

Why has RMA's Physician Portal access become more difficult?

As part of its' Stabilization activities post CabMD contract termination, RMA has committed to addressing some emerging Cybersecurity vulnerabilities relating to billing systems that were to be replaced. One such interim measure was to place our Physician Portal behind a VPN while we updated the system.

Will portal access become easier?

Yes. RMA is implementing multifactor authentication (Auth0), after which the portal will no longer require VPN access. In the longer term, the new billing system will eliminate the need for a separate portal entirely.

NEW: Is Auth0 different from the Google Authenticator already used for McMaster/HHS systems, and why did RMA choose it?

Yes, Auth0 is a separate multi-factor authentication tool. McMaster systems support multiple authenticator options, but RMA selected Auth0 specifically because it is a widely recognized, high-security standard and because it can be integrated across all of RMA's planned applications, including the secure physician page of RMA's website, new billing system, and financial portal, as a single sign-on solution. This means physicians will log in once and move seamlessly between RMA systems.

What has RMA done since the failed billing system deployment? Since the termination of the CabMD contract, RMA has taken several stabilization steps: current operations have been stabilized, new communication channels and transparency measures have been introduced, and exploration of a new billing system with Ontario Tech University has been initiated. The plan is to integrate a new billing system with a Customer Relationship Management (CRM) system and new multi-dimensional accounting system that will allow RMA to account for physicians as autonomous businesses. These systems have been implemented and will be fully launched as part of a new Integrated Suite of Products once a new billing system is ready. **Q: Will I continue using the physician portal for billing activities in the future?** No. Going forward, billing-related activities will take place within the new billing system itself. In a fully mature product, all communication and billing-related reporting will occur within the system itself. Financial reporting, currently delivered in RMA's Physician Portal, will be delivered in a new physician portal that will be linked to RMA's new finance system and CRM. This portal will provide additional functionality aimed at streamlining the physician experience.