



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

DEPARTMENT OF ADMINISTRATION

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February 10, 2017

The Honorable Marvin L. Abney, Chairman  
House Committee on Finance  
The Honorable Patricia A. Serpa, Chairwoman  
House Committee on Oversight  
Rhode Island House of Representatives  
82 Smith Street  
Providence, RI 02903

Dear Chairman Abney and Chairwoman Serpa,

This week, the Department of Human Services (DHS) announced a change in lobby hours for its field offices. To ensure customers receive timely assistance during peak times and staff are deployed most effectively, DHS field offices in Providence, Woonsocket, Pawtucket and Warwick will now be open the first Saturday of the month. The new schedule, which continues extended weekday hours for the Providence and Woonsocket field offices, began this week. DHS staff will continue to work on Saturdays throughout the month to more efficiently address application backlog and other customer needs.

As you know, the first week of the month is the busiest time for DHS field offices, as the system completes a number of significant activities on the first of day of the month; this includes, but is not limited to, SNAP certifications and re-certifications, post-eligibility verification, and state supplemental social security payments. DHS will continue to monitor visitation and make adjustments as needed to best serve our customers.

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

Weekly Question #1: FNS Reports and Correspondence.

**Response:** We did not submit written correspondence to the Food and Nutrition Service (FNS) this week.

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.
- **Response:** All of the below missing or incorrect benefits were identified this week but have already been resolved as a part of our ongoing reconciliation activities.

Program	Missing/Incorrect Benefits Identified This Week (All Resolved This Week)
SNAP	27
RIW	5
CCAP	102
GPA	0
SSP	0

\* Data range: February 3-February 9

- *Original Question # 10:* How many providers did not receive payments when they were accustomed to receiving?
  - **Response:** Please see above. In the last week, there were no regular payments scheduled to CCAP providers. However, there were 102 off cycle payments made to child care providers as a result of the ongoing billing reconciliation process and missing or incorrect Batch 17 payments.
- *Original Question # 16:* Glitches reports.
  - **Response:** The Production Daily Health Reports used by Deloitte to list priority issues that need to be addressed and fixed are attached. Lists of priority issues can be found on slide two of each daily health report. Production Daily Health Reports for February 6-10 are attached. (Labeled “**Daily Health Reports.**”)

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

**Response:** Below are data, tracked by Deloitte, on manual workarounds. As previously reported, these data reflect 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 (February 3 – February 9, 2017)**

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Work Around Process
CCAP	0	100	0
GPA	0	15	0
Medicaid	3	1071	.28%
RIW	0	225	0
SNAP	1	1104	.09%
SSP	0	9	0

**Payment Manual Work Arouns (February 3 – February 9, 2017)**

Program	Manual Payments Executed	Total Payments	% of Payments completed via Manual Work Around
RIW	5	389	1.28%
SNAP	27	3211	.84%

Below please find data (and data definitions) related to the instances in which manual or technology-assisted interim business processes were utilized this week.

<b>Technology Assisted/Manual Interim Business Process</b>	<b>Instances This Week</b>	<b>Estimated End Date for Interim Business Process</b>	<b>Interim Business Process Definition</b>
Long Term Care Payments	87 off-cycle payments *(Btwn Friday, 2/3 – Friday, 2/10.)	Feb 28, 2017	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.
*Child care Payments	102 off cycle payments	March 31, 2017	Childcare providers are paid on a biweekly payment cycle based upon attendance sheets that have been submitted. The interim business process includes ongoing reconciliation of enrollments and payments, resulting in off cycle payments.

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

**Response:** The escalation unit continued to process escalated cases this week in line with our multi-tier triage protocol. : Between 2/2/17 - 2/8/17, 542 escalations were opened and 103 escalations were closed for DHS.

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

**Response:** The DHS callback system remains turned off.

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

**Response:** Acting DHS Director Eric Beane is continuing to engage senior and regional office staff across the state to inform his month-long assessment of the UHIP project. His assessment report will document findings and strategies related to employee and stakeholder engagement.

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

**Response:** As referenced above, DHS has initiated Saturday lobby hours in high-volume field offices after the first of the month to provide additional assistance to clients.

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

As always, please let us know if we can provide any additional data or information related to this submission.

Sincerely,

A handwritten signature in blue ink that reads "Michael DiBiase". The signature is fluid and cursive, with the first name "Michael" and last name "DiBiase" clearly legible.

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**Michael DiBiase**, Director, Department of Administration

A handwritten signature in blue ink that reads "Elizabeth Roberts". The signature is cursive and written over a horizontal line.

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