

# Interstate Medical Licensure Compact

## Administrative Memo

Date: July 1, 2019  
Revised: NA

### ADMINISTRATIVE Memo NO. 1 – SITUATIONS WHERE FUNDS ARE RETURNED TO APPLICANTS

The Interstate Medical Licensure Compact Commission (“IMLCC”) in statute and rule established that service fees paid are non-refundable; however, since May 2017, there have been situations where it was determined that it was appropriate to return an applicant’s paid service fees. As of May 1, 2019; the return of funds has been suspended except in those situations where the request is made by the member board.

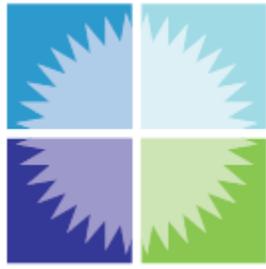
**ISSUE:** Since May 2017, staff have authorized the return of funds for applicants for a variety of reasons; however, the IMLCC Rule, Chapter 3, paragraph 3.4-Service Fees clearly states that the service fees paid are “non-refundable”. This has created a conflict between the IMLCC Rule and actions taken by staff in the day-to-day processing of the applications. This document is intended to clarify the situations where funds have been returned in the past and commission endorsement of those actions and the process for the return of funds in the future.

- **IMLCC Statute, Section 6** – authorizes the development of rules regarding fees for expedited licenses.
- **IMLCC Rule, Chapter 3, Section 3.2 - Definitions** – defines a “Service fee” as a fee that may be assessed to handle and process an application to use the expedited process offered through the IMLCC.
- **IMLCC Rule, Chapter 3, Section 3.4 – Service Fees** – outlines three types of service fees charged by the IMLCC and states that these are “non-refundable”.

**PROCESS:** There are two (2) types of fees collected by the IMLCC; a “Service Fee” and a “License Fee”. The service fee is collected for the processing of an application and depending on the type of application paid to the IMLCC and a member board. The license fee is the cost of obtaining a license from that member board and is 100% paid to the member board. Additionally, the credit card vendors used by the IMLCC, PayPal and Stripe, charge a transaction fee which is paid 100% by the IMLCC. In all cases, the return of funds only occurs if the member board has not yet invoiced for the fees. Once the member board has invoiced and received their fees, the IMLCC does not and has not processed a return of funds.

The reasons for the return of funds falls into three major categories:

1. Member Board requests;
2. Credit Card Disputes that are lost; and
3. IMLCC executive director discretion.



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Category 1 – Member board requests. Upon the recommendation from the IMLCC Rules & Administrative Committee, these types of requests for the return of funds will not be considered. The member board will be advised to invoice for their portion of the fees.

Category 2 – Credit card disputes that are lost. IMLCC staff will notify the member board of situations where a credit card dispute has been lost. Invoices submitted by a member board will be paid to the member board from the IMLCC Operating fund if the dispute was resolved after the invoice has been submitted. The payment transaction will be noted for accounting purposes. Invoices submitted after the dispute has been resolved will not be paid, and the member board notified of the reason for the non-payment.

Category 3 – IMLCC executive director discretion. The executive director will review written requests to return funds and use the following guidelines to determine if the funds should be returned:

- A duplicate application where 2 or more applications were submitted in a short time frame and only one of the applications was processed. The funds paid for the duplicate; unprocessed application will be returned.
- A system error beyond the control of the applicant. The funds will be returned so that the applicant can complete the process.
- A wrong application was completed; and
- An applicant was charged more than once for the same application.
- No return of funds will be made by the IMLCC if the service fees have already been invoiced and paid the member board.
- Situations where it is in the best interest of the IMLCC to return the funds to the applicant.

A report of all return of funds will be sent to the IMLCC Treasurer on a quarterly basis.