



CAQH CORE: Leap Year Surprise Open Mic

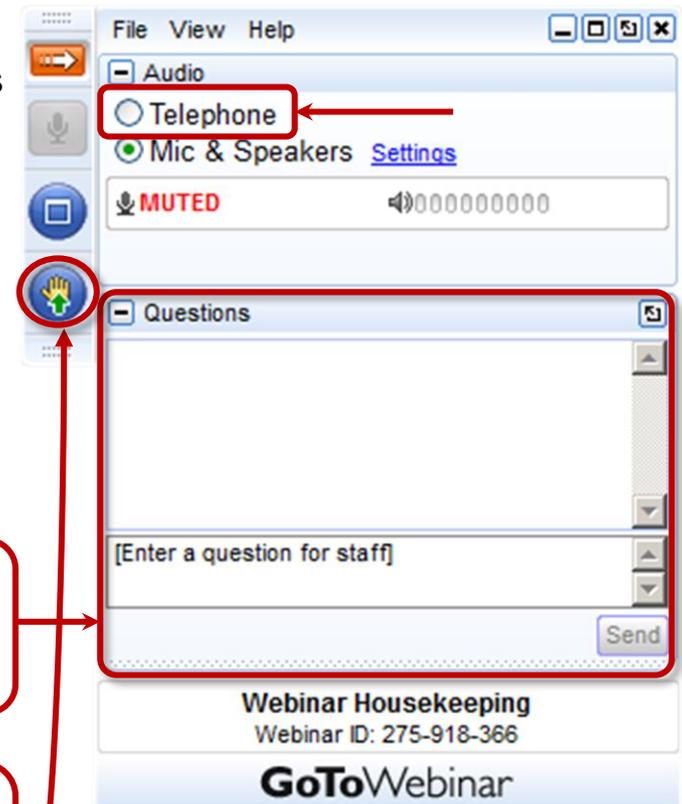
Monday,
February 29th, 2016
2:00 – 3:00 PM ET

Logistics – *How to Participate 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

Questions can be submitted **at any time** with the **Questions panel on the right side of the GoToWebinar desktop.**

We will also periodically open the lines to take audio questions during the presentation. When directed, press the “raise hand” button to join the queue.



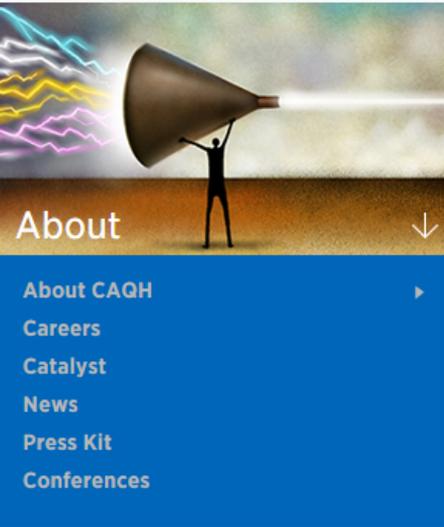
Session Outline

1. Welcome and Introduction
2. CAQH CORE Update
3. EFT & ERA Operating Rules and Maintenance
 - Q&A
 - Open Mic
4. Phase IV CAQH CORE Operating Rules
 - Q&A
 - Open Mic
5. Voluntary CORE Certification
 - Q&A
 - Open Mic
6. General & Other Topics
 - Q&A
 - Open Mic

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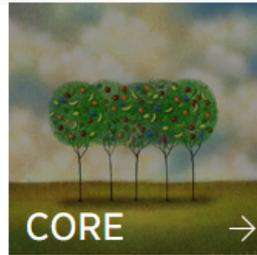
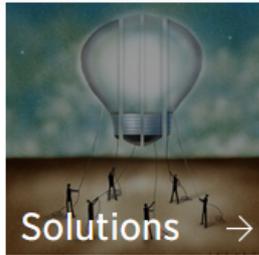
CAQH CORE Update

Denise Buenning
Director



About ↓

- About CAQH ▶
- Careers
- Catalyst
- News
- Press Kit
- Conferences



About

CAQH Solutions and Initiatives

CAQH, a non-profit alliance, is the leader in creating shared initiatives to streamline the business of healthcare. Through collaboration and innovation, CAQH accelerates the transformation of business processes, delivering value to providers, patients and health plans.

- **COB Smart**[®] quickly and accurately directs coordination of benefits processes.
- **EnrollHub**[™] reduces costly paper checks with enrollment for electronic payments and electronic remittance advice.
- **CAQH ProView**[™] eases the burden of provider data collection, maintenance and distribution.
- **SanctionsTrack**[®] delivers comprehensive, multi-state information on healthcare provider licensure disciplinary actions.
- **CAQH CORE**[™] maximizes business efficiency and savings by developing and implementing federally mandated operating rules.
- **CAQH Index**[™] benchmarks progress and helps optimize operations by tracking industry adoption of electronic administrative transactions.

CAQH NEWSLETTER SIGN UP

[Sign up](#)

2014 YEAR IN REVIEW

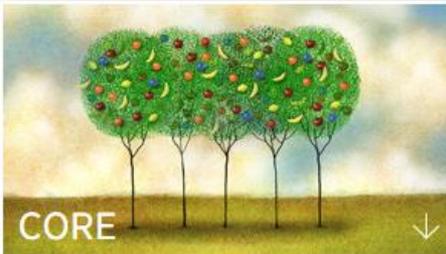


[Download the 2014 CAQH Annual Report](#)

FACT SHEETS

- CAQH Overview
- CAQH ProView
- SanctionsTrack
- CAQH Index Health Plans
- CAQH Index Providers
- COB Smart for Clearinghouses
- COB Smart for Health Plans
- EnrollHub

CAQH CORE



CORE



Solutions



Explorations



About



- Overview ▶
- Governance ▶
- Operating Rules ▶
- CORE Certification ▶
- Industry Topics and Comment Letters
- Education and Implementation Resource Center** ▼
- e-Learning Resources
- Events
- Impact (ROI)
- Implementation Resources
- Related Federal Activities
- Related State Activities
- HHS HIPAA Compliance
- FAQs
- Join CORE ▶

Education & Implementation Resource Center

CAQH CORE offers many opportunities and resources to assist organizations interested in implementing or learning more about operating rules.

EDUCATION EVENTS

Each month CAQH CORE collaborates with leading healthcare organizations to offer interactive educational sessions.

[View all CAQH CORE events.](#)

OPERATING RULE IMPLEMENTATION RESOURCES

The CAQH CORE Implementation Resources webpage has a number of resources and tools available at no cost to assist entities with implementation of the CAQH CORE Operating Rules. Additionally, CAQH CORE offers CORE Certification to entities that create, transmit or use the administrative transactions addressed by the CAQH CORE Operating Rules. CORE Certification means an entity has demonstrated that its IT system or product is operating in conformance with a specific phase(s) of the CAQH CORE Operating Rules.

CORE EVENT LISTING

2/24/16
New Phase IV CAQH CORE Operating Rules National Webinar - Focus on Connectivity - The Complete Set of Phase IV CAQH CORE Operating Rules, which

2/29/16
CAQH CORE "Open Mic" National Webinar - Please join us for this special "Open Mic" session to get your questions answered by the CAQH CORE team of experts.

3/9/16
Voluntary CORE Certification National Webinar - Basics of

[CAQH CORE FACT SHEET](#)

ACA Mandated Operating Rules and Certification Compliance Dates

Phases I-II COMPLIANCE	Phase III COMPLIANCE	ACA-Mandated HHS Health Plan Certification	Phase IV
January 1, 2013	January 1, 2014	TBD	TBD
<p>Health plan eligibility</p> <p>Claim status transactions</p> <p><i>HIPAA covered entities conduct these transactions using the CAQH CORE Operating Rules</i></p>	<p>Electronic funds transfer (EFT)</p> <p>Health care payment and remittance advice (ERA)</p> <p><i>HIPAA covered entities conduct these transactions using the CAQH CORE Operating Rules</i></p>	<p>ACA mandates health plans must certify to HHS compliance with Eligibility/ Claim Status/ EFT/ERA operating rules and underlying standards</p> <p><i>Applies only to health plans and includes potential penalties for incomplete certification</i></p>	<p>Health claims or equivalent encounter information</p> <p>Referral, certification and authorization</p> <p>Enrollment/ disenrollment in a health plan</p> <p>Health plan premium payments</p> <p>Health claims attachments (HHS Standard not yet mandated)</p>
Mandated Requirements	Mandated Requirements	New HHS proposed rule expected April, 2016	Phase IV Op Rules approved for voluntary implementation by CAQH CORE Part Org and CORE Board

Phase IV CAQH CORE Operating Rules

Regulatory Next Steps

NCVHS

CAQH CORE updated NCVHS on the status of the Phase IV Operating Rules (earlier hearing and letter)

CAQH CORE testified before NCVHS Review Committee on the Phase IV CAQH CORE Operating Rules on February 16, 2016

As appropriate, NCVHS could make an adoption recommendation to the HHS Secretary



HHS

HHS may publish a regulation in the Federal Register once it determines what is appropriate for Federal mandate

A public comment period (60 days or more) would follow publication of any regulation whereby entities can submit comments on the regulation to CMS/HHS



Industry

Based on public comments to the regulation, industry will be required to implement the operating rules, usually within two years of publication of a final regulation



Public
Comment
Opportunity

CAQH CORE Future Focus

CORE Board Strategic Assessment

Criteria

Goal and expected impact

With ability and plan to track

ROI: Benefit to provider, health plan and system – immediate or long-term

Will require very detailed research, e.g. drivers of health plan call volumes or provider time spent on VBP metric collection

Ability to drive participation/adoption/usage of implementation

Strategic and organizational fit
(CORE Guiding Principles)

Existing players or critical partnerships required

Timing considerations required



Fee-for-Service (FFS) data exchange priorities.

Selected based on priority rated catalog of options (drafted), work flow assessment and range of inputs; not necessarily tied to EDI use of HIPAA transactions

Early stage value-based payment (VBP) data exchange priority(ies)

Selected using detailed work plan outlined in SWOT analysis.

What is achievable for CORE in a three-year time period?

For national voluntary efforts in which large scale adoption is end goal, it takes a year and half for research/ground work/concept support; and then, if appropriate, year for detailed requirement/rule writing. Can be shorter if expanding requirements for parameters that already exist, e.g., requiring more financials in real-time.

For thought leadership/vision documents, time period reflective of resource allocations.

EFT/ERA Operating Rules and Maintenance

Robert Bowman
Senior Manager

Omoniyi Adekanmbi
Project Manager

CAQH CORE EFT/ERA Operating Rule Maintenance

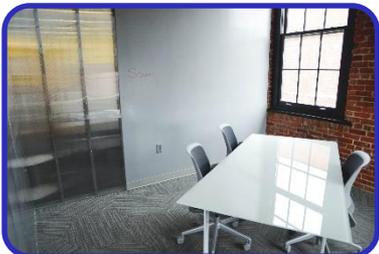


Maintenance work ensures rules reflect changing industry business needs.



Task Groups encourage full industry input through:

- Review and Analysis: **REAL DATA** is essential to this process
- Open and Relevant Discussions
- Straw Polls
- Final Approvals



Maintenance efforts for the CAQH CORE EFT and ERA Operating Rules include:

- *CAQH CORE Code Combinations* and CORE-defined Business Scenarios ~ *Code Combinations Task Group (CCTG)*
- *EFT and ERA Enrollment Data Sets* ~ *Enrollment Data Task Group (EDTG)*

Polling Question #1

What benefits has your organization experienced from the past three years of CAQH CORE Code Combinations and CORE-defined Business Scenarios implementation? (Select all that apply)

- Reduction in unnecessary manual provider follow-up
- Decreases in faulty electronic secondary billing
- Fewer inappropriate write-offs of billable charges
- Improved billing of patients for co-pays and deductibles
- Unaware of measureable benefits experienced

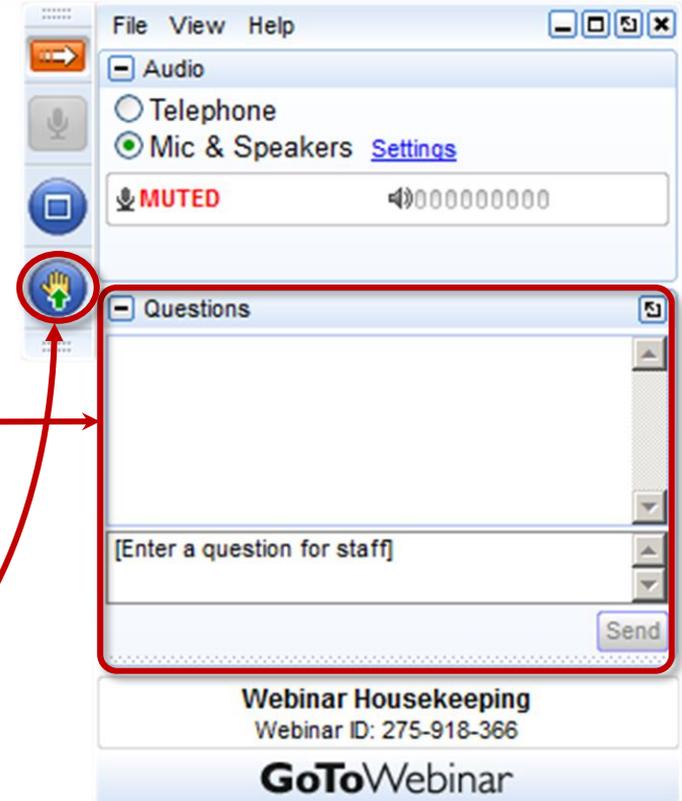
We want to hear from YOU! Tell us more about your CORE Code Combinations implementation experience by emailing CORE@caqh.org!

Audience Q & A

PLEASE SUBMIT YOUR QUESTIONS

Enter your question into the “Questions” pane in the lower right hand corner of your screen to send a text question.

Or, press the “raise hand” button to join the queue for audio questions.



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Phase IV CAQH CORE Operating Rules

Erin Weber
Senior Manager

Robert Bowman
Senior Manager

Impact of Phase IV CAQH CORE Operating Rules

Rules address four HIPAA transactions including Claims, Prior Authorization, Enrollment, & Premium Payment

Key components:

Offering at least one common method of **connectivity** (i.e., a “safe harbor”) among entities transmitting data electronically

A minimal amount of time for **system availability** to receive and send data

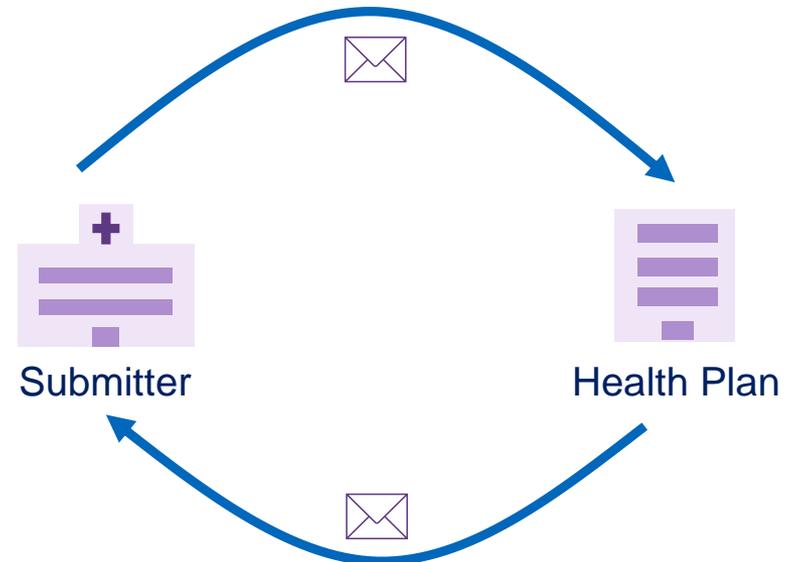
An **acknowledgement** to ensure the transaction has been received, has not been lost between entities, and will be addressed

Required **response times** for acknowledgement and processing for both real-time and large record “batch” submissions

A common format that entities must use when providing information about their proprietary data exchange systems via “companion guides”

Key impacts:

- ✓ Increased and simplified security and connectivity
- ✓ Improve customer services to patients/providers
- ✓ Reduce staff time for phone inquiries
- ✓ Consistency/automation of transactions across entities = reduced administrative costs
- ✓ Increase usage of automated electronic transactions
- ✓ Enhance revenue cycle management = improved cash flow



Polling Question #2

Which stages of implementation of the Phase IV CAQH CORE Operating Rules are you planning to complete in 2016? (Select all that apply)

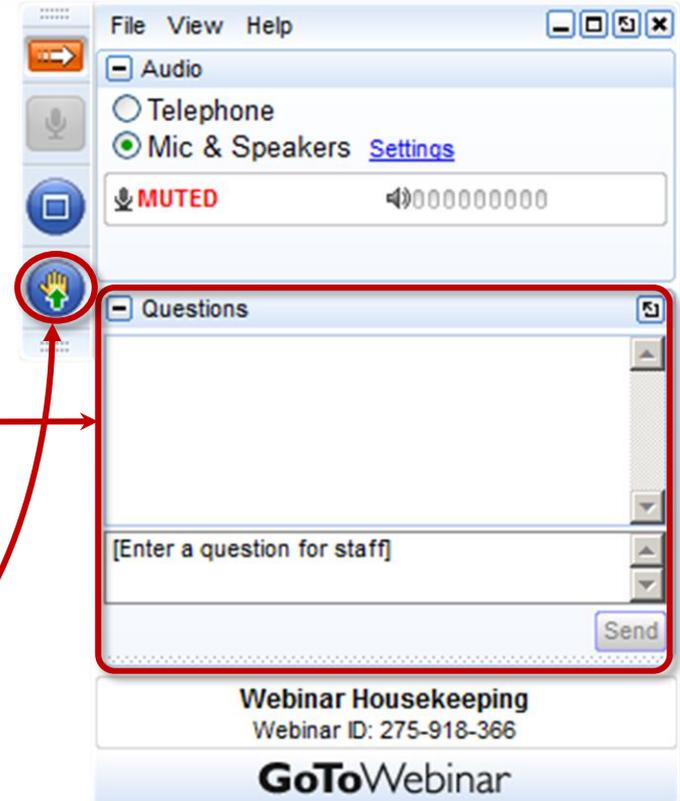
- Internal Education and Awareness
- Analysis and Planning/Systems Design
- Systems Implementation/Integration and Testing
- Deployment/Maintenance
- N/A, we do not plan to implement in 2016

Audience Q & A

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Voluntary CORE Certification

Matthew Albright
Senior Manager

What is Voluntary CORE Certification?



The gold standard in certifying administrative simplification conformance, CORE Certification is the most robust and widely-recognized industry program of its kind. Its multi-layered approach assures an independent, industry-developed confirmation of conformance with operating rules and underlying standards.

Requirements developed by broad, multi-stakeholder representation through transparent discussion and polling process – **Conformance is defined by industry, for industry**

Requires conformance testing by third party testing vendors that are experts in EDI and testing

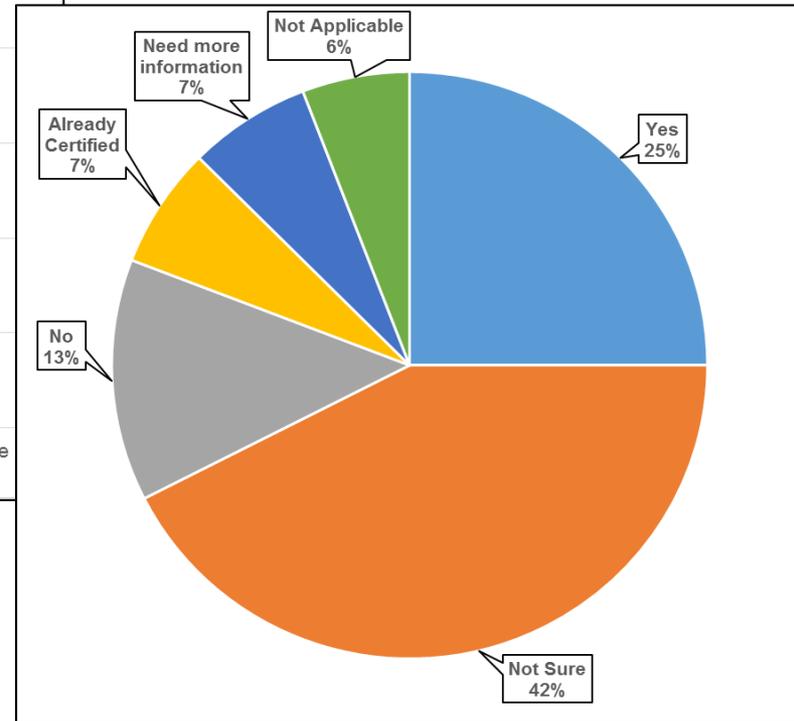
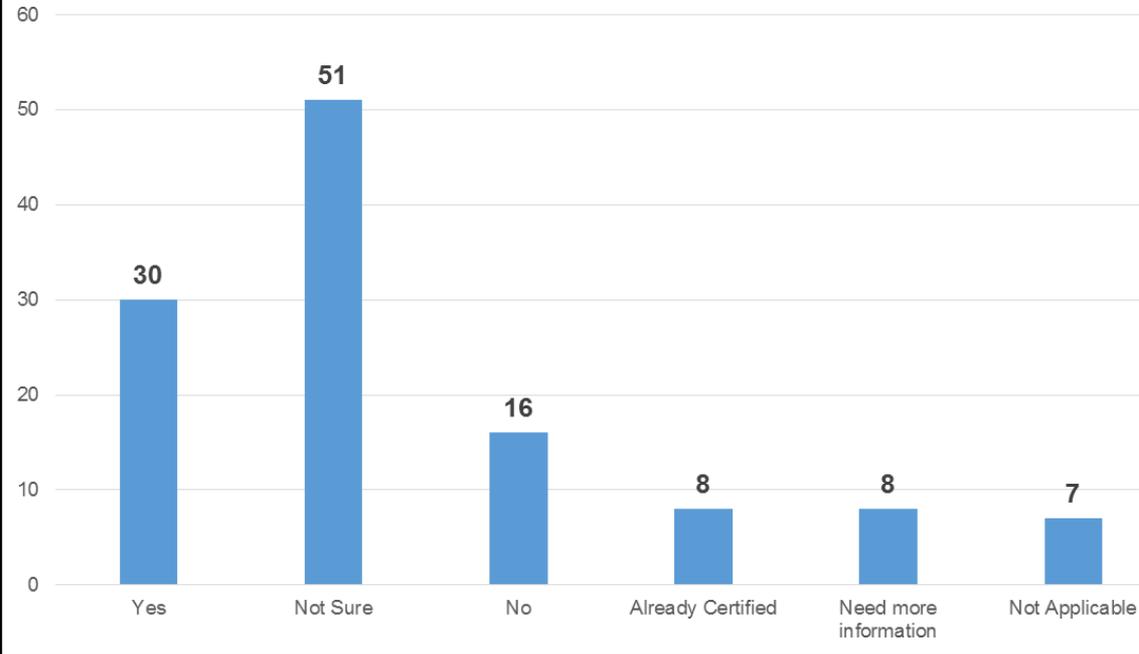
CAQH CORE serves as a neutral, non-commercial administrator:

- Authorizes the conformance testing vendors
- Reviews and approves the Certification applications and conformance test reports before Certification Seal is awarded

Registration Question Results – CORE Certification

Does your organization plan to pursue voluntary CORE Certification in 2016?

120 Responses



Polling Question #3

In your organization's experience, what are the barriers to pursuing Voluntary CORE Certification at this time? (Select all that apply)

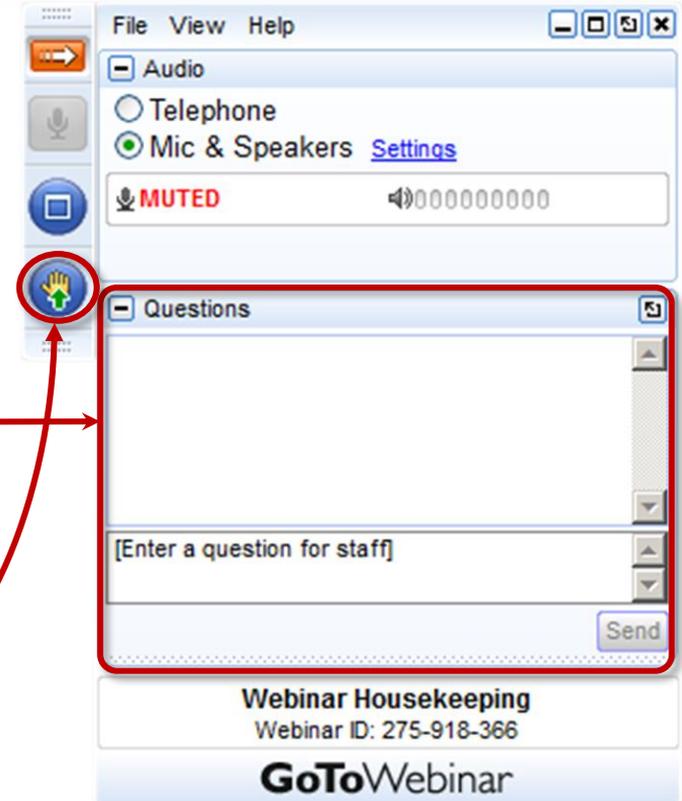
- Lack of resources (human, financial, time, other)
- Lack of understanding
- Voluntary CORE Certification is not federally mandated
- Our systems have not been remediated to meet CAQH CORE Operating Rules
- Lack of management support/prioritization

Audience Q & A

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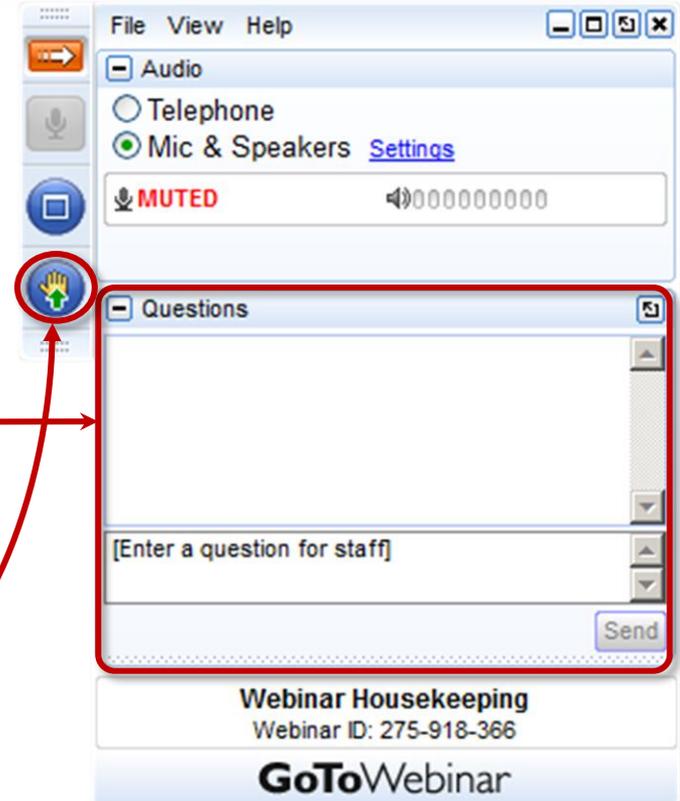
General Questions

Audience Q & A

PLEASE SUBMIT YOUR QUESTIONS

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Upcoming CAQH CORE Educational Webinars



Voluntary CORE Certification Webinar – Basics of Certification

Wednesday, March 9, 2016 | 2:00 - 3:00 pm ET **Register [HERE](#)**

What is the value of pursuing Voluntary CORE Certification? Is there a strategic reason to be conformant with the operating rules beyond compliance? We will talk about this as well as lead you step by step through the CORE Certification process.

New Phase IV CAQH CORE Operating Rules National Webinar – Focus on Infrastructure

Tuesday, March 22, 2016 | 2:00 - 3:00 pm ET **Register [HERE](#)**

The new Phase IV CAQH CORE Operating Rules address infrastructure requirements and build on the industry's familiarity with previous operating rule requirements to ensure there is a foundational set of national infrastructure rules for all HIPAA-mandated transactions.



Thank you for joining us!

Website: www.CAQH.org/CORE

Email: CORE@CAQH.org



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