

ACTION LOG NOTES

IMLCC Technology Committee

November 18, 2024

Prepared by Sam Hunthausen (MT)

1. Sam Hunthausen, Michael Jaffe, Elizabeth Huntly, Kyle Karinen, Jake Manahan, Karen Silas, Tom Ryan (proxy for Sumeet Goel), Antonia Winstead (proxy for Marilyn Gorney-Daley), Marschall Smith, Dave Clark, and Matt Robison attended in person in Scottsdale, Arizona. Dawn Gage, Lynette McDonald, and Kevin Bohnenblust attended by videoconference. Paula Martinez, Vonda Apking, and Vincent Culotta were absent.
2. Matt provided his monthly IT manager report:
 - a. Application flowrate failure continues to be low.
 - b. Financial Tracking and Reporting Project dates are being set next year. Matt would like to revisit with committee on some of its previous recommendations made earlier this year.
3. The committee reviewed two proposed documents related to API development financial assistance to member boards, in conjunction with the previously-approved administrative memo No. 11.
 - a. Application for funding
 - b. Scoring methodology for the Technology Committee to evaluate applications, and ultimately to make recommendations to the Executive Committee. The committee suggested simplifying and shortening the application and not requiring extensive reporting from the state member boards. Engagement of a communications specialist was also suggested to explain the benefits of API development.
4. As requested for publication the committee discussed the following for publication and information for new commissioners in indicating their committee preferences:
 - a. **Purpose and key tasks of Technology Committee:** The Technology Committee shall be established as a standing committee to provide oversight of all technology projects undertaken by the Commission or on behalf of the Commission by the Executive Leadership team, except for the selection of vendors through an RFP process. The IT Manager or Executive Director will be responsible for regularly updating the Committee on the status and needs of each existing or proposed project. All existing and proposed projects will be reviewed by the Committee to ensure there is a need for the project and that the project details and deadlines are being met. The day-to-day management of the technology projects will be the responsibility of the IT Manager and the Executive Director.

- i. Key recent and ongoing tasks: Enhanced Physician Portal Project, Financial Tracking and Reporting Project, Superuser Account Policies and Permissions; system considerations, Application Programming Interface Development and encouragement.
- b. **Meeting frequency:** Monthly
- c. **Estimated time commitment:** Meeting time: 1 hour per month; preparation time: 30 minutes per month.
- d. **Usual meeting times:** Second Thursday of month at 1:00 p.m. MST.

October 15, 2024

Prepared by Sam Hunthausen (MT)

1. Sam Hunthausen, Dawn Gage, Kevin Bohnenblust, Elizabeth Huntley, Kyle Karinen, Marilyn Gorney-Daley, Paula Martinez, Sumeet Goel, Karen Silas, Jake Manahan, Marschall Smith, and Matt Robison were present. Micheal Jaffe, Lynette McDonald, Vonda Apking, and Vincent Culotta were absent.
2. The Committee reviewed and approved Administrative Procedure #13, Authorization and Use of Superuser Accounts. The procedure was drafted by Marschall Smith, and Matt Robison stated that it aligns with security best practices. Committee members' comments were incorporated into the drafted document. Compact staff stated the procedure, which has already been in use, has been working well. The procedure includes:
 - i. Staff audit of superuser account
 - ii. Changing passwords daily
 - iii. Limiting time period of authorization for superuser account
 - iv. Defining specific circumstances in which superuser account may be invoked.
 - v. Reporting back to the Technology Committee and Executive Committee following use of the account.
3. Matt provided his monthly IT manager report:
 - i. Application flowrate continues to drop.
 - ii. New infrastructure has been installed for the new office space.
 - iii. Financial Tracking and Reporting Project is on hold. New project dates are being set for early next year.
 - iv. An API Development guide will be available in early November and will give state member board's IT teams information on projects. Sam suggesting incorporating Committee's memo on benefits of API development into the guide.

- v. Marschall spoke about how the separate projects—Enhanced Physician Portal, API development, Financial Reporting and Tracking—are collectively contributing to the larger technology system as a whole, and that each enhancement will bring greater efficiencies.
4. The committee reviewed a proposed administrative procedure to consider requests from member boards to fund API development.
 - i. Viable funding sources include \$75,000 in unrestricted compact funds and \$1.5m compact IT project funds.
 - ii. Kevin Bohnenblust expressed opinion that the compact should not seek funds from the FSMB.
 - iii. Jake Manahan expressed support for the administrative procedure and for the concept in general.
 - iv. Kevin Bohnenblust moved to approve the administrative procedure, but to continue deliberation of the application process and scoring criteria at the next meeting. Elizabeth Huntley seconded the motion. The motion carried.
 - v. Compact staff will develop criteria recommendations and application process proposal. Marschall Smith suggested the committee consider matching fund awards.
5. The Committee will meet in person at 2:00 p.m. on 11/18/2024 in Scottsdale, Arizona.

September 19, 2024

Prepared by Sam Hunthausen (MT)

1. Sam Hunthausen, Dawn Gage, Kevin Bohnenblust, Lynette McDonald, Kyle Karinen, Karen Salas, Marschall Smith, Matt Robison were present. Michael Jaffe, Elizabeth Huntley, Sumeet Goel, Jake Manahan, Paula Martinez, Vonda Apking, Marilyn Gorney-Daley, Vincent Culotta were absent.
2. Marschall Smith and Sam Hunthausen provided a history on the division of authority and processing of applications explaining how there are certain workflows or tasks that only member board staff may perform and others that only compact staff may perform.
 - a. Compact staff cannot perform functions of member boards; member boards cannot complete compact workflows. IMLC has authority to correct issues, and only does so with consent from the member board. These permissions were established by the Technology Committee.
 - b. Kevin Bohnenblust shared history on the evolution from the DocuSign process to the iStarsII database.
 - c. Sam explained action taken by the Executive Committee earlier in the week to authorize creation of a superuser account to ensure continuity of license renewal information.

- d. The Technology Committee discussed reasons authorities and permissions may need flexibility and how a superuser account may be a valuable tool beyond this immediate license renewal need, including: natural disaster, cyber-attack, temporary state government shut down.
 - e. The Committee discussed risks of superuser accounts which include:
 - i. Shared username and password, resulting in less clarity in knowing who performed functions.
 - ii. Audit concerns, including the need for more coverage for errors and omissions when compact staff is performing functions on behalf of a state.
 - iii. Creating a vehicle that incentivizes member boards to offload data entry onto compact staff rather than pursue API development, reducing overall efficiencies and creating unfairness shifting administrative costs to the compact.
 - f. The Committee discussed controls to mitigate risk, including:
 - i. Staff audit of superuser account
 - ii. Changing passwords daily
 - iii. Limiting time period of authorization for superuser account
 - iv. Defining specific circumstances in which superuser account may be invoked
 - v. Reporting back to the Technology Committee and Executive Committee following use of the account.
 - g. Kevin Bohnenblust moved to authorize staff to create a superuser account and to develop drafted policies and procedures for its use. Lynette McDonald seconded the motion. The motion carried unanimously.
 - h. Compact staff will prepare an administrative procedure for Technology Committee members to review by email next week. Policies must be approved by the Executive Committee.
3. Matt provided his monthly IT manager report:
 - a. The website has changed from .org to .com.
 - b. API Development is the priority; financial tracking and reporting project is on hold. An internal API developer was hired.
 - c. Application flow failure rate was very low in August.
 - d. Phone system migration is complete.
 - e. IT infrastructure is being put in place for expanded office space.
 - f. Enhanced Physician Portal project is entering beta testing in October.
 4. The committee tabled discussion of funding sources and methods to support application programming interface development, pushing it to the October meeting.
 5. The committee moved the October meeting from 10/10/2024 to 10/15/2024. It will occur at 1:00 p.m. MST. The Committee will meet in person on 11/18/2024 in Scottsdale.

August 8, 2024

Prepared by Sam Hunthausen (MT)

1. Sam Hunthausen, Kevin Bohnenblust, Lynette McDonald, Vonda Apking, Kyle Karinen, Marschall Smith, Paula Martinez, Karen Silas, Marschall Smith, Matt Robison were present. Elizabeth Huntley, Dawn Gage, Jake Manahan, Vincent Culotta were absent.
2. Sam reminded members of the August 27, 2024 virtual meeting of the full commission.
3. Matt Robison provided a presentation on a phased approach to the Financial Reporting and Tracking Project, a next step on the Technology Roadmap.
 - a. In-house development is proposed; Matt Robison would be the project manager.
 - i. Phase I (December 2024): Automates the process to reconcile CRM financial data against the Stripe records and provide a detailed daily report.
 - ii. Phase II (March 2025): Moves return of funds process into CRM, making iStars II the source for all financial transactions.
 - iii. Phase III (March 2025): Allows state boards to generate point-in-time reports and remittances.
 - iv. Phase IV (July 2025): creates an automated remittance process, allowing boards to set the cadence.
 - b. The project will improve accuracy and reliability of financial data, save costs by reducing manual effort, and increase financial transparency.
 - c. Vonda Apking moved that the committee recommend approval of the project. Lynette McDonald seconded the motion. The motion passed unanimously.
4. Matt provided his monthly IT manager report.
 - a. The website will be changing from .org to .com.
 - b. A developer with API focus has accepted an employment offer.
 - c. ACH capability went live 7/9/2024.
 - d. For the Enhanced Physician Portal project, all workflows except renewal and redesignation are in testing, and beta testing is being planned.
5. Marschall provided an update on funding sources that the committee had asked him to explore in support of API development.
 - a. HRSA Grants are not a viable option, as current grants are set up to initiate compacts.
 - b. FSMB Grants are a possibility.
 - c. IMLC Funds, both restricted and unrestricted are potential sources
 - d. Kyle Karinen asked if funding is the primary barrier to engaging in API development. Several committee members stated that competition for IT resources within board umbrella agencies is often a limiting factor.
 - e. Expenditures require approval of executive committee.
 - f. Marschall will present a draft application and review process proposal at the next Technology Committee meeting.

6. Marschall Smith provided a brief history on the Division of Authority and Processing of Applications explaining how there are certain workflows or tasks that only member board staff may perform and others that only compact staff may perform. Compact staff cannot perform functions of member boards; member boards cannot complete compact workflows. IMLC has authority to correct issues, and only does so with consent from the member board. A more detailed presentation will be placed on a subsequent agenda for more detailed discussion.
7. The committee agreed to move the September meeting from 9/11/24 to 9/19/2024. It will occur at 1:00 p.m. MST. The Committee discussed changing the regular meeting date/time to accommodate new member participation in 2025.

June 13, 2024

Prepared by Sam Hunthausen (MT)

1. Sam Hunthausen, Dawn Gage, Elizabeth Huntley, Lynette McDonald, Vonda Apking, Vincent Culotta, Jake Manahan, Marschall Smith, Dave Clark, Keyla Blanco, Matt Robison were present. Michael Jaffe, Sumeet Goel, Marilyn Gorney-Daley, Kyle Karinen, Kevin Bohnenblust, Paula Martinez, and Karen Silas were absent.

2. Discussion of funding sources for API development will be placed on the August agenda.

3. Keyla Blanco, Controller, demonstrated the financial manual processes that are currently occurring so that the committee might advise on how technology might automate or organize these transactions and reports.

a. Return of funds process was explained

b. Remittances consist of physicians who have successfully submitted applications

c. Adjustments to remittances are a highly manual process. In FY2024, it is projected that there will be over \$900,000 in returned funds.

d. Rising application volume translates to more staff time spent on these transactions, greater separation of duties, and draws the attention of auditors.

e. Refund data is not in CRM.

f. It takes four parties about 30 minutes to complete a refund: state board, Sue Stroud, Dave Clark, and Kerri Romero.

g. Matt suggested a phased approach to improve this process.

i. Bring return data into CRM

- ii. The CRM system purchased in 2019 has this capability, but implementation has not occurred.
- iii. Programming could occur in-house or a RFP could be pursued.
- iv. Jake asked what the timeline would be to phase in this capability given competing API projects and Enhanced Physician Portal development. Matt said we will be able to give a recommendation in a month.
- v. Dr. Van asked about security concerns, and Matt said that states would only be able to see their financial data, not all compact participants' data.
- vi. States would be able to build their own remittances/request payment in a customized way.

4. Matt provided his monthly IT manager report

- a. Upcoming component release: 3.8.1 which includes ACH deposit. It is in final testing and expected to be live this month.
- b. Work is underway to isolate environments to create a true load testing environment.
- c. He has met with Wisconsin to initiate API development for its renewal.
- d. Mockingbird has access to dataverse via API for Enhanced Physician Portal project.
- e. He has started scoping API security testing.
- f. Matt discussed metrics he would like to start tracking, including:
 - i. Development velocity, cycle time
 - ii. Committed vs. defined sprint points, units of effort to complete
 - iii. Bug, user, and feature ticket counts
- g. The website will be changing from .org to .com.

5. The committee agreed to cancel the meeting scheduled for July 11, 2024. The next meeting will be August 8, 2024.

May 9, 2024

Prepared by Sam Hunthausen (MT)

1. Sam Hunthausen, Dawn Gage, Marilyn Gorney-Daley, Elizabeth Huntley, Lynette McDonald, Vonda Apking, Kyle Karinen, Kevin Bohnenblust, Jake Manahan, and

Karen Silas, Marschall Smith, Dale Watts, Matt Robison were present. Michael Jaffe, Sumeet Goel, and Vincent Culotta were absent.

2. The committee thanked Ellen Douglas Smith for her service.
3. Sam reminded the committee to attend the May 14th Commission meeting and to return evaluations on the executive director's performance.
4. Marilyn Gorney-Daley and Vonda Apking shared positive feedback on the orientation session provided by Dale Watts and Matt Robison.
5. Sam shared the recommendations from the Communications Committee on the memo prepared on API development for renewal applications. Members agreed with the suggestions. It will be included in emailed newsletter. Chair Silas offered to participate in the filming of a video testimonial including a side-by-side comparison of the renewal process pre-and-post API implementation.
6. Matt suggested adding a presentation from Keyla Blanco, Controller, to a future agenda to speak about the manual financial processes that are currently occurring so that the committee might advise on how technology might automate or organize these transactions and reports.
7. Recruitment for a developer is occurring.
8. Mississippi started its first renewal using API on May 1st and feedback has been positive in reducing manual effort and providing clean data.
9. Matt and Dale spoke about an API roadmap for future projects, identifying the next most logical application types. Lynette asked how long boards should allow for API development, Matt responded at least two to three months. State board staff usually only needs to spend one day directly interacting with compact staff. Marschall as assigned Matt a project to identify which licensing database systems are being used by member states.
10. Funding sources for API development were discussed. Many member boards cite umbrella agency IT department/centralized services as being a common barrier to API development. Marschall said he is happy to speak to any decision makers at state boards or umbrella agencies.
 - a. Marschall reported that initial conversations with Federation of State Medical Boards have occurred. Obtaining FSMB funding could be a mid-term goal.
 - b. He also has researched possibilities for HRSA funding. Obtaining HRSA grants would be a longer timeline and the heaviest lift, but also the largest potential benefit.

- c. The IMLC itself has two types of funds available that could be accessed in the near-term.
 - i. Restricted funds, which the full Commission would need to approve a budget adjustment to use.
 - ii. Unrestricted funds, which could possibly be considered at the November Commission meeting.
 - d. Funding sources will be placed on a subsequent agenda.
11. For the Enhanced Physician Portal project, most of the sequencing is complete; data mapping and vetting of the data integrity process has occurred. IMLC staff has access to UAT and DEMO environments. Testing is beginning. Dale and Matt expect release to production to occur late 2024 or early 2025.
12. For the Enhanced Physician Portal project, discovery is occurring and most of the sequencing is complete; data mapping and vetting of the data integrity process has occurred. IMLC staff has access to UAT and DEMO environments. Testing is beginning. Dale and Matt expect release to production to occur late 2024 or early 2025. Defining success metrics is next step.
13. Dale's last day as IT Manager will be May 31, 2024. Dale has been transferring duties to Matt over the next month and a half.
- a. Dale will be cancelled all invitations on committee members' calendars and Matt sent meeting new invitations.
 - b. Matt will be responsible for selecting the provider for API security testing.
14. The committee agreed to cancel the meeting scheduled for July 11, 2024.

April 11, 2024

Prepared by Sam Hunthausen (MT)

1. Sam Hunthausen, Marilyn Gorney-Daley, Elizabeth Huntley, Lynette McDonald, Ellen Douglas Smith, Kevin Bohnenblust, Jake Manahan, Karen Silas, and Marschall Smith, Dale Watts, Matt Robison were present. Michael Jaffe, Kyle Karinen, Dawn Gage, Vonda Apking, Sumeet Goel and Vincent Culotta were absent.
2. The committee welcomed new member Marilyn Gorney-Daley.
3. Dale Watts Introduced the new IT manager, Matt Robison. Dale's last day in the office as IT Manager will be May 31, 2024. Dale will be transferring duties to Matt over the next month and a half.

- a. Dale will be cancelling all meeting invitations on committee members' calendars and Matt will be sending new invitations.
- b. Matt will be responsible for selecting the provider for API security testing.

4. Sam and Dale summarized the recommendations on the Financial Reporting and Tracking project made at the previous meeting. Committee meeting action logs, agendas, and meeting materials are now being posted to the IMLC Commission section of the website for member and public access.

5. Sam presented his one-page summary of Application Programming Interface (API) development for renewal applications and the recommendation from the committee that states engage with the compact and pursue API development. The memo is intended to provide basic, conceptual information to the public and state board staff about the capabilities, expense, funding opportunities, and benefits of API development. Ellen Douglas Smith moved to refer the memo to the Communications Committee; Marilyn Gorney-Daley seconded the motion. The motion carried. Dale suggested posting it to the "Information for state boards" section of the website.

6. Dale addressed the increase in application flow failure rate which occurred in March. This increase was related to a single-day outage which resulted in about 3800 failures.

7. LA, PA and the NV DO board are in API development for renewals. MS is ready for API renewal window in May, and is expecting 2000 renewal applications to be submitted.

8. For the Enhanced Physician Portal project, most of the sequencing is complete; data mapping and vetting of the data integrity process is occurring. IMLC staff now have access to UAT and DEMO environments. Dale expects release to production to occur late 2024 or early 2025.

9. Dale will distribute a doodle poll to new members to schedule committee member training in the next few weeks. Elizabeth Huntley, Michael Jaffe, Kyle Karinen, Vonda Apking, Marilyn Gorney-Daley, and Sumeet Goel will receive invitations.

We have two updates to the previous notes from March 14 meeting action log notes. Under 5->b->i->1->b section, the .35 goes to .30 and the 0.8 should be 0.8%.

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.

February 8, 2024

Prepared by Sam Hunthausen (MT)

1. Sam Hunthausen, Ellen Douglas Smith, Dawn Gage, Elizabeth Huntley, Vonda Apking, Lynette McDonald, Karen Silas, Jake Manahan, Marschall Smith, and Dale Watts were present. Michael Jaffe, Kyle Karinen, Vincent Culotta, and Kevin Bohnenblust were absent. Daniel Dorsey has taken a new job and will no longer be serving the commission and committee. Dennis Tibben is no longer with the compact.
2. The committee discussed Application Programming Interface (API) development.
 - a. Sam's one page summary on API development was reviewed, along with suggestions for frequently asked questions. No other suggestions were provided. At a subsequent meeting, the committee will consider how best to make this information available.
 - b. Marschall informed the committee of grants that may be suitable for state expenses of API development, including HRSA grants. Lynette McDonald said that FSMB grants may also be an option to state boards, and the deadline to apply for FSMB Foundation grants is March 29th.
 - i. There was discussion about what role this committee could play in facilitating grants for API development, arriving at two basic options:
 1. The committee could provide information, such as the one-page sheet on API development/FAQ/toolkits, so that state boards were better able to pursue grants directly from the grant providers for their individual projects; or
 2. The compact could act as a clearinghouse, applying for grants in an aggregate amount, then distribute these funds as state boards apply to the compact for them. It could become a function of this committee to review and score these applications.
 - ii. Based on initial discussion, it seems that applications for FSMB Foundation grants would likely need to be submitted directly from state boards, but that HRSA grants could be applied for by the compact. The committee directed board and staff to further explore grant opportunities.
 - c. Dale will select and API security test vendor in March or April 2024.
 - d. Four boards are in active API development for renewal applications. Dale thinks redesignation applications may be the next most logical type for API development.
3. Flow failure rate was very low in January: .06%
4. Enhanced Physician Portal
 - a. 6-7 developers are working on the project.
 - b. Sequencing of events has been planned and tentative timelines have been provided.
 - c. Alpha version is expected within three months
 - d. A survey is being reviewed by the communications committee, and it will be distributed to member boards at the end of February or in March. It will ask boards to identify any ancillary data required so that it can be communicated through the portal.
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. There are many elements of data and the operation that are outside of iStarrsII, existing on spreadsheets, through email, and through manual processes. The goal is to bring all elements of compact operation into a system.
 - b. Dale presented questions for consideration by the committee, including:
 - i. Offering payment options other than credit card. ACH would be the next most likely payment method.
 - ii. Devising a return procedure to feed data back into CRM system.
 - iii. Creating a means for clinicians to request multiple renewals and make a single payment.
 - iv. Offering credentialing agencies and hospital systems the ability to submit batch payments for multiple physicians and conduct invoicing.
 - v. Allowing states to drive remittance process by asking for payment for a specific physician within a time window.
 - c. The committee would like Dale to email the document he presented so that it can review it and prepare questions for the March meeting.
6. Dale Watts provided Enhanced Physician Portal progress report.
 7. Dale Watts and Sam will coordinate new committee member training for Elizabeth Huntly, Vonda Apking, Kyle Karinen, Michael Jaffe, and Sumeet Goel.

January 11, 2024

Prepared by Sam Hunthausen (MT)

15. Sam Hunthausen, Daniel Dorsey, Dennis Tibben, Ellen Douglas Smith, Dawn Gage, Elizabeth Huntley, Vonda Apking, Lynette McDonald, Kevin Bohnenblust, Karen Silas, Jake Manahan and Dale Watts were present. Kyle Karinen, and Vincent Culotta, Michael Jaffe were absent.
16. Sam has surveyed most members, and committee will continue to meet the second Thursday of each month.
17. The committee discussed Application Programming Interface (API) development.
 - a. Dale will select and API security test vendor in February 2024. API has been released to production environment for AL, ME, and NV.
 - b. Sam asked the question of Marschall and Dale: if this committee encourages states to pursue API development, does the compact have capacity to participate development at this time? Marschall said that system development is central to the compact's mission and committed to finding resources if needed to meet API development needs.
 - c. Jake stated that it is our obligation to make information as easy to obtain as possible, suggesting creation of a FAQ page on website and API toolkit for boards to access in the short term, and in the longer term, publication of a video.
 - d. The committee suggested creation of a one page explanation of the value of API development and frequently asked questions as a resource to

share with state IT departments/board staff, etc. Sam will work with Dale on a document to share with the committee at a subsequent meeting.

18. Dale and Sam solicited input from members on the format of the Monthly Status Report. The following suggestions were provided:

- a. Dawn Gage suggested API projects have their own section, broken out by application development type (renewal, SPL redesignation, LOQ, initial).
- b. Sam Hunthausen suggested adding any questions from the IT manager for the committee to the “Key Executive Issues” field and also further distinguishing budget reporting: capital expenses vs. operating costs.

19. Financial Report and Tracking Project

- a. Project 4 on the iStarsII roadmap.
- b. Dale requests direction from the committee.
 - i. An email was sent to members in March soliciting input on the project, and few responses were received.
 - ii. Sam shared his experience on the board side that there was little meaningful commentary provided from his accounting unit.
 - iii. Marschall spoke to the broad goal of bringing all elements of compact operation into a system. Systems have two capacities.
 1. Regarding processing capacity (the ability to handle application volume), iStarsII is working well and has capacity for application volume growth.
 2. Regarding capacity as in what the system is designed to do, there are components the compact needs that are beyond the current capabilities of the system. These are elements of data and the operation that are outside of iStarsII, existing on spreadsheets and through manual processes. works
The system was purchased in 2019 and was meant to be implemented in phases: first, API; second enhanced physician portal, and the next project is the financial tracking and reporting. Possible functionality includes the ability for boards to build their own remittance and pay themselves, having more control or the transactions. The committee needs to look at the capacity of what the system could do.
 - iv. Jake emphasized that financial reporting and tracking is very important for the compact, and he suggested that Dale and Marschall put together a strawman proposal of what would work best for the compact and share it with the committee at a subsequent meeting.
 - v. Providing direction on the Financial Reporting and Tracking will be the primary goal of the February meeting.

20. Dale Watts provided Enhanced Physician Portal progress report.

- a. Staff is in the discovery phase with Mockingbird, which has 6-7 developers working on the project. There is an engineering manager, one user interface designer, and one project owner.

- b. Mockingbird is continuing to interview physicians on their user experience. Credentialers and board staff members have also been interviewed. Interview requests were posted on the IMLC website.
 - c. Dale is working to set up access for Mockingbird staff user acceptance testing.
 - d. The first demonstration will occur this month.
 - e. Overall, the project is on schedule, though user acceptance testing is taking longer than expected.
21. Dale Watts and Sam will coordinate new committee member training for Elizabeth Huntly, Vonda Apking, Kyle Karinen, Michael Jaffe.

December 14, 2023

Prepared by Sam Hunthausen (MT)

1. Sam Hunthausen, Daniel Dorsey, Vincent Culotta, Ellen Douglas Smith, Dawn Gage, Elizabeth Huntley, Lynette McDonald, Karen Silas, Jake Manahan and Dale Watts were present. Dennis Tibben, Vonda Apking, Kyle Karinen and Kevin Bohnenblust were absent.
2. Sam proposed changing meeting days. He will check with new committee members and discuss at next meeting.
3. Jake Manahan suggested Dale Watts consider contracting with a technical writer to describe the financial reporting and tracking project.
4. Dale Watts provided an Application Programming Interface (API) progress report.
 - a. He shared security testing results which found a small risk. Options include a second layer of authentication needed, likely a GUID.
 - b. Future projects could be redesignation applications. They are low volume. Initial applications would be most beneficial for states.
 - c. Renewal with API live was successful in Alabama.
5. Dale Watts provided Enhanced Physician Portal progress report.
 - a. Staff is in the discovery phase with Mockingbird, which has 6-7 developers working on the project.
6. Sam instructed committee to give him any requests for how members would like to see IT manager 4-UP report.
7. Failure rates rose to 3% in August and September, and are now back down to approximately .2%.
8. New committee member training will be provided for Vonda Apking and Kyle Karinen.

November 13, 2023

Prepared by Sam Hunthausen (MT)

1. Committee met in person at the Hyatt Regency in the Denver Technological Center.
2. Cmr. Kyle Kerinen of Washington was welcomed to the committee.

3. Dale Watts, IT Manager provided an in-depth presentation covering his day-to-day work and long-term strategic planning, including:
 - a. Error rate analysis
 - b. Setting renewal windows
 - c. Reporting
 - d. Security testing
 - e. Enhanced Physician Portal
 - f. Application Programming Interface (API)
 - i. The committee discussed API buildout completed by Alabama and Nevada for the purpose of renewal.
 - ii. The chair asked the committee what role it should play in encouraging state boards to pursue API development.
 - g. Customer Relationship Manager (CRM)
 - i. Financial reporting,
 - ii. remittance,
 - iii. payment platforms

October 12, 2023 – Not recorded / Meeting notes not available

September 14, 2023

1. The committee met virtually on September 14th – 11 of 14 members, including ex officio members, attended. The next meeting of the committee will be held on October 12, 2023 at 2:00 pm CST via Zoom.
2. IT Manager's Report from Dale Watts
 - a. API – Renewals.
 - i. Nevada used the API for all of its renewals; Maine is actively using.
 - ii. Alabama is in DEMO mode – plan to go live October in Production. Looking at adding another feature to accommodate its needs.
 - b. New states coming on board
 - i. NJ and PA in DEMO environment
 - ii. Coming soon – MO, RI, and HI
 - c. CE Broker Capability Pilot
 - i. Staff is working with Louisiana as CE Broker
 - d. New Staff Hires
 - i. Added two new developers at the end of June and mid-July:
 1. Alec, working on the front end (Java); and
 2. Gerald, working on the back end.
 - e. Security – second quarter evaluation conducted – no issues.
 - f. Flow failure rate – increased to 4.04% in August. Problem was identified and is expected to return to very low and acceptable rate in September.
 - g. Financial Reporting and Tracking Project (#4)
 - i. Returns are NOT included in the current system, but must be incorporated into the new system.
 - h. New offices for IMLCC – 7921 Southpark Plaza, Suite 109, Littleton, CO 80120

- i. New offices will be wired and also have wireless. Planned move early October.
 - i. Expenditures are below budget.
- 3. Enhanced Physician Portal Project
 - a. Staff is in negotiations with the vendor, Modingbird, to agree on a contract.

August 2023 – NO MEETING

July 2023 – NO MEETING

June 8, 2023

1. The committee met virtually and in person on June 8th - 10 of 14 members, including ex officio members, attended. The next meeting of the committee was scheduled for July 13th, but in fact will not be held until September 14, 2023 at 2:00 pm CST via Zoom.
2. IT Manager's Report from Dale Watts
 - a. API – Renewals.
 - a. Nevada used the API for all of its renewals – approximately 2,000.
 - b. Maine added a new feature requirement to the API to facilitate some of its needs. Staff met with Maryland about production-level use of the API. Montana has also indicated an interest.
 - c. Training continues in DEMO environment for DC and NJ. DC intends to go live on June 12th.
 - d. IMLCC Treasurer has requested that we consider changing our credit card vendor to one that uses a more generic system that will allow IMLCC to accommodate multiple platforms for accepting and making payments. Staff and the Budget Committee are evaluating various possibilities.
 - e. Staff is working with Louisiana and its vendor CE Broker, for tracking CME's. At least 8-10 other states use CE Broker, so this collaboration could have benefits to others.
 - f. Application flow failure rate is very low - .03% in May despite over 7,300 applications being processed.
 - g. Expenditures are below budget.
3. Enhanced Physician Portal Project
 - a. The Executive Committee is scheduled to select a vendor at its meeting in July.
4. Financial Reporting and Tracking Project
 - a. Staff continue to collect information from member board.

May 11, 2023

1. The committee met virtually and in person on May 11 th - 10 of 14 members, including ex officio members, attended, as well as a commissioner who is not a

committee member. The next meeting of the committee is June 8, 2023 at 2:00 pm CST via Zoom.

2. IT Manager's Report from Dale Watts
 - a. API – Renewals.
 - i. Nevada has begun using the API for its renewals.
 - ii. Maine is actively progressing to using the API for its renewals. Maryland and Montana have also indicated an interest.
 - iii. Data field mapping and changing templates to use with SharePoint continues.
 - iv. Suggestion that the Communications Committee include in its next communication to members, an encouragement to member boards to pursue the use of API for their renewal processing.
 - v. Staff are considering a new vendor that is especially skilled in testing our API security.
 - b. DC, IN and NJ continue in a DEMO environment. Not in production yet; perhaps in the 3rd quarter.
 - c. Indiana went live on May 1, 2023.
 - d. Staff is working with Louisiana and its vendor CE Broker, for tracking CME's. At least 8-10 other states use CE Broker, so this collaboration could have benefits to others.
 - e. IMLCC Treasurer has requested that we consider changing our current credit card processor, Stripe. We are currently charged 2.9% plus 35 cents per transaction
 - f. Application flow failure rate is very low - .06% in April.
 - g. Expenditures are below budget.
3. Enhanced Physician Portal Project
 - a. The RFP was published in early April and the deadline for responses from vendors is May 15, 2023.
4. Financial Reporting and Tracking Project
 - a. Staff continues to collect information from member boards
5. Technology Committee Charges
 - a. The committee approved the following Charge for the Technology Committee, to make the Charge consistent with changes in the RFP process (the only change to the previous version is the underlined language):
 - i. The Technology Committee shall be established as a standing committee to provide oversight and approval of all technology projects undertaken by the Commission or on behalf of the Commission by the Executive Leadership team, except for the selection of vendors through an RFP process. The IT Manager or Executive Director will be responsible for regularly updating the Committee on the status and need of each existing or proposed project. All existing and proposed projects will be reviewed by the Committee to ensure there is a need for the project and that the project details and deadlines are being met.

The day-to-day management of the technology projects will be the responsibility of the IT Manager and the Executive Director.

April 13, 2023

1. The committee met virtually on April 13th - 10 of 14 members, including ex officio members, attended. Two others were excused because of conflicts with legislative appearances. The next meeting of the committee is May 11, 2023 at 2:00 pm CST via Zoom.
2. IT Manager's Report from Dale Watts
 - a. API – Renewals.
 - i. Maine is actively progressing to using the API for its renewals. Nevada has also made progress and may be ready as early as mid-April. Montana has also indicated an interest.
 - ii. Other states are also showing interest as well.
 - iii. Data field mapping and changing templates to use with SharePoint continues.
 - b. DC, IN and NJ continue in a DEMO environment. Not in production yet; perhaps in the 3rd quarter.
 - c. Application flow failure rate is very low - .04% in March.
 - d. Audits of member board user accounts continue. More complex than expected. Member boards are being requested to remove the names of former staff members who had user accounts.
 - e. Staff is preparing for the annual Data Study, which covers the period from April 1st through March 31st of the following year.
 - f. Expenditures are below budget.
3. Enhanced Physician Portal Project
 - a. The RFP was published in early April and the deadline for responses from vendors is May 15, 2023.
 - b. Marschall reported that the executive committee adopted a new RFP process, which will remove the technology committee from the RFP process, but the committee will remain involved in assisting in defining the functional and business requirements of all new technology projects, and in providing oversight of all technology projects.
4. Financial Reporting and Tracking Project
 - a. Staff continues to collect information from member boards
 - b. Marschall provided an initial suggested outline of key functional and business requirements of the project that, in his opinion, would be most helpful to the Compact and its staff:
 - i. Create a more flexible payment environment for physician applicants. For example,
 1. Allow for batch processing by hospitals, third party vendors
 2. Multiple payment platforms such as ACH, PayPal, credit and debit cards, etc.
 - ii. Interface changes between our customer relationship manager (CRM) and our payment vendor(s) to allow flexibility in changing payment vendors.

- iii. Improvement to the remittance processing, allowing member boards to create their own remittances, rather than IMLCC staff creating them as is done now.
- 5. Technology Committee Charges
 - a. Commissioner Douglas Smith suggested the committee review the current Charges and to modify them as needed to reflect the changes in RFP policies adopted by the Executive Committee.
 - b. For the next month or so staff must spend most of its time on the Enhanced Physician Portal RFP.
 - c. In the meantime, an email will be sent to committee members requesting that they inquire of member board staff to identify those improvements and changes to the financial reporting and tracking process currently used, that member boards would find beneficial.
 - d. Staff will begin the process of identifying those functionalities that staff believes would be most helpful to both IMLC staff and member boards staff.
- 6. Other business
 - a. Commissioner Huntley identified specific issues she felt should be addressed
 - i. Too many duplicate applications (Marschall was hopeful that the Enhanced Physician Portal, when implemented, would alleviate a lot of those problems).
 - ii. Remittance processing by member boards would be optional, not required. (Marschall agreed, and indicated any new remittance processing changes would be flexible enough to accommodate the needs of individual boards.)

March 9, 2023

- 1. The committee met virtually on March 9th. 8 of 13 members, including ex officio members, attended. Two others were excused because of conflicts with legislative appearances. The next meeting of the committee is April 13, 2023 at 2:00 pm CST via Zoom.
- 2. IT Manager's Report from Dale Watts
 - a. API – Renewals.
 - i. Maine is very close to using the API for its renewals. Nevada has also made progress.
 - ii. Other states are also showing interest.
 - iii. Data field mapping and changing templates to use with SharePoint continues.
 - b. DC and IN are expected to complete training in a DEMO environment in the 3rd quarter.
 - c. Application flow failure rate is very low - .07% in February.
 - d. Audits of member board user accounts continue. More complex than expected. Member boards are being requested to remove the names of former staff members who had user accounts.

- e. Microsoft is now requiring multi-factor authentication (MFI). Not all member boards have this capability, which has required staff to develop work-arounds as necessary.
 - f. Expenditures are below budget.
- 3. Enhanced Physician Portal Project
- 4. Marschall reported that the executive committee has adopted a new RFP process, which will remove the technology committee from much of the RFP process. The technology committee, along with staff, is responsible for identifying the functional and business requirements expected of any vendor selected via the RFP process. However, developing the RFP and evaluating responses will be the responsibility of the executive committee in cooperation with staff. With respect to the Enhanced Physician Project, the technology committee has completed its duties.
- 5. Financial Reporting and Tracking Project
 - a. For the next month or so staff must spend most of its time on the Enhanced Physician Portal RFP.
 - b. In the meantime, an email will be sent to committee members requesting that they inquire of member board staff to identify those improvements and changes to the financial reporting and tracking process currently used, that member boards would find beneficial.
 - c. Staff will begin the process of identifying those functionalities that staff believes would be most helpful to both IMLC staff and member boards staff.

February 9, 2023

- 1. The committee met virtually on February 9th. 9 of 13 members, including ex officio members, attended. Also in attendance was Ms. Leslie Taylor, staff member from Maryland who provided the committee with her expertise concerning the financial reporting and tracking project that the committee is undertaking. The next meeting of the committee is March 9, 2023 at 2:00 pm CST via Zoom.
- 2. IT Manager's Report from Dale Watts
 - a. Early 2023 security analysis shows our systems meet or exceed best practices. Staff plans to hire an additional vendor who specializes in API security because of our anticipated increased API activity.
 - b. API – Renewals.
 - i. Multiple meetings have been held with the Maine board staff to begin using the API for its renewals.
 - ii. MD, MI, DE, NJ, and LA – states looking at the API Demo environment
 - iii. Data field mapping continues for the API;
 - c. Templates continue to be changed for SharePoint (formerly they were found in One Drive) – old templates are being gradually deprecated.
 - d. DC is expected to complete training in a DEMO environment.
 - e. Application flow failure rate is well below 1%, at .54% in December.

- f. Audits of member board user accounts have begun. More complex than expected. Numerous users from the old system are 'delegated', which creates security issues, so they need to be cleaned up.
 - g. Significant software release occurred in late January that created unexpected problems, which were resolved within a week. Lots of staff time required.
 - h. Expenditures are below budget.
3. Enhanced Physician Portal Project
- a. Marschall reported that the Executive Committee has decided to adopt a new RFP process that is consistent with the findings of the Ad Hoc Committee named to review the RFP process used in 2022. A new RFP will be developed and published in accordance with the new process. Presumably the Technology Committee will assist with the new RFP with the understanding that a new RFP will not be published until it has first been approved by the Executive Committee.
4. Financial Reporting and Tracking Project
- a. Discussion was held concerning some of the detailed functionality that a new financial reporting and tracking system should include, with considerable assistance from Ms. Taylor.
 - b. There was consensus from members that Dale should continue to pursue a system whereby remittances to member boards would be generated by a request from member boards rather than IMLCC staff pushing remittances to member boards. In this way both sides of these transactions are better able to track the individual licensees for whom remittances have been made. It is understood that this consensus does not mean the committee has made a final decision and that this is an ongoing effort that will be revised and revisited as time passes. It is also expected that for the next month or two staff time will most likely be concentrated on assisting with the development of a new RFP process and a new RFP for the Enhanced Physician Portal.

January 12, 2023

1. The committee met virtually on January 12th. 7 of 10 members attended, plus one of the three ex officio members. One member was excused because of technical problems, and one ex officio member was unable to attend because of business travel commitments. The next meeting of the committee is February 9, 2023 at 2:00 pm CST via Zoom.
2. IT Manager's Report from Dale Watts
 - a. Security testing completed. Our systems meet or exceed best practices.
 - b. API – Renewals. Released to DEMO environment
 - i. Data field mapping continues for the API;
 - ii. Next phase is "redesignation" fields; then
 - iii. "selection of states" fields (expect significant payoffs for member boards).

- iv. Meetings have been held with Maine and Michigan to begin process of using the API for their renewals. Indiana begins its renewal period in March but is not live yet, and Texas renewals start in March, but API development won't begin until after May; both states have expressed interest in the Renewal API.
 - v. Additional states that have expressed interest in the API: NE, AL, LA, MD, NJ, ND, DE, NV.
 - c. Templates continue to be changed for SharePoint (formerly they were found in One Drive) – old templates are being gradually deprecated.
 - d. DC is expected to complete training in a DEMO environment.
 - e. Application flow failure rate is well below 1%, at .54% in December.
 - f. Audits of member board user accounts to begin in January, 2023
 - g. Expenditures are below budget.
- 3. Enhanced Physician Portal Project
 - a. Marschall reported that the committee's recommendation had been forwarded to the Executive Committee, which has not yet made a decision about which vendor to select for the project.
- 4. Financial Reporting and Tracking Project
 - a. Dale asked that committee members provide to him the improved functionality that member boards expect from the Project after it has been implemented.
 - b. Dale suggested that, from the IMLCC's point of view, he hoped that payments to the boards would be generated by requests from the boards rather than from the IMLCC.
 - c. As time permits, staff will create a "strawman" proposal for the functionality of this Project, based on input staff receives from member boards and commissioners. Staff's proposal will then be reviewed by and approved by the committee prior to implementation.

December 8, 2022

1. The committee met virtually on December 8th. 6 of 10 members attended, plus two of the three ex officio members. The next meeting of the committee is January 12, 2023 at 2:00 pm CST via Zoom.
2. IT Manager's Report from Dale Watts
 - a. Security testing completed. Our systems meet or exceed best practices.
 - b. API – Renewals. Released to DEMO environment
 - i. Data field mapping continues for the API
 - ii. States that have volunteered to test the API when completed: NE, ID, KS, IA, AL, MD, ME, ND, DC, WI, MS, DE
 - c. Templates continue to be changed for SharePoint – old templates are being gradually deprecated.
 - d. DC, IN, & NJ went through training in a DEMO environment.
 - e. Application flow failure rate is well below 1%, at .33% in November.
 - f. Expenditures are below budget, but very early in fiscal year.

3. Enhanced Physician Portal Project
 - a. Marschall reported that the committee's recommendation had been forwarded to the Executive Committee, which has not yet made a decision about which vendor to select for the project.
4. Financial Reporting and Tracking Project
 - a. Dale asked that committee members provide to him the improved functionality that member boards expect from the Project after it has been implemented.
 - b. Dale suggested that, from the IMLCC's point of view, he hoped that payments to the boards would be generated by requests from the boards rather than from the IMLCC.