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# **CORE® Certification and Testing: Achieving Healthcare Interoperability**

*A Clearinghouse Perspective*

*Wednesday, November 30, 2011, 2:00 pm to 3:00 pm ET*

**Featured Presenter:**

**Debbie McCachern**

Business Analyst, Regulatory Compliance Strategy



# Session Topics

- CAQH CORE Operating Rules Overview
  - Approach to Operating Rules Development
  - Affordable Care Act (ACA) Section 1104: *Mandated* Operating Rules
- *Voluntary* CORE Certification
- A Clearinghouse Perspective on *Voluntary* CORE Certification
- Live Demonstration of Edifecs CORE Certification Testing Site
- Questions & Answers
- Appendix
  - Appendix A: *Voluntary* CORE Certification Steps
  - Appendix B: Edifecs CORE Certification Testing Portal Visuals

# Learning Objectives

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Attendees will be able to:

- Summarize the phased development of CAQH CORE Operating Rules and outline the status of the adoption of federally mandated operating rules
- Explain how successful *voluntary* CORE Certifications encourage trading partners to work together on data flow and content needs
- Learn about the variety of ways that clearinghouses support both health plans and providers in achieving their goal of implementing Phase I and Phase II CAQH CORE Operating Rules for Eligibility and Health Care Claim Status Transactions
- Observe a live demo of the Edifecs testing platform and identify necessary steps in the successful completion of conformance testing

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# CAQH CORE Operating Rules Overview

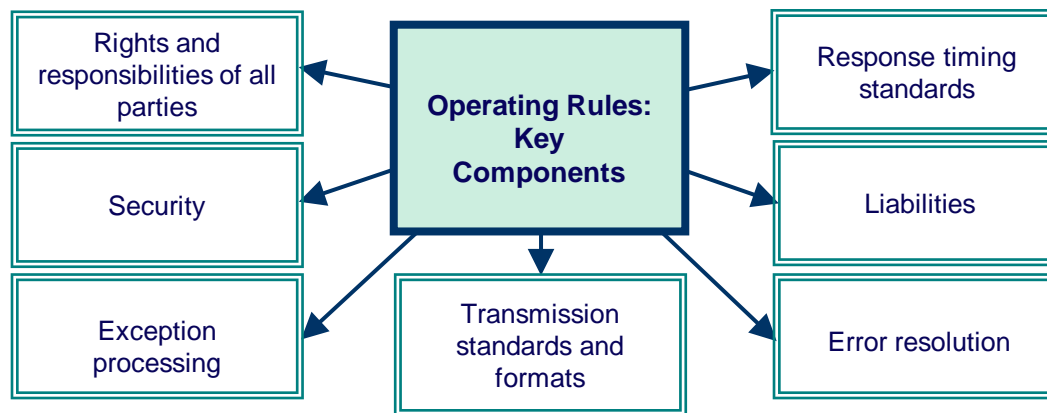


# Committee on Operating Rules for Information Exchange

- CAQH CORE is a multi-stakeholder collaboration developing industry-wide operating rules, built on existing standards, to streamline administrative transactions
  - Integrated model: Rule writing, certification and testing and outreach/education
- Mission: To build consensus among healthcare industry stakeholders on a set of operating rules that facilitate administrative interoperability between health plans and providers
  - Enable providers to submit transactions from the system of their choice (*vendor agnostic*) and quickly receive a standardized response from any participating stakeholder
  - Enable stakeholders to implement CAQH CORE Operating Rules in phases
  - Facilitate stakeholder commitment to and compliance with CAQH CORE's long-term vision
  - Facilitate administrative and clinical data integration
- CAQH CORE is not:
  - Replicating the work being done by standard-setting bodies, e.g., ASC X12, HL7, OASIS, W3C
  - Developing software or building a database

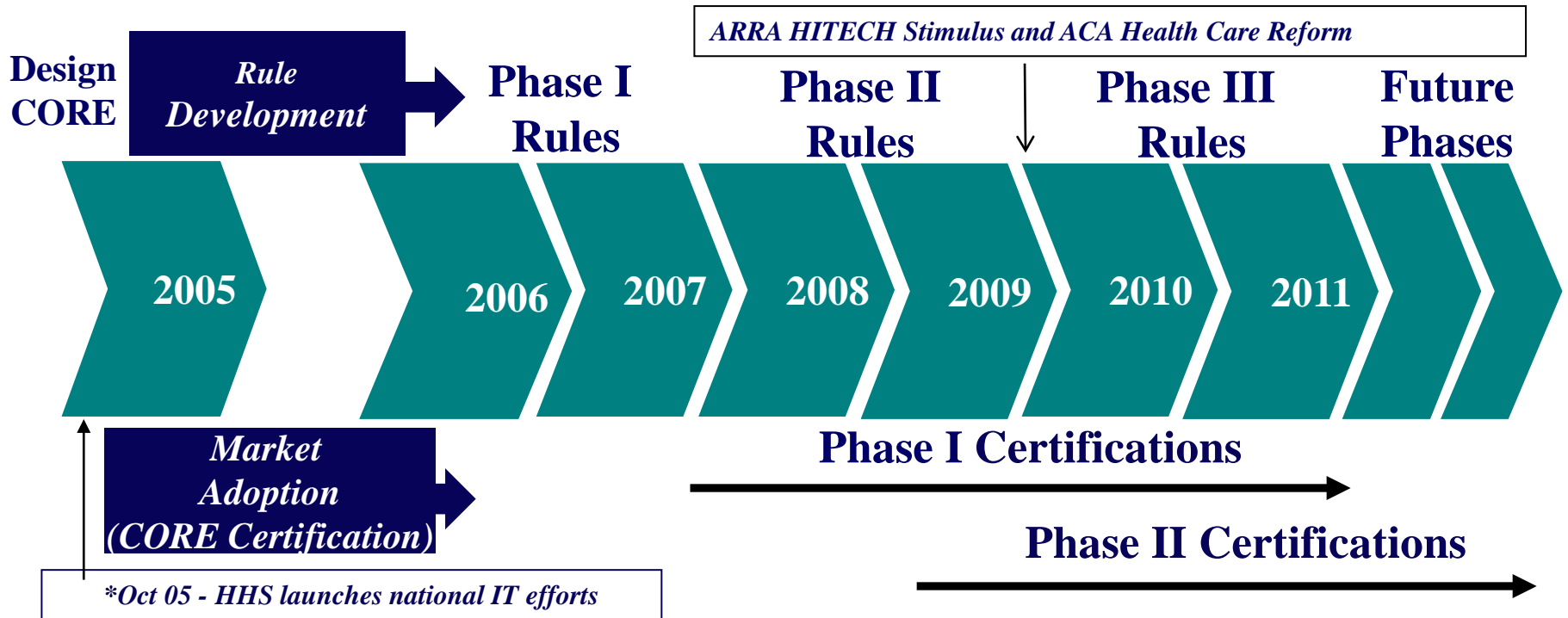
# What Are Operating Rules?

- The [Patient Protection and Affordable Care Act](#) (ACA) defines operating rules as “the necessary business rules and guidelines for the electronic exchange of information that are not defined by a standard or its implementation specifications”
  - Operating rules address gaps in the standards, help refine the infrastructure that supports data exchange and recognize interdependencies among transactions and the range of standards
- Prior to CAQH CORE, national operating rules for medical transactions did not exist in healthcare outside of individual trading partner relationships
  - Current healthcare operating rules build upon a range of standards – healthcare specific and industry neutral – and support the national HIT agenda
- Operating rules encourage an interoperable network and, thereby, can allow providers to use the system of their choosing



# CAQH CORE Operating Rules: Development/Adoption Timeline

- CAQH CORE Phases are designed around a set of transaction-based data content rules coupled with infrastructure rules that complement each other
- Phases establish milestones that encourage feasible progress in resolving industry business needs while minimizing barriers to adoption



**REMINDER:** CAQH CORE Operating Rules are a baseline; entities are encouraged to go beyond the minimum CORE requirements.

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# CAQH CORE Operating Rules: Phased Approach

Operating Rules complement each other: The real value is in the package



Driving  
iterative  
industry-  
wide  
content  
and  
assured  
data flow

## Phase I CORE

- ✓ Approved
- ✓ Implemented
- ✓ *Voluntary Certification Available*

### Eligibility Benefit Request and Response

- \*Confirm patient benefit coverage and co-pay, in/out of network variances, coinsurance and base deductible information
- Provide timely and consistent access to this information in real-time (e.g., response times, connectivity, companion guide, Acknowledgements\*)

## Phase II CORE

- ✓ Approved
- ✓ Implemented
- ✓ *Voluntary Certification Available*

### Expanded Eligibility and Health Care Claim Status Response

- \*More patient financials, e.g., YTD patient accumulators, for more services
- Rules to help improve patient matching
- Claim status “infrastructure” requirements, e.g., response time, Acknowledgements\*
- More prescriptive connectivity requirements aligned with Office of the National Coordinator’s (ONC) efforts, e.g., SOAP/WSDL, digital certificates

## Phase III CORE

- ✓ Drafted and in voting process
- ✓ Drafted; initial stage of voting

### Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA)

- EFT enrollment elements, ERA enrollment elements, CARC/RARC\* business scenarios with code combinations, re-association timing and infrastructure such as Acknowledgements\* and connectivity

### Expanded Eligibility and Claim Status, Prior Authorization and ID cards

- Additional eligibility and claim status data content requirements\*
- Prior Authorization/Referral infrastructure
- 277 Claim Acknowledgement for Health Care Claims (837)\*
- Standard Health Benefit/Insurance ID Card
- More prescriptive connectivity requirements

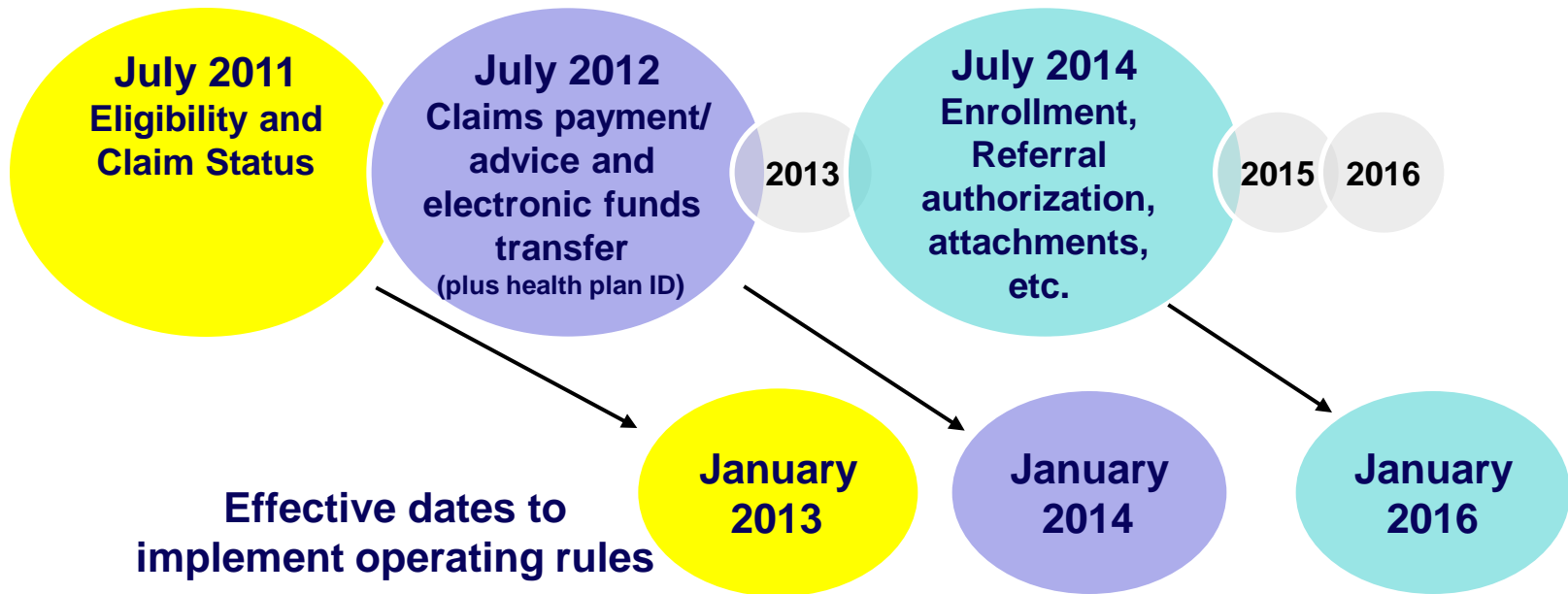
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CAQH CORE and  
ACA Section 1104 Mandated Operating Rules

# ACA: Mandated Operating Rule Approach

Operating rule writing and mandated implementation timeframe per ACA legislation

## Adoption deadlines to finalize operating rules



### Notes:

- (1) The National Committee on Vital and Health Statistics (NCVHS) is the body designated by the Department of Health and Human Services (HHS) to make recommendations regarding the operating rule authors and the operating rules.
- (2) The statute defines relationship between operating rules and standards.
- (3) Operating rules apply to Health Insurance Portability and Accountability Act of 1996 (HIPAA) covered entities but penalties apply only to health plans.
- (4) Per the statute, documentation of compliance may include completion of end-to-end testing.

# ACA Section 1104: Status of CAQH CORE Efforts

- Eligibility and Claim Status
  - Phase I and Phase II CAQH CORE Operating Rules recommended by NCVHS
  - June 2011 CMS Interim Final Rule with Comment (IFC) requires adoption of Phase I and II CAQH CORE Operating Rules, with the exception of Acknowledgements; highlights CORE Certification as a *voluntary* process
    - Further defines relationship between standards and operating rules, and Return on Investment (ROI) analysis
    - Key CAQH CORE response comments on IFC:
      - Include Acknowledgements to realize ROI, maintain broad scope of operating rules given ACA goals, and name CAQH CORE as single operating rule author given need for industry direction and resources
  - The Final Rule is expected to be published by end of 2011
- Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA)
  - In March 2011, NCVHS recommended CAQH CORE, in collaboration with NACHA (financial services operating rule entity), as author; pharmacy to be addressed in CAQH CORE Operating Rules as appropriate
  - EFT standard for this specific CAQH CORE Rule Set is a NACHA standard
    - Data and dollars travel separately; dollars travel over ACH network
  - Five draft rules are in the CORE ballot process; federal agencies actively involved

# ACA Section 1104: Requirements

- Mandated Operating Rules
  - Apply to all HIPAA-covered entities
  - Requires health plans to demonstrate compliance with applicable HIPAA standards and associated operating rules
  - References concepts of certification and testing
  - Notes penalties only apply to health plans, not all covered entities
- Compliance
  - HHS will issue specific guidance on how plans will demonstrate compliance with the federal rules
  - [CMS Interim Final Rule with Comment](#) for eligibility and claim status transactions emphasizes that the current CORE Certification process is *voluntary*
  - HHS will develop a process to verify health plan compliance with the mandated operating rules

# Overview of *Voluntary* CORE Certification

## STREAMLINED ADMINISTRATIVE DATA EXCHANGE



# Voluntary CORE Certification: Key Benefits

- Key Benefits
  - Provides all organizations across the trading partner network useful, accessible and relevant guidance in meeting obligations under the CAQH CORE Operating Rules
  - Encourages trading partners to work together on data flow and content needs
  - Offers vendors practical means for informing potential and current clients regarding which health plans are offering operating rules
  - Achieves maximum ROI because all entities in data exchange follow the operating rules; once CORE-certified need to follow operating rules with all trading partners
- CAQH CORE will maintain a *voluntary* CORE Certification process and continue to contribute to the ACA dialogue



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# Voluntary CORE Certification: Overview

- To date, nearly 60 organizations\* are CORE-certified with over one-third of all commercially insured lives covered by Phase I CORE-certified health plans
- CORE Certification\*\* is awarded to entities that create, transmit or use eligibility and claim status data
  - Health plans
  - Providers
  - Vendors (products)
  - Clearinghouses (services)
- Entities who pursue *voluntary* CORE Certification are required to adopt each of the CAQH CORE Operating Rules\* applicable to the phase and stakeholder type for which they are seeking CORE Certification

\* A list of CORE-certified entities can be found [HERE](#) .

\*\* CORE Certification Testing is available for Phase I and Phase II of the CAQH CORE Operating Rules.

# CORE Certification Testing

- *Voluntary* CORE Certification and CORE Certification Testing are separate
  - Certification is a CAQH CORE process resulting in the awarding of a CORE Certification Seal after the completion of CORE Certification Testing
- CORE Certification Testing is performed by the applicant and supported by a CAQH CORE-authorized testing entity
  - Edifecs is an independent, CAQH CORE-authorized testing entity that provides an approved CORE Certification Testing platform
- CORE Certification Testing is required of any entity seeking *voluntary* CORE Certification
  - Cost of testing and certification is extremely low or free
  - CORE testing protocols are designed to demonstrate conformance with a specific phase of the CAQH CORE Operating Rules
  - Testing is comprised of stakeholder-specific test scripts for each CAQH CORE Operating Rule
  - Available for both real-time and batch transaction processing; real-time processing is required; batch processing must be tested if it is supported

# Voluntary CORE Certification: A Step-by-Step Process

Process Steps	Timeframe
<p><b>1. Pre-certification Planning and Systems Evaluation</b></p> <p>Understand the requirements of the CAQH CORE Operating Rules and scope your internal efforts to adopt and implement the operating rules (includes self-testing)</p>	2 -13 months depending upon size and status of organization
<p><b>2. Sign and Submit the CORE Pledge</b></p> <p>Formally communicate your intent to pursue <i>voluntary</i> CORE Certification for a given phase of CAQH CORE Operating Rules</p>	Official Start
<p><b>3. CORE Certification Testing</b></p> <ul style="list-style-type: none"> <li>• Comprised of three sub-steps: Pre-testing, Testing and Post-testing*</li> <li>• Each CORE Certification Testing protocol is designed to demonstrate conformance with a specific phase of the CAQH CORE Operating Rules and is comprised of stakeholder-specific test scripts</li> <li>• Testing is conducted in conjunction with a CAQH CORE-authorized testing vendor</li> </ul>	Up to 180 days
<p><b>4. Apply for the CORE Seal</b></p> <p>Entities successfully achieving <i>voluntary</i> CORE Certification will receive a CORE “Seal” that corresponds with the phase and stakeholder type of completed testing</p>	Up to 30 days

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# CORE Certification Testing: Trading Partners

- All parties essential to the exchange of eligibility or claim status transactions are recognized by the *voluntary* CORE Certification Testing process, i.e., providers, health plans, clearinghouses and vendors
- When a clearinghouse, or similar type of intermediary, is involved in data exchange between the health plan and the provider's eligibility systems, then:
  - Identifying the roles and responsibilities of each entity is an important step in preparing for CORE Certification Testing
  - Each entity will be responsible for their own specific CORE Certification Testing process and related resources
    - CAQH CORE does not oversee trading partner relationships\*
    - CORE-certified entities may work with non-CORE-certified entities

\* The CORE testing policy will be used to gain *voluntary* CORE Certification only; it does not outline trading partner implementation interoperability testing activities.

# Clearinghouse Certification: What Does It Mean?

- A CORE-certified clearinghouse:
  - Has demonstrated it's ability to conform with infrastructure and connectivity requirements:
    - Response time
    - Availability
    - Safe harbor connectivity
    - Acknowledgements
    - Logging
  - Facilitates the flow of CORE-required data content from end-to-end; both as the receiver of requests and the transmitter of the response
  - Has prepared companion guides using the CORE Master Template for format and flow, if applicable
  - May provide additional CORE-certified services, i.e., data content through data hosting services, which enable health plans to meet the requirements of CAQH CORE's data content operating rules

# CORE Certification Testing: Clearinghouse Considerations

- The scope of a clearinghouse's CORE Certification Testing depends upon:
  - The services offered to its trading partners, i.e., CORE Certification Testing applies to all business capabilities that are considered CORE conformance requirement items
  - Its classification as a provider-facing and/or health plan-facing clearinghouse
  - Its designation as a proxy on behalf of the health plan or provider as defined by the terms of its outsourcing agreements
- When completing CORE Certification, health plans and providers do need to specify for which CORE Certification requirements the clearinghouse is serving as their proxy

# Clearinghouse Trading Relationship: Examples

- Health plans and clearinghouses work together in numerous ways; how a health plan and its clearinghouse interact impacts the scope of their CORE Certification; three representative examples follow:
  - Health Plan A
    - Health plan supports Phase I and/or Phase II CAQH CORE Operating Rules in their entirety
    - Health plan's CORE Certification is independent of any clearinghouse relationship
  - Health Plan B
    - Infrastructure and connectivity functions outsourced to a clearinghouse
    - Both health plan and clearinghouse pursue CORE Certification Testing
    - Health Plan-facing clearinghouse acts as a proxy for agreed upon functions
  - Health Plan C
    - Eligibility and benefit verification (and/or claim status) functions outsourced to a clearinghouse, including data hosting
    - Clearinghouse supports Phase I and/or Phase II CAQH CORE Operating Rules in their entirety
    - Clearinghouse's CORE Certification is independent of its relationship to Health Plan
    - Health Plan-facing clearinghouse acts as a proxy for agreed-upon functions

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# The Role of a Clearinghouse

# Emdeon: Company Profile

- Emdeon is a leading provider of revenue and payment cycle management and clinical information exchange solutions, connecting payers, providers and patients across the U.S healthcare system, with a network of:
  - 340,000 providers
  - 81,000 dentists
  - 60,000 pharmacies
  - 5,000 hospitals
  - 1,200 payers
  - 600 channel/vendor partners
- In 2010, Emdeon processed 5.8 billion healthcare-related transactions
- Emdeon is committed to connecting information intelligently, making key administrative processes easier to increase efficiency and maximize profitability

# Emdeon: Involvement with CAQH CORE

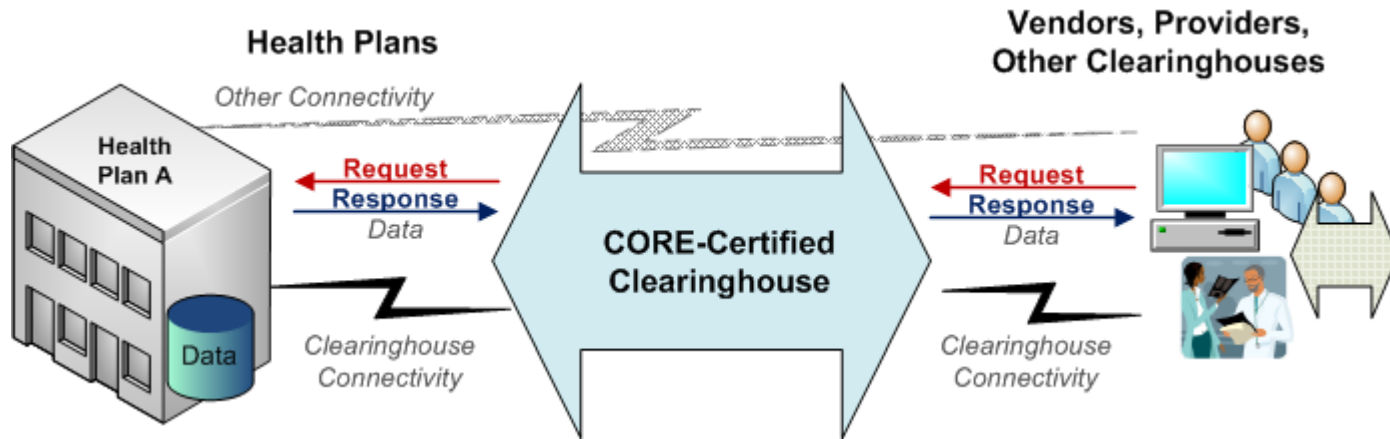
- A CAQH CORE Participating Organization:
  - Actively involved in the development of CAQH CORE Operating Rules since 2005
  - Conducted beta testing for both Phase I and Phase II CORE Certification on-line authorized sites
  - Currently supporting CAQH CORE EFT & ERA Subgroup, i.e. Co-chair role
- An early adopter of CAQH CORE Operating Rules:
  - One of the first organizations to become Phase I CORE-certified
  - Offers testimony at federally-sponsored hearings in support of mandated operating rules
- A Phase I and Phase II CORE-certified clearinghouse for the following services:
  - Real-time and Batch Transaction Services
  - Data Hosting Services (Eligibility and Claim Status)

# Emdeon: Phase I & II CORE-certified Services

- Real-time and Batch Transaction Services
  - Supports Real-Time Connectivity to over 500 payers
  - Supports the electronic exchange of health plan data between provider and payer
    - Receive and respond to electronic eligibility benefit requests and patient financials (270/271)
    - Receive and respond to electronic requests for claims status (276/277)
- Data Hosting Services (Eligibility and Claim Status)
  - Outsourcing Services that support real-time administrative transaction processing for health plans\*, e.g.,
    - Electronic eligibility verification, benefit coverage
    - Electronic claim status
  - A combined data hosting and transaction processing service; serves both as an information source and information receiver
    - Hosts a health plan's eligibility and claim status data
    - Processes real-time administrative transactions\*, i.e., eligibility and claim status
  - Services currently used by over 150 payers

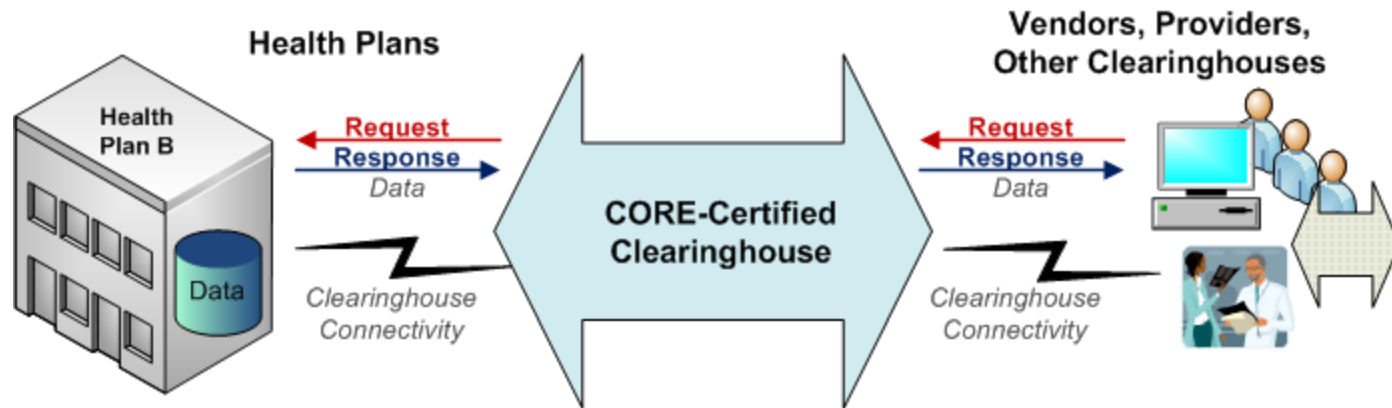
\* In addition to supporting the transactions addressed by the Phase I and Phase II CAQH CORE Operating Rules, i.e., 270,271, 276,277, Emdeon's Real-Time and Batch Transaction Processing Services and Data Hosting Services also support Health Care Services Request for Review and Response (278 x217) and Health Care Services Inquiry and Response (278 x215).

# Relationship Model: Health Plan A Clearinghouse Extends Benefits of Health Plan Certification



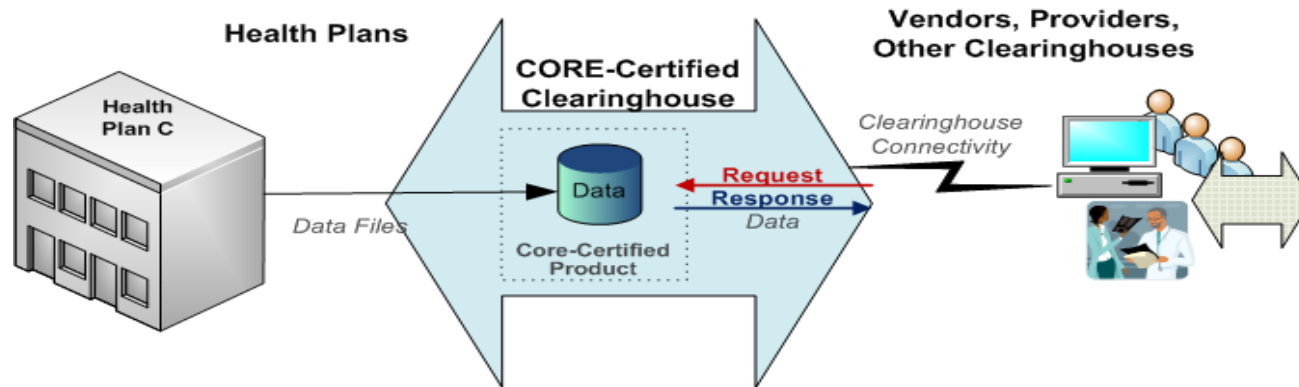
- **Roles:** Health Plan A and Clearinghouse act independently; Health Plan A has the capability to perform all electronic data exchange functions and connects with a wide variety of entities, i.e., providers, clearinghouse services and product vendors
- **CORE Certification:** Health Plan A certifies independently of any clearinghouse relationship; Health Plan A demonstrates conformance with all CAQH CORE Operating Rules: data content, connectivity, infrastructure, companion guide
- **Responsibilities:** Clearinghouse extends the benefits of Health Plan A's CORE Certification to a broad network of vendors and providers

# Relationship Model: Health Plan B Clearinghouse Proxies Connectivity/Infrastructure



- **Roles:** Health Plan B outsources infrastructure and connectivity functions to a CORE-certified clearinghouse, i.e., the Clearinghouse provides Health Plan B with connectivity services
- **CORE Certification:** Both the Clearinghouse and Health Plan B pursue CORE Certification Testing
  - Health Plan B demonstrates conformance with all CAQH CORE Operating Rules not supported by the Clearinghouse, i.e., data content & companion guide rules
  - The Clearinghouse demonstrates conformance with CAQH CORE Connectivity and Infrastructure Operating Rules
- **Responsibilities:** Health Plan B specifies that the CORE-certified clearinghouse is acting as a proxy for specific functions; the CORE-certified clearinghouse identifies itself as a Health Plan-facing Clearinghouse
  - Clearinghouse stands in for plan's connectivity/infrastructure requirements

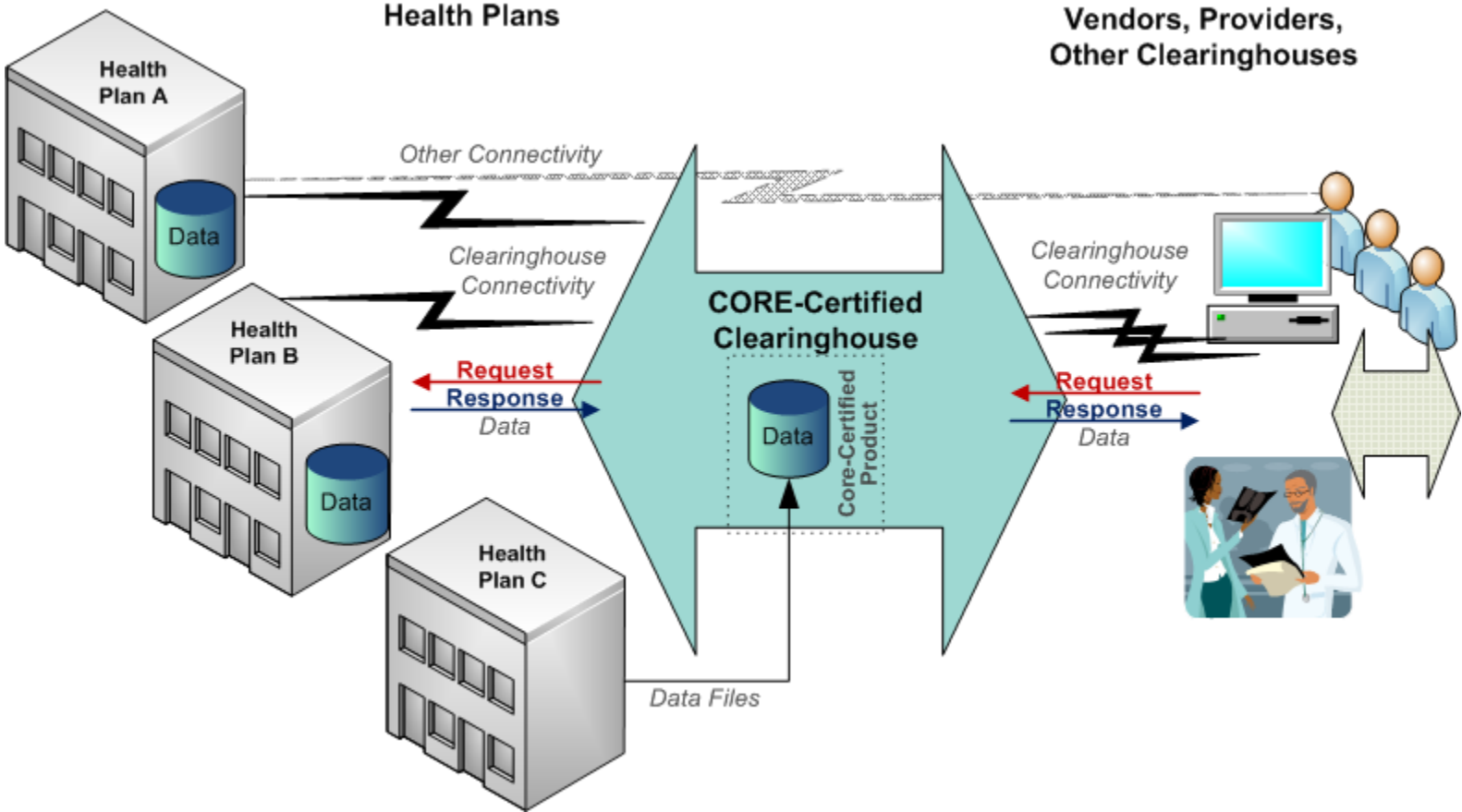
# Relationship Model: Health Plan C Clearinghouse Proxies Other Services



- **Roles:** Health plan outsources all eligibility and benefit verification (and/or claim status) functions to a CORE-certified clearinghouse, including data hosting
- **CORE Certification:** Clearinghouse certifies independent of Health Plan C; Clearinghouse demonstrates conformance with all CAQH CORE Operating Rules
- **Responsibilities** Health Plan C specifies that the CORE-certified clearinghouse is acting as their contracted CORE-certified proxy clearinghouse for all CORE conformance requirements on behalf of Health Plan C; the CORE-certified clearinghouse identifies itself as a Health Plan-facing Clearinghouse
  - Health Plan C provides data files containing required content to the Clearinghouse, i.e., eligibility files for 270/271 and claim history files for 276/277
  - Health plan utilizes Clearinghouse’s CORE-certified hosted data services
  - Clearinghouse stands in to ensure that both connectivity/infrastructure and data content conformance requirements are met

# Relationship Models: CORE-Certified Clearinghouses and Health Plans

This diagram illustrates the relationship models from the previous slides:



# Lessons Learned: A Clearinghouse Perspective

- Lessons Learned

- *Voluntarily* pursuing Phase II CORE Certification has allowed us to
  - Assist our trading partners in their own CORE Certification processes
  - Support the data exchange needs of many payers
- Planning is an important component of the CORE Certification process
  - Understand the CAQH CORE Operating Rules with which your business, product and/or services must conform and when you can assign a proxy
- Understand your trading relationships with health plans, providers, clearinghouses and vendors
- If you are a clearinghouse or vendor, consider certifying applicable products and services

- Next Steps

- Extend real-time transactions for eligibility and claim status to EFT and ERA transactions
  - Prepare for next set of CAQH CORE Operating Rules, e.g. EFT and ERA, and their CORE Certification Testing requirements
- Continue to be informed and work with the multi-stakeholders of CAQH CORE to further develop operating rules for the healthcare industry

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# Edifecs Live Demo

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# Edifecs Company Profile

## Corporate Background

- Founded 15 years ago
- 4-yr average growth rate over 50%
- Employee-owned, Debt-free, Profitable
- 350+ Associates
- Seasoned Leadership Team, with experience at Microsoft, McKesson, Hewlett Packard, Oracle, GE Healthcare, Wipro and other leading technology companies

## Customer Momentum

- 250+ healthcare customers
- 46 Blue plans out of total 64
- 47 Commercial plans
- 71 Providers
- 30 Medicaid out of total 56



100 Fastest Growing  
Companies in WA



Inc5000 fastest-growing  
private companies in the US



100 Best Places to  
work for in WA

# How Edifecs Supports CAQH CORE

- Works directly with CAQH CORE in the development of CAQH CORE Operating Rules and CORE Certification Test Suites
- Has a dedicated web access for CORE Certification Testing with the following features:
  - Online enrollment which allows for identifying which CAQH CORE stakeholder type is enrolling for testing
    - (1) health plan, (2) product-specific vendors, (3) clearinghouses, (4) providers
  - Online testing 24/7
  - Submission of CORE Certification paperwork
  - Reporting
  - Re-certification
  - Appeals process
  - Audits
  - Service standards
- Maintains online and live support for quick issue resolution

# Demo Storyline

- *Healthy Connections* is a clearinghouse that is already Phase I CORE-certified and has recently pledged to become Phase II CORE-certified
- As part of the *voluntary* CORE Certification process, *Healthy Connections* must test all applicable Phase II CAQH CORE Operating Rule requirements and will do this using the CAQH CORE-authorized testing site on [www.edifecs.com](http://www.edifecs.com)
- Today's demonstration will highlight the following points:
  - Registration of your organization
  - Selection of programs for testing
  - Test script examples
  - How to resolve issues
  - Next steps after testing is complete

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# Question & Answer Session

# Thank You for Joining Us

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Contact [CORE@CAQH.org](mailto:CORE@CAQH.org) or [marketing@Edifecs.com](mailto:marketing@Edifecs.com) with questions

A copy of this presentation is available at the CAQH CORE [Education Events](#) page

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# References and Contacts

Prepare by studying	<a href="#">Phase I and Phase II CAQH CORE Operating Rules</a> *
Learn more about	CORE Certification: <a href="#">A Step-by-Step Process</a> IBM Phase I <a href="#">Measures of Success Study</a>
Planning Tools**	CORE Readiness Assessment - <a href="#">Planning Doc #1</a> Gap Analysis Worksheet - <a href="#">Planning Doc #2</a>

\* CAQH CORE Operating Rules are updated for v5010.

\*\* To be completed in sequence.

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Appendix A:  
*Voluntary* CORE Certification Steps

# Step 1: Pre-certification Planning and System Evaluation

A solid understanding of the CAQH CORE Operating Rules combined with an effective planning effort is the basis for a successful *voluntary* certification testing outcome

Activities	Key Points
a) Discover and master	Understand and thoroughly review CORE policies, procedures and operating rules. They are publicly available for free at <a href="#">v5010 CAQH CORE Operating Rules</a> on the CAQH website
b) Plan and analyze	<ul style="list-style-type: none"> <li>• Make key project decisions, i.e., Phase I/Phase II</li> <li>• Determine which CAQH CORE Operating Rules apply to your organization; understand the role of your intermediaries</li> <li>• Refer to the <a href="#">CORE Readiness Worksheet</a></li> <li>• Identify where current capabilities require system enhancement</li> <li>• Determine your high-level project requirements on the <a href="#">CORE Gap Analysis Worksheet</a></li> <li>• Determine pledge date</li> </ul>
c) Create a project plan	Implement formal project management practices in alignment with systems development life cycle
d) Consider potential exemptions	Determine if your organization is eligible for the <a href="#">Health Plan IT Exemption</a>

## Step 2: Sign and Submit the CORE Pledge

The CORE Pledge indicates an organization's commitment to adopt, implement and comply with the CAQH CORE Operating Rules, to encourage trading partners to use the rules and to be a publicly recognized supporter of them

Activities	Key Points
a) Complete appropriate pledge form	<ul style="list-style-type: none"> <li>• Determine CAQH CORE Phase(s) for which you are seeking certification</li> <li>• <a href="#">Phase I</a> and <a href="#">Phase II</a> Pledge forms are readily available on the CAQH website</li> </ul> <p><b>Note:</b> CORE Pledge must be signed by an authorized executive</p>
b) Submit the signed pledge to become a CORE-certified entity	<p>Organizations seeking CORE Certification may submit a signed CORE Pledge form via email: <a href="mailto:core@caqh.org">core@caqh.org</a>, fax: (202) 861-1454, or mail:</p> <p style="padding-left: 40px;">CORE, c/o CAQH 601 Pennsylvania Avenue, NW South Building, Suite 500 Washington, DC 20004 Questions: Contact CAQH at (202) 861-6380</p> <p><b>Note:</b> In advance of submitting Pledge, confirm ability to successfully meet the 180-day window from date of Pledge to date of completed testing</p>

# Step 3: *Voluntary* CORE Certification Testing

The successful completion of a stakeholder-specific Certification Test Suite is a prerequisite for obtaining a CORE-certified Seal

Activities	Key Points
a) Pre-Testing	<ul style="list-style-type: none"> <li>• Review Testing Policy, Master Test Suite and Master Test Bed Data</li> <li>• Upgrade all affected internal systems as previously defined in Step 1</li> <li>• Complete your internal testing of CORE-ready systems</li> </ul> <p><b>Note:</b> This step may be performed prior to submitting CORE Pledge</p>
b) Testing	<ul style="list-style-type: none"> <li>• Register and schedule your testing with a CAQH CORE-authorized testing vendor</li> <li>• CORE Certification testing is conformance-based and as such is not exhaustive</li> <li>• The CAQH CORE Test Suite must be used by all stakeholders in order to maintain standard and consistent test results</li> <li>• Certification test scripts are specific to stakeholder type</li> <li>• Data Content Rules are tested using a CAQH CORE Master Test Bed of Data</li> <li>• Testing must be successfully completed within 180-days of pledge</li> </ul>
c) Post-Testing	Remediate all systems/software issues identified by testing process and, if necessary, repeat CORE Certification Testing

# Step 4: Apply for Your CORE-certified Seal

A prerequisite to receiving your CORE-certified Seal is CAQH CORE's receipt of successful testing results from a CAQH CORE-authorized testing vendor

Activities	Key Points
a) Determine your CORE Seal fee	A one-time application fee for each phase of the CAQH CORE Operating Rules is assessed based upon a stakeholder-specific fee scale
b) Complete appropriate CORE Seal Application	<a href="#">Phase I Application</a> or <a href="#">Phase II Application</a> may be found on the CAQH website
c) Bundle together all required application paperwork	Package includes: <ul style="list-style-type: none"> <li>• Proof of successful certification testing</li> <li>• HIPAA Attestation Form(s) for <a href="#">Phase I</a> or <a href="#">Phase II</a> which must be signed by an authorized executive</li> <li>• If applicable, file a <a href="#">Health Plan IT Exemption Request Form</a></li> </ul>
d) Submit the CORE Seal Application package	Forward CORE Seal Application form with the CORE Seal fee to: CORE, c/o CAQH 601 Pennsylvania Avenue, NW South Building, Suite 500 Washington, DC 20004  <b>Note:</b> CAQH CORE will have 30 business days from receipt of application to complete its assessment of the application

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# Become a CAQH CORE Endorser

Entities that do not create, use or transmit eligibility, benefits or claim status data can demonstrate support for the CAQH CORE mission, vision and operating rules by applying for a CORE Endorser Seal.

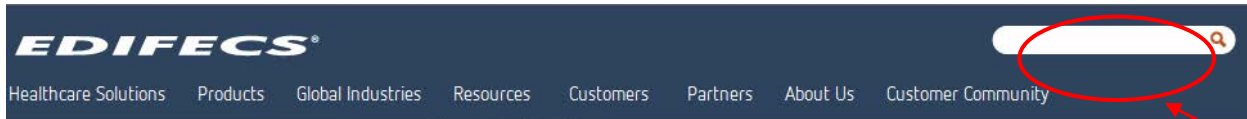
Activities	Key Points
a) Complete appropriate Pledge form	<ul style="list-style-type: none"> <li>Determine for which Phase of the CAQH CORE Operating Rules you wish to serve as an Endorser; there is no application fee required</li> <li>Access <a href="#">Phase I Endorser</a> and <a href="#">Phase II Endorser</a> pledge forms on the CAQH website</li> </ul> <p><b>Note:</b> CORE Pledge must be signed by an authorized executive</p>
b) Submit the signed CORE Endorser Pledge	<p>Organizations seeking CORE Endorser status may forward a signed CORE Endorser Pledge form via email to <a href="mailto:core@caqh.org">core@caqh.org</a>, fax: (202) 861-1454, or mail:</p> <p>CORE, c/o CAQH          601 Pennsylvania Avenue, NW          South Building, Suite 500          Washington, DC 20004  <i>Questions:</i> Contact CAQH at (202) 861-6380</p>

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Appendix B:  
Edifecs CORE Certification Testing Portal Visuals

# Edifecs Home Page

Click on Customer Community/Edifecs Compliance Online



## Flying Free

CAQH CORE Certification Testing... for FREE

CORE

### The Edifecs Story



Our business was founded on the desire to help global enterprises perform better by unifying disparate information channels and automating core business processes. Today, 1600 customers including 350 healthcare organizations run on Edifecs technology to improve operational performance.

> [Learn more about our company](#)

### Healthcare Solutions



Edifecs Unified Channel™ solutions streamline the processing and exchange of administrative, financial and clinical transactions at the edge-of-the-enterprise.

[Learn about Unified Operations](#)

### Regulatory Solutions



Edifecs Regulatory Solutions help healthcare organizations achieve and maintain compliance with an ever growing set of regulations and standards for healthcare information exchange.

### Testimonials

"We are very pleased with the solutions that Edifecs has provided to BCBSLA. We are experiencing improved HIPAA validation results and throughput. Edifecs is a leader in creating a pragmatic vision and delivering solutions to streamline and optimize unification of the front-end channel. We value our partnerships that continually drive innovation in the Healthcare market."

*Bob Drelick, Vice President Information Technology  
BCBS LA*

Start here

# Customer Community

## Registration & Login Page

**EDIFECS**<sup>®</sup>

Healthcare Solutions | Products | Global Industries | Resources | Customers | Partners | About Us | **Customer Community**

| **Customer Community** | CORE Phase I/II Testing 5010

Register or Log-In to gain community access to the various online services and support we provide.

**Members Log In**

Edifecs Compliance Online for Healthcare

Edifecs5010 compliance Online

Edifecs Compliance Online

CORE Phase I Testing

CORE Phase I/II Testing 4010

**CORE Phase I/II Testing 5010**

Edifecs ServiceDesk

**Members Log In**

Username  [Recover Username](#)

Password  [Recover Password](#)

**Login** **Register**

**CORE**  
Committee on Operating Rules for Information Exchange

The Edifecs testing service allows entities interested in becoming certified to perform the requirements necessary to show implementation of all applicable CORE Rules. Registered CORE stakeholders may use their current username/password to logon. Non-registered CORE stakeholders please select the appropriate program from the drop-down list above and click the register button to begin the CORE certification testing process. Please see the [Edifecs CORE Phase II Quick Start Guide](#) for more information regarding Phase II CORE Testing.

**Contact Us**

Either by phone or e-mail we would love to answer any questions you may have.

Sales: 425.452.0620  
Support: 425.452.0623

> [Email Us](#)  
> [Request More Info](#)

SHARE

Email confirmation sent when registration is approved

# Edifecs CORE Testing Portal

## Home Page – Registration Complete

Home Partners Contacts Issues Reports Programs CORE Certification H... Setup Help Logoff

Start  
Manage  
About Edifecs

### WELCOME TO THE EDIFECs CAQH-CORE TESTING PORTAL



EDIFECs, Inc

Edifecs Solutions  
Healthcare Solutions  
Products  
Compliance Online  
Resources

**Congratulations!** You have successfully enrolled into the Edifecs CORE testing system and are ready to begin certification testing. Edifecs is proud to have been selected by CAQH as an approved certification vendor and is offering this certification testing portal at no charge to you the CORE Stakeholder.

In preparation for testing please make sure that you have reviewed the [CAQH Step-by-step CORE Certification Process](#) information. This webpage will provide you with links to the necessary documents to complete the initial steps of CORE certification, as well as provide you a step-by-step review of the certification process. Please note that the primary document to begin the certification process is the [CORE Pledge](#). You can begin testing without having signed the Pledge, but the Pledge must be signed and submitted prior to applying for the CORE seal. Also note that once you have signed the Pledge you will have 180 days to complete the certification testing required for your Stakeholder type. To begin testing please follow the simple outlined steps below.

1 [Download and Review the Edifecs CORE Testing Quick Start Guide.](#) **“Quick Start Guide” offers testing portal guidance**

Launch Quick Start Guide

2 Determine whether you are going to test Subscribers Only or Subscribers with Dependents.

Some health plans, like CMS (Medicare), have systems where the patient is always the member or subscriber. In these cases there is no dependent separate from the patient. You may elect to test either Subscribers Only or Subscribers with Dependents, but are not required to test both. This is designed to accommodate health plans with systems where the patient is the member/subscriber as well as those where the patient may be either the member/subscriber or a dependent.

3 Make certain that you have the connectivity resources available.

CORE Testing requires that 270 Eligibility Requests and 271 Eligibility Responses are transmitted to and received from the CORE testing site using the two envelope standards (HTTP Mime Multipart and SOAP+WSDL). It is expected that as a CORE Stakeholder and testing entity that you have some knowledge of how the protocol works and have the resources to formulate the posts and communications required during the testing process. Edifecs will be more than happy to answer any questions related to testing. However, Edifecs will not perform the connectivity requirements on behalf of CORE testing stakeholders. Questions related to connectivity and your internal capabilities should be directed to internal IT staff, who should have the resources to assist CORE stakeholders in their connectivity testing.

4 Click on the "Programs" tab at the top to access the testing programs that you have been enrolled in for CORE testing.



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# Edifecs CORE Testing Portal

## Test Scripts Assigned by Stakeholder

Home Partners Contacts Issues Reports Programs CORE Certification H... Information Source R... Setup Help Logoff

Information Source R... - Program Tasks All Tasks 30

Task Name

You must **complete all required tasks** to successfully complete this program. Select a task for details, and for the specific steps required to complete it.

Task Name	Task Required	Applicable	Task Status Message
<a href="#">#29a AAA Error Code Rule for CORE Base Data #7 using SOAP+WSDL (Rule 259_1)</a>	Yes	Yes	Not Started -- Incomplete (Action Required)
<a href="#">#29b AAA Error Code Rule for CORE Base Data #8 using SOAP+WSDL (Rule 259_1)</a>	Yes	Yes	Not Started -- Incomplete (Action Required)
<a href="#">#29c AAA Error Code Rule for CORE Base Data #9 using SOAP+WSDL (Rule 259_1)</a>	Yes	Yes	Not Started -- Incomplete (Action Required)
<a href="#">#29d AAA Error Code Rule for CORE Base Data #10 using SOAP+WSDL (Rule 259_1)</a>	Yes	Yes	Not Started -- Incomplete (Action Required)
<a href="#">#29e AAA Error Code Rule for CORE Base Data #11 using SOAP+WSDL (Rule 259_1)</a>	Yes	Yes	Not Started -- Incomplete (Action Required)
<a href="#">#29f AAA Error Code Rule for CORE Base Data #12 using SOAP+WSDL (Rule 259_1)</a>	Yes	Yes	Not Started -- Incomplete (Action Required)
<a href="#">#30 Upload a Response Time Log File for 270/271 (Rule 156_3)</a>	Yes	No	Completed -- Complete
<a href="#">#31 Upload a 270/271 Linking Log File (Rule 156_4)</a>	Yes	No	Completed -- Complete
<a href="#">#32 Upload a Response Time Log File for 276/277 (Rule 250_3)</a>	Yes	Yes	Completed -- Complete
<a href="#">#33 Upload a 276/277 Linking Log File (Rule 250_4)</a>	Yes	Yes	Not Started -- Incomplete (Action Required)
<a href="#">#34 Upload Notice of Regularly Scheduled Downtime for 270/271 (Rule 157_1)</a>	Yes	No	Not Started -- Incomplete (Action Optional)
<a href="#">#35 Upload Notice of Non-Routine Downtime for 270/271 (Rule 157_2)</a>	Yes	No	Not Started -- Incomplete (Action Optional)
<a href="#">#36 Upload Notice of Unscheduled/Emergency Downtime for 270/271 (Rule 157_3)</a>	Yes	No	Not Started -- Incomplete (Action Optional)
<a href="#">#37 Upload Notice of Regularly Scheduled Downtime for 276/277 (Rule 250_1)</a>	Yes	Yes	Not Started -- Incomplete (Action Required)
<a href="#">#38 Upload Notice of Non-Routine Downtime for 276/277 (Rule 250_2)</a>	Yes	Yes	Not Started -- Incomplete (Action Required)
<a href="#">#39 Upload Notice of Unscheduled/Emergency Downtime for 276/277 (Rule 250_3)</a>	Yes	Yes	Not Started -- Incomplete (Action Required)
<a href="#">#40 CORE Testing Complete and Certification Next Steps</a>	Yes	Yes	Not Started -- Incomplete (Action Required)

Record(s) 91 - 107 (107 total) [<](#) [11](#) [21](#) [31](#) [41](#) [>](#)

Test scripts assigned based on the certification stakeholder type (i.e., health plan, vendor, clearinghouse, provider)

Completion status (i.e., not started, pending or completed) allows organization to easily track progress

