

Minutes

Iowa State Association of Counties

ICTS Advisory Committee Meeting on Tuesday, January 19, 2015

ISAC Offices, 5500 Westown Parkway, Suite 190, West Des Moines, Iowa 50266

Phone 515.244.7181

Members Present: Carl Mattes, Melvyn Houser, Jill Eaton, Brandi Kanselaar, Deborah Seymour-Guard, Sarah Berndt, Justin Schieffer, Kristi Harshbarger (for Bill Peterson)

Members Absent: Marjorie Pitts, Joel Rohne

Staff Present: Jeanine Scott, Robin Harlow, Brad Holtan, Andrea Jansen, Beth Manley, Madeline Schmitt, Gina Wernimont

Carl called the meeting to order at 10:00 am.

Review and Approve Agenda

Moved by Sarah, seconded by Deborah to approve the agenda as written. Motion passed unanimously.

Review and Approve Minutes from Previous Meeting

Moved by Deborah, seconded by Melvyn to approve the November 9, 2015 Advisory Committee meeting minutes as written. Motion passed unanimously.

CSN University Update - Andrea

Andrea presented the CSN University survey results. The following items were discussed:

Attendance: 89 out of 411 current CSN users responded to the survey. Of those, 77% stated they would be interested in attending. Jill questioned whether this would correspond to actual registrations since at the Committee's previous meeting an estimate of 300 registrants was projected. Sarah suggested sending the survey to providers as well to see if their participation would increase attendance.

Budget: The initial budget estimate is \$30-40,000. Members discussed that while some revenue would be generated from registration fees, the majority should be derived from sponsorships. Jeanine suggested looking into the possibility of providers to be sponsors.

Logistics: Members and staff determined that CSN University will be planned in conjunction with ISAC's Event Management team to ensure facilities, sponsorships, and speakers are secured in an efficient and timely manner. It was also decided that an agenda/schedule be developed prior to engaging potential sponsors.

Topics: Jeanine stated that CSN University would be different from regular spring & fall trainings in that the scope would be broader. Justin added that over the next six months Case Management may change dramatically and may affect topics.

Speakers: Robin shared his experience in setting up the Smart Connections Conference, stressing the importance of an effective and interactive keynote speaker.

Location: Jeanine stated that while other locations had been considered, Des Moines was ultimately chosen due to its central location.

Next steps: send survey to providers, create agenda/schedule, select keynote speaker, and contact potential sponsors. *To view the survey results in their entirety, please refer to the CSN University Survey attached to the meeting agenda.*

MCO Analysis – Andrea

Andrea presented her analysis of how the current Case Management billing process will be impacted by the introduction of MCOs beginning March 1, 2016. Due to the uncertainty surrounding the new relationship, five billing solution scenarios were presented to the Committee. Options 3 and 5 were identified by ICTS staff as the most viable. If the clearinghouse will be charging per transaction, ICTS will proceed with Option 5: have agencies individually sign up with Change Healthcare to exchange files. If Change Healthcare decides not to charge per transaction then will proceed with Option 3: all electronic submissions.

Next steps: ICTS staff will continue talks with Change Healthcare and will send an email to Committee members once it has been determined whether clearinghouse will be charging per transaction. *To view the analysis in its entirety, please refer to the MCO Analysis attached to the meeting agenda.*

ICTS By-Law Changes – Beth

Beth outlined the following proposed changes to the ICTS By-Laws:

- Throughout: the name “Electronic Transactions Clearinghouse” (ETC) changed to “Iowa Counties Technology Services” (ICTS).
- Section 1: Criteria added to include one Regional CEO as one of the three Iowa Community Services Association members appointed to the Advisory Committee. This will go into effect on July 1st 2016.
- Section 7: The Finance and Compliance & Standards subcommittees have been disbanded. It was decided to convene work groups consisting of subject matter experts to take the place of the two subcommittees.

Moved by Jill, seconded by Justin to approve the above changes to the ICTS By-Laws. Motion passed unanimously. *To view the proposed by-laws in their entirety, please refer to the ICTS By-Laws attached to the meeting agenda.*

Compliance & Standards Subcommittee Report – Deborah

a) DSM-5 Update (Deborah)

Deborah reported that after a discussion with the State of Iowa DHS, ICTS will not move forward with purchasing DSM-5 codes. DHS stated that DSM-5 requirements will not take effect this year and will take the substantial costs associated with purchasing DSM-5 into consideration in the future.

b) SOC II Audit/HIPAA Risk Assessment (Beth)

Beth reported that the Readiness Report with RSM US (formerly McGladrey) originally planned for this year was not a complete HIPAA Assessment. To remedy this, quotes were acquired from RSM US and Carosh Compliance Solutions (CCS). After reviewing the quotes Beth recommended entering a contract with CCS since they offer a complete HIPAA Assessment, remediation services,

and security testing; and will update policies at a lower cost than RSM US. The CCS contract has been finalized and approved by Board of Directors. The SOC II Audit will still be completed, but is currently on hold until the HIPAA Assessment is completed. Moved by Sarah, seconded by Deborah to approve contract with CCS. Motion passed unanimously. *To view the CCS contract in its entirety, please refer to SOC II Audit/HIPAA Risk Assessment attached to the meeting agenda.*

c) Tracking Client Profile Access Policy (Beth)

Beth explained that under HIPAA, ICTS is required to audit user search data. Beth reviewed the policy, including audit processes and corrective actions. Moved by Melvyn, seconded by Brandi to accept the client access policy as presented. Motion approved unanimously. *To view the policy in its entirety, please refer to Tracking Client Profile Access Policy attached to the meeting agenda.*

d) Multi-Party Release Update (Beth)

Beth reviewed the following changes that will be made to the Multi-Party Release:

- Page 1, second line: changed to “Counties and Mental Health and Disability Regions in the State of Iowa (referred hereafter as “Entity”).”
- Page 1: Fillable fields for client information added.
- Page 1: Release exceptions in bold.
- Page 2: Mid-Iowa Region removed from the Iowa Mental Health and Disability Services Regions list.
- Page 2: Document version and approval date added in the footer.

Beth stated these changes and final approval by the Compliance sub-committee should be completed by January 22, 2016. *To view the release in its entirety, please refer to Multi-Party Release attached to the meeting agenda.*

Operations Subcommittee Report – Brandi

a) Outcomes Update (Brandi)

Brandi reported more providers continue to enter the system. There have been some training issues, but overall she is impressed with improved data integrity being made possible by having providers in the system.

b) CSN 3.0 Project Plan (Madeline)

Madeline presented the CSN 3.0 Project Plan, in which five training options were given. Members discussed options and made the following decisions:

- Increase the budget for hotel rooms from \$100 to \$150.
- There will be four training sites – one in each quadrant of the state. This will require the addition of facility costs into the budget.
- Training class sizes will be considerably large so two ISAC staff will conduct the trainings rather and Expert Users will be in attendance to assist with business process questions.

Next Steps: ISAC staff will take the above decisions into account and recalculate the budget and present again at the next Committee meeting. *To view the presentation in its entirety, please refer to CSN 3.0 Project Plan attached to the meeting agenda.*

Finance Report – Brad

a) Balance Sheet & Income Statement (Brad)

Brad presented the Balance Sheet and Income Statement for the three months ending and reported the following:

- i. One region has yet to pay their assessment.
- ii. The Software budget is over by \$7,417 due to previously approved upgrades.

To view the Balance Sheet & Income Statement in their entirety, please refer to Balance Sheet & Income Statement attached to the meeting agenda.

b) Resource Allocation - Jeanine

Jeanine presented the 2015 4th Quarter Resource Allocation. Melvyn requested project explanations be included in the next report. *To view the allocation report please refer to Resource Allocation attached to the meeting agenda.*

c) FY17 Budget – Brad

Brad reviewed the proposed FY17 Budget. Moved by Jill, seconded by Melvin to approve the proposed ICTS FY17 Budget as written. Motion passed unanimously. *To view the budget in its entirety, please refer to FY17 Budget attached to the meeting agenda.*

Wrap Up & Action Steps – Jeanine

- CSN University: send survey to providers, create agenda/schedule, select keynote speaker, and contact potential sponsors.
- MCOs: ICTS staff will continue talks with Change Healthcare and update the Committee on any progress.
- Multi-Party Release: final approval expected January 22, 2016.
- CSN 3.0 Project Plan: training budget will be recalculated and presented at the next Committee meeting.
- The next Advisory Committee meeting will be scheduled for some time in the spring.

Carl adjourned the meeting at 1:35 pm.