

CAQH

Committee on Operating Rules for Information Exchange (CORE)

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GOVERNING PROCEDURES OF THE COMMITTEE ON OPERATING RULES FOR INFORMATION EXCHANGE (CORE)

ARTICLE I. PERIODS OF USE

1. *Start-Up Period, Maintenance Period.* The Start-Up Period lasts one year from the date on which the CORE is launched by having its first meeting, or until the first set of rules is approved the CORE whichever occurs earlier. The Maintenance Period shall follow the Start-Up Period. The CORE Steering Committee will communicate when the Maintenance period has begun.

ARTICLE II. NATURE

1. *Name.* The name of the group is the Committee on Operating Rules for Information Exchange (CORE) a committee of the Council for Affordable Quality Healthcare (“CAQH”).
2. *Location.* The principal office of the CORE is at 601 Pennsylvania Avenue, NW, South Building, Suite 500, Washington, DC 20004.
3. *Nature.* The CORE consists of representatives of CAQH member organizations in good standing and of other organizations that are interested in meeting the goals of the CORE, such as health plans, standard setting organizations, government agencies, provider organizations, technology companies and the like.
4. *Mission.* The mission of the CORE is to devise, disseminate, implement, and revise operating rules enabling healthcare providers to quickly obtain reliable patient-specific information on the patient’s health plan benefits and eligibility.

ARTICLE III. MEMBERSHIP

1. *Membership.* CORE membership is open to any interested organization. There are four categories of membership: Full membership, Private Advisory membership, Standard Setting/Technical Advisory membership, and Government Advisory membership.
 - a. **Full Membership.** All full CORE members are of equal status on the CORE and are entitled to one vote on any issue that is before the CORE. To be a Full member, an organization or the constituency group it represents must create, transmit, or use eligibility data or be a member in good standing of CAQH. These entities may be public or private organizations. CAQH itself is not a member of the CORE, either full or

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advisory. A Full membership is held by a single organization (that is, a single legal entity).

- b. **Private Advisory Membership.** Private Advisory members are fully participating, fees paying, non-voting members that do not create, transmit, or use eligibility data for their daily business, such as professional associations.
 - c. **Standard Setting/National Technical Advisory Membership.** Standard Setting and National Technical Advisory members are fully participating, non-fees paying, non-voting members.
 - d. **Government Advisory Membership.** Government Advisory members include Federal and state-based government agencies. If numerous state-based agencies represent the same sector of state business or function, e.g., state Medicaid bodies, they may join under a representative centralized body, providing such body is a government agency. Government agencies that have multiple functions may join separately as different types of members where appropriate, e.g. Health and Human Services (HHS). Government Advisory members are fully participating, non-fees paying members that have the option of being voting members if they create, transmit, or use eligibility data in their daily business.
2. *Membership Application.* Application for membership shall be made in writing to CAQH. The application must include information that establishes the applicant's eligibility to hold membership in the CORE, its ability to pay required fees, and any other information requested by CAQH.
 3. *Membership Determination.* Determination of membership is based upon whether the applicant meets the criteria for membership as specified in Article III, paragraph 1 and has paid the required fees. CAQH shall determine an applicant's eligibility for membership in the CORE in consultation with the Steering Committee.
 4. *Membership Rights and Privileges.* Each member may send up to three representatives from the member organization to any CORE meeting. Each member shall designate one official representative to vote on behalf of that member and/or to receive all written materials and publications produced by the CORE.
 5. *Resignation.* Any member may resign by submitting a written resignation to CAQH; however, resignation does not relieve a member from liability for required annual fees accrued and unpaid for the current year as of the date of resignation.
 6. *Termination.* Any member may be terminated by CAQH without advance written notice for failure to pay required fees or failure to maintain eligibility for membership.

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7. *Meetings.* The CORE holds a minimum of one general meeting of its members each year; the meeting is separate from those held by the Steering Committee. The time and place of the meeting is determined by CAQH. The Chair of the Steering Committee shall serve as the chair of the CORE meetings. CAQH shall serve as Secretariat for the CORE.
8. *Quorum.* Sixty percent (60%) of the CORE voting membership must be represented at a meeting to constitute a quorum for the transacting of business. A simple majority (greater than 50%) of votes cast by members present carries any action except where provided otherwise herein or by law.
9. *Budget.* CAQH will develop and maintain the CORE budget, with input from the CORE Steering Committee.

ARTICLE IV. PARTICIPATION FEES

1. *Participation Fees.* Fees are determined by CAQH. CAQH members in good standing participate as Full members of the CORE by virtue of the membership dues paid to CAQH and will not be assessed CORE membership fees. CORE fees will be assessed based upon the date that the new participant first joined CORE. Payments are to be transmitted by members promptly upon demand. See Appendix A for the participation fees schedule.
2. *Delinquency.* CAQH may take whatever action it deems necessary with respect to any member that is delinquent in paying required participation fees for a period of ninety (90) days or longer.
3. *Refunds.* No participation fees will be refunded.
4. *Fiscal year.* The fiscal year of the CORE is January 1 through December 31.

ARTICLE V. STEERING COMMITTEE

1. *Steering Committee.* The Steering Committee manages the affairs of the CORE under the goals and budget set for the CORE by CAQH. CAQH serves as Secretariat for the Steering Committee.
2. *Purpose.* The Steering Committee shall provide overall direction to the CORE and guide the activities of the Work Groups. The Steering Committee shall approve a strategic plan and an annual business plan containing specified timelines and objectives. In addition, Steering Committee members shall represent the CORE to outside organizations and shall work with CAQH to determine when outside resources and services are needed to support the CORE.
3. *Composition and Election.* Each Steering Committee member must be a representative from a participating organization in good standing. The CORE Steering Committee consists of:

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Voting Members:

- Chair
- Vice Chair
- Work Group Leaders
- 5 Members-at-Large, one of which must be a provider representative, one of which must be a vendor representative, and two of which must be health plan representatives

Non-Voting Members:

- CAQH Executive Director or designee (ex officio)
- Workgroup for Electronic Data Interchange (“WEDI”) Executive Director or designee (ex officio)

Initial Appointments - Start-Up Period and For Three Months After the Start-Up Period ends:

- Chair: Appointed by CAQH
- Vice Chair: Appointed by Chair and from a participating organization that is not a CAQH member.
- Work Group Leaders: Appointed by CAQH
- 5 Members-at-Large: Appointed by CAQH from a self-nominated group of CORE members

Elections - Maintenance Period:

- Chair: Elected by the CORE Voting Membership
- Vice Chair: Elected by the CORE Voting Membership
- Work Group Leaders: Elected by Work Group Members
- 5 Members-at-Large: Elected by the CORE Voting Membership

4. *Term of Office.* Each appointed Steering Committee member shall serve for the duration of the Start-Up Period plus the first three months of the Maintenance Period. During the Maintenance Period, terms are two years. A membership-elected Steering Committee member may serve multiple terms; however, no more than three of these terms shall be consecutive in the same capacity. Terms of Work Group Leader positions are not limited.
5. *Elections.* The first general election shall be held during the first three months of the Maintenance Period. Subsequent general elections shall be held every two years after the first general election.
6. *Duties.* Steering Committee members perform those duties that are usual to their positions. In addition, the Chair of the Steering Committee is the chief elected officer of the CORE and presides at meetings of the Steering Committee and the CORE. The Vice Chair presides at meetings of the Steering Committee and the CORE in the absence of the Chair. CAQH has

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responsibility for activities and programs of the CORE as assigned by the Steering Committee Chair and the Steering Committee.

7. *Vacancies.* If any vacancy in a Steering Committee position occurs on the Steering Committee before the expiration of a term, the Committee may decide either to fill the position or to leave it open until the next general election. If the position is a CAQH-appointed position, the Steering Committee will consult with CAQH on the decision whether to appoint a replacement for the remainder of the term. If the Steering Committee decides to fill an elected position, it shall solicit nominations from the CORE membership and hold an election among the CORE voting membership.
8. *Meetings.* The Steering Committee meets at least two times per year and may meet more often as necessary. CORE meetings are not considered Steering Committee meetings. Meetings of the Steering Committee shall be called by the Chair of the Steering Committee.
9. *Quorum.* Sixty percent (60%) of the Steering Committee membership must be represented at a meeting to constitute a quorum for the transacting of business. A simple majority (greater than 50%) of votes cast by members present carries any action except where provided otherwise herein or by law.
10. *Removal of Steering Committee Member.* Steering Committee members elected by the CORE membership can be removed by a simple majority (greater than 50%) vote at a meeting of the CORE membership.
11. *Nominating Committee.* A Nominating Committee shall be formed at the start of the Maintenance Period and shall be responsible for nominating candidates for election to the Steering Committee. The Nominating Committee shall consist of:
 - The CORE Immediate Past Chair or, in the absence or inability of the Immediate Past Chair to serve, the current Chair
 - A representative appointed by the Rules Work Group
 - Three representatives from the CORE membership that are selected by the Steering Committee's Members-at-Large from a self-nominated group of CORE members
 - *Ex officio:* The CAQH Executive Director or his/her designee
12. *Compensation.* Steering Committee members do not receive compensation for their services.

ARTICLE VI. RULES WORK GROUP

1. *Purpose and Composition.* The Rules Work Group develops and maintains operating rules of the CORE. Participation is open to any CORE member.

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2. *Quorum, Meetings.* Sixty percent (60%) of the Rules Work Group membership must be represented at a meeting to constitute a quorum for the transacting of business. A simple majority (greater than 50%) of votes cast by members present carries any action except where provided otherwise herein or by law. Meetings shall occur as often as necessary and shall be called by the Rules Work Group Leader or the CORE Chair.
3. *Leader and Co-Leader. Start-Up Period:* The Rules Work Group Leader is appointed by CAQH. A Work Group Co-Leader may also be appointed. *Maintenance Period:* Three months after the start of the Maintenance Period, the Work Group Leader is elected by the Work Group members. A Work Group Co-Leader may also be elected.
4. *Referral.* Rules provisions, work products, or rules amendments approved by the Rules Work Group shall be referred to the Steering Committee for consideration. The Steering Committee shall refer rules provisions, work products, or rules amendments that it approves to the full CORE membership for a vote.
5. *Duration.* The Rules Work Group is a standing committee that remains in operation for the life of the CORE.

ARTICLE VII. OTHER WORK GROUPS

1. *Creation and Purpose.* The Steering Committee may establish Work Groups in addition to the Rules Work Group and ad hoc groups as it deems necessary from time to time. The purpose of a Work Group or an ad hoc group is to assist in resolving issues related to rules development, research support, and the development needs of the CORE or to draft and/or write proposed rules. The Steering Committee shall establish the charter of any Work Group it creates. Under the defined charter, each Work Group determines its own goals and work plan. A Work Group may establish committees and subcommittees within the Work Group if needed. A Work Group may recommend to the Steering Committee that other Work Groups or ad hoc groups be formed.
2. *Composition.* Work Groups are comprised of CORE member representatives.
3. *Leaders and Co-Leaders. Start-Up Period:* Work Group leaders are appointed by CAQH. A Work Group co-leader may also be appointed. *Maintenance Period:* Three months after the start of the Maintenance Period, the Work Group leaders are elected by the Work Group members. A Work Group co-leader may also be elected.
4. *Quorum, Meetings.* Meetings shall occur as often as necessary and shall be called by the Work Group Leader or the CORE chair. A majority of votes (greater than 50%) of the Work Group members present at a meeting carries any action except where provided otherwise herein or by law. Work Groups may determine their own quorum levels.

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5. *Duration.* The Steering Committee shall determine the duration of a Work Group.

ARTICLE VIII. VOTING ON RULES, AMENDING THE GOVERNING PROCEDURES OF THE COMMITTEE ON OPERATING RULES FOR INFORMATION EXCHANGE, METHODS FOR HOLDING MEETINGS, ACTING WITHOUT HOLDING A MEETING

1. *Voting on Rules.* The rules or amendments to the rules must be approved by a vote of two thirds (66.67%) of the full voting membership present at a meeting of the CORE at which a quorum is present. All such membership-approved rules shall go into effect immediately upon approval by CORE.
2. *Amending Governing Procedures.* The Governing Procedures may not be amended until three months after the start of the Maintenance Period. Any member may propose an amendment to the Governing Procedures; such amendment must be presented first to the Steering Committee. If the Steering Committee approves the amendment, it will present it to the CORE membership at the next CORE meeting. If a CORE quorum is present, a two-thirds majority (66.67%) of votes cast by members present at a meeting of the CORE carries the amendment, which goes into effect in 20 business days unless the CAQH Board, by a vote of two thirds (66.67%) or more of the eligible votes at a meeting at which a quorum is present, votes to disapprove the rules or amendments during the twenty-day period. Notice of any proposed Governing Procedures amendments shall be provided to all CORE members at least thirty days in advance of the meeting.
3. *Meetings.* Meetings of the CORE, the Steering Committee, or any CORE Work Group may be held in person or by telephone conference, electronic video screen communications, or other communications equipment. Participation in a meeting by telephone conference constitutes presence in person at that meeting as long as all members participating in the meeting are able to hear one another. Participation in a meeting through use of electronic video screen communication or other communications equipment, other than telephone conference, constitutes presence in person at that meeting if (1) each member participating in the meeting can communicate with all of the other members concurrently; (2) each member is provided the means of participating in all matters before the CORE, the Steering Committee, or the Work Group, including, without limitation, the capacity to propose, or to interpose an objection to, a specific action to be taken by the CORE, the Steering Committee, or the Work Group; (3) the CORE, the Steering Committee, or the Work Group verifies that a person participating in the meeting is a member entitled to participate in the meeting and that all actions of, or votes by, the CORE, the Steering Committee, or the Work Group are taken or cast only by the members and not by persons who are not members. At the discretion of the chair of the meeting, voting by meeting participants may be allowed for a defined period following the meeting and may be carried out by mail, by email, or via fax.
4. *Acting Without Holding a Meeting.* Any action that may be taken by the CORE membership, the Steering Committee, the Nominating Committee, the Rules Work Group, or any other

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Work Group at any regular or special meeting may be taken without a meeting if the CORE, the Steering Committee, the Nominating Committee, or the Work Group seeking to take the action distributes a written ballot to every participant entitled to vote on the matter. The ballot and any related material may be sent by electronic means, and responses may be returned by electronic means. Approval by written ballot pursuant to this section shall be valid only when the number of votes cast by ballot within the time period specified equals or exceeds the quorum required to be present at a meeting authorizing the action and the number of approvals equals or exceeds the number of votes that would be required to approve at a meeting at which the total number of votes cast was the same as the number of votes cast by ballot. The ballot or material distributed with the ballot shall indicate the number of responses needed to meet the quorum requirement, the percentage of approvals necessary to pass the measure submitted, and the time by which the ballot must be received in order to be counted.

ARTICLE IX. CONSUMER ADVISORY GROUP

1. *Description and Purpose.* A Consumer Advisory Group may be established that is open to any organization representing the views of patients and health plan members. The purpose of the Consumer Advisory Group is to address rules provisions that are of particular interest to patients and health plan members. The Consumer Advisory Group representative may attend CORE meetings but is not eligible to vote. There will be no fees for organizations serving on the Consumer Advisory Group.

Appendix A: Participation Fees

1. Full Membership

- \$500 per year for provider organizations with under \$1 billion of annual net revenue
- \$1,000 per year for provider organizations with \$1-3 billion of annual net revenue
- \$3,000 per year for provider organizations with over \$3 billion of annual net revenue
- \$4,000 per year for non-provider organizations with under \$75 million of annual net revenue
- \$6,000 per year for non-provider organizations with \$75 million or more of annual net revenue

2. Private Advisory Membership

- \$1,500 per year

3. Standard Setting/National Technical Advisory Membership

- No participation fees

4. Government Advisory Membership

- No participation fees

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