



CAQH CORE and X12 Webinar Series

Diving Deeper: Eligibility & Benefit Transactions and Operating Rules

October 24, 2023

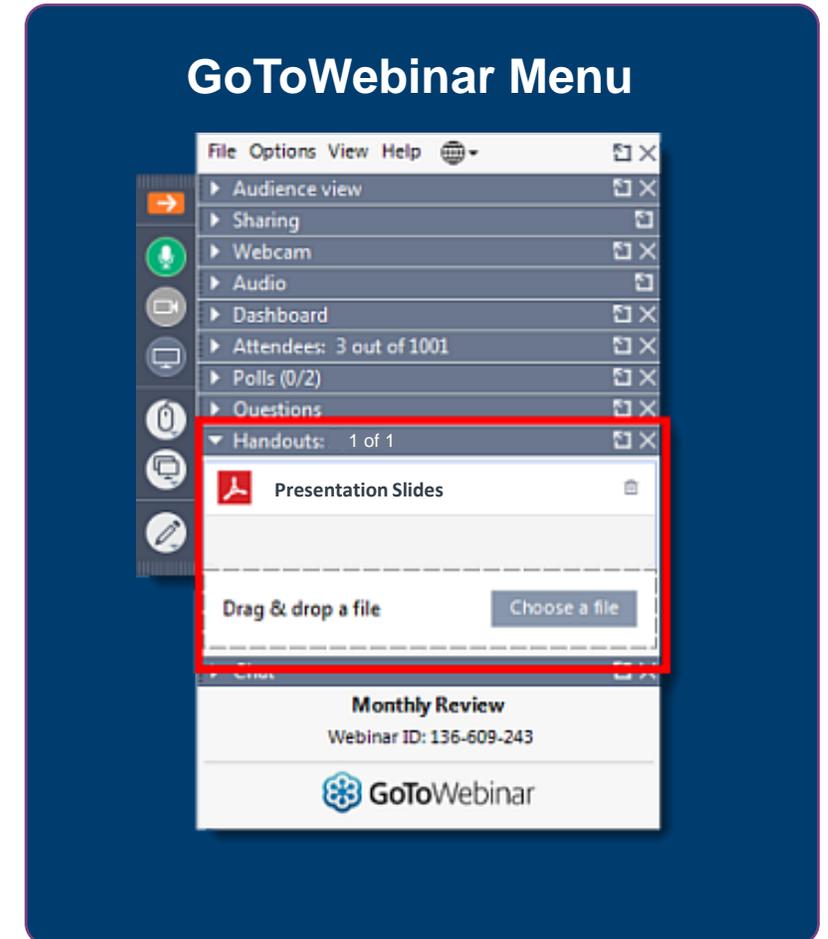
Michelle Barry, Availity
Bob Bowman, CAQH
Donna Campbell, HCSC
Evert Ford, Optum

Agenda

- X12 Overview
- CORE Overview
- Panel Discussion:
 - CPT STC Crosswalk
 - Co-pay Maximums and Accumulators
 - Multiple 271 Responses
 - COB Payer Name
 - Date of Service
- Questions
- Call to Action

Webinar Logistics

- Accessing webinar materials:
 - Download the presentation slides from the “Handouts” section of the GoToWebinar menu.
 - An e-mail will be sent to all attendees and registrants in the next 1-2 business days with information on how to access slides and today’s recording.
- Have a question?
 - Submit your question **at any time** using the Questions panel on your GoToWebinar menu.



Thank You to Our Speakers

Michelle Barry

Director

Availity

Bob Bowman

Principal, Interoperability and Standards

CAQH CORE

Donna Campbell

IT Product Manager-Provider Connectivity

HCSC

Evert Ford

Product Manager

Optum

ELIGIBILITY AND
BENEFITS
WHAT'S
HAPPENING AT
X12?



DISCLAIMER

- This presentation is for informational purposes only
- This presentation is not intended to represent legal advice
- The content is point-in-time information and is subject to revision
- If you have questions regarding specific information, please send them to info@x12.org
- Visit www.x12.org for additional details about X12

X12



TOPICS

1. About X12
2. Health Care Eligibility/Benefit Inquiry and Information Response
 - *Panel Discussion with CAQH CORE*
3. Resources and Reminders
4. Wrap-Up



Background



THE X12 ORGANIZATION

- X12 is a consensus-based ANSI-accredited National Standards Developer (ASD) focusing on the development and ongoing use of cross-industry interoperable data interchange standards
- X12's standards have proven reliable, efficient, & effective in supporting organizations and industries for 40+ years
- X12 maintains electronic messaging that supports finance, government, health care, insurance, supply chain, transportation, and other industries

The logo for X12, featuring the text "X12" in a bold, white, sans-serif font with a registered trademark symbol, set against a dark purple background. A large, light blue "X" is partially visible behind the text.

X12

X12 IMPLEMENTATION BASE

- Billions of transactions based on X12 standards are utilized daily across various industries including finance, government, health care, insurance, supply chain, transportation, and others
- Millions of entities around the world have an established infrastructure that supports X12 transactions, representing a significant investment in a stable and effective infrastructure
- The data exchanged in X12 transactions is well-defined and has been use-tested in production systems for over 40 years



X12

X12 PRODUCTS

- X12's product library includes
- *The EDI Standard which is comprised of hundreds of transactions and internal code lists*
 - *Technical reports, including implementation guides, describing the business rules and data content for various uses of the EDI Standard*
 - *External code lists, aka terminology or vocabulary resources*
 - *Schema based on the EDI Standard and implementation guides*
 - *Other offerings designed to assist implementers*

The logo for X12, featuring the text "X12" in a bold, white, sans-serif font. The "X" is significantly larger than the "12" and is positioned to the left of the "12". The logo is set against a dark purple background that is part of a larger graphic element on the slide.

X12'S APPROACH

- Open-minded, with vision and insight related to data exchange in both current and developing technologies
- Responsive to business requirements presented by other organizations
- Collaborating enthusiastically with other SDOs, industry groups, government, and business-focused entities

X12



Wrap Up



RESOURCES

X12N Request for Information (RFI)

→ [x12.org/resources/requests-for-interpretation](https://www.x12.org/resources/requests-for-interpretation)

→ Your go-to for implementation guide or TR3 specification questions

→ Not to be a source for HIPAA compliance questions/answers

RESOURCES

Maintenance Requests & Code Maintenance Requests

- x12.org/resources/forms
- Requests for changes to the Standard, TR2s, TR3s
- Requests for changes to the internal code list dictionary used within the TR3s
- Requests for new TR2 or TR3 specifications

REMINDER

- X12N maintains a library of informational PowerPoints, position papers, checklists, etc.
- Visit X12's [Info Center](http://x12.org) at x12.org to review other relevant information, including:
 - *ASCN023 – Overview of the X12N Subcommittee*
 - *ASCN024 – Overview of X12N's Task Groups*
 - *ASCN025 – Overview of X12N's Work Groups*
 - *ASCN026 through ASCN038 provide more details about each of X12's individual work groups **

* indicates planned materials

STAY CONNECTED

→ Learn more about X12 and become a member at [X12.org](https://x12.org)

→ Stay informed by following X12

 *@x12standards on Twitter*

 *#X12 on LinkedIn*

→ Feedback, Ideas, and/or Questions, share with us at x12.org/feedback



CORE Overview

Bob Bowman

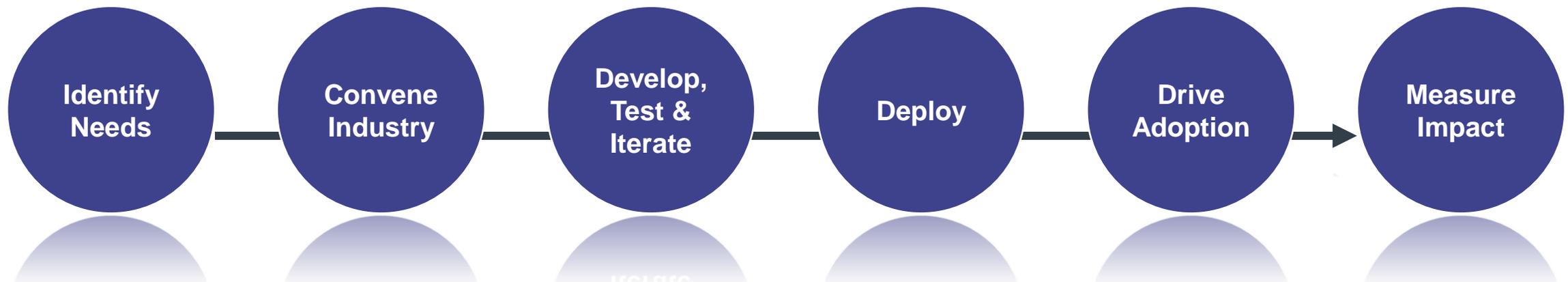
Principal, Interoperability and Standards, CAQH CORE

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

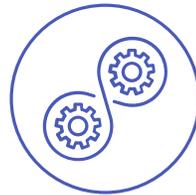
An **industry-wide facilitator** of a trusted, simple and sustainable healthcare data exchange that evolves and aligns with market needs.



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

Government

- Arizona Health Care Cost Containment System
- California Department of Health Care Services
- Centers for Medicare and Medicaid Services (CMS)
- Federal Reserve Bank of Atlanta
- Florida Agency for Health Care Administration
- Health Plan of San Joaquin
- Michigan Department of Community Health
- Minnesota Department of Health
- Minnesota Department of Human Services
- Missouri HealthNet Division
- North Dakota Medicaid
- Oregon Department of Human Services
- Oregon Health Authority
- Pennsylvania Department of Public Welfare
- TRICARE
- United States Department of Treasury Financial Management
- United States Department of Veterans Affairs

Health Plans

- Aetna
- Ameritas Life Insurance Corp.
- AultCare
- Blue Cross and Blue Shield Association (BCBSA)
- Blue Cross Blue Shield of Michigan
- Blue Cross Blue Shield of North Carolina
- Blue Cross Blue Shield of Tennessee
- CareFirst BlueCross BlueShield
- Centene Corporation
- CIGNA
- Elevance Health
- Health Care Service Corp
- Horizon Blue Cross Blue Shield of New Jersey
- Humana
- Medical Mutual of Ohio, Inc.
- Point32Health
- UnitedHealthGroup

Integrated Plan/Provider

- Highmark Health (Highmark, Inc.)
- Kaiser Permanente
- Marshfield Clinic/Security Health Plan of Wisconsin, Inc.

Vendors & Clearinghouses

- AIM Specialty Health
- athenahealth
- Availity, LLC
- Averhealth
- Cedar Inc
- Cerner/Healthcare Data Exchange
- Change Healthcare
- ClaimMD
- Cloud Software Group
- Cognizant
- Conduit
- CSRA
- DXC Technology
- Edifecs
- Epic
- Experian
- Healthedge Software Inc
- HEALTHeNET
- HMS
- Infocrossing LLC
- JP Morgan Healthcare Payments
- NantHealth NaviNet
- NextGen Healthcare Information Systems, Inc.
- OptumInsight
- PaySpan
- PNC Bank
- PriorAuthNow
- SS&C Health
- Surescripts
- The SSI Group, Inc.
- TriZetto Corporation, A Cognizant Company
- Utah Health Information Network (UHIN)
- Wells Fargo
- Zelis

Providers

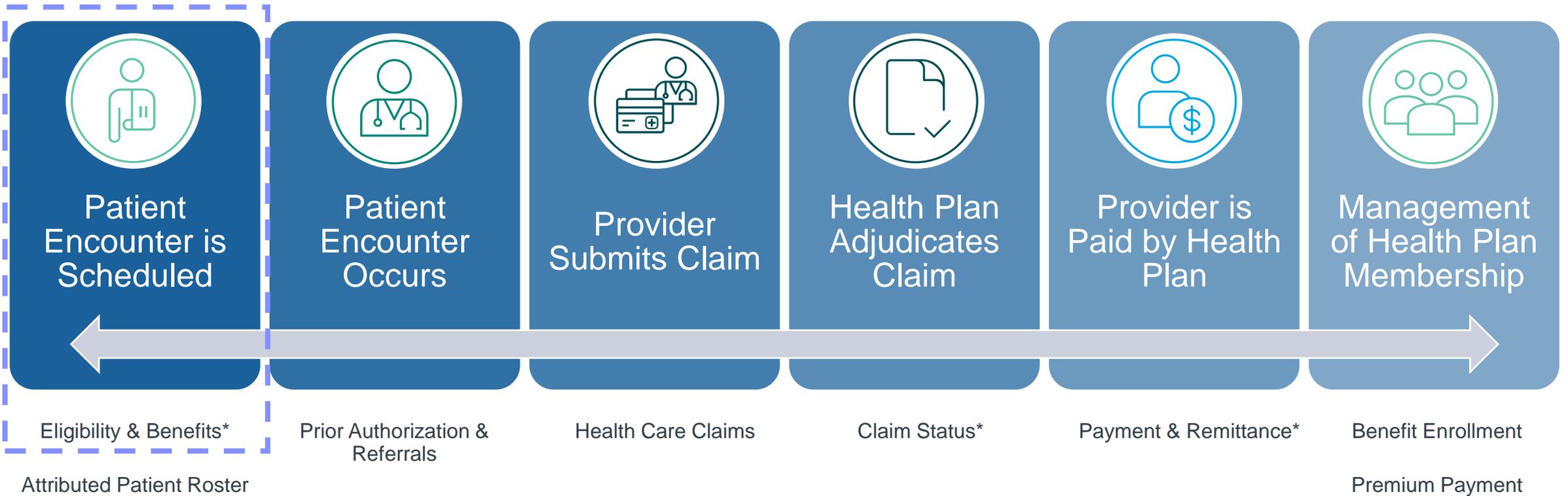
- American Hospital Association (AHA)
- American Medical Association (AMA)
- Aspen Dental Management, Inc.
- Children's Healthcare of Atlanta Inc
- Cleveland Clinic
- Greater New York Hospital Association (GNYHA)
- Healthcare Financial Management Association (HFMA)
- Laboratory Corporation of America
- Mayo Clinic
- Medical Group Management Association (MGMA)
- Montefiore Medical Center
- New Mexico Cancer Center
- OhioHealth
- Ortho NorthEast (ONE)
- OSF HealthCare
- Peace Health
- St. Joseph's Health
- Virginia Mason Medical Center

Other

- Accenture
- ASC X12
- Cognosante
- Healthcare Business Management Association
- Healthcare Business Association of New York (HCBA)
- HL7
- NACHA The Electronic Payments Association
- National Association of Health Data Organizations (NAHDO)
- National Committee for Quality Assurance (NCQA)
- National Council for Prescription Drug Programs (NCPDP)
- New England HealthCare Exchange Network (NEHEN)
- Preferra Insurance Company Risk Retention Group
- Private Sector Technology Group
- Tata Consultancy Services Ltd
- Utilization Review Accreditation Commission (URAC)
- Work Group for Electronic Data Interchange (WEDI)

Account for 75% of total American covered lives.

CAQH CORE Operating Rules Support Key Revenue Cycle Functions



*Rule Set Contains Federally Mandated Operating Rules

Panel Discussion

Topic:

CPT STC Crosswalk

Topic:

Co-pay Maximums and Accumulators

Topic:

Multiple 271 Responses

Topic:

COB Payer Name

Topic:

Date of Service

Questions

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



Webinars

CORE Q4 Town Hall

- November 1st, 2:00-3:00pm

Operating Rules: An Essential Conduit for Administrative and Clinical Interoperability

- November 30th, 2:00-3:00pm

X12 and CORE Education Series: X12/CORE Education Series: 275 Transaction & Attachments Operating Rules

- December 7th, 2:00-3:00pm ET



Conferences

2023 WEDI National Conference

- *Washington, DC*
- Healthcare Standard Development Organization (SDO) Updates
- November 7th, 3:30-5:00pm ET

Thank you for joining us!

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