

ACTION LOG NOTES

IMLCC Technology Committee

March 14, 2024

Prepared by Sam Hunthausen (MT)

1. Sam Hunthausen, Dawn Gage, Elizabeth Huntley, Lynette McDonald, Vincent Culotta, and Marschall Smith, Dale Watts were present. Michael Jaffe, Ellen Douglas Smith, Vonda Apking, Kyle Karinen. Kevin Bohnenblust, Jake Manahan, and Karen Silas were absent.
2. Dale Watts has announced his retirement. His last day as IT Manager will be May 31, 2024. The Committee members expressed appreciation for his service. Dale and Marschall spoke about succession planning.
 - a. Interviews have concluded, and it is hoped that Dale's successor will begin April 1st to have a few months of overlap in staffing. Dale spoke about the presentation he made to the committee made at the annual meeting as serving as a good base for transferring knowledge to the next manager.
 - b. Staff mentioned the possibility of Dale consulting as needed beyond his final day.
 - c. Dale said that he has also hired another developer who will start March 18th, and this developer has experience with Azure.
3. Dale spoke about a three-hour outage that occurred on March 4th which resulted in about 3800 failures. This was not a breach, rather a result of poor coordination between vendors. A managed service provider that interfaces with Microsoft realized it did not have access to the system and reset a password. A similar event occurred in September 2023 when Microsoft created a new user account to replace the SYSTEM account. There was also a higher flow failure rate in February.
4. Sam asked Dale to explain our current credit card vendor and how their APIs interacts with our processes and systems.
 - a. It is a contracted payment processor, currently handling credit card information. Compact application web forms interact with it, transmitting and metadata is transmitted through that vendor.
 - i. The compact doesn't see credit card details.
 - ii. There are other payment methods the vendor permits.
 - b. About a year ago, the Compact explored other vendors for this service. Staff is not currently seeking another vendor.
 - i. There would be costs incurred and programming required if a change were made to another vendor.
 - ii. Marschall said that our current vendor has not had security breaches nor the customer service complaint volume many low-cost providers experience.
5. Financial Report and Tracking Project (Project 4 on the iStarsII roadmap)
 - a. Dale provided a summary of financial tracking which occurs outside of iStarrsII

- i. The committee reviewed the many elements of data and the operation that are outside of iStarsII, existing on spreadsheets, through email, and through manual processes. The goal is to bring all elements of compact operation into a system, pulling financial data, reconciliation and balancing within CRM.
- b. The committee reviewed the ideas for consideration which had been provided by Dale.
 - i. Offering payment options other than credit card.
 - 1. The committee recommends adding ACH as a transaction type permitted through Stripe and identifies it as a high priority goal.
 - a. The commission has been paying the of credit card transaction fees because there is not another payment option.
 - b. Credit card fee is 2.9% + \$.35 per transaction; ACH fee is about 0.8 per transaction up to a maximum of \$5. Wire transfer costs are significantly higher.
 - c. The difference between ACH and EFT payments were discussed.
 - i. ACH: more secure, lower failure rate, takes longer to clear, cannot be disputed because it goes through a clearinghouse
 - ii. EFT: goes directly to bank account and takes funds, higher risk, quicker, can be disputed.
 - ii. Devising a return procedure to feed data back into CRM system.
 - 1. The committee recommends and identifies it as a medium priority goal.
 - iii. Creating a means for clinicians to request multiple renewals and make a single payment.
 - 1. The committee recommends and identifies it as a medium priority goal.
 - 2. Dawn asked if there was a limit on the dollar amount or number of transactions. Dale and Marschall answered that there is not a limit.
 - iv. Offering credentialing agencies and hospital systems the ability to submit batch payments for multiple physicians and conduct invoicing.
 - 1. The committee recommends exploring this concept further, but as a lower priority goal.
 - a. It has been requested by some organizations. Currently all transactions are on a per application basis. Dale said this might be an option to explore in Enhanced Physician Portal development.
 - b. Lynette asked questions about volume of applications these payments might be applicable. Dale says that some entities handle a dozen transactions per day.

- v. Allowing states to drive remittance process by asking for payment for a specific physician within a time window.
 - 1. The committee recommends pursuing this process as a high priority goal.
- 6. Marschall and Dale reminded the committee of the interviews and surveys being conducted in relation to the Enhanced Physician Portal and emphasized the importance of participation in the project.