

# Frequently Asked Questions about Participating in the CAQH Index for Healthcare Providers

The CAQH Index® tracks and reports progress by U.S. healthcare system in adopting electronic transactions for several routine claims-related business interactions between healthcare providers and health insurance plans. The Index also estimates the potential efficiency and cost savings this transition to automation could provide for healthcare providers and health plans and areas with future savings opportunity.

## Who is CAQH?

CAQH is a non-profit alliance which creates shared initiatives to streamline the business of healthcare. We work with providers and health plans to deliver value and accelerate the transformation of business processes.

## About [NORC](#) at the University of Chicago

NORC is an independent research organization that delivers reliable data and rigorous analysis to guide critical decisions. NORC is managing provider engagement, data collection, and analysis for the provider component of the Index.

## Transactions Studied

The 2016 CAQH Index is studying the following transactions for healthcare providers:

- Claim Submission
- Eligibility and Benefit Verification
- Prior Authorization/Referrals
- Advice/Receiving and Posting Payments
- Claim Status Inquiries
- Claim Payment
- Claim Remittance

## How it Works

Providers work directly with NORC to contribute only necessary data through a straightforward process. NORC provides a questionnaire to facilitate submission of transaction counts and cost-per-transaction data. The questionnaire contains data fields and includes instruction on how to report the numbers of transactions and per-transaction costs for both electronic and manual transactions. The activities required of each participant may vary according to the accessibility of requested data, but generally require a time commitment ranging from two to six hours:

- **Designate a point of contact.** We recommend that participants choose someone to coordinate the data collection. CAQH will send the questionnaire to this individual and communicate with this person to connect with others in the organization as needed.
- **Conduct internal data collection.** Few providers collect data on the time and resources spent on administrative transactions. The CAQH questionnaire provides instructions for collecting and calculating the per-transaction time and costs by transaction type for both electronic and manual transactions.
- **Submit data to CAQH.** Once data is submitted, CAQH will review it for completeness and consistency with data reported by other participants. NORC is available to address questions about how to collect the requested data, measure transaction volume, and calculate per-transaction costs.
- **Participate in a brief interview.** Following review of the completed questionnaire, a NORC researcher will schedule an interview with the organization's designated point(s) of contact to review the data submitted and any important underlying assumptions or limitations.
- **Receive customized benchmarking information.** When the data collection process is complete, participating providers will receive a customized benchmark report illustrating how the organization's results compare with the national average and ranges of response, as well as a \$750 honorarium for their time.

## Confidentiality

No data from individual providers will be disclosed – only aggregated, de-identified data are published in the Index report. Individual company data will be kept confidential, according to the [Reporting Standards and Data Submission Guide](#).

To learn more about the CAQH Index, contact [Raynard Washington](#), Sr. Manager, Research & Measurement [rwashington@caqh.org](mailto:rwashington@caqh.org). To learn more about participating in the 2016 CAQH Index, contact NORC at [IndexHelp@norc.org](mailto:IndexHelp@norc.org) or (877) 394-1975.