

Report to the
Social Services Appropriations
Subcommittee
and the
Office of the Legislative Fiscal Analyst

Options for Accepting Recurring CHIP
Premium Payments

October 2020



Purpose:

Senate Bill 2 (2020) requires the Utah Department of Health (UDOH), in consultation with the Department of Workforce Services (DWS), to recommend options for accepting recurring CHIP premium payments.

[HB2](#) (2020) lines 1556-1560:

The Legislature intends that the Departments of Health and Workforce Services recommend an option for clients for recurring automatic withdrawal payments to pay their CHIP premiums and report on their recommendations to the Office of the Legislative Fiscal Analyst by October 1, 2020.

Current State

CHIP premium payments are integrated into the DWS eREP eligibility system and the DWS myCase consumer portal. When a CHIP premium payment is owed, the eligibility system sends a notices/invoice to the CHIP household and processes actions within the eligibility system based on payment or non-payment of the premium(s). While payments may be mailed directly to DWS, most payments are made online through the myCase online consumer portal. One can make a one-time payment with a credit or debit card or an echeck. CHIP recipients may pay up to one year in advance. However, there is currently not a way to store the credit card information to allow authorization of recurring payments. Therefore, members must log in each time they want to make a new premium payment.

Issue

The Payment Card Industry Data Security Standard (PCI DSS) is a set of requirements intended to ensure that all companies that process, store, or transmit credit card information maintain a secure environment. myCase uses a third party vendor, Utah Interactive to process payments. Utah Interactive is not currently PCI certified to retain financial information and collect recurring payments

Option 1 – Amend existing contract with NCI Utah (Utah Interactive)

DWS could implement some substantial changes to the myCase portal in order to accept recurring payments by becoming PCI compliant. myCase relies on a 3rd party vendor, Utah Interactive to process the actual payment. The DWS contract with Utah Interactive expires in 2023 and could be renewed or renegotiated to add this additional functionality. According to DWS, Utah Interactive anticipates they can achieve PCI certification within 90 days from the date of the new contract. In addition, DWS/DTS will need to make modification to the myCase portal to create the ability to securely store the credit/bank card information. In addition, a user interface will need to be developed to gather this information. The estimated one time cost of this development is \$215,000 with no ongoing costs. It is likely that this effort would qualify for a 90/10 match with our federal partners to enhance the myCase consumer portal.

Option 2 – Procure a Different Vendor for Payment Processing

As a second option, DWS could issue an RFP (Request for proposal) find a different vendor to e to process payments and facilitate recurring payments for CHIP, if Utah Interactive is unable to obtain PCI certification.