



Maryland Department of Health Professional Boards & Commissions
Fiscal Year 2023 Operating Budget
Response to Department of Legislative Services Analysis

Senate Budget and Taxation Committee
Health and Human Services Subcommittee
Senator Melony Griffith
February 4, 2022

House Appropriations Committee
Health and Social Services Subcommittee
Delegate Kirill Reznik
February 7, 2022

The Department thanks the Governor, the Department of Budget and Management, and the Budget Committees for their support in 2020 and in 2021 with COVID-19 response efforts. We thank the Department of Legislative Services for its insightful budget analysis.

Percentage of Managing for Results Goals Met Continues to Lag

Given the consecutive failure to meet established goals for licensing, renewals, and investigations, DLS recommends adopting committee narrative requesting MDH to submit a report detailing the reasons for the Board of Dental Examiners' difficulty in meeting set goals and how the board plans to remedy its low percentage of completion across licensing, renewal, and investigation efforts. This report should also include a timeline for improvement (p. 9).

The Department concurs. We look forward to working with the health occupation boards to see how the Department can help.

Licensure Impacts of MDH Cybersecurity Incident on Board of Nursing

Due to the potential backlog of licensing and renewals faced by the Board of Nursing and likely various other boards, DLS recommends adopting committee narrative requesting MDH to submit a report detailing the impact of the cybersecurity incident on the Health Professional Boards and Commissions that outlines how its systems were impacted and the number of licenses, renewals, and investigations that were delayed and plans to assist the boards during the recovery (p. 9).

The Department respectfully disagrees with this recommendation. The Department provides weekly network incident updates (via a letter sent to the General Assembly, most recent update attached) already and through our website at <https://health.maryland.gov/incidentupdate/Pages/default.aspx>.

Regarding the Board of Nursing, as of January 27, 2022, the Board can process renewal applications, submit online applications, and will process applications in the order in which they were received. Additionally, licensees can check status through the online license lookup tool. *See* Board notice, posted January 27, 2022, available electronically: <https://mbon.maryland.gov/Documents/notice-to-licensees-certificate-holders-employers-20220127.pdf>.

For further information about the assistance provided to the Board of Nursing, please see the attached letter, dated January 24, 2022, from the Maryland Department of Health to the Maryland Board of Nursing (attached).

Significant Increased Cost for Licensing and Regulatory Management System Project

Given this increase in total expenditure for the MDH Licensing and Regulatory Management System Project, DLS recommends adopting committee narrative requesting that MDH and the Department of Information Technology (DoIT) detail the costs of the project and the boards anticipated to benefit from this system (p. 10).

The Department respectfully disagrees with this recommendation. This information has already been provided. *See* Governor's Budget Highlights FY2023, Appendix N, (N.32) (MDH Licensing and Regulatory Management System Project of the Major Information Technology Development Projects (MITDP), excerpted and attached here.) The Department's hope and expectation, shared by the Governor, is that all of the health occupation boards will use the One Stop system developed for Nursing. Given the independent nature of the boards, however, we have limited authority to mandate use of the new system; however, we have offered this proposed system to all health occupation boards.

In addition, the MDH network security incident has shown that One Stop is a viable alternative to the existing systems at the health occupation boards. The network security incident impacted the various Boards' independent information technology systems in many different forms and with a wide range of customer service consequences. The Maryland Medical Cannabis Commission (MMCC), which is the only board/commission currently on One Stop, experienced no disruption because of the incident.



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

January 28, 2022

Dear Colleague,

Below is an overview of the Maryland Department of Health (MDH) network infrastructure security incident response and restoration activities. It reflects updates as of 12:00 pm EST, January 27, 2022.

MDH INCIDENT RESPONSE

MDH continues its ongoing response to the network security incident that occurred on December 4, 2021. Our containment and investigation efforts are progressing and we continue to bring systems safely back online. At the same time, we know that the incident and our response to it have been disruptive. Many of the Department's core functions were not affected, and many services have already been restored, yet the impacts to our staff, administrations, and partners are still widely felt.

We are moving forward methodically and gaining momentum in our restoration efforts. We also continue to protect the State's network and the citizens we serve by taking deliberate actions to help minimize the risk of future incidents.

On January 24, 2022, MDH hosted a Virtual Town Hall to answer questions from employees. Thank you to all of our colleagues for joining, for submitting questions, we received more than 150, or watching the recording. It is available [here](#) to those who registered for the event. We remain committed to keeping lines of communication open and I'm incredibly proud of our staff's hard work amidst this criminal attack.

KEY UPDATES

- The License Application Retrieval System (LARS) was fully restored this week. This critical restoration means the Board of Nursing is able to resume the timely processing of renewal and new licenses so that in turn the licensees can continue to provide healthcare services across the State. In addition, MDH is helping the Board of Nursing with their application backlog.
- Access to the Maryland Developmental Disabilities Administration's (DDA) Provider Consumer Information Systems (PCIS2) has been restored. DDA began a pilot with 15 providers today and plans to open it to all providers early next week. Providers are again able to record attendance, submit incident reports, and retrieve information to use as inputs into their daily business processes. This restoration also means that the last quarterly payments can be reconciled and providers will have access to the information they need to complete cost reports.

Privileged & Confidential/Attorney Work Product

- The additional 4,000 laptops procured by MDH began to arrive this week and we have begun distributing them to employees. We have asked program managers to submit requests for laptops for those employees who need but have yet to receive one. Our goal remains providing all employees with the equipment they need to perform their job duties.

The latest information and update on the MDH network security incident was posted on January 26, 2022 on the dedicated [webpage](#) that MDH has established to keep Marylanders informed of the recovery and restoration processes.

Thank you for your continued support and collaboration. For any questions, please contact Mr. Webster Ye, MDH Assistant Secretary, Health Policy, at webster.ye@maryland.gov or 410.767.6481.

Sincerely,

A handwritten signature in black ink that reads "Dennis R. Schrader". The signature is written in a cursive style with a large, looped initial "D".

Dennis R. Schrader
Secretary



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

January 24, 2022

Gary Hicks, President
Maryland Board of Nursing
4140 Patterson Ave,
Baltimore, MD 21215

Dear President Hicks and Board Members:

Thank you for all the support the Maryland Board of Nursing (MBON) has given to the board's licensees since the Maryland Department of Health (MDH) and its associated business units, including the health occupation boards, experienced a network incident in early December 2021.

As you may be aware, MDH and the Department of Information Technology (DoIT) jointly briefed members of the Maryland General Assembly on the network incident on January 13. During that briefing, legislators raised concerns about licensing delays and board customer service responsiveness.

MDH is here to help assist MBON's staff to ensure your licensees' needs are met. MDH Board Liaison, Kim Link, has been in contact and recently asked your staff to answer a survey to determine these needs. Our network incident response vendors, including business continuity of operations planning vendors, have met with MBON leadership multiple times to develop temporary solutions over the past weeks. The MBON licensure system is now fully functional including the ability for applicants to look up status, the ability for professionals to renew their licenses, and the ability for new applicants to apply online.

After MBON identified a backlog in summer 2021, MDH provided approximately 20 temporary clinical administrative staff to assist with license/certificate applications, and related administrative activities as well as setting up a call center to handle the large call volume experienced by MBON. Prior, MBON had three employees to handle such tasks. The contractual temporary staff provided by MDH allowed considerable progress to be made in reducing the application and email backlog as well as providing much needed customer service support. MDH also supplied 13 desktop computers, telephones and appropriate computer peripherals.

In response to the network incident, MDH has provided MBON staff with 50 laptops and several cellular data hotspots and printers. Additionally, MDH stands ready to fulfill the requested number of administrative staff as requested by MBON's Executive Director. We ask that you help us by answering our follow-up queries to better assist you. MDH is hopeful that with this support, MBON will be able to address constituent inquiries more quickly.

We need your continued partnership and business operation recovery coordination to address any issues that may be associated with this network incident. Please do not hesitate to contact me or Kimberly Link, Health Occupation Boards Liaison, at kimberly.link@maryland.gov.

Sincerely,

A handwritten signature in black ink, reading "Dennis R. Schrader". The signature is written in a cursive style with a large initial "D".

Dennis R. Schrader
Secretary

M00 - Health, Department of

Project Title: MDH Licensing and Regulatory Management System Project

Appropriation Code: M00A0108

Sub-Program Code: A805

Project Summary:

The procurement of an Enterprise Licensing and Regulatory Management Solution (ELMS) that provides the capabilities related to the management of every aspect of licensing and discipline to Maryland Health Occupation Boards. These capabilities include software licenses and support, systems analysis, development, implementation, and support services for the Health Occupation Boards. The FY 2023 allowance includes \$104,762 for oversight.

IT Project Funding

Fund Type	Prior to FY 2021	Actual FY 2021	Appropriation FY 2022	Allowance FY 2023	Projected FY 2024	Projected FY 2025	Projected FY 2026	Total
General			50,000	2,200,000	3,300,000	3,400,000		8,950,000
Special excl MITDPF	1,113,000				-	-	-	1,113,000
Special MITDPF								-
Federal								-
Reimbursable								-
Total	1,113,000	-	50,000	2,200,000	3,300,000	3,400,000	-	10,063,000

IT Project Development Costs

Fund Type	Prior to FY 2021	Actual FY 2021	Projected FY 2022	Projected FY 2023	Projected FY 2024	Projected FY 2025	Projected FY 2026	Total
General			50,000	2,200,000	3,300,000	3,400,000		8,950,000
Special excl MITDPF	458,082						-	458,082
Special MITDPF								-
Federal								-
Reimbursable								-
Total	458,082	-	50,000	2,200,000	3,300,000	3,400,000	-	9,408,082

Program Strategic Goals:

For MDH and the Health Occupation Boards, procure and implement an ELRM solution that will assure quality care through the efficient licensure and effective discipline of health providers. The Department desires an Enterprise solution to assure, advance and protect the public's health and welfare through proper credentialing, permitting, licensing, examination, inspection, and discipline of health providers, distributors and facilities. This new system will also help enforce regulations and legislation, resolve complaints and educate the public.