

CAQH CORE September Town Hall

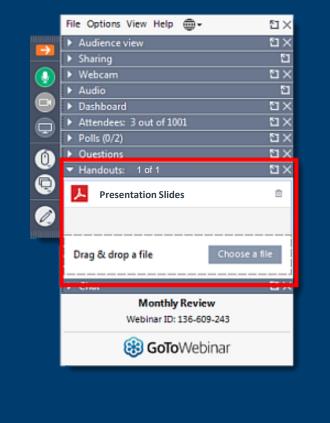
CORE Staff September 6, 2023

Webinar Logistics

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- Download the presentation slides from the "Handouts" section of the GoToWebinar menu.
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CAQH Connect



Join us for **CAQH Connect 2023**, an event bringing together healthcare industry experts, thought leaders, and executives from the nation's government, health plans, and industry associations.

September 27-29, 2023, Westin Georgetown, Washington, D.C. Register Here!







- CAQH CORE Overview
- Federal Regulatory Activity
- Summer Issue Brief Releases
- 2023 Operating Rule Development
- Call to Action



CORE Overview

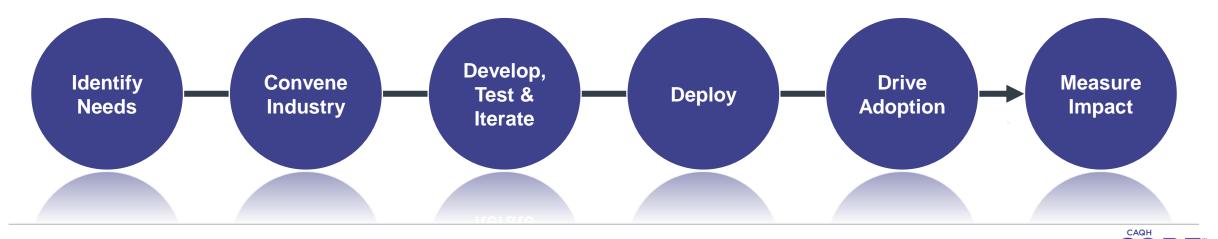
CAQH CORE Mission & Vision

Mission

Drive the creation and adoption of healthcare operating rules that **support standards**, **accelerate interoperability and align administrative and clinical activities** among providers, payers and consumers.

Vision

An **industry-wide facilitator** of a trusted, simple and sustainable healthcare data exchange that evolves and aligns with market needs.



Committee on Operating Rules for Information Exchange





Federally Designated by the Department of Health and Human Services (HHS) as the National Operating Rule Authoring Entity for all HIPAA mandated administrative transactions.

Develop business rules

to help industry effectively and efficiently use electronic standards while remaining technology- and standard-agnostic.



Multi-stakeholder Board Members include health plans, providers, vendors, and government entities. Advisors to the Board include SDOs.

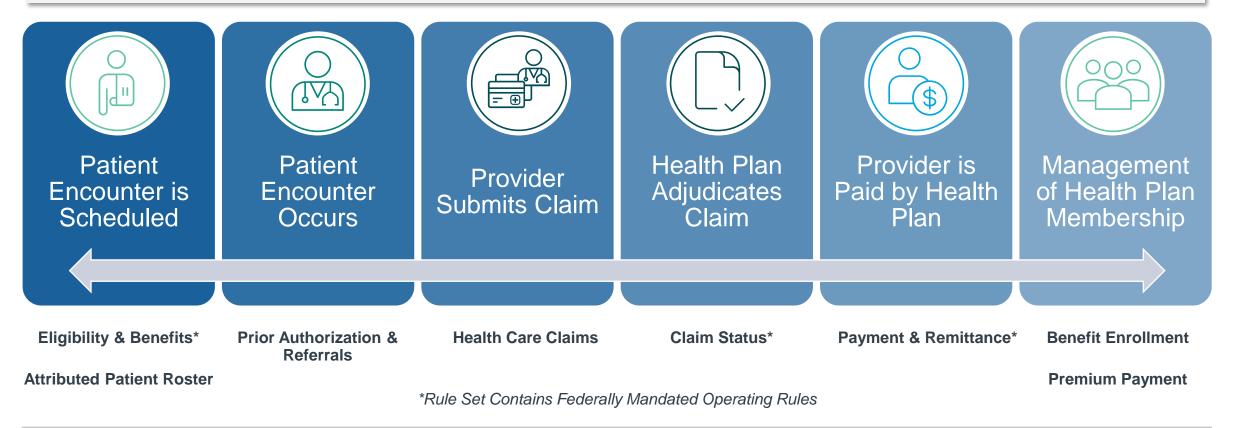


More than 100 CAQH CORE Participating Organizations





Operating Rule Definition: The "necessary business rules and guidelines for the electronic exchange of information that are not defined by a standard or its implementation specifications."





CORE Certification Ensuring Conformance with Operating Rule Requirements



CORE Certification is obtained when an entity has demonstrated that its **IT system or product is operating in conformance** with CAQH CORE Operating Rules for specific transaction(s). CAQH awards CORE Certification Seals to entities that **create, transmit or use** the healthcare administrative and financial transactions addressed by the CAQH CORE Operating Rules. It is the **responsibility of a covered entity to ensure business associate compliance** with HIPAA requirements; many entities require CORE Certification as a condition of contracting.

410 Certifications have been awarded to date. Consider CORE Certification for your organization.



CAQH CORE-Certified Health Plans and Vendor Products

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- Medical Card System
- Medical Mutual of Ohio
- MVP Health Care
- National Association of Letter Carriers Health Benefit Plan
- Nebraska Medicaid
- New Hampshire Medicaid
- North Dakota Department of Human Services
- Partnership Health Plan
- Physicians Health Plan
- Point32Health
- PrimeWestHealth
- Rocky Mountain Health Plans
- Sanford Health Plan
- Santa Clara Family Health Plan
- Security Health Plan
- SummaCare
- Sutter Health Plus
- Texas Mediciaid
- Trillium Community Health Plan
- UnitedHealthcare Life Insurance Company
- UnitedHealthGroup

Clearinghouses/Vendors

Ability

- AdminisTEP, LLC
- Alight Solutions, LLC
- assertus
- Athenahealth
- Availity, LLC
- Avizzor Health Solutions
- Capario
- Cerner/Healthcare Data Exchange
- Change Healthcare
- Claim.MD
- Conduent EDI Solutions
- CVS Health Data Dimensions
- Dorado Svstems
- · ECHO Health. Inc.
- EIXSYS
- Eldorado, Inc.
- Eliaibill
- Eliaible
- EmergingHealth
- eProvider Solutions
- Experian Health
- GE Healthcare

- Healthcare IP
- HEALTHeLink
- HeW
- HealthFusion
- HEMILLC
- HMS
- ikaSystems



- eMEDIX
- FrontRunnerHC
- Gi4
- · GMG Management Consulting, Inc.

- HealthTrio

- HIPAAsuite

- The SSI Group. Inc TriZetto Provider Solutions • UHIN

SS&C Health

RealMed Corporation

Recondo Technology

Smart Data Solutions

TransUnion Healthcare, LLC

· Immediata Health Group Corp.

• Intellisight Technology, Inc.

• Medical Present Value, Inc.

NextGen Healthcare

NoMoreClipboard.com

NTT DATA Services. LLC

• National Electronic Attachment, Inc.

InstaMed

Loxogon

 NAviNet Navicure

Office Ally

Orbograph

Pay Span

PNT Data

PokitDok

pVerify

Retrace

Phreesia

• PNS

OptumInsight

Palmetto GBA

Optum

- Tallan
- Ventanex Veuu
- XIFIN
- Waystar
- Zelis Payments



Federal Regulatory Activity

Operating Rule Path to Federal Mandate

CAQH CORE Sends Letter to NCVHS*:

• On 5/23/22 the CAQH CORE Board sent a letter to the HHS** Federal Advisory Committee (NCVHS) proposing a set of new and updated operating rules for federal adoption.

NCVHS Collects Industry Feedback:

• NCVHS Standards Subcommittee published a <u>Request for Comment</u> due by 12/15/22 and held an <u>industry hearing</u> on 1/19/23 to review and solicit feedback on the proposed rules.

NCVHS Makes Recommendation to HHS:

 <u>NCVHS sent a letter to the HHS Secretary</u> on 6/30/23 recommending the proposed operating rules for adoption under HIPAA except those for attachments.

Expedited HHS Interim Final Rule Making

If a federal adoption is the approach, HHS will issue an Interim Final Rule (IFR) to the industry with a public comment period. With no
major objections, HHS then adopts the final rule and mandates the operating rules.*** Once HHS mandates an operating rule, industry is
given 25 months to implement and adopt new rules.

*National Committee on Vital and Health Statistics (NCVHS) | ** Department of Health and Human Services (HHS) | ***HHS has the authority to judge whether comments are substantial and whether changes should be made to the final rule.



On June 30, 2023 NCVHS made the following rulemaking recommendation in a letter to HHS:

	Proposed Operating Rules	NCVHS Rulemaking Recommendation
Updated	CORE Eligibility and Benefits (270/271) Infrastructure Rule CORE Claim Status (276/277) Infrastructure Rule CORE Payment and Remittance (835) Infrastructure Rule	Recommended HHS conduct rulemaking to federally adopt
Updated	CORE Connectivity Rule vC4.0.0	Recommended HHS conduct rulemaking to federally adopt
Updated	CORE Eligibility and Benefits (270/271) Data Content Rule	Recommended HHS conduct rulemaking to federally adopt
New	CORE Eligibility and Benefits (270/271) Single Patient Attribution Data Content Rule	Recommended HHS conduct rulemaking to federally adopt
New	CORE Attachments Health Care Claims Infrastructure Rule CORE Attachments Health Care Claims Data Content Rule CORE Attachments Prior Authorization Infrastructure Rule CORE Attachments Prior Authorization Data Content Rule	Do not conduct rulemaking to adopt
	CORE Certification Requirement Language	 Do not conduct rulemaking to adopt (consistent with past recommendations)

Advancement of X12 Standards

In a separate letter, NCVHS did not recommend adopting updated versions of the X12 standards for claims (837) and remittance advice (835).



Overview: The mandated CAQH CORE Infrastructure Rules* for eligibility, claim status, and remittance advice provide safe harbor connectivity and security standards and dictate requirements for system availability, uniform use of acknowledgements and processing time requirements. Updates provide enhanced security, greater system availability, flexibility to accommodate multiple payloads and conformance with the most current CORE Connectivity Rules.



*CAQH CORE Eligibility & Benefits (270/271) Infrastructure Rule; CAQH CORE Claims Status (276/277) Infrastructure Rule; CAQH CORE Payment & Remittance (835) Infrastructure Rule



	-	

Overview: The **CAQH CORE Connectivity Rule vC4.0.0** is a single, uniform Connectivity Rule that supports administrative and clinical data exchange. The rule updates and aligns CAQH CORE connectivity & security requirements to support REST and other API technology, building upon prior versions of CAQH CORE Connectivity.

Existing: HIPAA-mandated Connectivity Rule

Key Requirements:

- Use of **public internet** connection and **HTTP transport** standards to establish an industry
 Safe Harbor
- Employs Username and Password with optional use of digital certificate for authentication
- Use of both SOAP and MIME messaging standards
- · Defined metadata to relieve burden of implementation and reduce variances across industry
- Supports batch and real time interactions meeting industry needs
- · Specifies error handling processes and messaging requirements
- Requires development and implementation of a capacity plan

Updates: NCVHS Recommended Connectivity Rule

Updates:

- Continues Safe Harbor Connectivity requirements to support SOAP messaging standards
- Incorporation of HTTPS and more stringent security standards TLS 1.2 or higher
- Requirement to use digital certificate for authentication X.509
- Implementation of stronger authorization standards OAuth 2.0
- Add support for the exchange of Attachments transactions including X12 275, HL7 C-CDA, FHIR, etc.

and

Addition of REST standards in vC4.0.0:

- · Support for standard-agnostic REST style web resources
- Messaging in human-readable JAVA format
- · Support for API integration and versioning standards for CORE Connectivity



Overview: The **CAQH CORE Eligibility & Benefits Data Content Rule Update** enhances the exchange of eligibility information between health plans and providers through requirements including providing financial information, especially co-insurance, co-payment, deductible, remaining deductible amounts, and coverage information for a set of service types in real time.

Existing: HIPAA-mandated Eligibility & Benefits Data Content Rule

Respond in **real-time response** (20 seconds or less) or next day for a batch response time. Support detailed responses for **52 Service Type Codes (STCs)**. Return **patient financial responsibility** for co-pay, co-insurance and deductible. Return benefit information at **least 12 months into the past**, up to the end of the current month. Use **standard characters**, cases, prefixes and suffixes for last names. Follow defined reporting of errors using **AAA** error codes.

Updates and New NCVHS Recommended Eligibility & Benefits Data Content Rules

Return detailed eligibility and benefit information for **tiered benefit coverage**. Support 126 Return maximum additional STCs.

and remaining benefits for 10 STCs. Indicate if included STCs or procedure codes require **prior authorization** or certification. Use CMS place of service codes when service is available through **telehealth**. Return eligibility and benefit information at the **procedure code level** for PT, OT, surgery, and imaging. **New:** Single Patient Attribution Data Content Rule requires returning **patient attribution status and effective dates of attribution**.



Final Step to Federal Mandate

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major objections, HHS then adopts the final rule and mandates the operating rules.*** Once HHS mandates an operating rule, industry is
given 25 months to implement and adopt new rules.

CORE will be launching a dedicated website for all NCVHS recommended rules to keep industry up to date and informed.





Summer Issue Brief Releases

Summer 2023: CAQH Issue Brief Highlight

Delegated Management Vendors and the Automation Opportunity



ISSUE BRIEF

Delegated Management Vendors and the Automation Opportunity

Survey Findings

To understand how plans and providers interact

they interact with for medical services, the types

with delegated management vendors (DMVs) and

identify opportunities to improve how information

Introduction

Delegation is the process when an organization gives another entity the authority to perform certain functions on its behalf. In an effort to reduce administrative burden, increase efficiency is exchanged, the 2022 CAQH Index asked medical and meet current and emerging requirements, plans and providers about the number of vendors health plans frequently delegate utilization management (UM) functions to specialized vendors, of services that were delegated and the methods These functions include a range of services such as vendors used to request information from praviders. evaluating prior authorizations (PA), maintaining policy compliance, reviewing clinical services on a Interacting with Delegated Management case-to-case basis, and ensuring appropriate care coordination of patients¹²

could be cumbersome for plans as well as providers

who are responding to requests from vendors.

Vendors for UM and PA Service The CAQH Index reported that slightly less than a guarter of plans and providers interacted with DMVs While a delegated vendor may receive the for medical services. Of the plans that interacted authority to carry out specific functions, the health with vendors, they reported using, on average, plan remains responsible for compliance with six vendors annually to conduct UM/PA activities. all regulatory requirements and accreditation Providers, who typically work with a number of standards. The plan must also evaluate the vendor different health plans, reported interacting with, on performance and implement improvements across average, 22 vendors annually. its network and membership if needed.¹⁰ Depending on the number of outsourced functions, these tasks

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Increasing Transparency of Healthcare Charges: It's a Manual Process



Increasing Transparency of Healthcare Charges: It's a Manual Process

Introductio

Effective January 2022, the No Surprises Act (NSA) mandates that healthcare providers and facilities provide uninsured or self-pay individuals a Good Faith Estimate (GFE) of expected charges for a scheduled or requested service. In addition to the is important to examine how medical and dental primary service, the "convening" provider's GFE also GFEs are being generated and communicated needs to include any additional items (i.e., medical to patients to streamline the process and reduce equipment, prescriptions) or services provided, administrative burden. By understanding the even if they were offered by another provider (co-provider).¹² The purpose of GFEs is to increase regulation, the healthcare industry can target transparency of medical and dental chargesunforeseen expenses.²

While GFEs are meant to benefit patients, the ability to gather accurate information is a challenge for providers. Due to the lack of automated systems that collect GFE information and the lack of standardized methods for exchanging the data, providers are struggling to meet the requirements.4 Varying formats and technology have also made it difficult for

convening providers to gather accurate GFEs from co-providers resulting in additional administrative burden.^a

As the mandate becomes more widely adopted, it workflow and resources associated with this opportunity areas that reduce provider burden and protecting patients from surprise medical bills and increase interoperability between providers, health plans and patients.

Survey Findings

The 2022 CAQH Index* asked medical and dental providers about the number of GFEs generated and sent as well as the methods, time and costs associated with performing these tasks. Providers were also asked if they have started assuming the role of a convening provider.

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2023 Operating Rule Development

2023 Operating Rule Development Efforts

Initiative	Identify Opportunities	Develop Rule Requirements	Ballot Rules
Health Care Claims Data Content	\checkmark	In Progress	
Value-based Payments Data Content	\checkmark	In Progress	
CORE Code Combinations	\checkmark	Ongoing I	Maintenance
EFT/ERA Enrollment Data	\checkmark	Just Launched	
NCPDP/CORE Medication Eligibility	\checkmark	Launching Soon	



2023 Operating Rule Development Health Care Claims

Business Challenges

Inconsistent Data

Information shared in claim transactions between providers and payers varies significantly, increasing administrative burden and requiring manual intervention for claims management.

Increasing Denial Rates

According to the <u>Change</u> <u>Healthcare 2022 Revenue Cycle</u> <u>Denials Index</u>, the average initial denial rate across 1,500 hospitals in the United States was almost 12% in the first half of 2022 compared to just 10% in 2020 and 9% in 2016.

2023 CORE Rule Development Group Vision

Establish **data content requirements** for transactions supporting claim submission, acknowledgment, and error reporting to help avoid rejections and costly downstream appeals.

Environmental scanning and additional research conducted in 2022 and early 2023 identified preliminary opportunities to address business challenges.

The Subgroup launched on April 13, 2023 to begin evaluating opportunity areas for rule development..

Health Care Claims Rule Development Focus Areas

Telehealth POS + Modifier Placement

DRAFT CORE Data Content Operating Rule for the Health Care Claim Transaction - Telehealth Claim Submission

- Modifier assignment for POS 10 and 02 is standardized to modifiers 93, 95, or GT.
- Definitions of POS + modifier combinations are established in an accessible reference resource.

Significant because:

 A rule provides needed clarity on place of service and modifier alignment.

277CA Data Alignment

DRAFT CORE Data Content Operating Rule for the 277CA Transaction

- Claim Status Category Codes (CSCC) and Claim Status Code (CSC) errors and rejection reasons are standardized into business scenarios and code combinations.
- Standardized data used to associate the 277CA transaction with an 837 transaction.
- Standardized data used to associate a 277CA error code with an 837 service line item.

Significant because:

- Standardized use of the 277CA could increase transaction adoption.
- With improved data quality and greater transaction adoption comes simplified claim resubmission.

COB Claim Submission

DRAFT CORE Data Content Operating Rule for the Health Care Claim Submission Transaction

- Standardized **minimum required data elements** for successful processing of COB.
- Standardized **format** for listing health plan COB data requirements.
- Alignment on **electronic access** of health plan COB data requirements.

Significant because:

- Lack of uniform 837 COB requirements creates additional administrative burden.
- Uniform data content requirements can remediate questions on payment or care attribution, among other items.



2023 Operating Rule Development Value-based Payments

Business Challenges

Inconsistent Data.

Data-sharing is integral to success in VBP; however, exchanging key data such as SDOH information between industry stakeholders lacks standardization, thus hindering efficient data exchange and negatively impacting patient care.

Limited Results. A recent <u>report</u> from the Center for Medicare and Medicaid Innovation (CMMI) shows that VBP programs produce only modest cost-savings without significant improvements in care quality.

Program Complexity.

Coordinating a population of patients across the spectrum of care poses difficulties that could be eased by defining terms and definitions across VBP programs.

2023 CORE Rule Development Group Vision

Leverage **HIPAA-mandated benefit enrollment and claim transaction** to facilitate uniform exchange of sociodemographic information and strengthen interoperability in VBP by aligning technical infrastructure requirements and industry terminology.

Environmental scanning and additional research conducted in 2022 and early 2023 identified preliminary opportunities to address business challenges.

The Subgroup launched on April 27, 2023 to begin evaluating opportunity areas for rule development..

Value-based Payment Rule Development Focus Areas

Strengthened Exchange of Socio-demographic Data NEW DRAFT Benefit Enrollment and Maintenance (X220) Data Content Rule UPDATED DRAFT Benefit Enrollment and Maintenance (X220) Infrastructure Rule UPDATED DRAFT Attributed Patient Roster (X318) Data Content and Infrastructure Rules Impactful socio-demographic data inclusions, standardizing exchange. Enhanced health plan-to-provider exchange of socio- demographic information. Infrastructure rules inclusive of value-based payment	 Empowered Engagement with VBP Methodologies NEW DRAFT Health Care Claim (X221 / X222) Submission Data Content Rule Alignment of industry requirements for additional claim submissions. Structure for the inclusion of information supporting value-based methodologies, such as risk adjustment. Component of a suite of operating rule requirements to reduce burden. 	 Created a Framework for Semantic Interoperability NEW DRAFT CORE Framework for Semantic Interoperability in Value-based Payment Models Clarity around disparate concepts and terms prevalent in VBP. Resource for industry stakeholders to reference and for CAQH CORE to better define VBP in operating rules. Functions as a compilation of disconnected industry efforts.
 Significant because: Generates usable socio-demographic data for VBP designers and participants. Addresses with CMMI evaluations that data availability and quality slows health equity progress. 	 Significant because: Enhances reporting of non-medical factors increasingly used for quality and risk adjustment. Encourages greater provider engagement in the administration of VBP by easing reporting. 	 Significant because: Centers language used in VBP that can otherwise confuse contracting or policy efforts. Creates a basis for CAQH CORE Operating Rules and aligns disparate industry initiatives.



2023 Operating Rule Development EFT/ERA Enrollment Data Rules Update

Business Needs

Industry stakeholders requested that CORE make substantive adjustments to the enrollment data sets to **improve the ability to detect fraud and support streamlined workflows**. Ongoing need to drive payment and remittance automation through greater adoption of EFT/ERA standards.

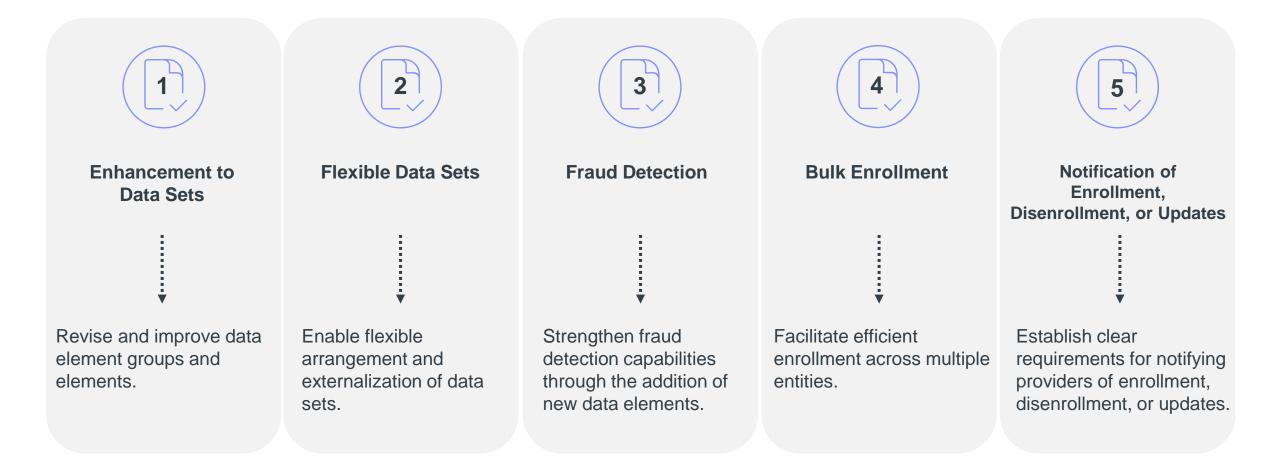
2023 CORE Rule Development Group Vision

Explore updating operating rules intended to simplify provider enrollment for EFT and ERA through consistent data requirements and electronic enrollment methods to address security and other business needs.

In Q2 of 2023, **CORE conducted industry interviews to evaluate current and emerging business needs** to improve EFT/ERA enrollment which identified five opportunity areas for Task Group consideration.

The Task Group launched on August 15, 2023 to begin evaluating opportunity areas for rule updates.

EFT/ERA Enrollment Data Rules Update Five Opportunity Areas







Launching Soon: Joint Eligibility Rule Development with NCPDP

- Collaboration between CAQH CORE and the National Council for Prescription Drug Programs (NCPDP).
- Task Group will consider the development of updated eligibility (X12 270/271) data content
 operating rule requirements to support exchange of detailed coverage and benefit information
 for medication covered under the medical benefit.



Reminder: Ask our speakers your questions by typing in the "Questions" pane on the lower right hand corner of your screen.

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Call to Action

Call to Action

E-mail CORE@CAQH.ORG to Get Involved!



Become a CORE Participant Collaborate with decision makers that comprise 75% of the industry to drive creation of operating rules and accelerate interoperability.



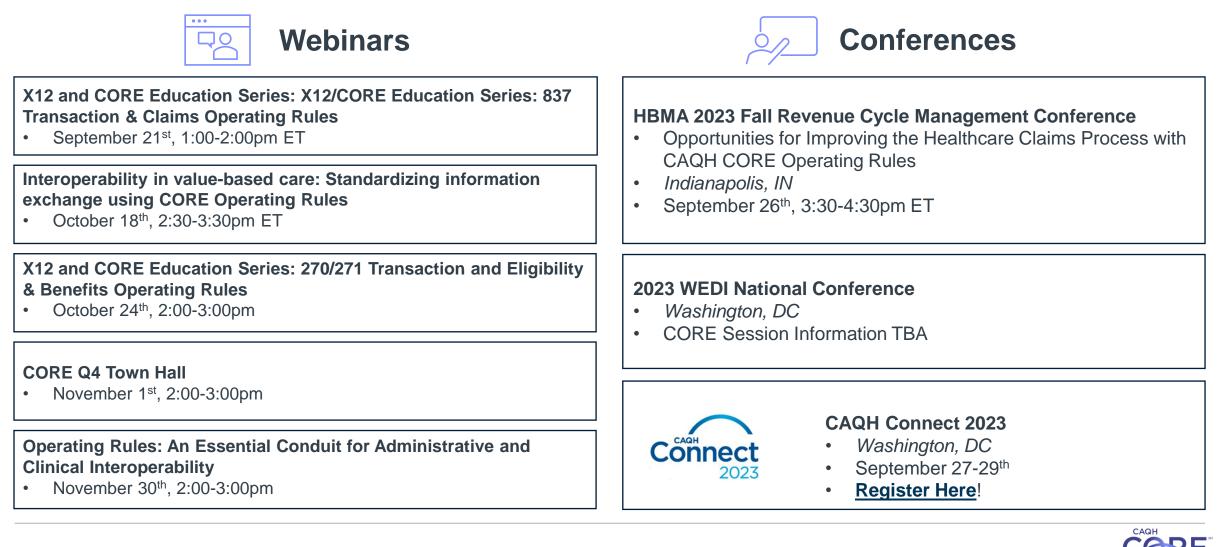
Become CORE Certified

Demonstrate conformance and commitment to streamlining administrative data exchange.

Be an Advocate Work with CORE to measure the impact of operating rules and corresponding standards on organizations' efficiency metrics.



Upcoming Events



Thank you for joining us!

E-mail <u>CORE@CAQH.ORG</u> to Get Involved!

