*simplifying healthcare administration*

**CAQH**

# CORE Voluntary Certification:
## Certification from the Testing Vendor's Perspective
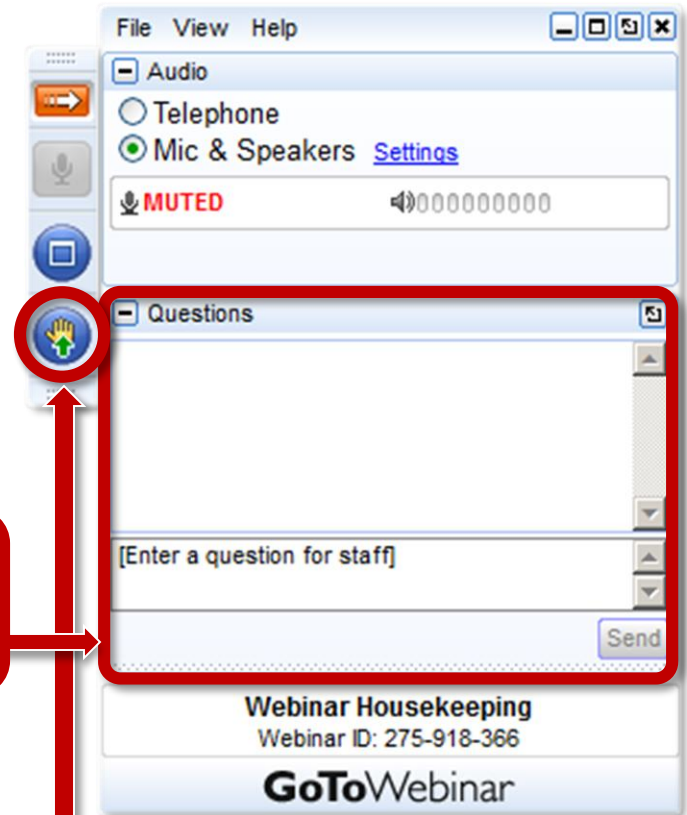
February 18, 2015
2:00 – 3:00pm ET

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# Participating in Today's Session

- Download a copy of today's presentation on the CAQH.org website
  - 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
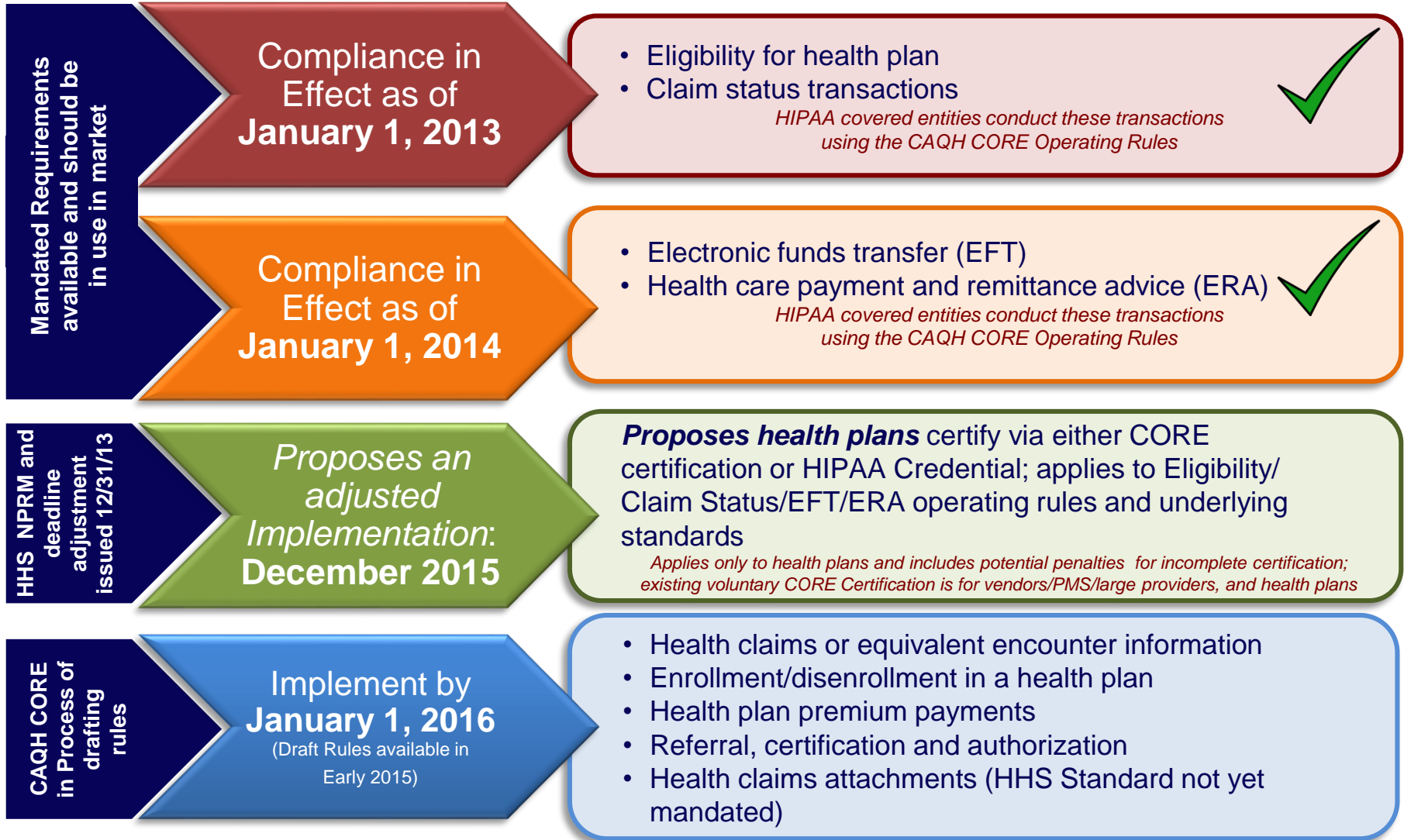


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# Session Topics

- Welcome Introduction

- CAQH CORE Certification Overview

- EDIFECS Presentation

- EDIFECS and CAQH CORE Q&A

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# CAQH CORE Voluntary Certification

# *OVERVIEW*

# ACA Mandated Operating Rules and Certification
## *Compliance Dates*

**Mandated Requirements available and should be in use in market**

**Compliance in Effect as of January 1, 2013**

- Eligibility for health plan
- Claim status transactions

*HIPAA covered entities conduct these transactions using the CAQH CORE Operating Rules* ✓

**Compliance in Effect as of January 1, 2014**

- Electronic funds transfer (EFT)
- Health care payment and remittance advice (ERA) ✓

*HIPAA covered entities conduct these transactions using the CAQH CORE Operating Rules*

**HHS NPRM and deadline adjustment issued 12/31/13**

*Proposes an adjusted Implementation*: **December 2015**

***Proposes health plans*** certify via either CORE certification or HIPAA Credential; applies to Eligibility/ Claim Status/EFT/ERA operating rules and underlying standards

*Applies only to health plans and includes potential penalties for incomplete certification; existing voluntary CORE Certification is for vendors/PMS/large providers, and health plans*

**CAQH CORE in Process of drafting rules**

**Implement by January 1, 2016**
(Draft Rules available in Early 2015)

- Health claims or equivalent encounter information
- Enrollment/disenrollment in a health plan
- Health plan premium payments
- Referral, certification and authorization
- Health claims attachments (HHS Standard not yet mandated)

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# HHS Health Plan Certification:  Look back over the Past Year

**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

- **As of February 2015**, a final rule had not been published ,

## 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

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*May be adjusted pending final rule

# *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 162 CORE Certifications** have been achieved with over 12 Certifications currently pending. Access a list of these organizations on the CAQH CORE website



162 *Voluntary* CORE Certification Seals Awarded

12 Pending

| 0 | 20 | 40 | 60 | 80 | 100 | 120 | 140 | 160 | 180 | 200 |
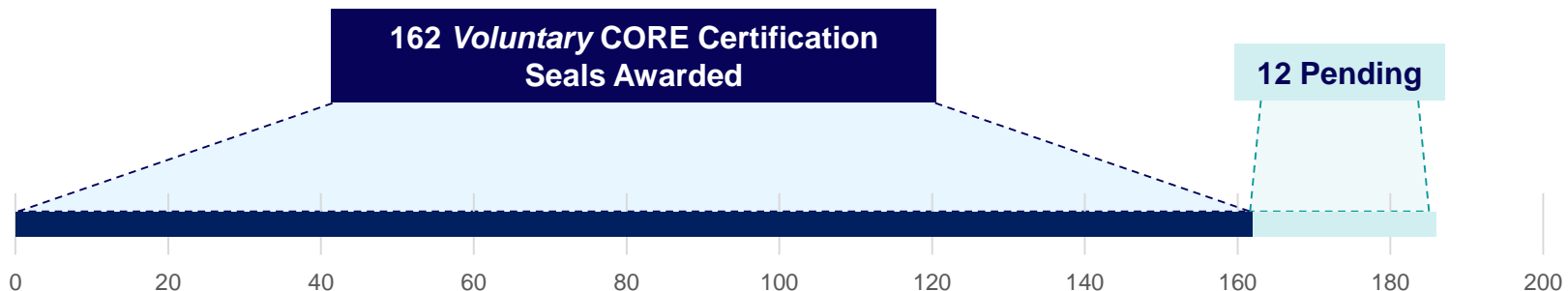
# CORE Certification: Looking back over the Past Year

- Entities that have achieved CORE Certification in 2014:

# HHS Health Plan Certification: Look back over the Past Year

## CAQH CORE Subgroup took requirements from proposed rule and public comments and created draft HIPAA Credential Application forms

- **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.*

# HHS Health Plan Certification: Looking Forward to 2015

## HHS Health Plan Certification Final Rule from CMS Expected

- **CAQH CORE Certification & Testing Subgroup (CTSG)**, comprised of CORE Participants,* ready to analyze final rule requirements and develop HIPAA Credential forms

- **CAQH CORE** preparing to administer Documentation of Compliance for HHS Health Plan Certification, including:
  - **CORE Certification**
  - **HIPAA Credential**

*For more information on how to become a CORE Participating Organization, please visit our website HERE*

# CORE Certification
## *Looking Forward to 2015*

**CAQH CORE plans to make significant administrative upgrades to the Voluntary CORE Certification process such that the pledge and application process is more streamlined and easier to use for applicants**

- **Integration of E-Payments**
  Applicants will be able to pay for their application fee on our website via Credit Cards or E-Check

- **Interactive Online Forms**
  The CORE Certification Pledge, Application and other forms can easily be accessed on our website and will be pdf-fillable

- **CORE Certification Webpage Redesign**
  The CORE Certification Webpage will undergo a redesign to provide easier access to current resources, documents and tools for reference

- **Electronic Submission**
  Applicants will be able to submit all CORE Certification forms electronically through our website and via email

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# CORE Certification and HIPAA Credential
## *2015 Timeline*

| Q1 | Q2 | Q3 | Q4 |
|----|----|----|----|
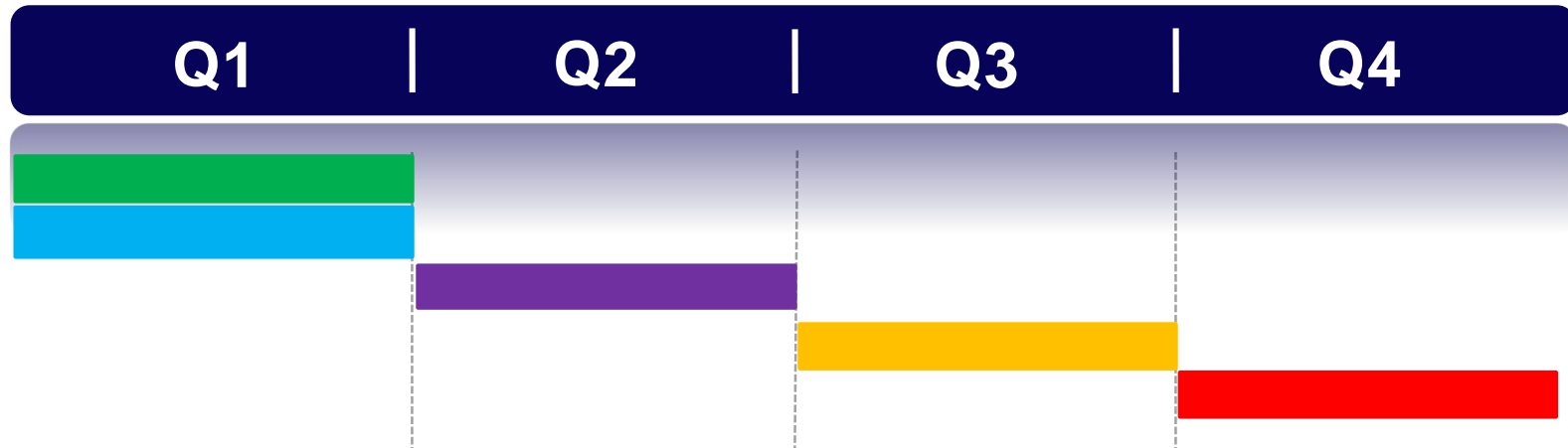
**Integration of E-Payments**

**Interactive Online CORE Certification Forms**

**CORE Certification Webpage Redesign**

**Ability to Submit CORE Certification forms electronically**

**CORE-Authorized Testing Vendor begins building Phase IV Operating Rules Test Site**

**?**

- **TBD – Publication of Final Rule for ACA-Mandated HHS Health Plan Certification**

- **TBD—Administration of Documentation of Compliance (HIPAA Credential and CORE Certification) for HHS Health Plan Certification in a dedicated, reliable and secure manner**

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# 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

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## Polling Question

Which approach to Operating Rules will your organization be taking?

1. CORE Certification
2. HIPAA Credential / Attestation
3. We're still evaluating
4. Unknown
5. We are not a health plan

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# Conformance Testing
## Pathway to Operating Rules Compliance

Raghu Janardhan
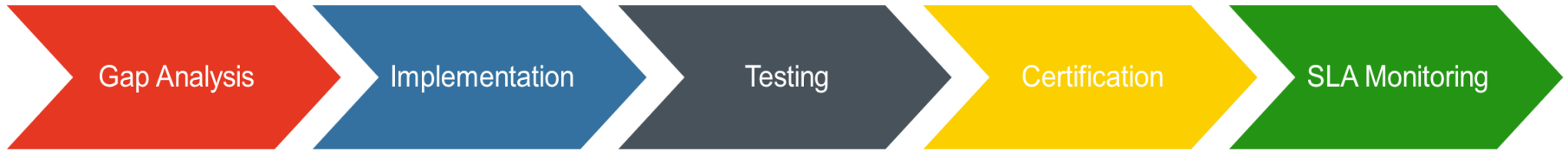Implementation Practice Director
Raghu.janardhan@edifecs.com

edifecs

# Agenda

1. CAQH CORE + Edifecs Partnership

2. Project Timeline

3. Introduction to Certification Portal

4. Tips for Getting Prepared for Testing

# Edifecs CAQH CORE Partnership

- **CAQH CORE authorized Testing vendor for Operating Rules Phases I, II and III**

- **Helping healthcare organizations with voluntary CORE certification testing since 2006**

- **162 (and counting!) CORE Certifications as of December 2014**

- **Partnering with CAQH CORE for industry education sessions**

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# Certification Project Timeline

| Gap Analysis | Implementation | Testing | Certification | SLA Monitoring |
|---|---|---|---|---|

**Gap Analysis**

Review Operating Rules

Identify transaction content gaps

Perform technology replacement analysis

Baseline current performance levels

Identify gaps

**Implementation**

Make necessary technology replacement decisions

Implement new technologies If needed

Make system changes

**Testing**

Perform internal testing
- Unit testing
- Regression testing

Verify compliance with content and infrastructure compliance rules
- Functional testing
- Integration testing

Track service levels
- Volume
- Load

**Certification**

Plan, register and pledge

Download and set up master test data

Iterative testing until successful completion of testing program

Review by CORE and conference of seal

**SLA Monitoring**

Go live!

Constant surveillance ensuring compliance with service levels

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# Prepare Yourself for Testing

**1**

Review, understand and analyze the following components of CORE Certification in depth provided by CAQH CORE.
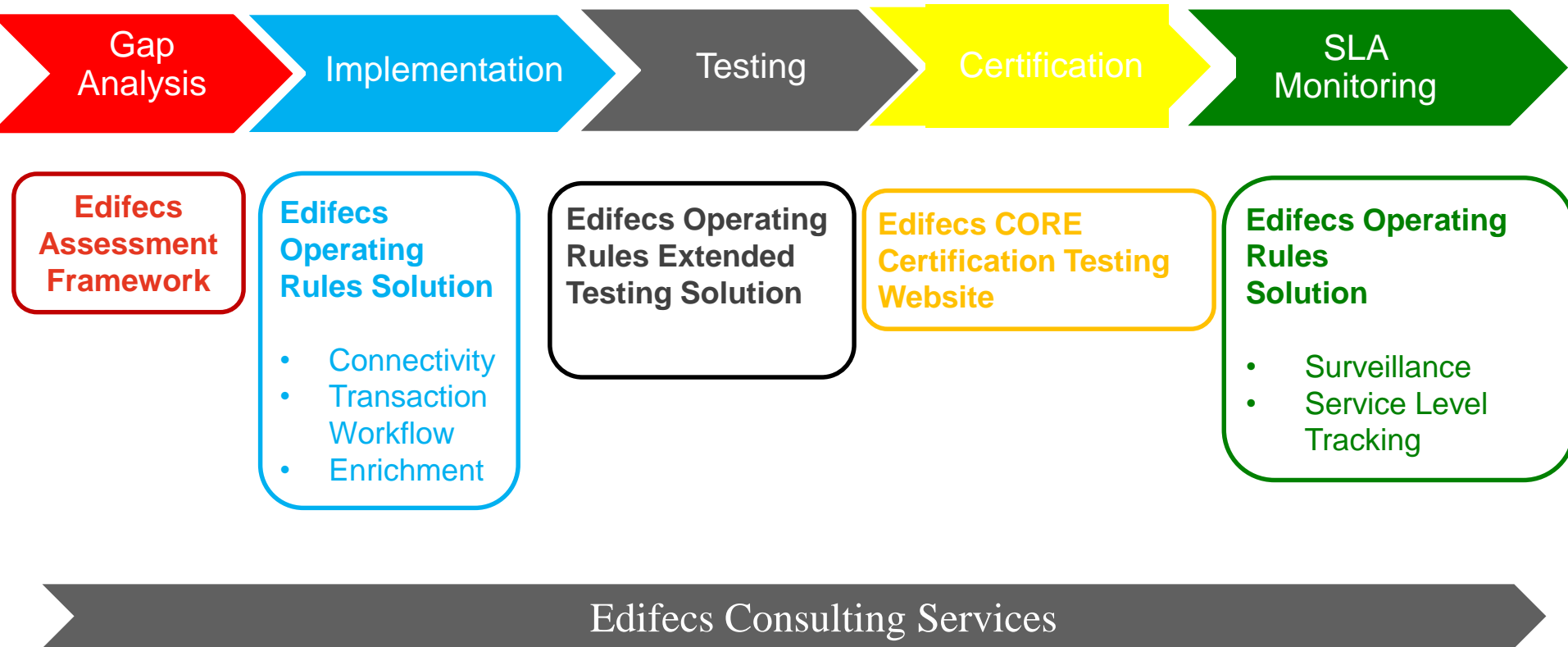
- CORE Testing Policy
- Operating Rules and their applicability
- Master test bed data for CORE Testing
- CORE Test Suite cases

**2**

On the connectivity side making sure that your system follows the requirements specified in the connectivity specification provided by CAQH CORE.
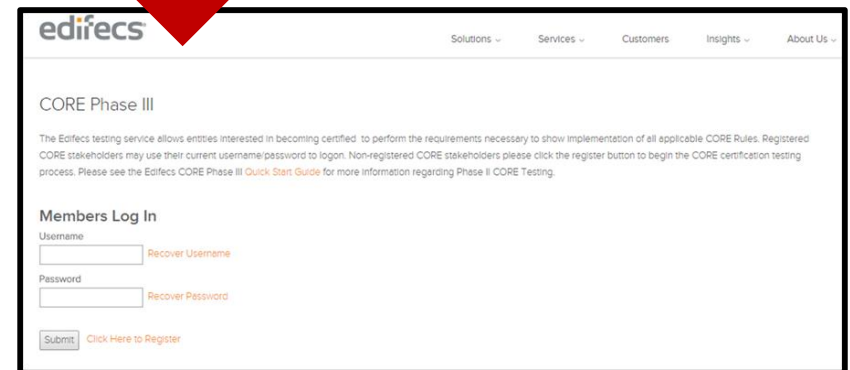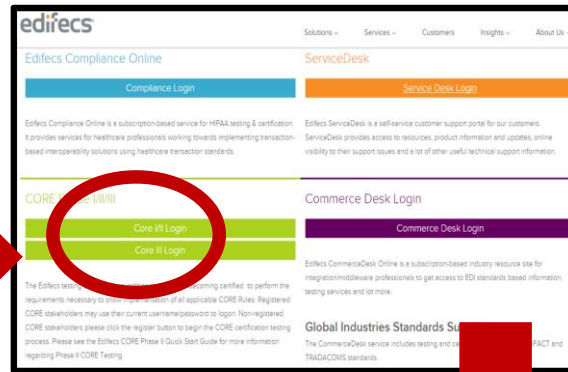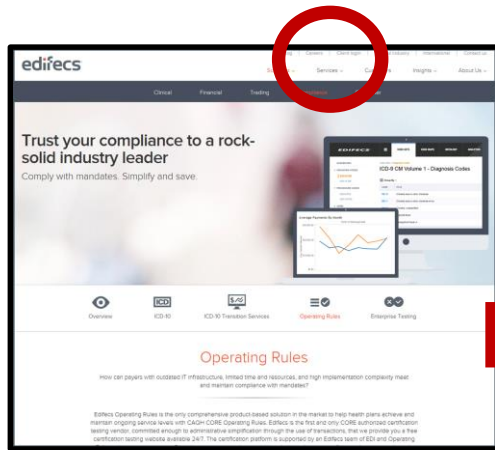
Note: The testing entities system must be up to date and compliant with the Operating rules connectivity (Phases I/II/III) prior to testing

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# Edifecs Operating Rules Solutions

| Gap Analysis | Implementation | Testing | Certification | SLA Monitoring |
|---|---|---|---|---|

**Edifecs Assessment Framework**

**Edifecs Operating Rules Solution**

- Connectivity
- Transaction Workflow
- Enrichment

**Edifecs Operating Rules Extended Testing Solution**

**Edifecs CORE Certification Testing Website**

**Edifecs Operating Rules Solution**

- Surveillance
- Service Level Tracking

Edifecs Consulting Services

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# CORE Certification Portal

www.edifecs.com



- <u>Free</u> testing service based on CORE approved test suites

- Dedicated web portal available 24/7

- Online and live support for quick issue resolution

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# Join the Conversation

http://www.edifecs.com/e/



- Weekly on Wednesdays
- Launch with six part "Tips and Tricks" Series on Conformance Testing

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# Keep Educating Yourself

Want to learn more about conformance testing?  Sign up for the Operating Rules Blog

www.edifecs.com/e/

Register for AHIP Operating Rules Thought Leadership Webinar (March 25)

http://www.ahip.org/Webinar/COREEdifecs3-25-2015/

Visit Edifecs.com for the latest information on helpful conformance testing and ongoing monitoring solutions

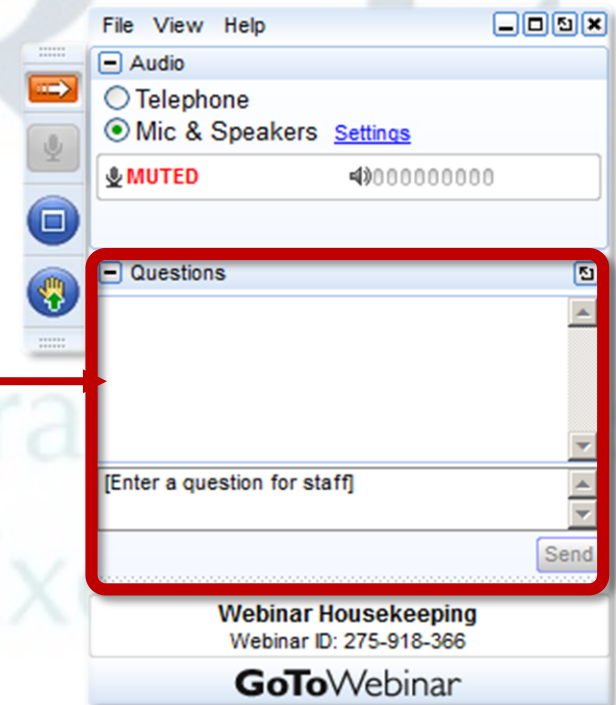www.Edifecs.com/solutions/compliance-solutions/operating-rules/

CORE Phase I/II Login

http://www.edifecs.com/login/core-phase-i-ii

CORE Phase III Login

http://www.edifecs.com/login/core-phase-iii

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# 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

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# Thank You for Joining Us!

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