

How to Become a CAQH CORE-authorized Testing Vendor

CAQH Committee on Operating Rules for Information Exchange (CORE)



We are excited by your interest in becoming a CAQH CORE-authorized Testing Vendor and are prepared to address questions that you may have regarding the process to achieve this distinction. CAQH CORE is committed to ensuring that any vendor that achieves CAQH CORE-authorized Testing Vendor status has been thoroughly vetted and offers the best experience to any entity that wishes to pursue CORE Certification. Although there are a number of considerations that must be evaluated in pursuing CAQH CORE-authorized Testing Vendor status, this document provides a high-level overview of the basic steps that must be completed by all vendors as well as key considerations. **NOTE:** CAQH CORE assumes that vendors stating interest will seek to offer CORE Certification for CAQH CORE Phase I, II, and III.

Steps to Complete to Become a CAQH CORE-authorized Testing Vendor

A vendor that wishes to achieve the distinction of a CAQH CORE-authorized Testing Vendor completes these steps:

Step 1: Learn. Develop a thorough understanding of:

- The [CORE Certification Step-by-step Process](#)
- The [CAQH CORE Operating Rules](#) for all three phases
- The CAQH CORE Policies for [Phase I](#), [Phase II](#), and [Phase III](#)
- The CAQH CORE Master Test Suites for [Phase I](#), [Phase II](#), and [Phase III](#)
- The CAQH CORE Master Test Bed for [Phase I](#) and [Phase II](#) (**NOTE:** CAQH CORE Master Test Bed Data is not provided for Phase III)

Gaining a solid understanding of these materials can take *three to four weeks*. CAQH CORE has published a set of [FAQs](#) that can aid in your understanding and interpretation of the Operating Rules.

Step 2: Build. Develop an on-line testing tool that uses the CAQH CORE Test Scripts from the CAQH CORE Master Test Suites and the appropriate Master Test Bed Data where applicable. *The timeframe for the build is based on the vendor's resource allocation and commitment to the project.* The on-line tool should include:

- Real time and batch processing modes and both password/log on and digital certificate X.509 authentication methods as specified in the CAQH CORE Operating Rules (e.g., see CAQH CORE 153, 270, 350 Rules)
- Ability to conduct the X12 v5010 270/271, 276/277, and 835 transactions
- Provide the completion status of each test script to the user of the CORE Certification application
- Provide CAQH CORE with reports, by testing organization as well as aggregate reports for all testing entities, with each entity's testing status and what entities are in the pipeline for certification testing
- A link to a customer user manual for any entity seeking to use the site.

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- A clear commitment/ability for interested entities to complete CORE Certification Testing as a stand-alone product. The CAQH CORE-authorized Testing Vendor cannot require entities to purchase other services, applications, or products.

Step 3: Service. Develop a customer service plan with established staffing and service levels. It is essential that staffing and service levels meet or exceed best market practices. Customer service plan should include:

- Staffing levels for both IT and customer care staff.
- Service Level Agreements for customer care requests (e.g., telephonic/email inquiries, adjudication of test scripts, report generation, etc.).
- Contingency planning for system outages and notification.

Step 4: CAQH CORE Review. The functionality of the vendor's CORE Certification Testing site is tested by both CAQH CORE staff and CAQH CORE Participating Organizations through a formal testing process which includes:

- Alpha Testing: CAQH CORE staff conducts a review of the application, tools, and service plan offered for CORE Certification Testing. Alpha testing includes CAQH CORE staff conducting test scripts and providing detailed analysis of the application's functionality. Alpha Testing takes two weeks.
- Beta Testing: CAQH CORE Participating Organizations conducts testing of the application after the vendor has addressed issues identified in Alpha Testing. The Beta Testing will include multi-stakeholder testing – providers, health plans, vendors, and clearinghouse test the functionality of the site and provide aggregated detailed analysis. Beta Testing takes two weeks to conclude.

Other Items for Consideration

Pricing: CAQH CORE does not evaluate whether or not a vendor charges for CORE Certification Testing. Any pricing models that are developed are completely set by the authorized vendor, understanding the vendor must offer an option for ONLY conducting the CORE Certification Testing.

Development Milestones: CAQH CORE does not participate in the development of the milestones, act as consultants for, or receive any remuneration for time or expertise on the CORE Certification project. CAQH CORE staff can be reached for questions regarding interpretations of the CAQH CORE Operating Rules or Alpha and Beta Testing; however, CAQH CORE does not act as consultants on any development projects for vendors interested in becoming CORE-authorized.

Maintaining Status: Retaining your status as a CAQH CORE-authorized Testing Vendor is dependent upon maintaining the functionality of the application and to ensure that it continues to meet all of the above requirements.

If you have any additional questions, please contact core@caqh.org.