Achieving CAQH Adoption in Rhode Island

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Rhode Island Health Care Market
Overview

- 11 Acute Care Hospitals
  - 2 large hospital systems
    - Care New England (3 hospitals)
    - Lifespan (4 hospitals)
  - 4 Independent smaller community hospitals
- 3,000 licensed physicians
- 6,000 allied health providers
Journey to CAQH Adoption in Rhode Island

- **2000**: PHO responsible for centralizing payer application/credentialing process for 200+ Hospital employed physicians.
- **2002**: RI legislation establishes Health Insurance Commissioner.
- **2003**: CAQH mandated as universal credentialing application for RI payers.
- **2004**: CAQH invites PHO to Co-chair national user group forum.
- **2005**: RI HMO Association failed attempts to create a single credentialing application.
- **2006**: CAQH Application announcement PHO initiates payer-provider discussions locally.
- **2007**: OHIC Professional Provider-Health Plan Work Group established by legislation. CAQH conducts information sessions in RI.
- **2009**: Local payers transition provider networks to CAQH.

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Journey to CAQH Adoption in Rhode Island

- **December 2002** PHO responsible for centralizing payer application/credentialing and contracting for 200+ Hospital employed providers
- **February 2003** CAQH Universal application announcement
- **March 2003** PHO initial contact Atul Pathiyal from CAQH
- **March 2003** PHO surveys 15 regional health plans (RI and MA) about plans to accept CAQH
- **September 2003** PHO hosts CAQH information meeting for the regional health plans.
Journey to CAQH Adoption in Rhode Island

July 2004  The Office of the Health Insurance Commissioner (OHIC) was established by legislation in 2004 to broaden the accountability of health insurers operating in the State of RI. Under this legislation, the Office is dedicated to:

- Protecting consumers
- Encouraging fair treatment of medical service providers
- Ensuring solvency of health insurers
- Improving the health care system’s quality, accessibility and affordability
Journey to CAQH Adoption in Rhode Island

- **January 2005** RI Health Care Reform Act of 2004 was amended to establish the **Professional Provider-Health Plan Work Group** a subcommittee of the Health Insurance Advisory Council, which was chartered to develop a plan to implement the specific activities as outlined in 42-14.5-3 (RI Health Care Reform Act of 2004):

  - “By January 1, 2006, a method whereby health plans shall disclose to contracted providers the fee schedules used to provide payment to those providers for services rendered to covered patients”
  - “By April 1, 2006, a standardized provider application and credentials verification process, for the purpose of verifying professional qualifications of participating health care providers”
  - “By September 1, 2006, a uniform health plan claim form to be utilized by participating providers”
  - “By December 1, 2006 contractual disclosure to participating providers of the mechanisms for resolving health plan/provider disputes”
  - “By February 1, 2007 a uniform process for confirming in real time patient insurance enrollment status, benefits coverage, including co-pays and deductibles”
  - A report on the work of the subcommittee shall be submitted by the health insurance commissioner to the joint legislative committee on healthcare oversight on March 1, 2006 and March 1, 2007.
Journey to CAQH Adoption in Rhode Island

Pursuing the Legislative Route

Governor
- RI Health Insurance Commissioner

Legislature
- Joint Legislative Committee on Health Care Oversight
- Health Insurance Commissioner Advisory Council
- Professional Provider–Health Plan Work Group
Journey to CAQH Adoption in Rhode Island

- **February 2005**  Sorin Davis, CAQH presents the Universal Data Application to Professional Provider-Health Plan Work Group

- **April 2005**  Sorin Davis, CAQH presents to RI MGMA

- **April 2006**  RI Health Insurance Commissioner mandates health plans to accept the CAQH Universal application as of October 1, 2006.
MEETING NOTICE & INVITATION

Date:        April 6, 2005  
Time:        7:30 – 9:00 a.m. 
Place:       Rhode Island Medical Society Auditorium (directions attached)  
Registration: Call Christopher Dooley (401) 453-7548 or Email cdooley@carene.org

PROGRAM TOPICS:

Council for Affordable Quality Healthcare ("CAQH")
  - Universal Payer Credentialing Application

Mr. Sorin Davis from CAQH will explain why credentialing does not have to be time-consuming and inefficient. CAQH’s Universal Credentialing Data Source is a groundbreaking, free service that simplifies and improves the credentialing process for physicians and other healthcare providers. With Universal Credentialing Data Source, you enter information one time, online or by fax, to satisfy the credentialing and recredentialing applications of all participating health plans and healthcare organizations. Updates can be made instantly. And only you control access to your information. Encryption technology keeps your data safe.
Legislative Advocacy Efforts for CAQH Adoption in Rhode Island

Christopher Koller, RI Health Insurance Commissioner and Pat Huschle, OHIC Provider-Health Plan Liaison discussing administrative simplification and CAQH option with Professional Provider-Health Plan Work Group.

Chris Dooley meeting with U.S. Senator Sheldon Whitehouse and U.S. Senator Jack Reed to gain support for CAQH adoption efforts in RI.

Chris Dooley meeting with RI Senator, Elizabeth Roberts, Chairperson of the Joint Legislative Comm. on Health Care Oversight to gain support for CAQH adoption efforts.
Standard health plan application is on the way!!

The Office of the Health Insurance Commissioner (OHIC) in collaboration with Blue Cross and Blue Shield of Rhode Island, UnitedHealthcare of New England, Neighborhood Health Plan of Rhode Island, Rhode Island Medical Society, Hospital Association of Rhode Island, Department of Health, professional and hospital providers and billing agencies have agreed to support the Council on Affordable Quality Healthcare’s (CAQH) web-based provider application as the standard for use by local health plans.

Rather than each plan having its own unique credentialing/re-credentialing form, this application is completed and updated on line and will be accepted by the local health plans and some hospitals’ medical staff offices.

You will be hearing more about the transition to the standard statewide application over the next few weeks and months. We expect this new process to alleviate some administrative paperwork in your office and look forward to your support in this statewide initiative!
After 3-year journey, Rhode Island accepts CAQH October 2006
RI Health Insurance Commissioner Commenting on CAQH adoption efforts:

"The CAQH standards were very useful for us in RI. They were industry-accepted and from a reliable third party. We did not have to develop them ourselves. The small RI market and the broad powers of the Health Insurance Commissioners Office created the opportunity for collaboration and their implementation - which was much preferable to more traditional legislative or regulatory mandates. It is a model for how to achieve the administrative efficiencies that purchasers - facing cost pressures - are demanding of health plans and providers."

Christopher Koller
CAQH Selects WIPHO as Co-chair for National User Group

- **2007** PHO initiated local RI CAQH Users group to support adoption and provide tips tools for new users
- **2008** User Group expands to include MA and CT practice managers
- **2009** CAQH invites Jacalyn LaTorre, PHO CAQH Specialist to serve as the Co-Chair for CAQH National User Group effort
Challenges

- Payers reluctant to change internal processes
- Providers need to complete CAQH data completely and accurately
- Attesting to CAQH every 120 days is difficult, but important

Next Steps

- Advocate for Hospital Medical Staff Offices in RI region to accept CAQH
CAQH adoption reduces paperwork!

“Administrative Simplification”……any questions?
CAQH Adoption in Rhode Island
(all eligible physicians and allied professionals)

- 2003: 0
- 2004: 83
- 2005: 474
- 2006: 1,656
- 2007: 4,270
- 2008: 5,797
- 2009: 6,546
- 2010: 7,136

Legend:
- Red: Enumerated/Unregistered
- Green: Complete
“We cannot change the direction of the wind, but we can adjust our sail”