, a training calendar has been established. Specifics are below.
 - Scheduled for January 9th 2017: trainings consisting of: Special Medicaid Training, Supervisory/Leadership Development, and Call Center Functionality.
 - Scheduled for January 16th 2017: trainings consisting of Eligibility Override for MA and CCAP, Interfaces training, and Customer Portal training.
 - On January 23, 2017: trainings consisting of Worker Inbox training, and also training on closing people in MAGI cases.

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

- **Response:** The FNS response to DHS's CAP requests additional steps related to lobby management. We will continue to keep you abreast of upcoming modifications.

December 23, 2016

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

Please let us know if we can provide additional data or information related to this submission. And again, we wish you a very happy holiday weekend.

Sincerely,



Michael DiBiase, Director, Department of Administration



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



Melba Depeña Affigne, Director, Department of Human Services