



# MEMORANDUM

<b>DATE</b>	May 10, 2024
<b>TO</b>	Board Members
<b>FROM</b>	Elaine Yamaguchi Executive Officer
<b>SUBJECT</b>	<b>Transfer of Verification Service</b>

**Intent of Memo**

This memo is intended to provide information on the proposed transfer of the Board’s internal verification function for 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.

The Board’s Licensing Division, despite its understaffing, maintains an average application processing time of under two weeks.

**Conversion of Licensing Function**

The National Council of State Boards of Nursing (NCSBN) manages the Nursys 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. This Board does not currently utilize this service.

The NCSBN Fraud Detection Committee as well as Standards Development Committee both have 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. Nursys.com provides online verification for endorsement to a nurse requesting to practice in another state. At this writing, nearly every other nursing board in the United States, 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. This is done through the primary source equivalent Nursys. 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.

While the loss of revenue is a concern, several factors mitigate the potential concerns. 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. This shift will allow the licensing staff to catch up and evaluate its structure and functions. Third, licensees would pay Nursys approximately \$30, a significant ease of financial burden on them.

At the February 2024 meeting, the Board authorized staff to work with NCSBN to prepare for the conversion. NCSBN has agreed to call into the May meeting and provide a walk through for the Board.

# 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.