

simplifying healthcare administration

CAQH[®]

CAQH CORE & Edifecs:
National Webinar on *Voluntary* CORE Certification
Featuring Orbograph

November 6, 2014

2:00 – 3:30pm ET

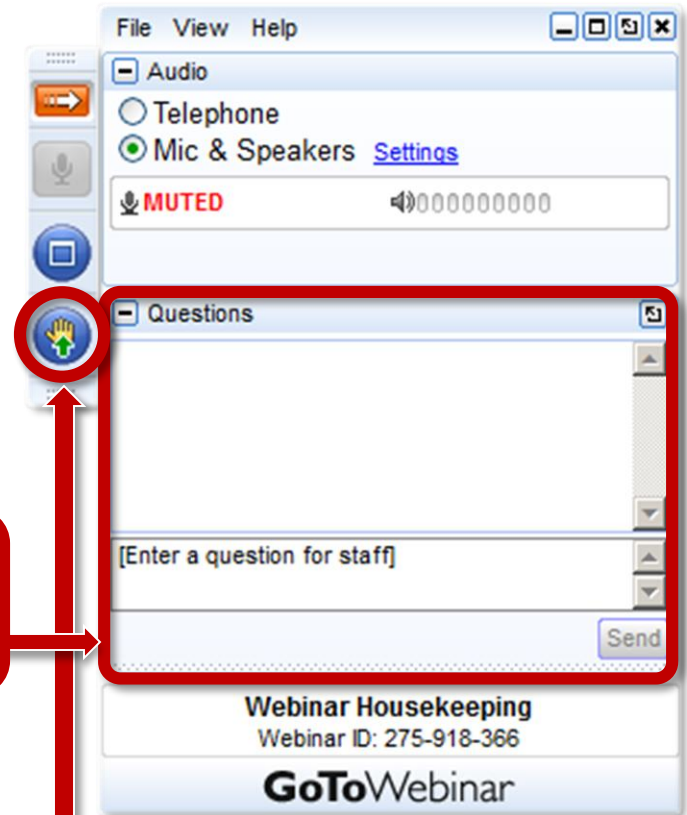
CORE[®]

Committee on Operating Rules
for Information Exchange

A CAQH Initiative


Participating in Today's Session

- Download a copy of today's presentation on the [CAQH.org website](http://CAQH.org)
 - Navigate to the CORE Education Events page and access a pdf version of today's presentation under the list for today's event
- The phones will be muted upon entry and during the presentation portion of the session
- At any time throughout the session, you may communicate a question via the web
 - Submit your questions on-line **at any time** by entering them into the **Q&A panel on the right-hand side of the GoToWebinar desktop**
 - On-line questions will be addressed first
- There will be an opportunity today to submit questions using the telephone
 - **When directed by the moderator, press the "raise hand" button to join the queue for audio questions**



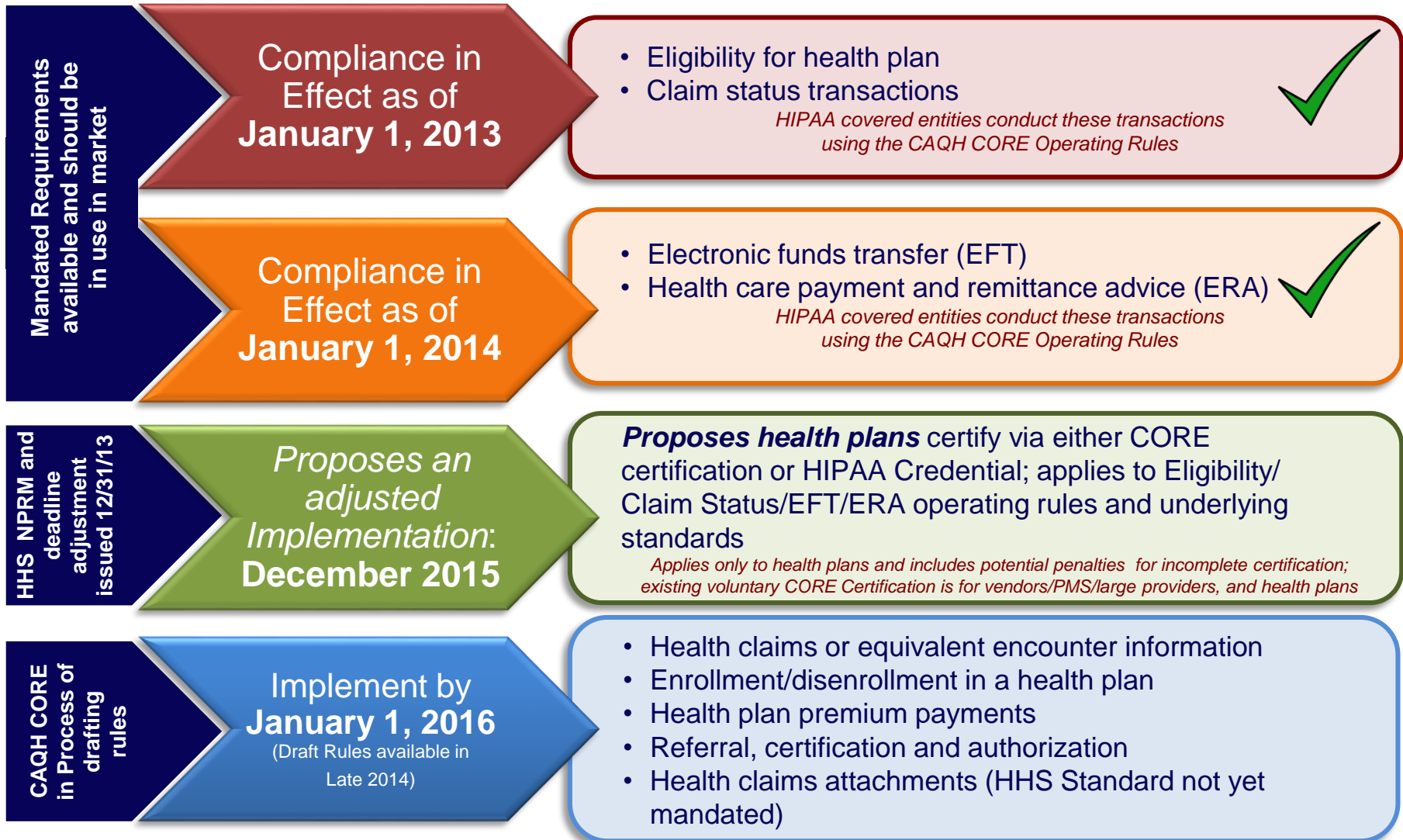
Session Topics

- Welcome Introduction
- HHS Health Plan Certification Documentation of Compliance
 - HIPAA Credential
 - CORE Certification
- CORE Certification and Operating Rule Implementation Insights
 - Guest Speaker from **Orbograph**
- Overview of Certification Testing Site
 - Guest Speaker from **Edifecs**
- Free CORE Implementation Resources and Tools
- Q&A



HHS Health Plan Certification Documentation of Compliance *HIPAA Credential and CORE Certification*

Scope: ACA Mandated Operating Rules and Certification Compliance Dates



HHS NPRM on Health Plan Certification

Ultimate goal:

“Reduce the clerical burden on patients, health care providers, and health plans”

- HIPAA (42 U.S.C. 1320d Note)

HHS NPRM on Health Plan Certification

Background

- **Notice of Proposed Rule Making (NPRM)** published in [Federal Register](#), January 2, 2014
- Before December 31, 2015, Controlling Health Plans (CHPs) must submit to HHS:
 - Documentation of Compliance, and
 - Number of Covered Lives

NPRM Proposed Documentation of Compliance Options

CORE Phase III Certification Seal



Framework: Conformance Testing

- Involves Testing with Independent Testing Entity
- Part of the established [Voluntary CORE Certification Process](#)

OR

*HIPAA Credential**



Framework: Attestation

- Requirements outlined in NPRM
- Involves coordination with trading partners
- [Draft forms here](#)

HIPAA Credential

Draft HIPAA Credential Forms

Per the NPRM,* *“To obtain the HIPAA Credential, a CHP would have to submit...”*

Proposed Requirements in the NPRM	Corresponding Draft Form & Purpose
<p><i>“HIPAA Attestation Form... (similar to the form required for the CORE Certification)”</i></p>	<p>Title: <u>Draft HIPAA Credential – Attestation of HIPAA Compliance Form</u></p> <p>Purpose: To enable the entity to demonstrate its good faith intention to certify HIPAA compliance</p>
<p><i>“An application form (similar to the form required to obtain a CORE Seal)... with signature verifying that all forms ...are submitted....indicating that HHS may view the application and associated forms if such a request is made”</i></p>	<p>Title: <u>Draft HIPAA Credential - Application Form</u></p> <p>Purpose: To verify that all forms have been submitted and to acknowledge that HHS may view the application</p>
<p><i>“An attestation form... in which the CHP confirms that it has successfully tested [operating rules for the three transactions] with trading partners. For each of the three transactions, the CHP must confirm that the number of transactions conducted with those trading partners collectively accounts for at least 30% of the total number of transactions conducted with providers.”</i></p>	<p>Title: <u>Draft HIPAA Credential – Attestation of Trading Partner Testing Form</u></p> <p>Purpose: To document that successful testing of transactions has occurred and to identify trading partners with whom the entity tested</p>

Draft HIPAA Credential Forms

Industry Feedback and CTSG Tasks

- **Industry Feedback collected on initial draft forms:**
 - **Over 250 comments** were received from both CORE Participants and non-Participants
- **CAQH CORE Certification & Testing Subgroup (CTSG)**, comprised of CORE Participants,* was tasked with adjudicating both the substantive and non-substantive comments on the initial draft forms
- CTSG conducted **Market Assessment** to “case test” the draft forms
 - The Subgroup subsequently made the form simpler, clearer, and better aligned the language with the requirements of the NPRM
- [Updated draft forms](#) published in September, 2014

These draft forms are for illustrative purposes only and cannot be used to apply for the HIPAA Credential. These draft forms are subject to change based on the release of an HHS Final Rule.

**For more information on how to become a CORE Participating Organization, please visit our website [HERE](#)*

Draft HIPAA Credential Forms *Requirements*

Updated HIPAA Credential Draft Form Requirements

Title: [Draft HIPAA Credential – Attestation of HIPAA Compliance Form](#)

1. Attestation of Compliance with HIPAA as amended by HITECH and ACA
2. Name and signature of authorized representative
3. CHP Information, HPID

Title: [Draft HIPAA Credential - Application Form](#)

1. Name and signature of Authorized Signature
2. CHP Information, HPID

Title: [Draft HIPAA Credential – Attestation of Trading Partner Testing Form](#)

1. CHP Information, HPID
2. List of Trading Partners per Transaction with which the CHP has successfully tested
3. Trading Partner Contact Information

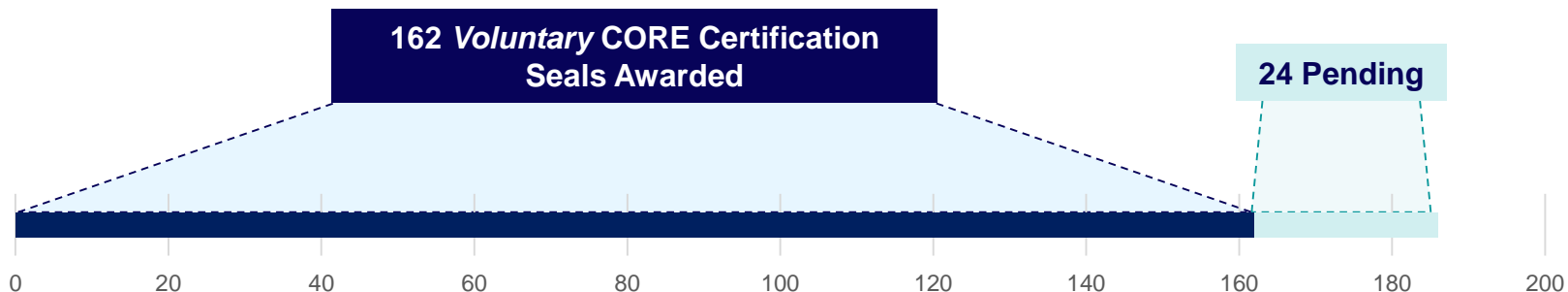
NPRM: “For each of the [four] transactions, the CHP must confirm that it has **successfully tested** with at least three trading partners, but if the number of transactions conducted with three trading partners does not account for **at least 30 percent of the total number of transactions conducted with providers**, the CHP could confirm that it has successfully tested with up to 25 trading partners.” (79 FR 305)



***Voluntary* CORE Certification**

Voluntary CORE Certification

- CAQH CORE offers *voluntary* CORE Certification to health plans, vendors, clearinghouses, and providers
 - *Voluntary* CORE Certification provides verification that your IT system or product operates in accordance with the federally mandated Operating Rules
 - CORE Certification is stakeholder-specific
 - Each entity completes testing specific to their stakeholder type in order to become CORE Certified
 - **More than 150 CORE Certifications** have been achieved with over 20 Certifications currently pending. Access a list of these organizations [HERE](#)



Voluntary CORE Certification Transactions

Voluntary CORE Certification is available for the following transactions:



Phase I

Eligibility and Benefits



Phase II

Claim Status



Phase III

EFT & ERA

Voluntary CORE Certification: Benefits



Give Assurance:

The CORE Certification Seal demonstrates that an organization is operating in conformance with federally-mandated operating rules.



Pay it Forward:

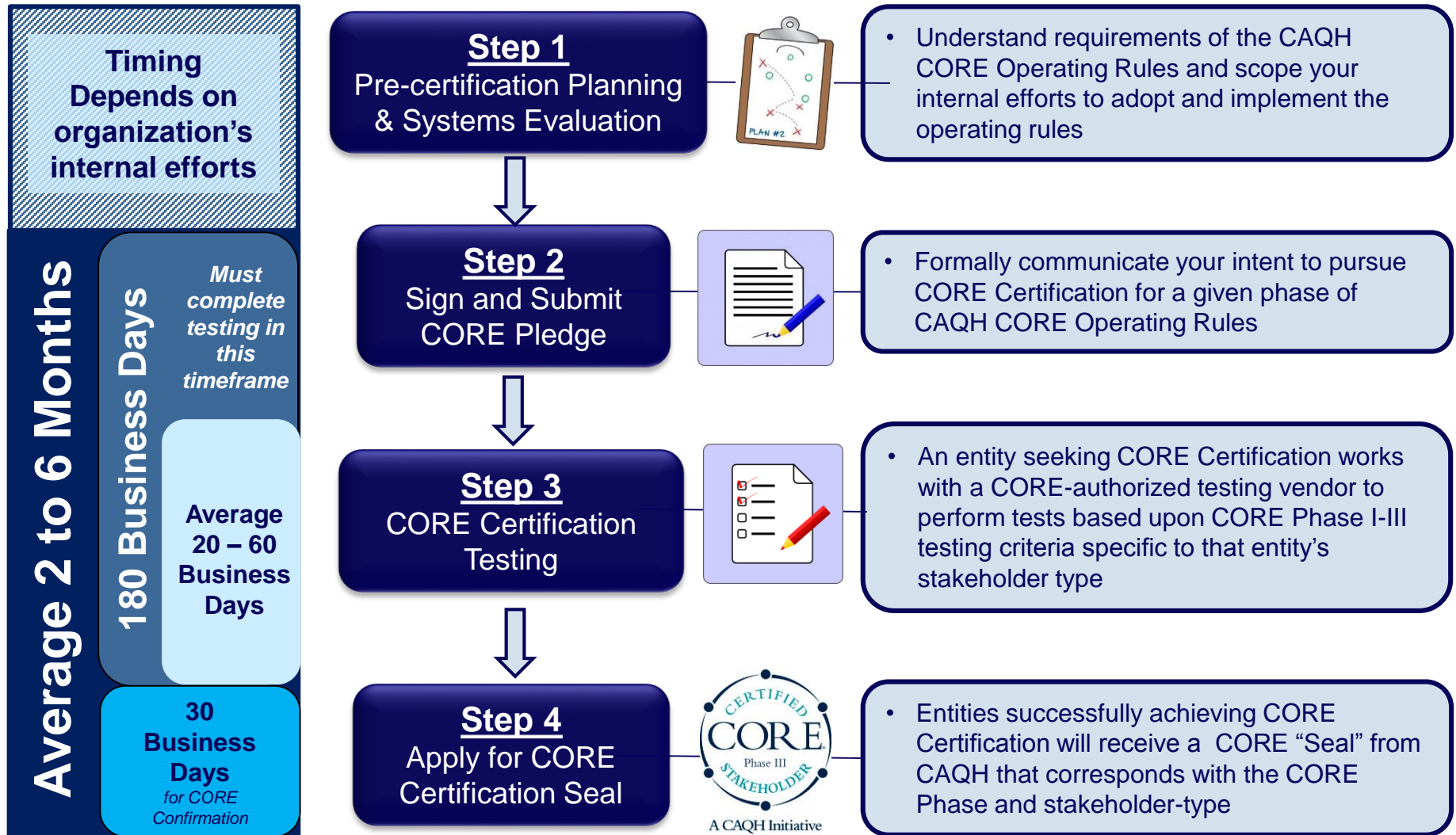
When an organization becomes CORE Certified, it gives their customers the opportunity to leverage the organization's CORE Certification and become CORE Certified as well.



Attract Attention:

CORE Certified organizations and solutions/products are recognized on the CAQH CORE® website and featured in press releases and national webinars.

Voluntary CORE Certification: A Step-by-Step Process



NOTE: If the entity seeking CORE Certification outsources any portion of the applicable transactions to a trading partner, then that trading partner must become CORE Certified for that transaction in order for the seeking entity to complete the CORE Certification process

Voluntary CORE Certification Testing: *Types of Test Scripts*

CORE Certification Testing is comprised of stakeholder-specific test scripts for each CAQH CORE Operating Rule

Attestation



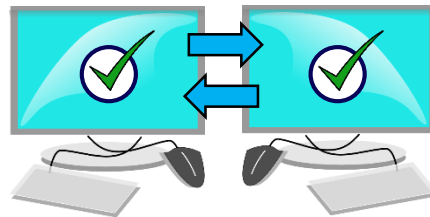
Along with other specified documentation, an entity must sign an attestation signifying their current or planned compliance

Upload



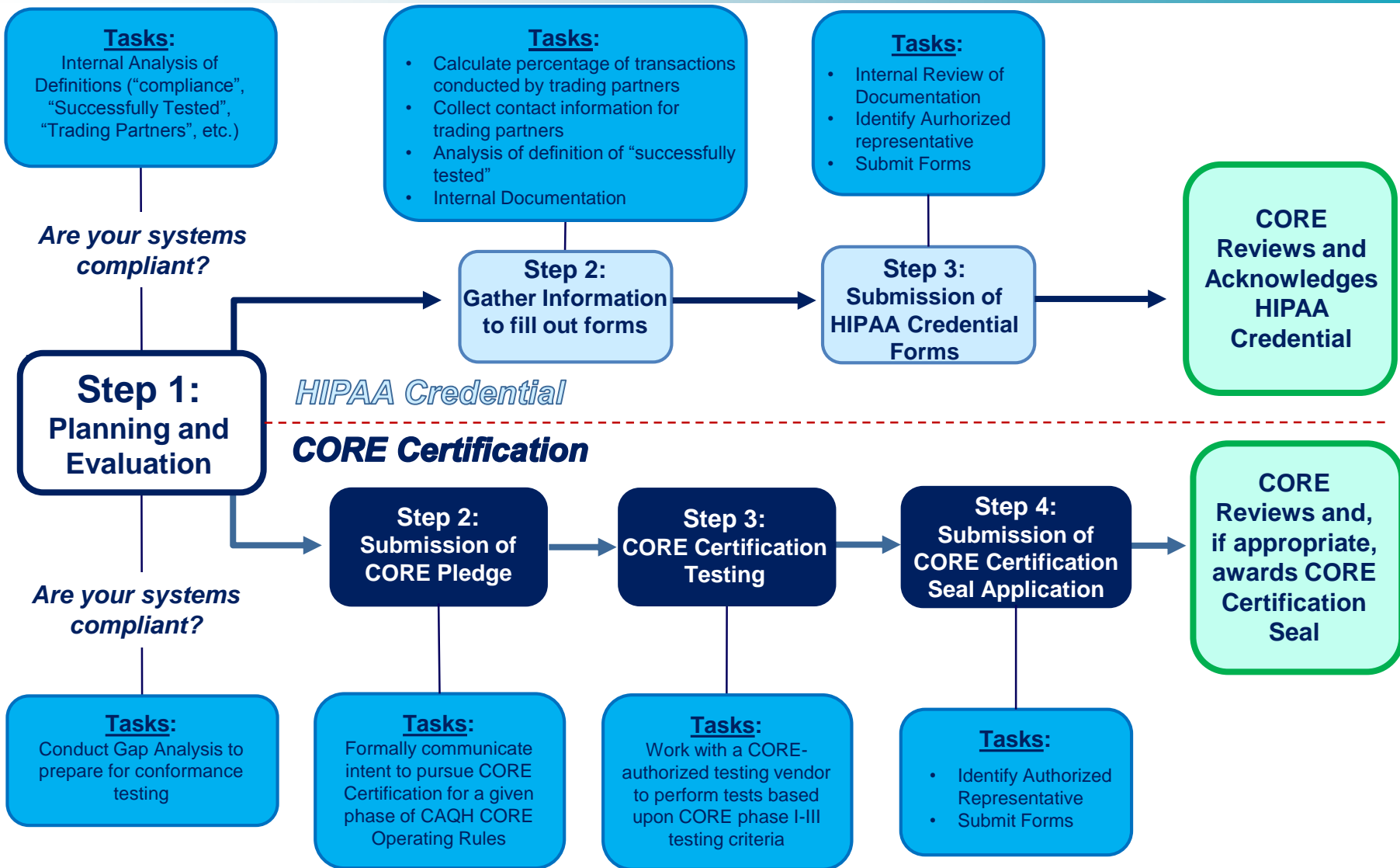
Upload specified document to the testing site as proof of compliance

System Transaction



Conduct the actual transaction for which you are testing with the CORE-certified testing vendor

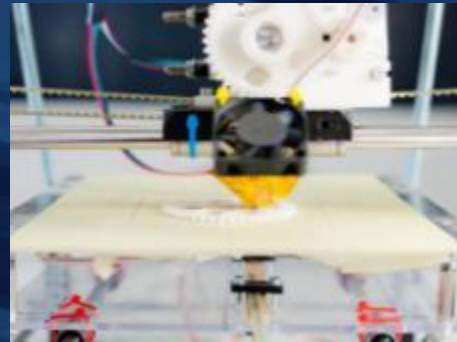
Documentation of Compliance: A Task-by-Task Comparison



Polling Question #1

Would you consider achieving Voluntary CORE Certification as a viable part of your overall CORE Operating Rule Implementation Process?

1. Yes
2. No
3. Maybe
4. N/A



CAQH CORE National Webinar 11/6/14

CAQH CORE Certification

- About Orbograph
- Trading and Business Partners
- EFT/ERA Background & Challenges
- Phase III Certification and Implementation
- EFT/ERA & Certification Benefits



Lines of Business

NEXT GENERATION RECOGNITION



18 Years of Continual
Improvements...
Check Processing Automation

HEALTHCARE PAYMENTS AUTOMATION CENTER™ (HPAC)



4+ Years of Innovation...
Delivering Healthcare Payments
Automation within Revenue Cycle
Management (RCM)

The premier solution provider of payment automation in healthcare and check recognition in the financial industry.



**Innovation Creates
Customer Value & ROI**



**People + Foundation =
Predictable Client Experience
("Excellence")**



**We Build
Partnerships**

1996

MARKET INTRODUCTION

1600+

MAJOR LICENSES INSTALLED



Many Workflows in Check Payments

**Teller/Branch
Automation**

**RDC/Mobile/Self Service
Innovations**

**Reinventing
Remittance/ Medical
Lockbox**



Healthcare Payments Automation Center™ (HPAC)



Healthcare Payments

A healthcare professional, likely a nurse or doctor, is shown in a clinical setting. She is wearing blue scrubs and a red lanyard. She is looking down at a blue clipboard she is holding, with a pen in her hand. In the background, another healthcare professional in a white lab coat is visible, slightly out of focus. The overall scene is brightly lit and has a clean, professional appearance.

Automation of Paper Payments

- Orbograph P2Post™: Powered by Opti-Lift™ (EOB Conversion/Image Data Lift)
- Supports Patient Pays, Correspondence
- Seamless Client Experience

Healthcare Payments

EDI Processing Services

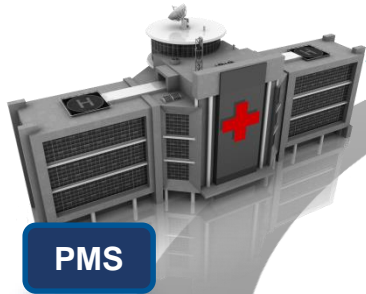
- Orbograph E2Post™: 835 Normalization (Populate For Auto Posting)
- Payment Reconciliation
 - EFT Reassociation To ERA
 - Receivables Tracking
- Electronic File Viewing (EOR)



Healthcare Payments Automation Center (HPAC)

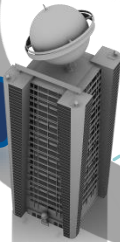


Healthcare Provider

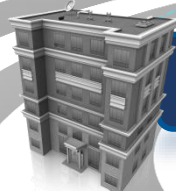


PMS

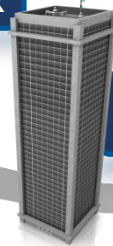
Biller



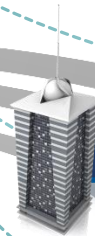
SB Lockbox



Clearinghouse



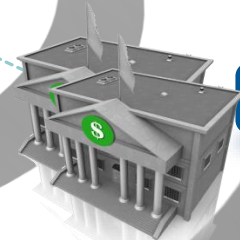
BPO



Provider's Bank



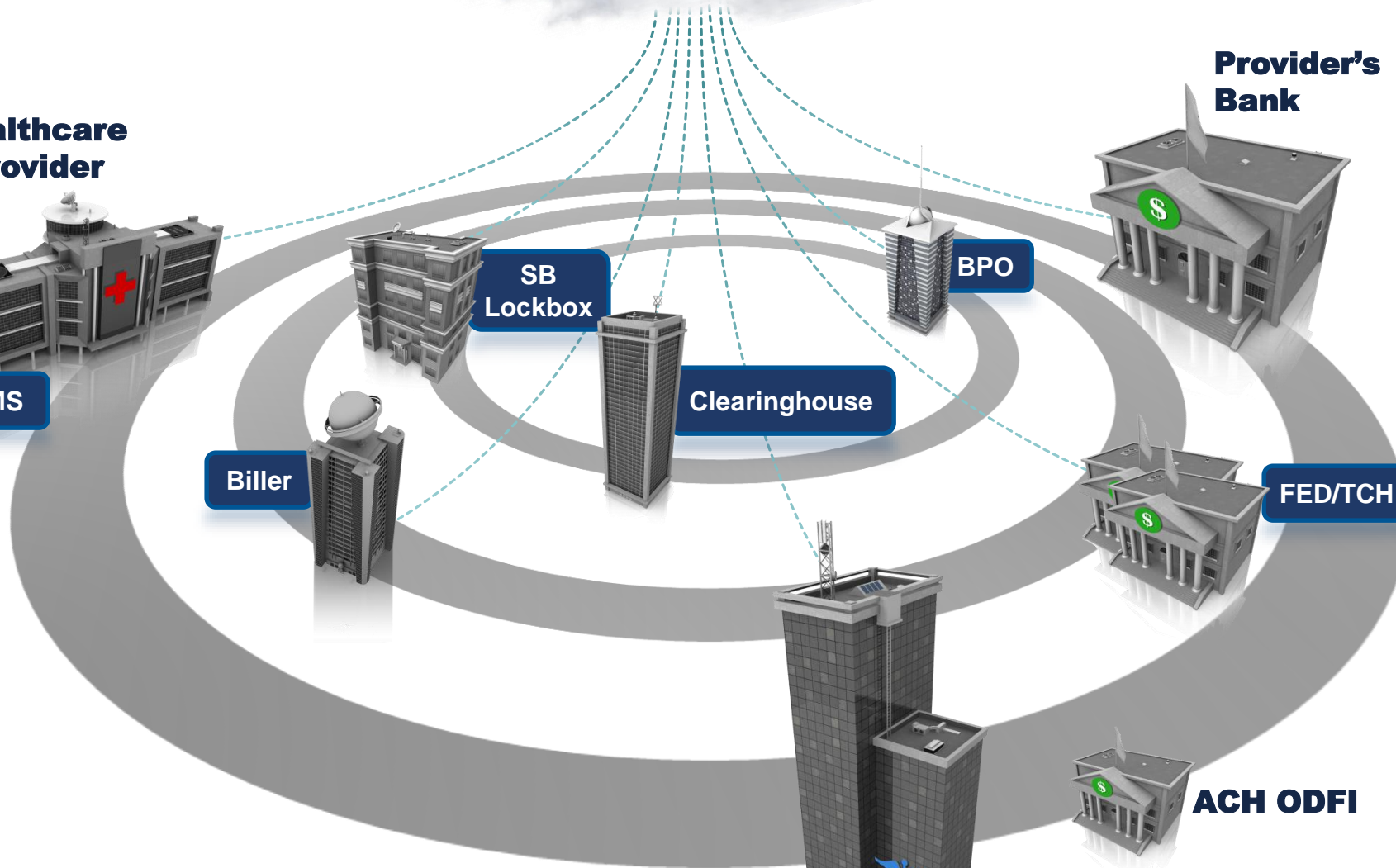
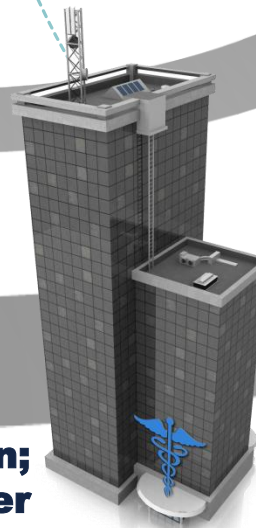
FED/TCH



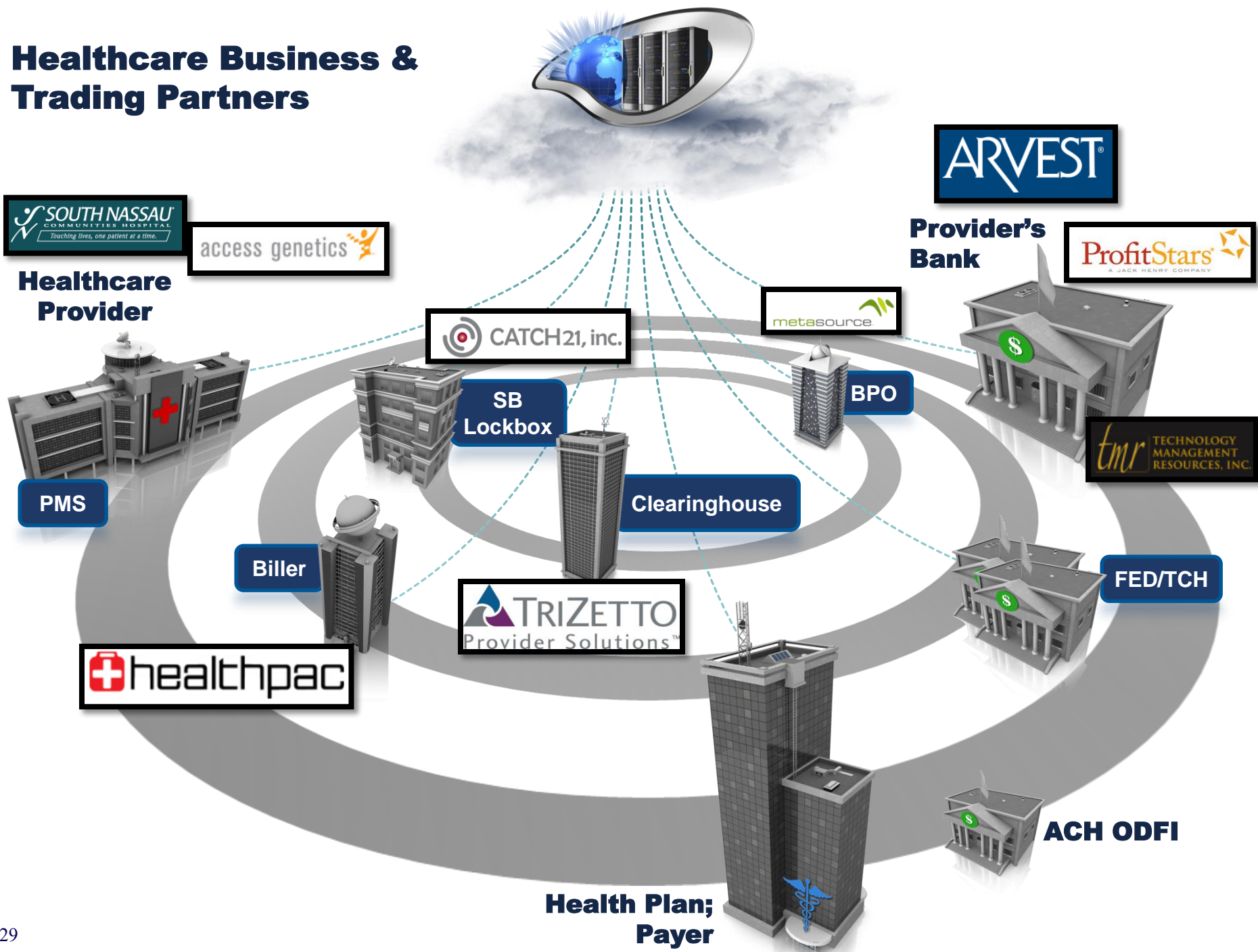
ACH ODFI



Health Plan; Payer



Healthcare Business & Trading Partners



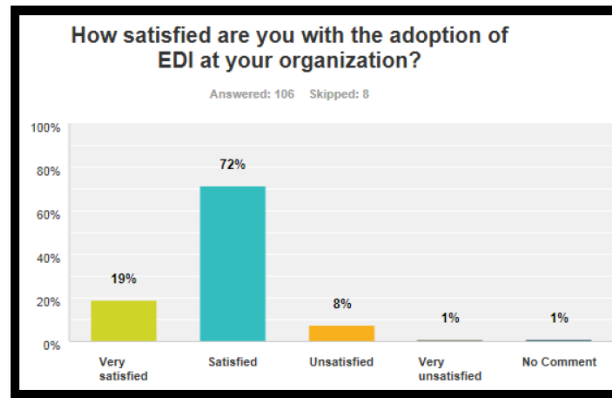
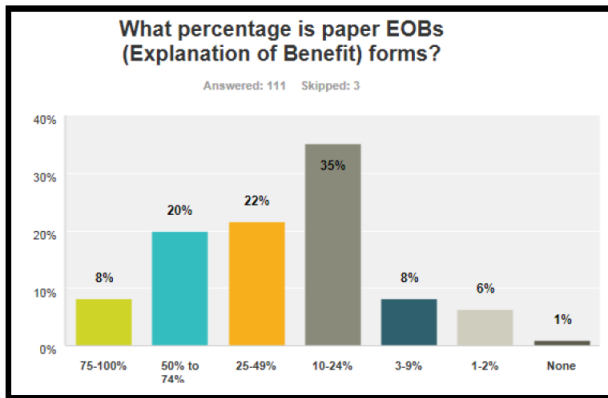
Processing Clients/Volumes

- 35 clients in production
 - 50,000 to 100,000 claims per month
- 35 clients in test
 - Higher volume clients in process
- Reassociation
 - 2 billers in production with multiple smaller providers
 - 1 mid sized hospital



Electronic Business Practice Adoption in Hospitals

- 123 responses across all tiers
 - ~2% response rate per tier
- % of EOB to ERAs



2014 Strategic Healthcare Payments Research Initiative
June 24, 2014

2014 Strategic Healthcare Payments Research Initiative

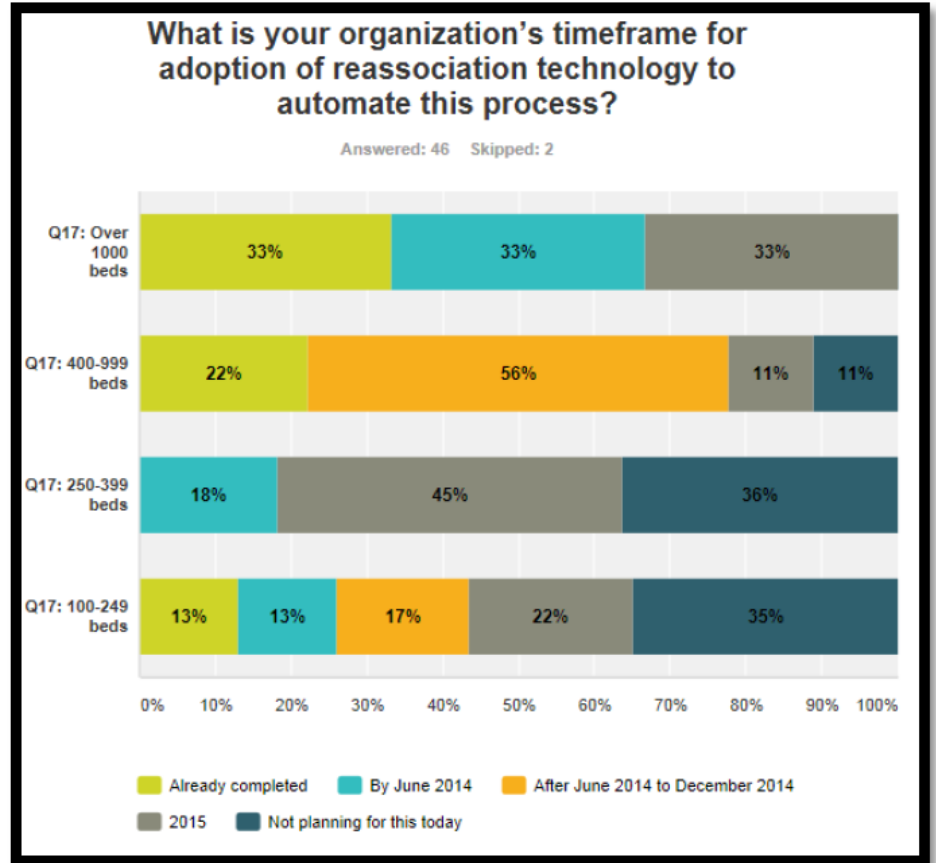
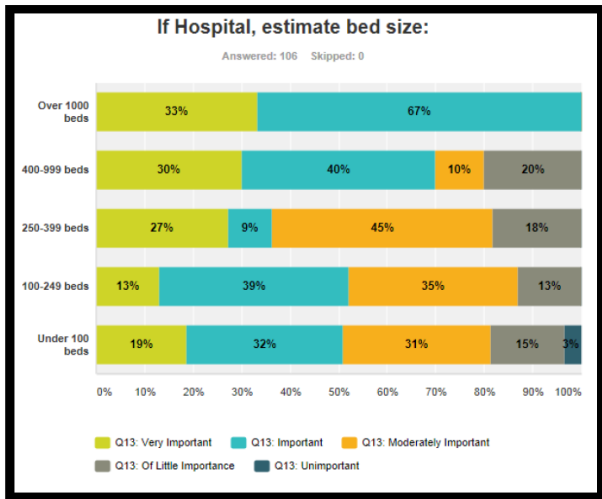
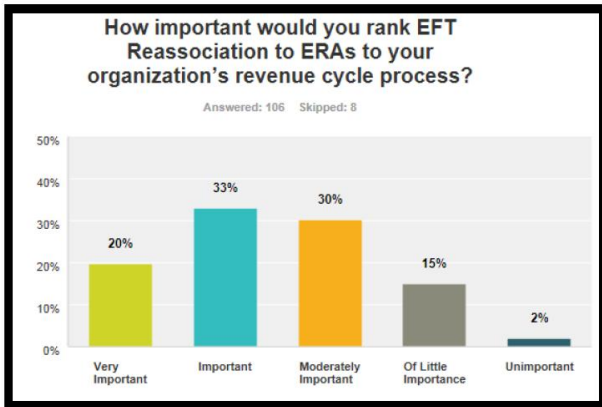
Benchmarking Electronic Business Practices in Hospitals

June 24, 2014

Prepared by:
BOARDTRUST, LLC, an advisory firm that seeks to improve global health by advancing electronic business transformation.

i

Electronic Business Practice Adoption in Hospitals



Phase III Considerations

Why CORE Certification?

- Requested by various providers and business partners
- Show industry support and commitment
- Confirmation of requirements
- Anticipated for RFPs
- Competitive differentiator



A CAQH Initiative
A CAQH Initiative



Phase III Certification Process: Successes

- Product functionality designed by internal ACH expert; well-versed in NACHA rules
- Considered a “vendor”; streamlined process
- Client Services completed certification
- Planning guide was generally helpful
- Allocated 2 people, ½ day per week for 4 weeks
- Access to EDI 835 files and claim information
- No changes to production system needed!

Phase III Certification Challenges

- Anticipated vs. actual work required: 5X
- Encountered special work to support connectivity requirements
 - Submit Generic Batch Retrieval Request and validate payload receipt confirmation using X509 Certificate (Rule 350.1)
 - SOAP (Simple Object Access Protocol)
- Conformance testing, rather than “production readiness”
 - Simulated matching process offline
 - Manual file adjustments and validations
- Communication challenges

Challenges with 999 Files

```
ISA~00~      ~00~      ~ZZ~OrboStew  ~ZZ~EDIFECSTEST  ~140524~1408~*~00501~100002555~0~P~^
GS~FA~EDIFECSTEST~OrboStew~20140522~0845~100002555~X~005010X231A1
ST~999~0001~005010X231A1
AK1~HP~100002555~005010X221A1
AK2~835~100002555~005010X221A1
IK5~A
AK9~A~1~1~1
SE~6~0001
GE~1~100002555
IEA~1~100002555
```

- Unfamiliar with EDI 999 file format for implementation acknowledgement
- Segments in file had to be adjusted
- Iterative process
- Difficult to get information on this topic ahead of time

EFT/ACH, Bank Deposit Reconciliation Challenges

- Blend of ACH + checks
- Blend of 835 + EOB
- Different workflows
- Reassociation can be payer dependent
 - Manual process of reconciliation
 - Now multiple processes
- Incorrect claims
- Unpaid claims aggregate over time
- Incorrect payments
- Duplicate amounts for multiple payments
- Receivables tracking can be more difficult



\$\$\$ ACH & Check Payments \$\$\$



Resolutions


- Better training to bridge the gap as payers are converted onto reassociation
- More comprehensive view of payment variations

The screenshot displays the orbograph HPAC interface. The top navigation bar includes 'orbograph HPAC', 'Search', 'Reporting', 'Audit', and the user 'bryan-b'. The main content area is titled 'ACH Reassociation' and features search filters for 'Date' (Between 1/8 and 1/15/2014), 'Matched Status' (All, Matched, Remit only, ACH only), and 'Payer Name (Contains)'. A table below shows payment issues with columns for 'Details', 'Payer', 'Trace Number', 'Amount', 'Effective Date', and 'Remit'. Three callout boxes highlight specific data points: 'Trace Reassociation Number' points to the 'Trace Number' column, 'Effective Date ACH' points to the 'Effective Date' column under the 'ACH' sub-header, and 'Effective Date Remittance' points to the 'Effective Date' column under the 'Remit' sub-header.

Payment Issue				ACH	Remit
Details	Payer	Trace Number	Amount	Effective Date	Effective Date
+ AETNA	AETNA	814002360000793	\$49,631.33	01/08/2014	01/08/2014
+ AETNA	AETNA	814002500000943	\$137,390.54	01/08/2014	01/08/2014
+ AETNA	AETNA	160103140000220	\$1,307.58	01/08/2014	01/08/2014
+ AETNA	AETNA	814003500001074	\$26,646.40	01/09/2014	01/09/2014
+ AETNA	AETNA	160106140000256	\$6,508.64	01/09/2014	01/09/2014

EFT/ERA Operating Rule & Certification Benefits


- Education opportunity
- Consultative approach
- Active use of seal for trade shows
- Webinars & case studies



**Enabling the Transformation of
Healthcare Payments & Remittances**

Bridge the gap from paper to electronic with the Healthcare Payments Automation Center (HPAC).

- Innovative EOB Conversion Technology
- New Biller Service: EFT/ACH Reassociation to ERA's
- Patient Payment Processing
- Correspondence Capture with Zero-Dollar EDI 835



Orbograph, a new vendor affiliate member of HBMA and **keynote sponsor**, will be exhibiting in **booth #101**. Stop by to view a 4-minute video featuring South Nassau Communities Hospital or visit us at www.orbograph.com/hbma.

Enabling Transformation

Facilitate electrification via a payment automation platform, which optimizes posting & reconciliation, achieving the maximum benefits of straight-through-processing



Edifecs in Healthcare

Smart “pathways” to successful partnerships



Vision

“Our team commitment to only build healthcare solutions that drive down healthcare costs, achieve regulatory compliance and accelerate true reform, is our vision backbone and drives everything we do”.

- Sunny Singh



Business

- Employee-owned
- Leading healthcare solutions supporting regulatory compliance and healthcare reform
- Powering reform & the federal exchange



Customers

- 46 Blue Plans out of total 64
- 173 Total Payers
- 70+ Providers
- 31 State Medicaid Programs out of 56 (including CMS)



Talent

- 745+ Worldwide
- 30% + Engineering & Development
- Extensive Healthcare and Technology expertise



1996

Smart Trading

EDI / HL7 Validation Any Format / Any Source



Mandate Compliance

HIPAA, CAQH, ICD-10, ONC, CMS



Enterprise Applications

Population Insights for ACOs, VBRs, PCMHs
HIX, PSR, RRM, etc



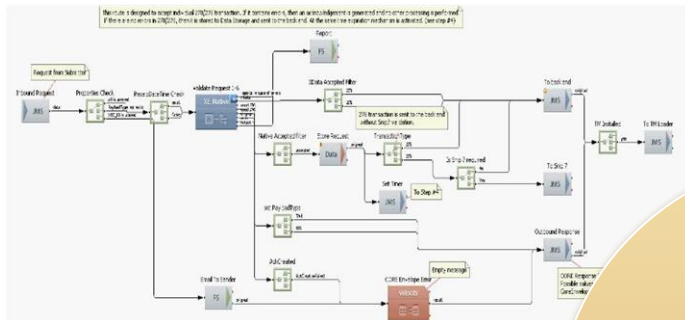
Partnership Platform

Cloud – SasS / PaaS, Future Exchanges

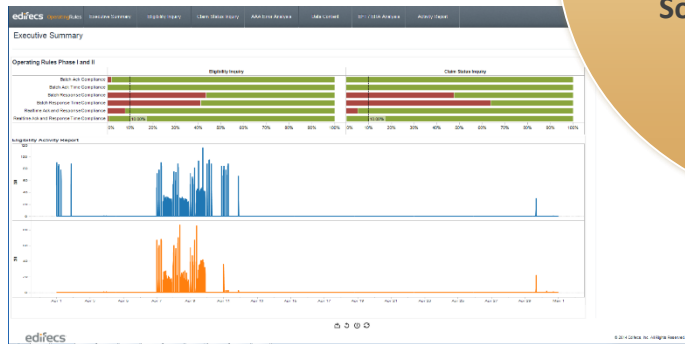
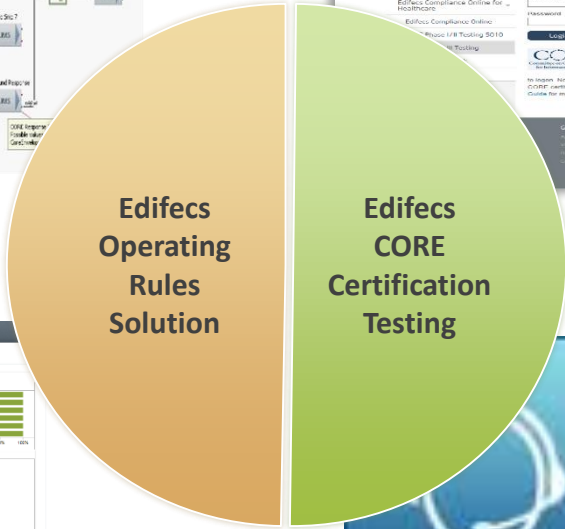
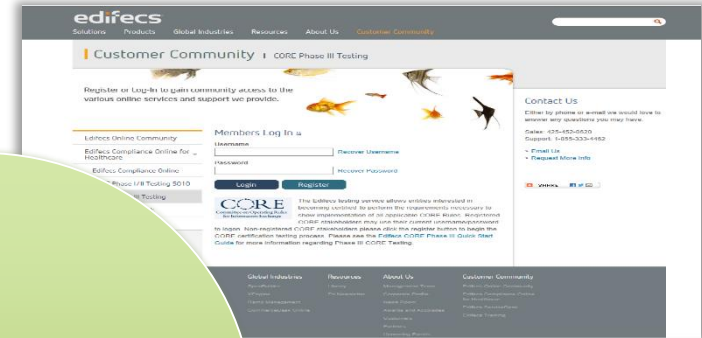
2014

Edifecs – CORE Operating Rules

Connectivity, Transaction Workflow & Enrichment



CORE Certification Testing Website



Compliance Tracking & Troubleshooting



Online & Live Support

[Click here for more information on the Edifecs Operating Rules solution](#)

Edifecs and CAQH CORE Partnership

- Edifecs is the first CAQH CORE authorized Testing vendor for CAQH CORE Operating Rules Phase I, II and III
- The CORE Phase III EFT/ERA Certification Testing Portal is currently open for registrations
- Helping healthcare organizations with voluntary CORE certification testing since 2006
 - Provides free testing service based upon the CORE-approved Phase I , II and III Test Suites
 - Dedicated web portal available 24/7
 - Has on-line support for issue resolution
- Edifecs has enabled 162 CORE Certifications as of 11/5/14

The screenshot displays the Edifecs website interface. At the top, the Edifecs logo is on the left, and navigation links for Solutions, Services, Customers, Insights, and About Us are on the right. The main content area is divided into four sections:

- Edifecs Compliance Online:** Features a blue "Compliance Login" button and a description: "Edifecs Compliance Online is a subscription-based service for HIPAA testing & certification. It provides services for healthcare professionals working towards implementing transaction-based interoperability solutions using healthcare transaction standards."
- ServiceDesk:** Features an orange "Service Desk Login" button and a description: "Edifecs ServiceDesk is a self-service customer support portal for our customers. ServiceDesk provides access to resources, product information and updates, online visibility to their support issues and a lot of other useful technical support information."
- CORE Phase I/II/III:** Features two green buttons: "Core I/II Login" and "Core III Login". Below them is a description: "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 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."
- Commerce Desk Login:** Features a purple "Commerce Desk Login" button and a description: "Edifecs CommerceDesk Online is a subscription-based industry resource site for integration/middleware professionals to get access to EDI standards based information, testing services and lot more."

At the bottom right, there is a section for **Global Industries Standards Support** with the text: "The CommerceDesk service includes testing and certification for X12, UN/EDIFACT and TRADACOMS standards."

Login Screen for Edifecs Certification Testing

The screenshot shows the Edifecs website's login interface. At the top left is the Edifecs logo. To the right are navigation links: Solutions, Services, Customers, Insights, and About Us, each with a dropdown arrow. Below the navigation is a section titled "CORE Phase III". A paragraph of text explains the testing service and provides instructions for registered and non-registered users. Below this is a "Members Log In" section with input fields for Username and Password, each with a "Recover" link. At the bottom of the login section are a "Submit" button and a "Click Here to Register" link.

edifecs Solutions ▾ Services ▾ Customers Insights ▾ About Us ▾

CORE Phase III

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 click the register button to begin the CORE certification testing process. Please see the Edifecs CORE Phase III [Quick Start Guide](#) for more information regarding Phase II CORE Testing.

Members Log In

Username [Recover Username](#)

Password [Recover Password](#)

[Click Here to Register](#)

Registration/Setting up a Test Account

The screenshot shows the 'Account Registration Wizard' interface. The title bar reads 'Account Registration Wizard'. Below the title bar, the main heading is 'Enter Organization Information' with a sub-instruction: 'Please fill out the form below, the * denotes a required field.' There is a small user icon in the top right corner of the form area.

The form is organized into several sections:

- Name and Identifiers:** Includes a 'Name: *' text input field.
- Phone, URL, and Email:** Includes a 'Copy User Information' button, 'Primary Phone:', 'Primary Fax:', 'Email Address:', 'Home Page:', and 'Commerce Page:' text input fields. An 'Extension:' text input field is also present.
- Billing Address:** Includes 'Billing Address Line 1:', 'Billing Address Line 2:', 'City:', 'State/Region:', 'Zip/Postal Code:', and 'Country:' (with a dropdown menu showing 'Please select a country').
- Shipping Address:** Includes 'Shipping Address Line 1:', 'Shipping Address Line 2:', 'City:', 'State/Region:', 'Zip/Postal Code:', and 'Country:' (with a dropdown menu showing 'Please select a country').
- Additional Information:** Includes 'CORE Stakeholder Type: *' with radio button options: ' -- None --', ' Provider (Submit Generic Batch Retrieval Request for v5010 835 - Information Requestor)', ' Provider Vendor (Submit Generic Batch Retrieval Request for v5010 835 - Information Requestor)', ' Health Plan (Receive Generic Batch Retrieval Request for v5010 835 - Information Source)', ' Clearinghouse (Submit Generic Batch Retrieval Request for v5010 835 - Information Requestor)', ' Clearinghouse (Receive Generic Batch Retrieval Request for v5010 835 - Information Source)', and ' Clearinghouse (Submit & Receive Generic Batch Retrieval Request for v5010 835 - Both)'. Below this is a 'CORE Pledge Date:' text input field.
- Identifiers:** Includes a table with columns 'Identifier', 'Production Value', and 'Test Value'. The 'SSN:' row has a text input field for 'Production Value' and a dropdown menu for 'Test Value' with the value 'Same as production' selected.

At the bottom of the form are three buttons: 'Cancel', 'Previous', and 'Next'.

Key Points to take care while registration:

- Provide organization's information to avoid account rejection- Individual accounts are not acceptable due to security reasons.
- Registration should be made with the user who would responsibility of certification testing.
- Stakeholder Type- Select the most appropriate stakeholder and transaction type on the basis of your organization's business structure and applicability. This would affect the test programs and test cases which would be enrolled in your account.

Overview of Certification Testing Site

EDIFECS CORE

Welcome Admin Hub [Manage](#)
CORE Certification Testing [Manage](#)

Home Partners Contacts Issues Reports Programs Setup Help Logoff

Start
Manage
About Edifecs

WELCOME TO THE EDIFECS CAQH CORE TESTING PORTAL

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](#).
[Launch Quick Start Guide](#)
- 2 Make certain that you have the connectivity resources available.
CORE Testing requires that an entity must be able to support the Phase II CORE 270 Connectivity Rule Version 2.2.0. 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.
- 3 Click on the "Programs" tab at the top to access the testing programs that you have been enrolled in for CORE testing.

Copyright © 2014 Edifecs, Inc. All Rights Reserved

EDIFECS, Inc.
Edifecs Solutions
Healthcare Solutions
Products
Compliance Online
Resources

Powered by **EDIFECS**

Best Practices for CORE Testing with Edifecs

Based on the questions that Edifecs support team most frequently receives from the certification testing portal, Edifecs recommends that the portal users:

- Review, understand and analyze the following components of CORE Certification in depth provided by CAQH
 - CORE Testing Policy
 - Operating Rules and their applicability
 - Master test bed data for CORE Testing
 - CORE Test Suite cases
- On the connectivity side making sure that your system follows the requirements specified in the connectivity specification provided by CAQH. The testing entities system must be up to date and compliant with the Operating rules connectivity (Phase I/II/II) prior to testing.

**CAQH CORE EFT & ERA
Operating Rules
*Available CORE Resources***

Implementation Steps for HIPAA Covered Entities

Free Tools and Resources

CAQH CORE has a **[NEW Implementation Resources webpage](#)** which contains descriptions of and links to all available free tools and resources including those outlined below and many others!

Education is key

Get executive buy-in early

- Read the [CAQH CORE Operating Rules](#)
- Listen to archive of past [CAQH CORE Education Sessions](#) or register to attend a future one
- Search the EFT & ERA [FAQs](#) for clarification on common questions
- Use our [Request Process](#) to Contact technical experts throughout implementation

Determine Scope of Project

- The [Analysis and Planning Guide](#) provides guidance to complete systems analysis and planning for implementation. Information attained from the use of this guide informs the impact of implementation, the resources necessary for implementation, as well as, what would be considered an efficient approach to, and timeline for, successful implementation.

Just Getting Started

Analysis and Planning

Systems Design

Systems Implementation

Integration & Testing

Deployment/Maintenance

Engage Trading Partners Early and Often

- **Provider's:** Use the EFT/ERA [Sample Health Plan](#) and [Sample Financial Institution](#) Letters as a way to help facilitate the request to receive EFT from your health plans and the request for delivery of the necessary reassociation data elements from your financial institutions

TEST, TEST, TEST!

- Leverage [Voluntary CORE Certification](#) as a quality check, a way to test with partners, and as a way of communicating compliance to the industry and other trading partners

Get Involved with CAQH CORE

- [Join](#) as a Participant of CAQH CORE in order to give input on rule-writing maintenance by joining a task group and to stay up-to-date on implementation developments

Get Involved!

- Any CORE Participating Organization can join any CAQH CORE group
 - If you are a CORE Participating Organization and would like to join one of these group calls, please email CORE@caqh.org

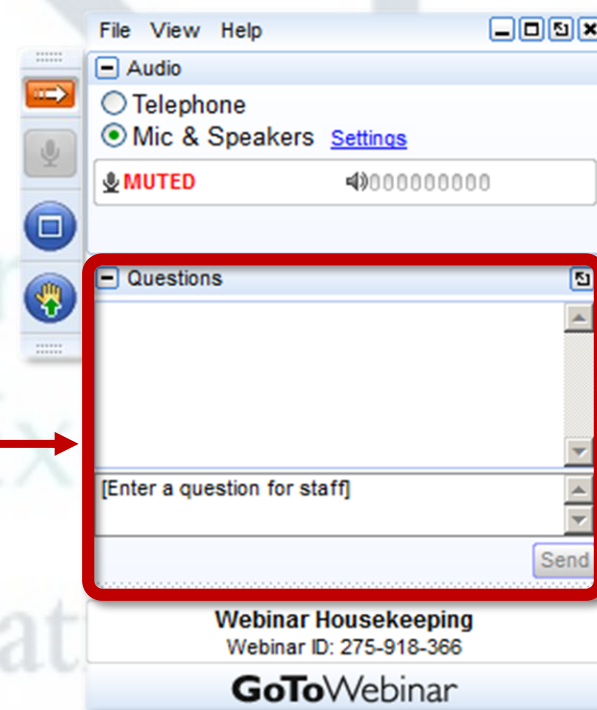
CAQH CORE Group	Current Group Focus	Frequency	Next Meeting
CORE Claims/Prior Authorization Subgroup	Develop infrastructure requirements for the claims and prior authorization transactions	Wednesdays 3:00-4:30pm ET bi-weekly*	Wednesday, November 12 th 3:00-4:30pm ET
CORE Benefit Enrollment & Maintenance/Health Plan Premium Payment Subgroup	Develop infrastructure requirements for the enrollment/disenrollment and premium payment transactions	TBD	First Call will Occur in November
CORE Code Combination Task Group (CCTG)	Process improvements and preparation for 2014 Market-based Review	Tuesdays 3:00-4:30pm ET bi-weekly*	December 2014 (Date TBD)
CORE Connectivity and Security Subgroup	Drafting the connectivity and related infrastructure options for Third Set of the ACA-mandated operating rules	Thursdays 2:30-4:00pm ET bi-weekly*	TBD

*Frequency of calls are subject to change. Please check the CORE Participant Calendar for the most accurate Subgroup call dates and times.

Q&A

Please submit your question:

- **Via the Web**: Enter your question into the Q&A pane in the lower right hand corner of your screen

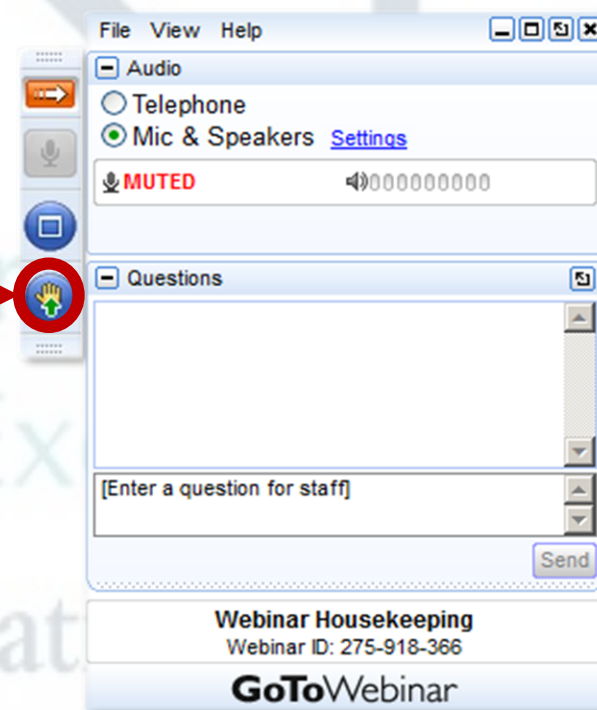


Q&A

Please submit your question:

- **By Phone or VoIP**: When prompted for audio portion of Q&A, please press “Raise Hand” Button to queue up to ask a question

NOTE: In order to ask a question during the audio portion of the Q&A please make sure that you have entered the “**Audio PIN**” (which is clearly identified on your user interface) by using your telephone keypad.



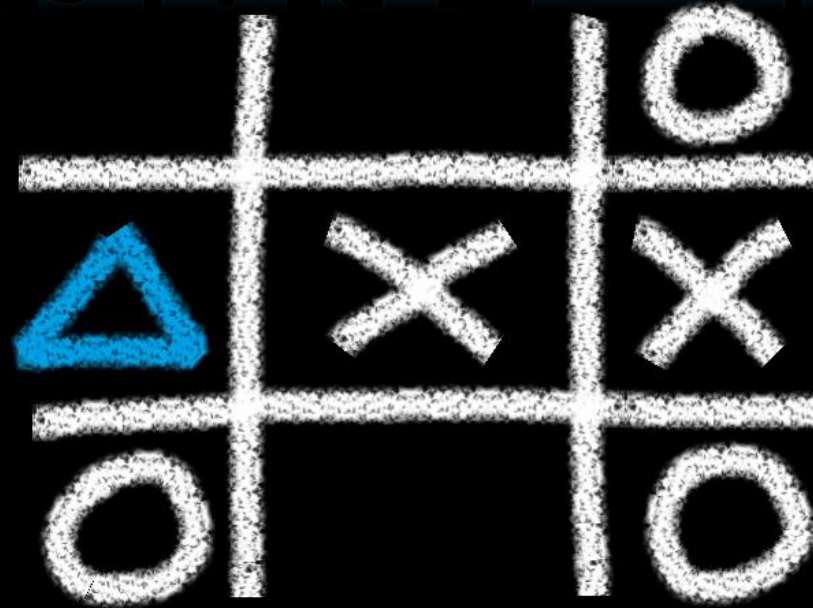
Thank You for Joining Us!

website: www.CAQH.org

email: CORE@caqh.org



You **Can't Win**



If You **Don't Know
The Rules**

APPENDIX

Additional Information and Resources

Available NACHA Resources

- [Healthcare Payments Resources Website](#)
 - Provides a repository of information on a wide variety of topics for both financial institutions and the healthcare industry. Includes links to many other resources, as well as customized information to help “translate” concepts from one industry to the other (FAQs, reports, presentations).
- [Healthcare EFT Standard Information](#)
 - Located within the healthcare industry tab of the above website, specific information can be found on the healthcare EFT standard.
- [Healthcare Payments Resource Guide](#)
 - Publication designed to help financial institutions in implementing healthcare solutions. It give the reader a basic understanding of the complexities of the healthcare industry, identify key terms, review recent healthcare legislation, and discuss potential impacts on the financial services industry.
 - Order from the NACHA eStore “Healthcare Payments” section
- [Revised ACH Primer for Healthcare Payments](#)
 - A guide to understanding EFT payment processing. Introduces the healthcare industry to the Automated Clearing House (ACH) Network, explains ACH transaction flow and applications, and includes two “next steps checklists,” one each for origination and receipt.
- Ongoing Education and Webinars
 - Check the Healthcare Payments Resource Website for “Events and Education”

Available CMS OESS Resources

- [HIPAA Covered Entity Charts](#)
 - Use the HIPAA Covered Entity Charts to determine whether your organization is a HIPAA covered entity
- [CMS FAQs](#)
 - Frequently asked questions about the ACA, operating rules, and other topics
- [Affordable Care Act Updates](#)
 - Updates on operating rules; compliance, certification, and penalties; and engagement with standards and operating rules
- [CMS eHealth University](#)
 - [What Administrative Simplification Does For You](#) – This fact sheet explains the basics behind how Administrative Simplification will help improve health care efficiency and lower costs
 - [Introduction to Administrative Simplification](#) – This guide gives an overview of Administrative Simplification initiatives and their purposes
 - [Introduction to Administrative Simplification: Operating Rules](#) – A short video with information on Administrative Simplification operating rules
- Additional Questions
 - Questions regarding HIPAA and ACA compliance can be addressed to:
 - Geanelle Herring, Health Insurance Specialist, Geanelle.Herring@cms.hhs.gov

Promote Provider Adoption of EFT & ERA Operating Rules

Take Action Now!

Contact Your Health Plans!



- To benefit from new EFT and ERA mandates, ensure your provider organization has requested the transactions from its health plans and EFT & ERA Operating Rule implementation status
- To help facilitate this request, CAQH CORE developed the [**Sample Provider EFT Request Letter**](#)
- Providers can use this sample letter as template email or talking points with health plan contacts to request enrollment in EFT/ERA and benefits of operating rules
- The tool includes background on the benefits EFT, key steps for providers, an actual letter template, and glossary of key terms

Contact Your Banks!



- To maximize the benefits available through the CAQH CORE Reassociation Rule, providers must request delivery of the necessary data for EFT and ERA reassociation
- To help facilitate this request, CAQH CORE developed the [**Sample Provider EFT Reassociation Data Request Letter**](#)
- Providers can use this sample letter as template email or talking points with bank contacts to request delivery of the reassociation data
- The tool includes background on the benefits of the letter, key steps for providers, an actual letter template, and glossary of key terms

Relationship between Ongoing HIPAA Enforcement and HHS Health Plan Certification

The complaint-driven HIPAA Enforcement Process is an established and existing program that will be maintained *in addition to* the HHS Health Plan Certification program; the two programs are complementary

	Complaint-Driven HIPAA Enforcement Process	Proposed HHS Health Plan Certification of Compliance
Applicable Entities	All HIPAA covered entities	Health plans
Action Required	Implement CAQH CORE Eligibility & Claim Status and EFT & ERA Operating Rules, and applicable Standards	File statement with HHS that demonstrates health plan has obtained a CAQH CORE Certification Seal for Phase III or HIPAA Credential and thus are in compliance with the standards and operating rules
Compliance Date	<i>First Set – January 1, 2013</i> <i>Second Set – January 1, 2014</i>	December 31, 2015 (proposed)
Applicable Penalties	Due to HITECH, penalties for HIPAA non-compliance have increased, now up to \$1.5 million per entity per year	Fee amount equals \$1 per covered life until certification is complete ; penalties cannot exceed \$20 per covered life or \$40 per covered life (for deliberate misrepresentation) on an annual basis
Verification of Compliance	Ongoing complaint-driven process to monitor compliance prompted by anyone filing a complaint via CMS's Administrative Simplification Enforcement Tool (ASET) for non-compliance with the standards and/or operating rules	"Snapshot" of health plan compliance based on when the health plan obtains CORE Certification/HIPAA Credential and files statement with HHS

Example of complementary nature of HIPAA Enforcement Process and Proposed HHS Health Plan Certification:

An entity could file a complaint for non-compliance against an HHS-certified Health Plan using the HIPAA Enforcement Process if they believe the Health Plan has fallen out of compliance since their certification (e.g. A certified Health Plan acquires another non-compliant Health Plan).