



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
**DEPARTMENT OF ADMINISTRATION**

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October 20, 2016

The Honorable Marvin L. Abney, Chairman  
House Committee on Finance  
State of Rhode Island General Assembly  
82 Smith Street  
Providence, RI 02903

Dear Honorable Colleagues:

Thank you for the opportunity to share with you more information on the Unified Health Infrastructure Project (UHIP). Attached you will find the second batch of materials and summaries that are responsive to the questions you formally submitted to us on Monday, October 17.

We hope these materials are helpful in answering some of your questions, and we look forward to discussing these items and more at today's hearing.

The needs and concerns of our customers and Rhode Island taxpayers have been at the forefront of every decision made throughout the life of this project – from the planning and design phase, to the development through testing, launch and implementation of the new system. The project has evolved over time to respond to new federal requirements and build the most effective, efficient health and human service delivery system for Rhode Islanders.

Given that the system largely administers federal programs, we have collaborated closely with our federal partners on a weekly basis for more than a year through countless conference calls, meetings and updates as we have designed, launched and implemented the integrated system.

This is the largest technology project in Rhode Island's history, involving the conversion of about 400 million fields of data, the integration of nearly 50 different programs and the merging of almost 100 interfaces. We believe the vast majority of the nearly 320,000 Rhode Islanders we serve are receiving benefits and services without any disruptions.

Without question and as expected, there have been challenges and issues with our transition to this new, modern system. With the help of our vendor, Deloitte, we've been identifying, prioritizing and resolving these issues as they emerge in real time.

This certainly does not minimize the challenges of the people who have been affected by this transition to the streamlined system. We take their concerns very seriously, and have been doing everything in our power to take responsibility for their needs. We share in the frustration that some

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of our customers have experienced, particularly with long lines at our field offices and with the issues we have worked through with EBT cards.

Complex transitions like this do take time and a considerable amount of patience, but at the end of the day, we are building a better system that will bring government service delivery into the 21<sup>st</sup> century, improve customer service and enhance value for all Rhode Islanders.

Sincerely,



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Michael DiBiase  
Director, Department of Administration



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Secretary Elizabeth Roberts  
Executive Office of Health and Human Services



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Melba Depeña Affigne  
Director, Department of Human Services

Enclosures