UHIP Turn Around Effort

monthly performance metrics dashboard
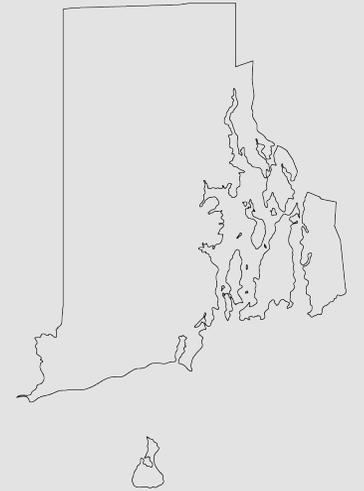
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R.I. Department of Human Services

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Our highest priority at the Department of Human Services is to provide Rhode Islanders with timely access to benefits. Regular access to accurate, meaningful data is key to achieving this mission.

Over the past month, the State has been working with Deloitte to improve and refine its data. The data included in this dashboard has been reviewed and reflects the best available information at this time. Data is subject to change as improvements are made to the system.

Although we face ongoing challenges, we are beginning to see signs of progress. The total number of pending applications in the system is stabilizing. And the State's focus on tackling pending SNAP applications resulted in more than a 25 percent reduction last month.

We will continue to strive for the modern, efficient system envisioned for Rhode Island and to address issues quickly, share timely information, and provide quality service to our customers.

inside

total pending applications

 # Pending Applications

| Date	Pending Applications
1/29/17	12,939
2/5/17	13,911
2/12/17	14,078
2/19/17	13,818
2/26/17	12,278
3/5/17	12,463
3/12/17	13,684
3/19/17	13,659
3/26/17	13,612
4/2/17	11,638
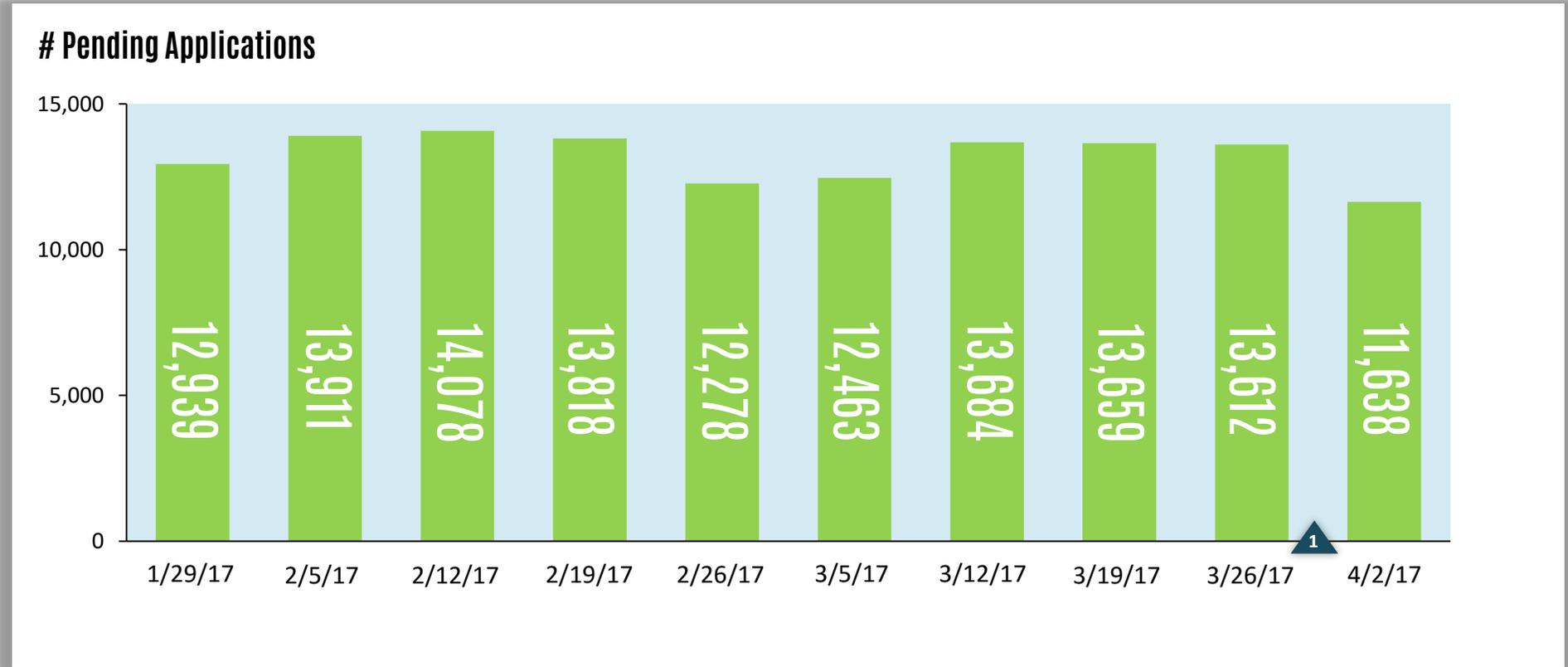
This graph reflects the total number of new applications in progress in the RI Bridges system, across programs.

Data is based on queries of the RI Bridges database designed by the state and executed by Deloitte.

Data on MAGI, Complex Medicaid, Undetermined Medical, Long-Term Care (LTSS), Medicare Premium Payments, SNAP, RI Works, General Public Assistance & Burial, Child Care, & State Supplemental Payments are included.

1. During this period, LTSS was added and Medical cases that are actually changes (vs. new applications) that came in via the customer portal were removed.

non-medical: pending application

 # Pending Applications

Date	Pending Applications
1/29/17	4,226
2/5/17	4,790
2/12/17	4,930
2/19/17	4,696
2/26/17	5,281
3/5/17	5,486
3/12/17	5,258
3/19/17	5,040
3/26/17	4,689
4/2/17	4,129

(note marker 1 appears between 2/19/17 and 2/26/17)
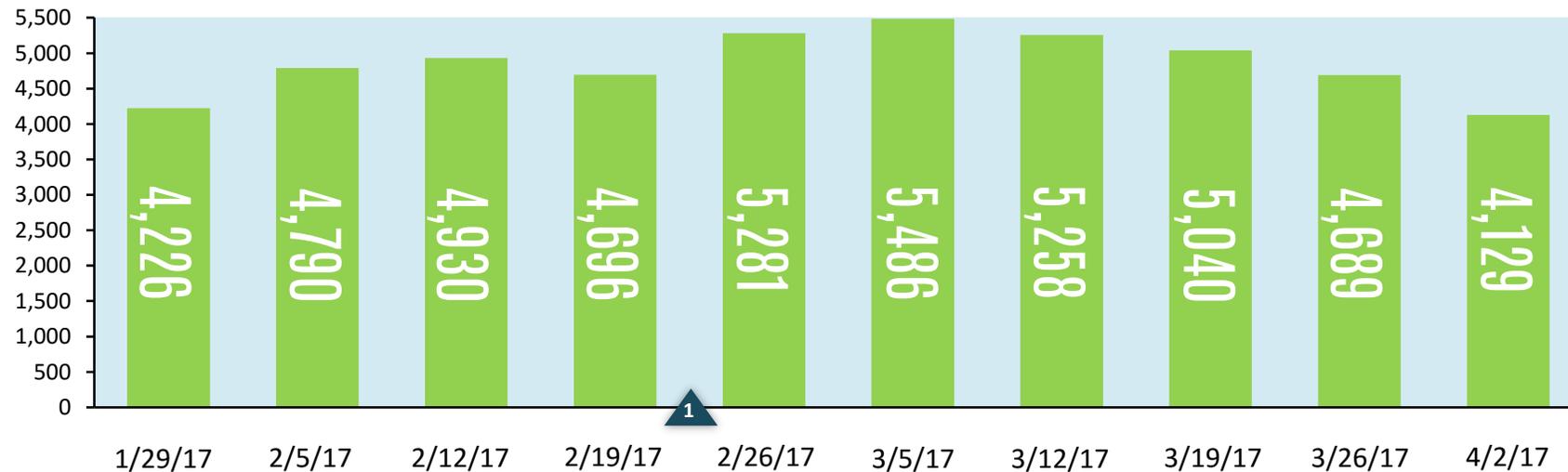
This graph reflects the number of new non-medical applications in progress in the RI Bridges system.

Data is based on queries of the RI Bridges database designed by the state and executed by Deloitte.

Data on SNAP, RI Works, GPA & Burial, CCAP & SSP are included.

1. The increase taking place between 2/19 and 2/26 was due to the discovery of and registration of old applications that came in through the self service portal.

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SNAP expedited: pending applications

 # Pending Applications

Date	# Pending Applications
1/29/17	856
2/5/17	962
2/12/17	899
2/19/17	877
2/26/17	953
3/5/17	931
3/12/17	714
3/19/17	605
3/26/17	442
4/2/17	353
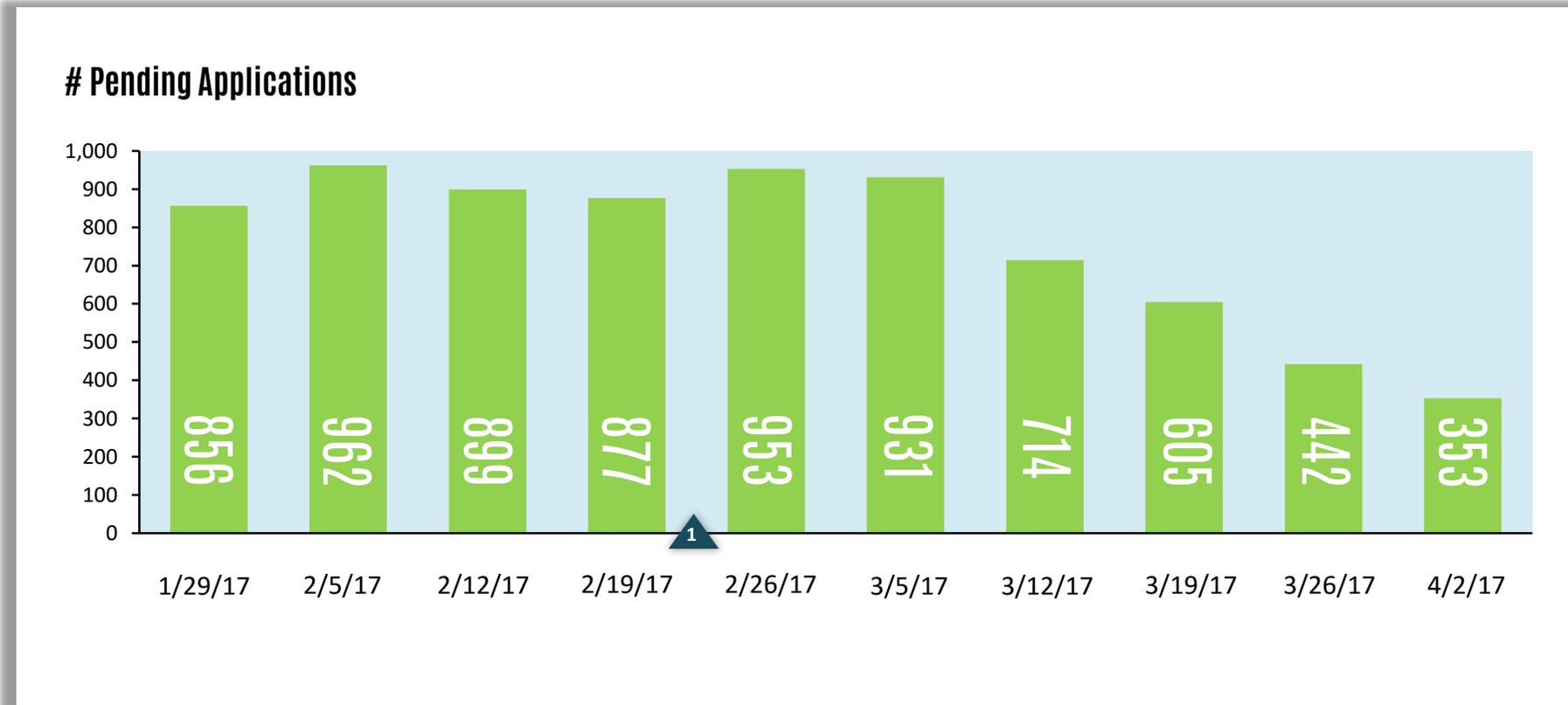
This graph reflects the number of new SNAP expedited applications in progress in the RI Bridges system.

1. The increase taking place between 2/19 and 2/26 was due to the discovery of and registration of old applications that came in through the self service portal.

# SNAP regular: pending applications

 # Pending Applications
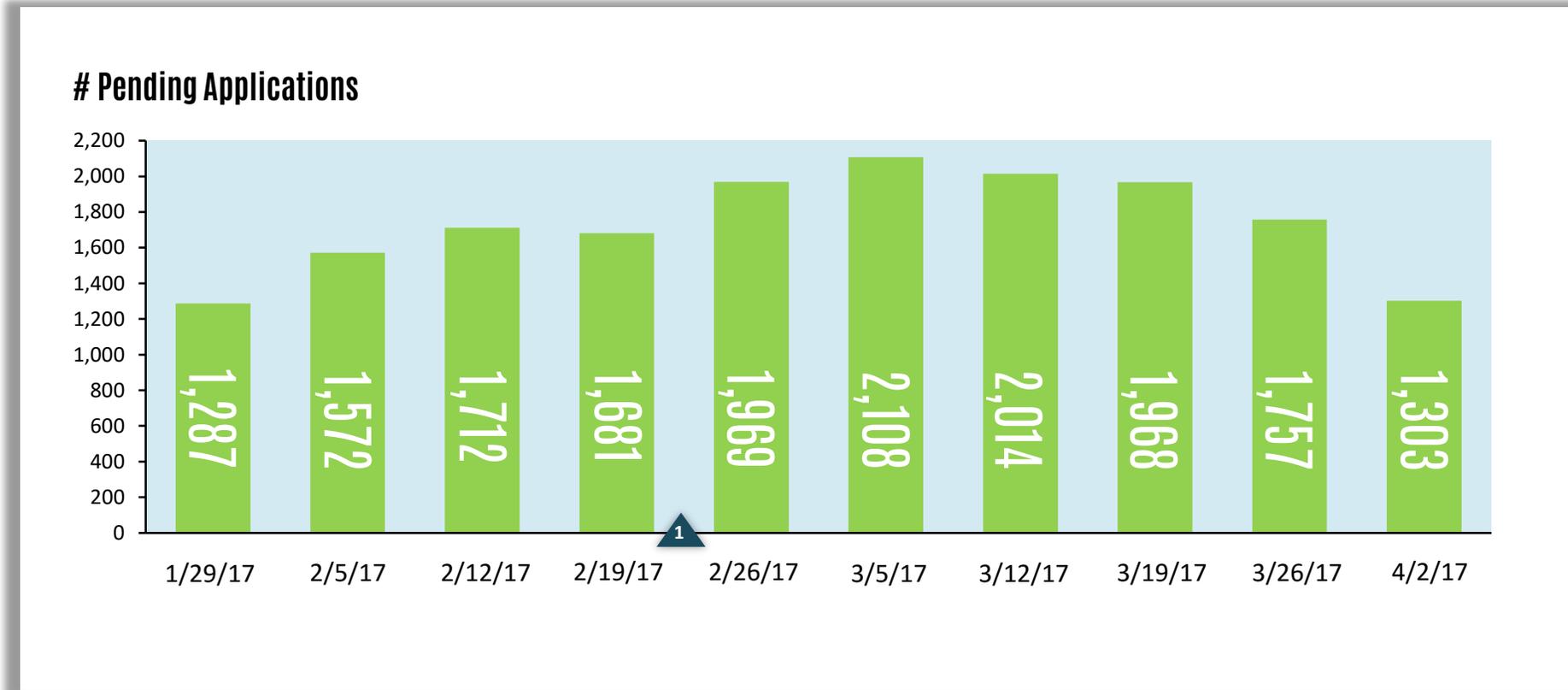
This graph reflects the number of new non-expedited SNAP applications in progress in the RI Bridges system.

Date	# Pending Applications
1/29/17	1,287
2/5/17	1,572
2/12/17	1,712
2/19/17	1,681
2/26/17	1,969
3/5/17	2,108
3/12/17	2,014
3/19/17	1,968
3/26/17	1,757
4/2/17	1,303

1. The increase taking place between 2/19 and 2/26 was due to the discovery of and registration of old applications that came in through the self service portal.

cash assistance: pending applications

 # Pending Applications

Date	# Pending Applications
1/29/17	1,216
2/5/17	1,312
2/12/17	1,350
2/19/17	1,271
2/26/17	1,370
3/5/17	1,408
3/12/17	1,453
3/19/17	1,405
3/26/17	1,393
4/2/17	1,375
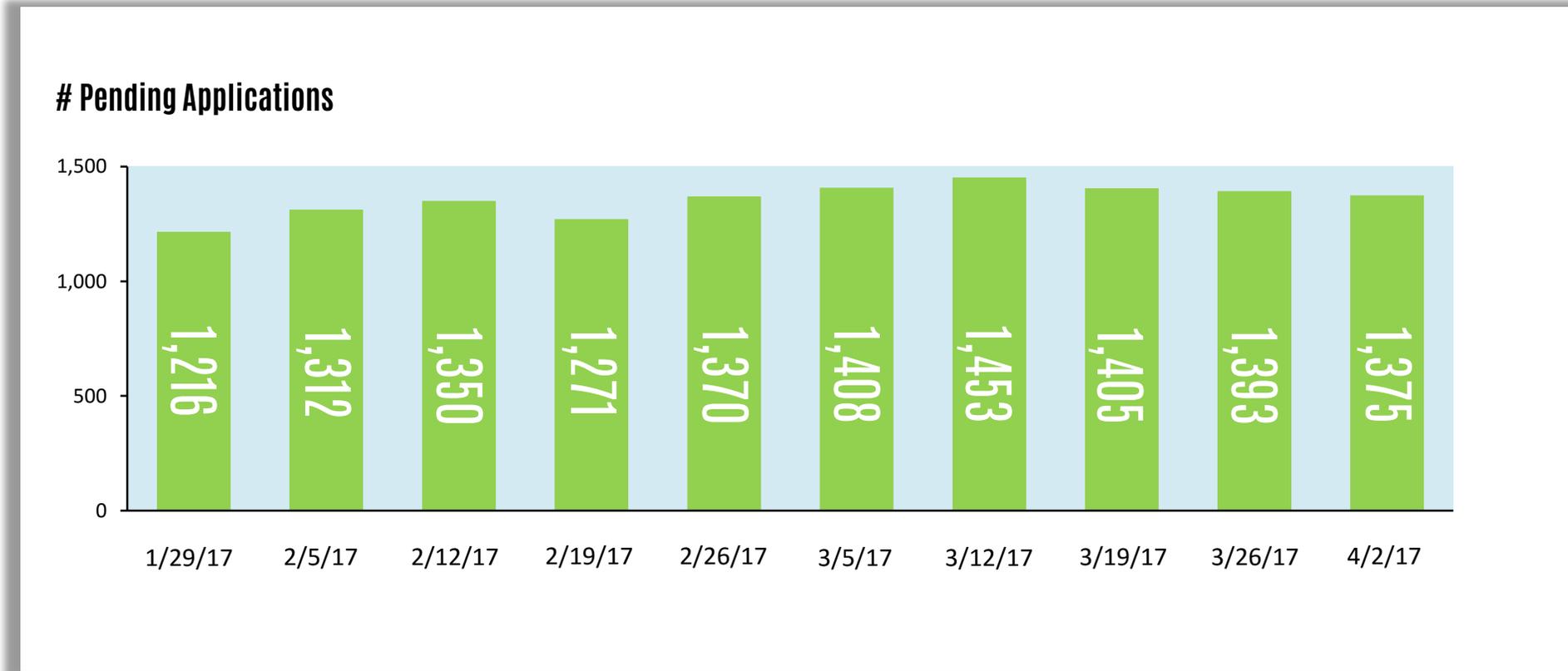
This graph reflects the number of new RI Works and General Public Assistance applications (reported together as "cash assistance") in progress in the RI Bridges system.

child care: pending applications

 # Pending Applications

Date	Value
1/29/17	485
2/5/17	532
2/12/17	562
2/19/17	481
2/26/17	567
3/5/17	621
3/12/17	659
3/19/17	648
3/26/17	685
4/2/17	700
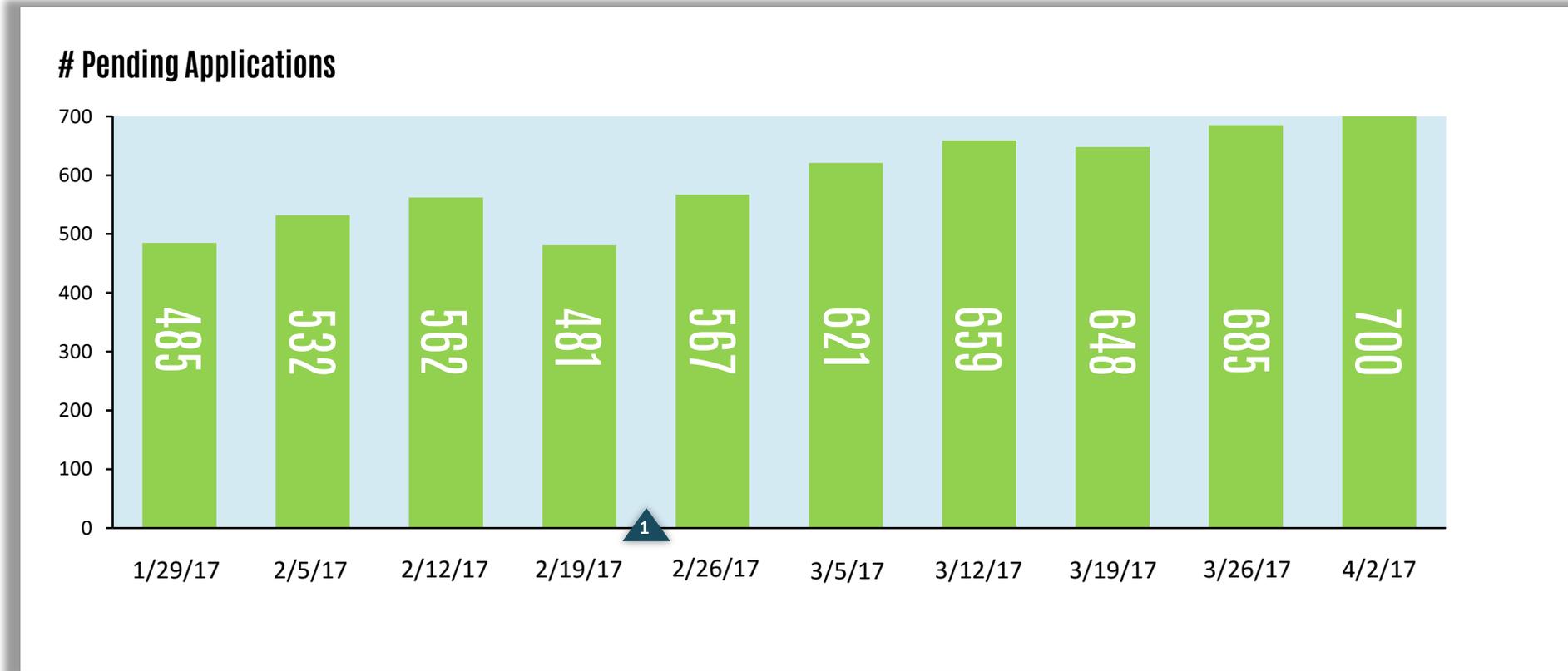
This graph reflects the number of new Child Care Assistance Program (CCAP) applications in progress in the RI Bridges system.

1. The increase taking place between 2/19 and 2/26 was due to the discovery of and registration of old applications that came in through the self service portal.

burial: pending applications

 # Pending Applications

Date	# Pending Applications
1/29/17	232
2/5/17	252
2/12/17	249
2/19/17	235
2/26/17	227
3/5/17	223
3/12/17	216
3/19/17	206
3/26/17	195
4/2/17	190
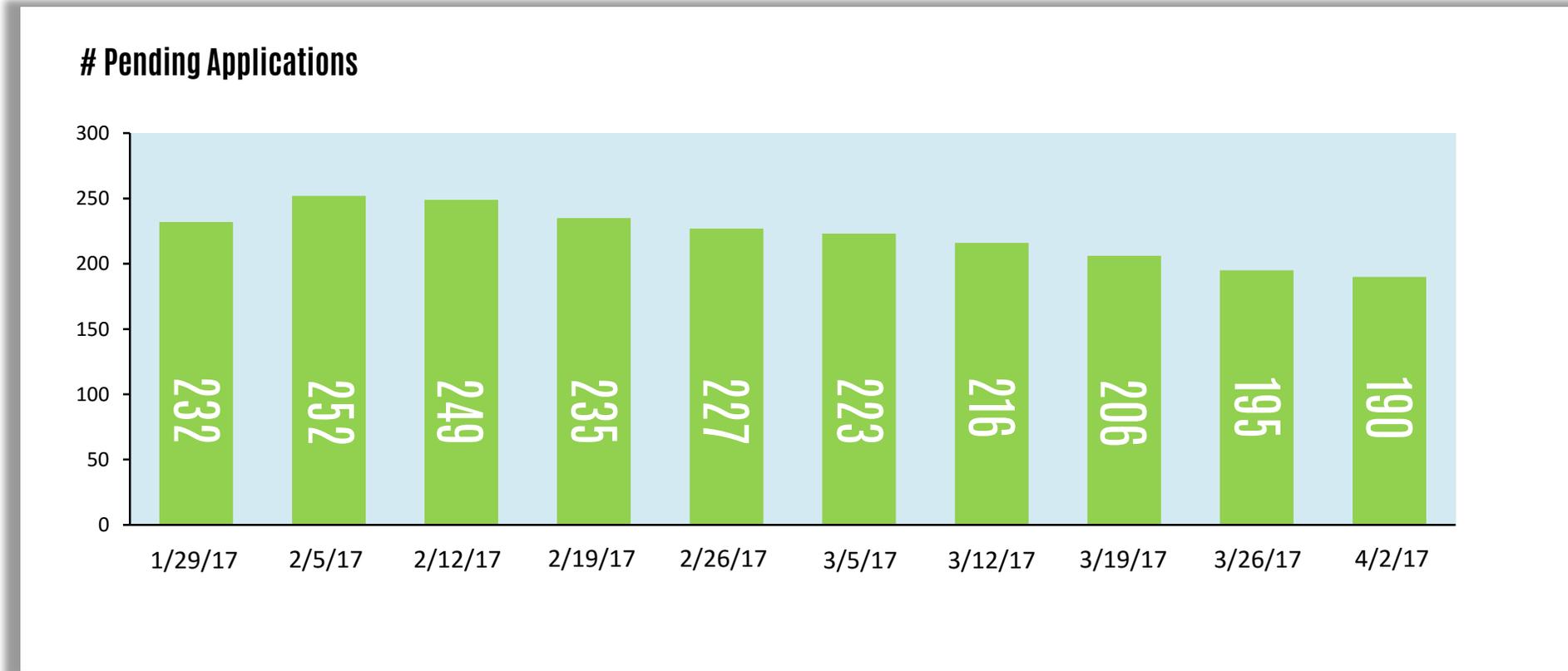
This graph reflects the number of new General Public Assistance funeral & burial service applications in progress in the RI Bridges system.

SSP: pending applications

 # Pending Applications

Date	Value
1/29/17	150
2/5/17	160
2/12/17	158
2/19/17	151
2/26/17	195
3/5/17	195
3/12/17	202
3/19/17	208
3/26/17	217
4/2/17	208
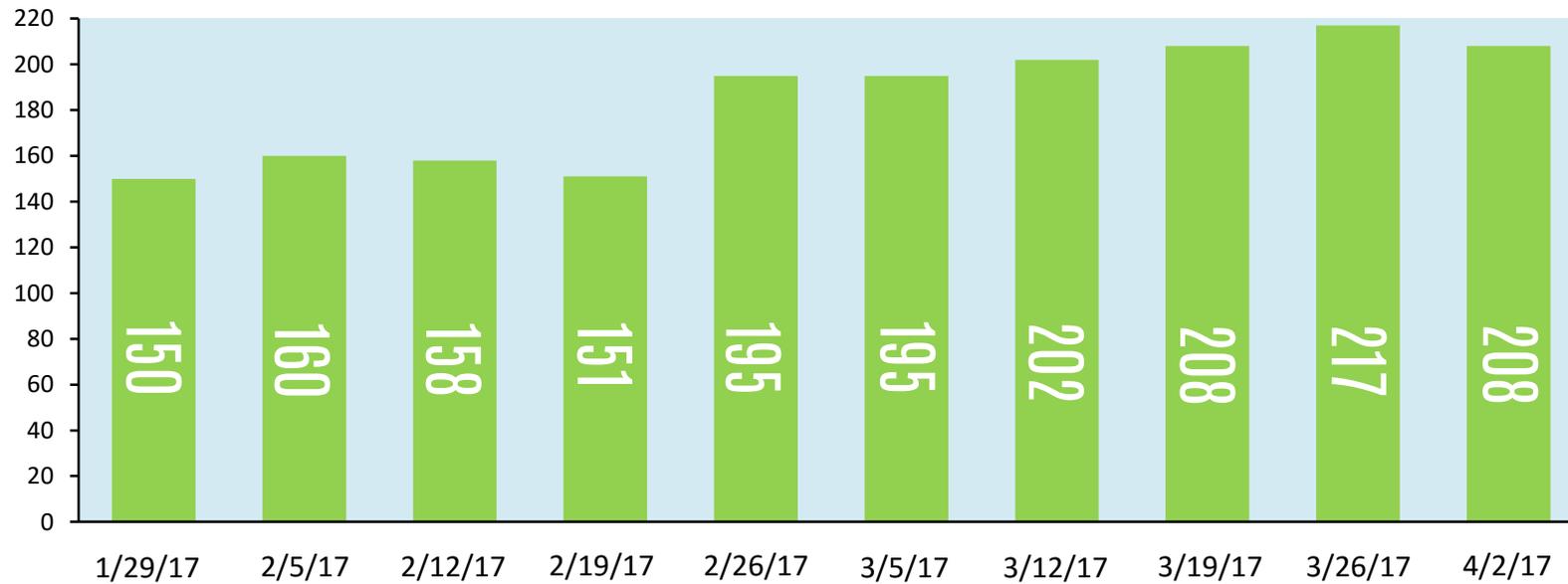
This graph reflects the number of new Supplemental Security Income, State Supplemental Payment (SSP) applications in progress in the RI Bridges system.

medical: pending applications

 # Pending Applications
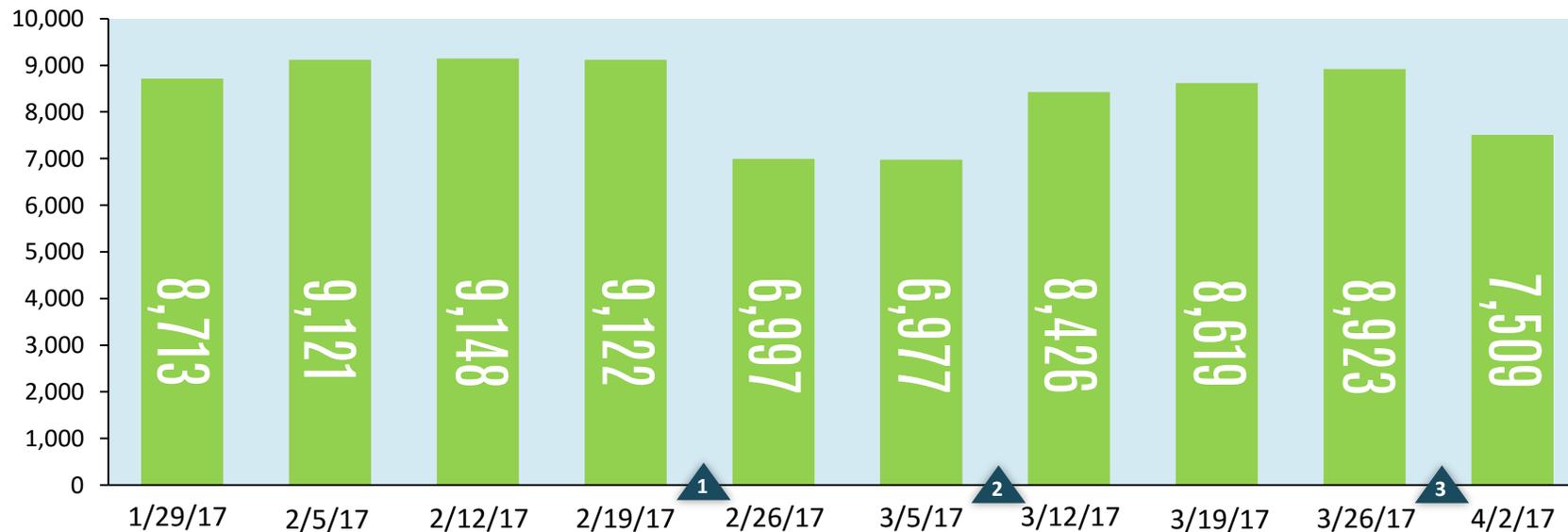
This graph reflects the number of new Medical applications in progress in the RI Bridges system.

Data is based on queries of the RI Bridges database designed by the state and executed by Deloitte.

Data on MAGI, Complex Medicaid, Undetermined Medical, LTSS & Medicare Premium Payments are included.

Date	# Pending Applications
1/29/17	8,713
2/5/17	9,121
2/12/17	9,148
2/19/17	9,122
2/26/17	6,997
3/5/17	6,977
3/12/17	8,426
3/19/17	8,619
3/26/17	8,923
4/2/17	7,509

1. Removed Qualified Health Plans (QHP) given it is not a DHS program with eligibility requirements.
2. Included all records with eligibility determinations for MAGI and Complex Medicaid.
3. During this period, LTSS was added and Medical cases that are actually changes (vs. new applications) that came in via the customer portal were removed.

average lobby wait times
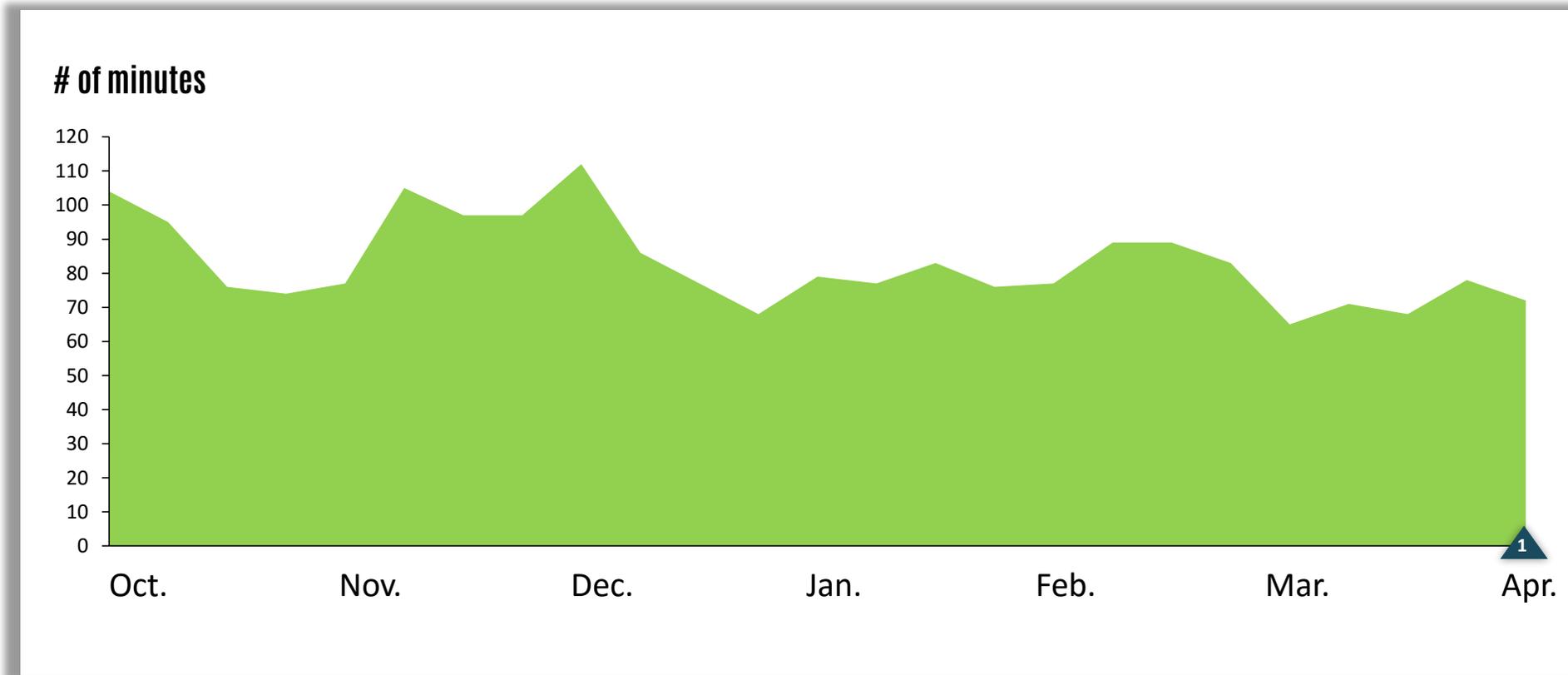
# of minutes

This graph reflects the average wait time in minutes across field offices since October 2016. This data has been coded and provided to the State by Deloitte.

1. The Pawtucket office is excluded in the week of 3/26 due to data quality concerns.

data snapshot:
4/2 pending applications

		SNAP Expd.	SNAP Regular	Cash Assistance	CCAP	GPA - Burial	SSP	MAGI	Undet. Medical	Complex Medicaid	Medicare Premium	Long Term Care	Grand Total
Overdue	Client	202	429	265	129	87	39				128	20	
	DHS	92	222	765	317	79	119				310	1078	
	Total	294	651	1030	446	166	158				438	1098	
Not Overdue	Client	19	188	102	37	5	5				21	20	
	DHS	40	464	243	217	19	45				161	1008	
	Total	59	652	345	254	24	50				182	1028	
Grand Total		353	1303	1375	700	190	208	1212	3050	501	620	2126	11638

Note: At this time, Medical overdue/not overdue cannot be segmented due to query changes; this data will be included in the next monthly dashboard.

additional definitions

Overdue………………….. Indicates if the application has been pending longer than regulation allows, as measured from the date received. SNAP Expedited applications are overdue if they have been pending for more than 7 days. Medical applications are overdue if they have been pending for more than 45 days. LTSS applications are overdue if they have been pending for more than 90 days. All other application types are considered overdue if they have been pending for more than 30 days.

Not Overdue………….. Any application pending for fewer days than the overdue threshold.

DHS……………………… Applications are under DHS when pending a worker's action. This is calculated based on an application status queried from RI Bridges.

Client…………………… Applications are under client when the client needs to submit more information or missed an interview. This is calculated based on an application status queried from RI Bridges.