

Rhode Island's New Eligibility System

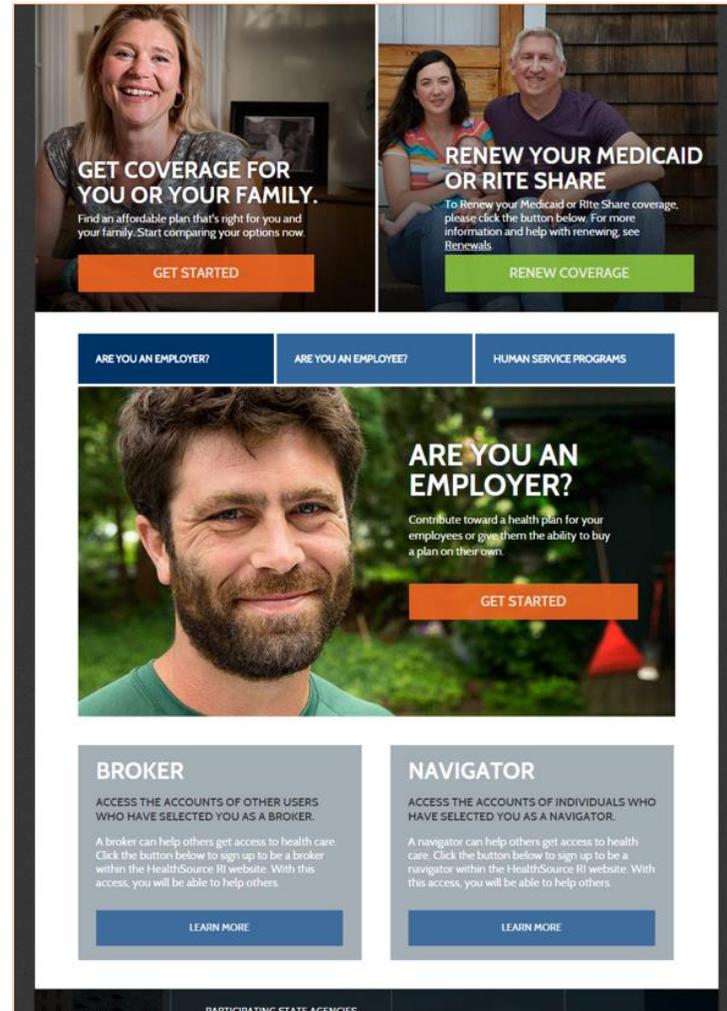
IMPLEMENTATION UPDATE

*Rhode Island's New On-Line Application for Public Benefits:
A Workshop for Community Helpers*

Thursday, May 26, 2016



Eligibility system timeline



- In October 2013, HealthSourceRI was launched
- In January 2014, customers began applying for human services benefits online
- Over the next few months, a new integrated eligibility system will be launched that will enhance customer service and enable families to access all of the benefits for which they are eligible

Benefits of the Integrated Eligibility System



- Customers will be able to...
 - Apply for and renew benefits online
 - Check the status of their benefits
 - Report changes in household composition, income, assets, etc.
 - Upload required documentation electronically
- All programs and all customers in one system
- Electronic documents
 - All eligibility documents, delivered in-person or mailed, will be scanned into the system
 - Scanned documents will be available to all DHS workers
 - Customers can upload their own scanned documents

After go-live



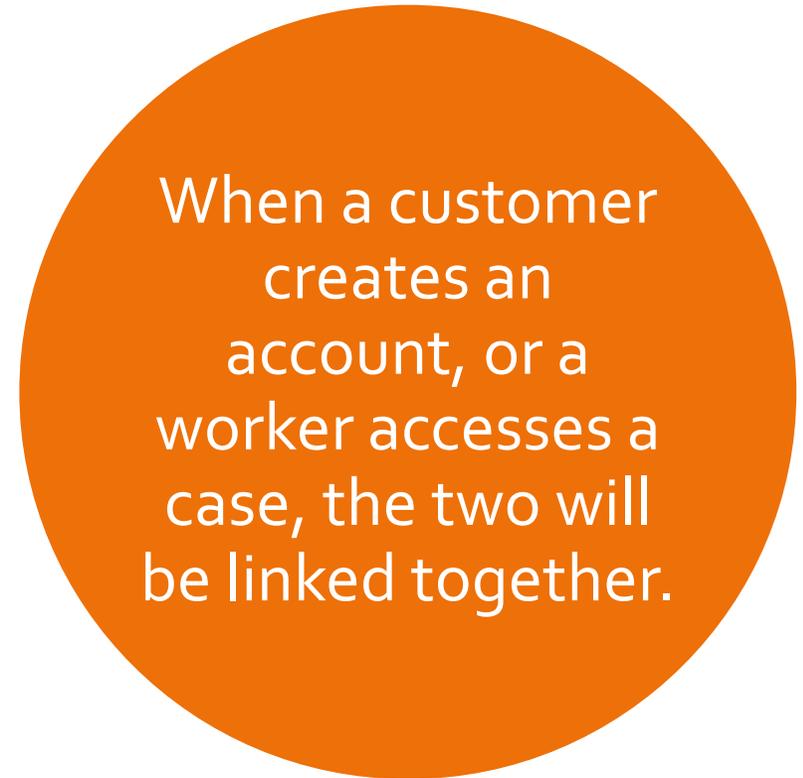
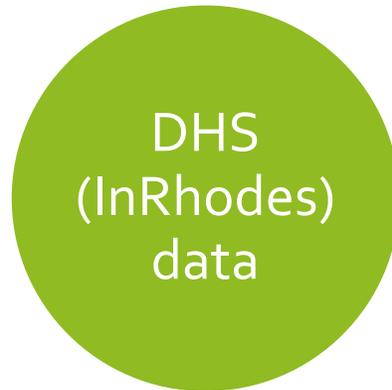
Customers who already have an account through HSRI

- Will log into their account as before
- If they also receive DHS programs (such as SNAP) they will be able to view those benefits through the integrated system.

Existing DHS customers who don't have an HSRI account

- Will have the option of creating an account to view their SNAP and other benefits and apply for healthcare.

Data conversion



Data conversion



- In some cases, data may be different between the two systems.
- In the event of a meaningful discrepancy, customers will receive a notice describing the two different data points, and describing how we propose to reconcile them.
- Customers will have a chance to respond and verify their data.

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HSRI: \$1000
InRhodes: \$900
We'll use: \$900

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Dates to remember



- The new system comes online on the morning of **July 12, 2016**
- To prepare for this launch and convert data from the old system to the new one, the system must go offline temporarily.
- As a result, services will be limited during the transition period from **July 7 to July 11**.



During the transition period



- DHS offices will have read-only access to most accounts.
- Paper applications will be accepted and processed as soon as the system comes back up.
- DHS and HSRI will be able to help customers with urgent needs during the transition period.
- Support customers during this transition, Medicaid renewals for July will be postponed until August.

Getting the word out

- Notices to customers
- Community meetings
- Stakeholder engagement
- Flyers and posters
- Press coverage
- Social media



We need your help!

- Encourage customers to do all necessary case maintenance in June.
- Reinforce the benefits of an integrated eligibility system.
- Express the state's commitment to making continuous improvements

Demo



Brief demonstration of two scenarios

Current QHP +
Medicaid family
with HSRI account,
wants to add SNAP
benefits

Current SNAP
family, wants to
view case in new
customer portal and
add healthcare