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## Office of Information Technology Resolution Report

### Public Assistance Reporting Information System (PARIS) Processing Errors

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#### **Outage/Issue Description:**

Errors were encountered in the “Paris Match” file processing for the 2/9/18 and 5/11/18 cycles that caused Arkansas DHS DCO to fail to send files to the Defense Manpower Data Center (DMDC) for processing.

#### **Outage/Issue Impact:**

PARIS is a data service for states to match the records of recipients of public assistance to check if they receive duplicate benefits in two or more states. Failures in this process could affect the state’s ability to identify improper payments and minimize fraud and abuse.

#### **Programs Impacted:**

Medicaid

#### **Services Impacted:**

N/A

## **Activity:**

### **Process Definition**

To help document and identify the failures that occurred during these two cycles, we need to show a high-level map of the process flow as it was at that time. It works like this:

The Arkansas Department of Human Services Division of County Operations currently has two systems that process Medicaid eligibility. The ANSWER (Arkansas Networked Systems for Welfare and Eligibility Reporting) Information System is the system of record for traditional Medicaid. The EEF (Enrollment and Eligibility Framework) Information System is the system of record for MAGI Medicaid.

Because of this, the process involves creating extracts from both systems, validating and combining these extracts and then sending to DMDC. The high-level process flow works like this.

Step 1 – DCO provides a list of active participants to the Information Systems Support vendor (previously Northrop Grumman, now Deloitte Consulting) that supports the Answer system.

Step 2 – ISS vendor uses the participant list to create a detailed extract file from the ANSWER system.

Step 3 – The detailed ANSWER extract file is sent back to DCO for validation.

Step 4 – Once approved, the detailed ANSWER extract file is copied to a shared location to be merged with the EEF file.

Step 5 – The EEF team creates a detailed extract file. (This system is newer and does not require DCO to provide a participant list).

Step 6 – The detailed EEF file is transferred via a scheduling system and transfer service to a shared location to be merged with the ANSWER file.

Step 7 – The detailed ANSWER and EEF files are combined into one file with necessary formatting in preparation for sending to DMDC.

Step 10 – DCO performs a final validation of the combined file.

Step 11 – The file is picked up by a scheduling system (files are required to be transferred on the 2<sup>nd</sup> Friday of the month, every 3<sup>rd</sup> month) and then is sent to DMDC via a secure file transfer process.

## **Error documentation**

### **1) 2/9/18 Cycle**

The first error occurred during processing for the 2/9/18 cycle. This error was caused due to a lack of appropriate documentation being provided to Deloitte Consulting by Northrop Grumman during transition of the contract responsibilities.

This was manifested by Deloitte being unable to access the participant list provided by DCO (step 2 above). While working through these access issues, the EEF file arrived and Deloitte began trying to process the detailed ANSWER extract but was experiencing errors due to it being the wrong file.

By the time the team figured out what had happened, the window for submitting the Paris file had closed.

### **2) 5/11/18 Cycle**

The second error occurred during processing for the 5/11/18 cycle. The support teams had worked through all the access and other issues during this run and believed the process to be successful.

However, we found out after the submission deadline had passed, that although the scheduling tool had reported a successful job completion, the actual secure file transfer process had not worked correctly. (step 11 above).

### **3) 8/10/18 Cycle**

The file was successfully generated and submitted to DMDC for this cycle. Verification with DMDC confirmed they had received and successfully processed the file.

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## **Resolution:**

### **1) 2/9/18 Cycle**

The resolution for this issue was to fix the access issues and to document the process for the next iteration.

### **2) 5/11/18 Cycle**

The resolution for this issue was to implement a verification process whereby the support teams will confirm the transfer of the file was completed successfully by verifying this in the file transfer system transfer logs. The team also further verifies that the file was received by DMDC prior to the submission deadline via direct contact with DMDC staff. The updated documentation has been provided as Exhibit A.

## **Summary and future prevention:**

To prevent future failures, the support teams now have a fully documented process, detailing each step and owner. Verification of these processes involve confirming successful transfer via file transfer logs as well as verification directly with DMDC personnel who confirm that the file has indeed been received. This improved process already caught a corrupted file transfer for the August cycle requiring the team to send the file multiple times before getting confirmation from DMDC staff of success.

While we have improved the process, the support teams are continuing to review this process for further improvement, for which we believe there is ample opportunity.

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**DHS Helpdesk Information:**

Please report any further issues to the DIS Call Center at (501) 682-HELP or [dis.callcenter@arkansas.gov](mailto:dis.callcenter@arkansas.gov).

**Thank you for the opportunity to serve you.**

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