Regional and National Implementations of the CORE Phase II Rules

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About BCBSNC

- 3.7 Million Members
- 4,700 Employees
- 36,000 Network Providers
  - 30,000 use online services
- 41.8 Million claims processed per year
  - 137,971 claims per day
- 19,830 telephone calls per day
- 12 Million electronic eligibility inquiries per year
  - 90% Internet based

- Our Opportunity
  - Grow administrative transaction for eligibility inquiries using HIPAA 270 standard transaction
Impact of Phase I Rules

- First adoption of SOA for BCBSNC
- Web, X12, VRU and other outward facing eligibility services were pointed to a common service layer which supplies one consolidated view of data – leading to increased credibility of response
  - Future development of SOA benefits all channel solutions
- Alignment with EEI3 allowed more standardization
- Good “triage” of ready 270 Trading Partners
- Met Trading Partner request for realtime
Where the Rubber Hits The Road

- 82,230 Total, 81% batch
  270 April 2007

- 384,943 Total, 9% batch
  270 July 2008

WOW!
Service-oriented Architecture Approach

Implement a single source of highly available data

Eligibility Membership and Benefit Data Store

Updates Daily

System of Record 1

System of Record 2

Trading Partner

EDI Translation and Validation

EDI Translation and Validation

HTTPs

HTTPs

Trading Partner

Update Daily
Phase II Benefits Anticipated

- Meet full Trading Partner need for 271 data
  - Remaining deductible amount
  - Additional service code types
- Meet Trading Partner demand for realtime 276 transaction
- Increase volume of submitted 276 inquiries
  - 113,000 Total batch 276 April 2007
  - 106,000 Total batch 276 July 2008
- Assess 276 Trading Partner readiness through CORE Certified Label
- Leverage opportunity to add 277 content to fulfill provider data needs and avert provider phone calls for claims status data
- Facilitate quicker adoption of EDI functionality integrated to provider PMS solutions
Phase II GAPS Anticipated

- System availability for 276/277 below CORE Phase II requirement
  - Dependency on source systems

- 276/277 exists now only as a batch transaction with 15-minute average response time
  - Growth in realtime volume will require architecture modifications to allow required per transaction turnaround times, especially during peak traffic hours (8 am to 10 am)

- Connectivity options do not meet standards
  - https mime connectivity needs to be developed
Blue Exchange Collaboration

- Consolidated the CORE Phase I project with BX association mandate (EEI3)
  - Allowed us to combine project resources to develop our solution more quickly and achieve savings in the testing and deployment phases
  - Required us to add accumulator values and service code types not required by CORE Phase I, but requested by Trading Partners
Blue Exchange Collaboration

- Continue to work with BCBSA to align BX and CORE releases and initiatives
  - Will allow additional consolidation of project resources to drive higher ROI of adopted solutions
- Adoption of CORE phases allows our infrastructure and solution designs to move forward to advance realtime capabilities and learn key lessons in advance of BCBSA mandates for RTC and MLE
CORE Phase II – Next Steps

- **CORE participation**
  - Participating in a study measuring the value of Phase I Certification
  - Ongoing participation in the governance process for implementing the rules and policies for Phase II
  - Rule development participation for phase III

- **CORE certification**
  - Phase I certified; Phase II certification timeline and resource projections to be finalized soon
  - BCBSNC accomplished some of the Phase II required work in our Phase I approach
    - Additional Service Code Types
    - Deductible/Accumulator Values