Minutes
Iowa State Association of Counties
ETC Advisory Committee Meeting on Thursday, April 23, 2015
ISAC Offices, 5500 Westown Parkway, Suite 190, West Des Moines, Iowa 50266
Phone: 515.244.7181

Members Present: Carl Mattes, Deborah Seymour-Guard, Justin Schieffer, Sarah Berndt, Melvyn Houser, Brandi Kanselaar, Jill Eaton, Marjorie Pitts

Members Absent: Joel Rohne

Staff: Bill Peterson, Jeanine Scott, Brad Holtan, Gina Wernimont, Robin Harlow, Andrea Jansen

Chair Carl Mattes called meeting to order at 10:00 am.

Approval of Agenda

Moved by Deborah, seconded by Melvyn to approve the meeting agenda as written. The motion passed unanimously.

Approve of Minutes from Previous Meeting

Moved by Marjorie, seconded by Melvyn to approve the meeting minutes from January 29, 2015 as written. The motion passed unanimously.

ETC Project Portal Demo – Dylan Young

Dylan demonstrated the ETC Project Portal for committee members (paper instructions were provided to members and are also available in electronic form in the meeting invite). A calendar is available in the Portal and Justin mentioned that it would be helpful to have a calendar in CSN as well. IT staff stated that this would be possible. Marjorie said that when she tried to follow the link in the meeting invite, it did not work. Dylan suggested trying the link available on the ISAC webpage. Melvyn said that he had difficulty using the carousel gallery on his mobile phone. This may be solved by clicking instead of swiping. Members suggested links be provided in the electronic version of the agenda. For the next meeting, members will be able to access all documents through the Portal and only a hardcopy of the agenda will be provided to them in meetings unless otherwise requested. Overall, members were satisfied with the functionality of the Portal.

Resource Utilization Report – Jeanine Scott

Jeanine presented a pie chart showing time spent by IT staff from February 1 – March 20, 2015. Melvyn inquired as to how the data was recorded and Jeanine clarified that time is self-reported by staff through Asana. Jeanine talked about the possibility of integrating more individuals into Asana.

Jeanine also presented 2015 Q1 Support Time by Expert User and will relay this information to CEOs on Friday, April 24th. CSN users who need CSN support submit tickets via Kayako. CSN expert users then self-report their support time in Kayako. If regional expert users are not able to resolve the issue the ticket is passed onto ISAC staff. Members noted that some regions/users have not reported much time.

Jeanine explained that some may not be putting in time accurately or they do not use the system as often.

Deborah asked if targeted case management could be separated out. Jeanine responded that it cannot be separated out, but it may be possible to add another type or entity. ISAC IT staff will pull all of Deb's tickets and create a report.

Jill mentioned that if someone responds to a closed ticket it will reopen and that this is sometimes problematic. Members discussed that this may be a training issue and it was suggested that a reminder be put in the next newsletter and a message placed in the ticketing system to remind people not to respond to closed tickets. If the issue is still not resolved using these methods within the next quarter another option will be developed and implemented.

Melvyn asked what we learn from these reports. Jeanine responded that it used by both regions and ISAC for resource allocation and management and is helpful in determining future training topics. Robin mentioned that time recorded by ISAC staff is useful when applying for grants.

Operations Subcommittee Report – Justin Schieffer

Justin reported the following: V2.15.3.26 Production Release was tested; ISAC IT continues to work with CEOs on Outcomes; users will be required to obtain a minimum data set when paying non-emergency claims.

Justin reminded members that Brandi had returned and he would like to step down as the temporary chair of the Operations Committee. Motion by Deb, seconded by Melvyn to reinstate Brandi as the Operations Chair. The motion passed unanimously.

Managed Care & Data Exchanges
Justin reported that CEOs decided not to do much with Case Management since there is currently a lot of uncertainty surrounding its future.

There are several Managed Care Organizations (MCOs) bidding on Iowa's Medicaid Modernization RFP. Jeanine has been in touch with Optum and they are ready to begin building an exchange with ETC/CSN if/when they are selected to be an IOWA MCO. Several other MCOs have also expressed interest in creating data exchanges with ETC as soon as possible.

NE31A Update
The NorthEast Iowa Area Agency on Aging (NE3IA) has expressed an interest in using CSN as a financial management tool. Jeanine will be meeting with them to assess the level of interest and discuss implementation and cost on April 27th. An update will be given at the next meeting.

CSN 3.0 Project
Jeanine reported that she had attended the ISAC HIPAA seminar on April 16. From this training, and what she had learned from McGladrey's initial findings, she believes there needs to be more focus on Compliance within the redesign process. To facilitate this Compliance involvement a work group made up of both Compliance and Operations Subcommittees has been formed and will be meeting two days a month for next four months to define the boundaries and functionality of CSN 3.0.

Training
Justin reported that there will be no more user group meetings since they have not been productive. The plan is to conduct online trainings instead.

Jeanine and Andrea reported that four trainings were conducted between April 15 & 22 for new and intermediate users; and TCM new users and billing. The trainings were attended by 47 people and Andrea is currently creating certificates and conducting evaluations. The intermediate training was recorded by Freaky Fresh Marketing (FFM) for $2,100. FFM will also edit and post the video to a private site on YouTube and ISAC IT will implement the ability to track usage. If the video is successful, FFM may do a series of videos for CSN 3.0.

The Operations Subcommittee requested a training series for Izenda be developed and users will need to pass it in order to utilize this function. The training series could begin as early as mid-summer. Webinars will be held to cover 2015 version releases in early summer.

Adhoc Reporting
Users have asked for more dynamic capabilities when generating reports in CSN. IT has responded by giving expert users access to Izenda. This software allows users to create reports from scratch or manipulate canned reports. Marjorie asked if these reports could be saved so other users could access them. Jeanine replied that the methodology is in place, but training is needed.

Compliance & Standards Subcommittee Report – Deborah Seymour-Guard

Deborah reported that new member, Lynne Bullerman, had joined the Subcommittee. Lynne is a deputy auditor from Winneshiek County brought on to provide auditor input to the subcommittee.

Compliance Officer (CO) Hire
Deborah drafted a Job Description and Jeanine researched salaries. McGladrey also reviewed and made suggestions. Deborah emphasized the need to have a full-time CO since HIPAA compliance will be a major ongoing issue. Melvyn asked if a CO would do work for regions. Members decided this would be a possibility. A CO would ideally have a Juris Doctor degree and not necessarily need to be a lawyer. Deborah stressed the need to recognize that large fines and penalties could be incurred if ETC is not in compliance with HIPAA regulations. Additionally, a CO may be helpful with ProLaw issues and ADA compliance. The Compliance Committee is in agreement regarding the need for a CO and encourages the Advisory Committee to approve this hire.

Medical Coding (ICD-10/DSM-5)
Justin reported that functionality will be added to CSN to accommodate new medical codes. Waiting to see what happens with DSM-5 since the rights will cost $12,000 per year. There is no cost for ICD-10.

COA Code Work Group
Operations will need to discuss how codes will be displayed because options are not always clear. The COA Work Group and DHS are working on recruiting someone who works for Department of Management since it sets codes.

SOC Readiness Review Update – Jeanine Scott
Jeanine reported that she had received the draft of the SOC Readiness Review report from McGladrey and will be meeting with them on April 28 to review. After this meeting she will distribute the finalized report to members. Jeanine would like McGladrey, and possibly Kristi and Alyssa, to assist in the hiring of a CO.

Electronic Signature Work Group
Progress continues on a protocol for electronic signatures and will go to regions when complete.

Members also discussed the current understanding of the general client release for CSN. Currently regions are able to request access to client data from another region, when it should be the client that must release this data even if there is a business agreement already in place. The business agreement does not determine access, only the client is able to do this. Members stressed the need to effectively communicate to the client how information is used in ETC. Jeanine also mentioned that providers will be able to upload releases to CSN. Alyssa will be working on a general release and it should go to the Compliance and Standards Subcommittee for approval. A general release will be finalized and available by July 1, 2015.

Finance Subcommittee Report – Jill Eaton

Jill reported that the cost of the rewrite for CSN 3.0 would be given to CEOs on April 24. Funds are needed from regions for the rewrite separate from dues collected for maintenance. Jeanine reported that she was given development costs from Spindustry ranging from $150,000 - $500,000. The high end of the range includes the cost of a full-time developer for a year and could be reduced if an internal developer were hired.

Members asked how cost would be shared by regions. Brad responded that CEOs will assess the costs and develop recommendations for payment plans that will go to the Finance Subcommittee for approval.

Bill suggested developing a presentation explaining how monies for the CSN rewrite will be used and the functionality of CSN. The presentation could be given by ISAC Staff, a regional CEO, or an expert user to regional governance boards. Carl asked if there was a recommendation to put together presentation, but members decided that maybe it should wait until Finance meets to review any recommendations made by CEOs.

ICIT audit
ICIT will be coming to ISAC April 29 to present the results of their audit of ISAC's infrastructure. Based on initial feedback, Jeanine believes ICIT will make recommendations on a new server. Some members questioned the cost of a new server versus current Cloud capabilities. Jeanine stated that any potential of using the Cloud would have to be viewed from a HIPAA standpoint. She also added that when she has tried to contact large operators in the past they have not been responsive and she also questioned their willingness to sign BAAs. Jeanine will contact LightEdge to discuss their Cloud solution and report back to the appropriate subcommittees.

Pricing Proposal for Providers

Recommendation: The Finance Subcommittee recommended approving the pricing structure for providers and other users as presented. Moved by Jill, seconded by Marjorie.

Discussion: Jill reported that a pricing structure for CSN was approved by the Finance Subcommittee. Jeanine gave a description of the structure to members. Providers would pay an annual subscription cost that would be determined on 3 tiers of service/usage, with costs increasing with each tier. Optional add-ons are also available for Client Case Management, Case Management Billing, and CSN Data Exchanges modules. An hourly rate of $75 dollars is also assumed. Costs are kept relatively low to be competitive and regions will also be subsidizing some of the cost.

Members questioned whether these providers would have access to the ticketing system (Kayako). Jeanine responded that ISAC will provide support hours, but there might be some regions that will handle their own providers, dependent upon their existing relationship. It is also hoped that expert users will conduct trainings.

Decision: The motion passed unanimously

Next Steps: Rachel is working on a brochure containing pricing structure that can be given to interested AAAs.

Developer Hire

Recommendation: The Finance Committee recommended Jeanine begin hiring process for an additional software developer to assist with CSN 3.0 when she deems necessary. Moved by Jill, seconded by Deborah.

Discussion: Jill reported that the position would be paid for out of FY16 reserves and then built into the budget thereafter. Once CSN 3.0 rewrite is complete, it is expected that there will still be an adequate amount of work to necessitate a permanent hire.

Decision: The motion passed unanimously.

Next Steps: Decision sent to ISAC Board for final approval.

Compliance Hire

Recommendation: The Compliance Subcommittee recommended hiring a Compliance Officer who would be responsible for HIPAA compliance and the security of CSN. Moved by Jill, seconded by Brandi.

Discussion: Jill reported that the position was discussed at the 4.9.2015 Finance Meeting, but was not approved because they needed to know the ratio of ISAC/ETC time. Jeanine confirmed that it would be an ETC position hired by ISAC. Brad mentioned that positions normally have a ratio of 90/10 ETC/ISAC. Jill stated that the position would then be paid for out of FY16 reserves

and built into the budget thereafter. Members discussed a salary and benefits package of approximately $100,000. Due to SOC requirements hiring for this position is time-sensitive.

Decision: The motion passed unanimously.

Next Steps: Decision sent to ISAC Board for final approval.

Eide Bailey

Jill reported that Eide Bailey has been running old reports and charging the new rate. Brad is currently working on tracking services more concisely. Jill also stressed the importance of communicating to counties that they should only be using Eide Bailey if setting rates. If they are running reports because it is what they have always done, they should stop. It was suggested that in the next year ETC will not pay unless counties say they are going to use it. Andrea and Brad will discuss this further and bring findings to Jill.

Financial Report – Brad Holtan

Members reviewed the Balance Sheet and Income Statement for the nine months ending Tuesday, March 31, 2015. Brad reported that all regions are up-to-date with their dues payments; the Rent/Utilities budget will be about $17,000 at year end; and Staff Salaries/Benefits are under budget because there is one vacant position.

SPPG Update – Jeanine Scott

Jeanine reported that she received a draft copy of the report from SPPG a month ago and met with Bill to review and recommend changes. SPPG will be invited back in June to present the finalized report.

ETC 28E Revisions – Carl Mattes

Robin reported revisions to the 28E Agreement. Bill reported that Electronic Transactions Clearinghouse (ETC) has been changed to Iowa County Technology Services (ICTS) because there was some confusion as to what ETC meant.   The new name is meant to more broadly reflect ISAC's role with counties and technology. Deborah mentioned that it may be a good idea to change the word "County" to "Counties" to limit confusion with the county of Iowa and to also mirror the "Counties" in ISAC. Kristi will make this change. The ICTS Board will approve and send the revised 28E Agreement to members for adoption. Members will then have 30 days to act. Non-action will be seen as providing passive agreement to the amendment. If members do not want to approve they would have to pass a resolution.

Regions that are not currently members will have to vote themselves in. Kristi will draft a resolution for boards to approve. Members discussed the reason for removing the cap in the number of members on the Advisory Committee. During the Strategic Planning session it was decided that it may be beneficial to have CEOs on Committees. One way to include them would be to add one or two more member spots. This would not change by-laws currently in effect. However, there are revisions in the 28E that will need to be reflected in the by-laws since revisions to Sections 7 and 8 are not legal according to the current by-laws.

Wrap Up and Action Steps

1. Pull Deb's tickets and create a report.
2. Put messages in the next newsletter and the ticketing system to remind people not to respond to closed tickets. If the issue is still not resolved using these methods within the next quarter another option will be developed and implemented.
3. A general release will be finalized and available by July 1, 2015.
4. Kristi will change "County" to "Counties" in the 28E agreement and draft a resolution for regional boards to approve.

Carl Mattes adjourned meeting at 1:55 pm.