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MEMORANDUM

DATE	July 18, 2024
TO	Board Members
FROM	Elaine Yamaguchi Executive Officer
SUBJECT	**Transfer of License Verification Service for Vocational Nurses**

Intent of Memo

This memo is intended for discussion and possible action on the proposed transfer of the Board's internal verification function for Licensed Vocational Nurses to the National Council of State Boards of Nursing's NURSYS database.

Background

The Board of Vocational Nursing and Psychiatric Technicians (Board) is the licensing and regulatory authority over Licensed Vocational Nurses and Psychiatric Technicians in California. Pursuant to Business and Professions (BP) Code Sections 2841.1 (LVN) and 4501.1 (Psychiatric Technician), public protection is the Board's highest priority in exercising its Licensing, Regulatory, and Disciplinary functions.

Conversion of Licensing Function for Licensed Vocational Nurses

The National Council of State Boards of Nursing (NCSBN) manages the Nursys.com database, which is the only national database for verification of nurse licensure, discipline and practice privileges for RNs and LPN/VNs licensed in participating state boards of nursing.

Nursys.com provides online verification for endorsement to a nurse requesting to practice in another state. At this writing, nearly every other board, including our colleagues at the California Board of Registered Nursing, relies on Nursys for this function. The nurse gets 24/7 access to a secure system to execute their part of the process and each board of nursing/state agency has a credentialed and private access to retrieve license verification directed towards their jurisdiction. The Nursys.com secure system for online license verification is designed to eliminate potential fraud.

Currently, BVNPT licensing staff provides the verification of California licensure to other states and jurisdictions efficiently and securely, but the team has been chronically understaffed over the past two years. The fee for this function is $150, and we process approximately 2000-2500 requests each year, which provides between $300,00-375,000 in annual revenue.

The Board welcomed representatives from NCSBN at the May 2024 meeting, who provided a thorough description of the proposed transition, which emphasized the importance of an electronically secure credentialed process for sending/receiving license verification between the state boards of nursing when a nurse applies for a license through endorsement.

The loss of revenue is a concern, but several factors mitigate this. First, the Board may apply to NCSBN for multi-year funding to smooth the transition. Second, the Board's fiscal health is much more robust than it was two years ago. Third, licensees would pay Nursys approximately $30, a significant ease of financial burden on them. Fourth, the Board recently redirected several Licensing Division positions to the Education Division, and the reduction in regular workload will allow the Licensing Division to review and reallocate some staffing resources.

The Licensing Division's staff has already begun the training process with the NCSBN team and believes that once the agreement and all documents are completely authorized, the transition will move swiftly and efficiently.

RECOMMENDED MOTION
1. To approve transition to Nursys.com for license verification for Licensed Vocational Nurses, to be effective on or before November 1, 2024.
2. To authorize Executive Officer in consultation with Board legal counsel to negotiate and enter new or amended contract for services between BVNPT and NCSBN.
3. To authorize Executive Officer in consultation with Board legal counsel to submit application to NCSBN Board of Directors for financial assistance.
4. To direct staff to notify Licensed Vocational Nurse population and other stakeholders of this transition.

ATTACHMENTS

1. May 2024 Presentation from NCSBN
2. Summary of Benefits of Nurse License Verification service
3. Draft application for Financial Assistance from NCSBN

**Request for Grant of Financial Assistance to implement License
<u>Verification for endorsement Participation in Nursys®</u>**

The California State Board of Vocational Nursing and Psychiatric Technicians ("Board") has voted to implement full participation in the National Council of State Boards of Nursing's ("NCSBN") Nursys® database, in accordance with the Nursys® Participation Agreement, including the use of Nursys® for purposes of licensure verification lookup for endorsement and other purposes. Adopting Nursys® for verification purposes will create a critical revenue shortfall for the Board because of the loss of the revenue stream of licensure verification fees paid to the Board. Accordingly, the Board requires and requests, pursuant to NCSBN Policy 12.9, that NCSBN provide Board a grant of financial assistance to replace lost verification fee revenues during a transition period for purposes of adopting and implementing full participation in Nursys®, including licensure verification. In support of this request, the Board provides the following information:

(1)   The Board requests transitional financial assistance for the period commencing January 1, 2025, and ending December 31, 2026. The Board requests transitional funding to phase out direct service, train and upskill existing staff, and complete an analysis of the new workload needs. The Licensing Division contains nine Program Technicians, one Office Assistant, two Cashiers and two

Supervisors. In 2022, the Board performed a desk audit of all Licensing functions to document the necessity of a fee increase. This study found that, on average, each Verification took a total of 255 minutes, with an estimated staff time expense of $372.

(2)   The Board requests a grant in the amount of $350,000 for each year in the transition period, as follows:

January 1, 2025-December 31, 2025: $350,000

January 1, 2026-December 31, 2026: $350,000

(3)   The basis for the requested amount is that the Board processed an average of 2383 Verifications between 2021 and 2023. The fee for each Verification transaction is $150, generating revenues of approximately $360,000 per year. Each Program Technician is assigned Verifications as part of their daily workload. The Board recently redirected three PT positions, and this reduction in workload and the grant assistance would allow the Board time to analyze the existing work functions and new functions that can be developed.

(4)   The Board is unable to replace the lost verification fee revenue for the transition period. The Board's fees are currently at their statutory ceiling, and it is not possible to find additional revenue streams.

(5)   The Board confirms that NCSBN's provision of this grant and the Board's receipt of financial assistance pursuant to the grant does not violate any California state law, regulation or rule.

The Board understands that the amount of financial assistance provisionally granted by NCSBN will be based on the three-year average verification fee revenue estimates provided by the Board.   The Board acknowledges and agrees that NCSBN will terminate such assistance if the Board reverses its decision to fully participate in Nursys®.

Upon NCSBN's approval of this request, Board will vote to accept the grant of financial assistance pursuant to these terms and conditions and provide a copy of such action to NCSBN.

Submitted by:

_____

Elaine Yamaguchi, Executive Officer

On behalf of the California Board of Vocational Nursing and Psychiatric Technicians

Dated: _____

The NCSBN Board of Directors has approved this request and authorized, pursuant to Policy 12.9, the grant of _____ annually during the transition period _____ to _____, subject to the terms set out above.

Date of Board Action: _____

_____

On behalf of the NCSBN

Dated:_____

Benefits of Electronic Secure Nurse License Verification for Endorsement through Nursys

1. **High Level of customer service satisfaction for the nurse -**
   a. Nurse gets access to a 24*7 secure portal to select, pay and send their electronic license verification to the jurisdiction they are applying for a license.
   b. Ease of use of the nursys portal through any mobile device platform, as well as notepad, laptop, Mac, PC etc.
   c. Nursys portal includes self-help videos, FAQ's and customer service from the NCSBN Customer Experience department.
   d. Nurse gets a copy of the payment receipt and notification of the instant delivery of their license verification to the selected board(s).
   e. Survey shows a very high level of satisfaction of ease of use of the system by the nurses.

2. **No Backlog or any pending work for your board of nursing/agency staff -**
   a. All the license verification work is handled by the NCSBN Nursys staff and by the secure electronic portal.
   b. Board of nursing may redirect their staff to work on other necessary needed areas of BON operations.

3. **High Level of Service to other boards of nursing –**
   a. Other boards of nursing/state agencies enjoy a high level of customer service from your board/agency as they immediately get the license verification needed for their process.
   b. Receiving boards of nursing/agencies are able to then generate on demand, a dynamic license verification of your licensees created at the time their staff retrieves the license verification from the Nursys private system. As opposed to relying on a past point in time paper license verification received via mail from your office of your licensees.

4. **Eliminates any potential of fraud through license verification –**
   a. Nurse gets access to a secure system to execute their part of the process and each board of nursing/state agency has a credentialed and private access to retrieve license verification directed towards their jurisdiction. This is done through the primary source equivalent Nursys system.

Nursys Verification process

In the next few slides, we will cover the Nursys Verification Process.

Please Note: All Test Data have been utilized for the purpose of this presentation.

Topics that will be covered:

1. Nurse sending a verification to a Jurisdiction via Nursys .COM
2. Board Users receiving and viewing a verification

ncsbn.org

1

Nurse Initiating Verification via Nursys.COM

ncsbn.org

2

User is prompted to review and accept terms and conditions

3

User can lookup their license via Name, License Number and NCSBN ID

4

User can select the applicable license via search result page.
Please Note: Searching by NCSBN ID is a 1:1 result.

5

Select Jurisdiction license verification is being sent to.

6

Enter Billing information

7

Enter Credit Card information and process transaction

8

4

9

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Boards Receiving and Acknowledging the verification in Nursys

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Expected incoming verification can be tracked via the Nursys Verification Tab in the Individual Detail page.

Any license being tracked will be highlighted in Green.

Individual Detail

Status	FITS	NCSBN ID	View in Nursys.com
	No Potential Matches Found	11206655	Go to Public Nursys.com Licensure Quick Confirm

No Potential Matches Found   Filter by Jurisdiction ▾   Filter by License Type ▾   ≡

Personal   License   Education   Address   Alias   Discipline   **Verification**   NCLEX Registration Data   USPS Data   National Certifications

Tracking   ☐ PN - Not Tracking Verification   ☑ **RN - Tracking Verification**

Verifications

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Tracked verifications can be accessed via the Verification POD "Verification List"

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- The Verification list, displays the complete list of tracked verification and the verification status.
- Selecting an Individual would, redirect users to the Individual Detail Page "Verification Tab"

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Users have the ability to Acknowledge and View Report

| No Potential Matches Found | Filter by Jurisdiction ▾ | Filter by License Type ▾ | ☰ |

Personal   License   Education   Address   Alias   Discipline   **Verification**   NCLEX Registration Data   USPS Data   National Certifications

Tracking

☐ PN - Not Tracking Verification   ☑ RN - Tracking Verification

Verifications

License Type	License(s)	Status	Verification Requested By Licensee On	Actions
RN	CARN | 805689	Available	05/16/2024	☑ Acknowledge

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Clicking view report will open the verification report. User can Print, Download and Delete report.

Verification Report
Printed for ALABAMA on 05/16/2024
Acknowledged on 05/16/2024 by absig_AL

Personal Information   ← Back   ✉ Send Speed Memo   🖨 Print ▾

NCSBN ID	SSN	Name (Reporting Jurisdicton)	DOB (Reporting Jurisdicton)
11206655	Restricted (ALL)	SMITH, AU FONG (ALL)	12/18/1965 (ALL)

Licenses

License	Date of Licensure	Expiration Date	Active Status	Licensure Basis	Initial Licensure	Exam	Member Board Notifications
CARN | RN | 805689 | Single State	12/28/2012	01/31/2015	YES	Exam	09/02/2011	08/31/2011	

Address Information

Juris.	Address	City	State	Zip	Country
CARN	32683099 ELM STREET	CERRITOS	CA	90703	USA

Education Information

Juris.	School Name	Graduation Date	Program	Degree	City	State
CARN	WEST COAST UNIVERSITY - ORANGE COUNTY - ADN	00/00/2011	RN	Other	Anaheim	CA

Discipline Information
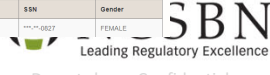No discipline records for this individual

Discipline On Other License Types
No discipline records on other license types for this individual

Exam Information

Juris.	Exam Type	Language of Exam	Exam Attempts
CARN	NCLEX-CAT (RN)	Not Supplied	Not Supplied

NCLEX Registration Data

NCSBN ID	Name	Alias	Maiden Name	Mothers Maiden Name	Address	Date Of Birth	SSN	Gender
11206655	SUMMERS, IY FANG	Not Supplied	TING	CHEN	243274436 MAPLE STREET CERRITOS CA 90703	12/18/1965	***-**-0827	FEMALE

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