



CORE Recertification:

**Assess Ongoing
Conformance with
CAQH CORE
Operating Rules**

December 16th, 2022

Agenda

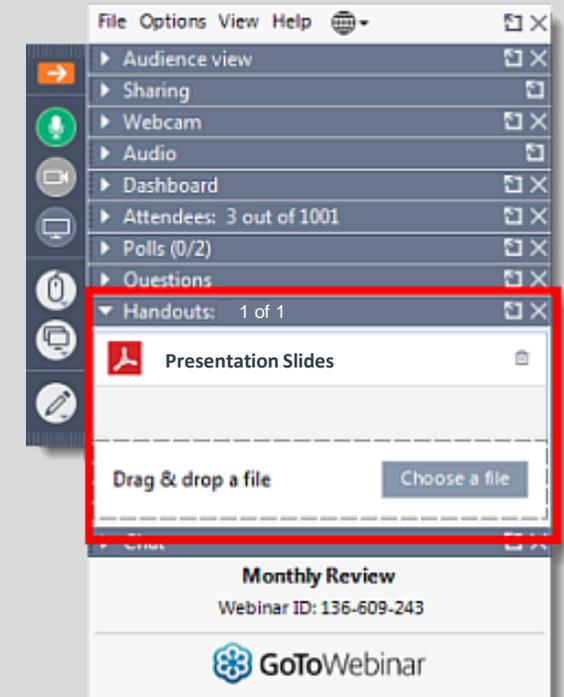
- CAQH CORE Overview and Vision
- CORE Certification Overview
- Recertification Process and Timeline
- Q&A

Logistics

Presentation Slides and How to Participate in Today's Session

- Accessing webinar materials:
 - You can download the presentation slides now from the “Handouts” section of the GoToWebinar menu.
 - You can download the presentation slides and recording at www.caqh.org/core/events after the webinar.
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- Questions can be submitted **at any time** using the **Questions panel on the GoToWebinar dashboard**.

Download the Slides Now



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CAQH CORE Overview and Vision

Taha Anjarwalla
Associate Director, CAQH CORE

CAQH CORE Mission/Vision & Industry Role

Industry-led, CAQH CORE Participants include healthcare providers, health plans, vendors, government entities, associations and standard-setting organizations. Health plans participating in CAQH CORE represent **75 percent of the insured US population.**

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.

DESIGNATION

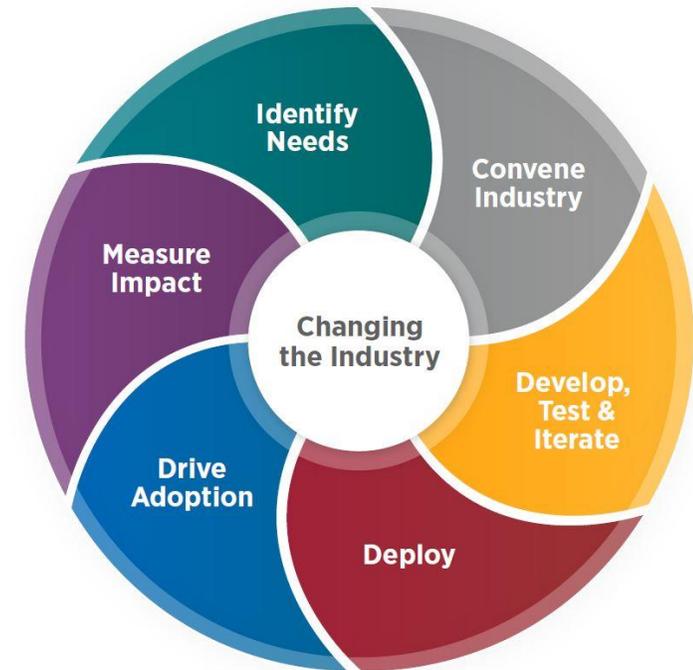
CAQH CORE is the **national operating rule author to improve the efficiency, accuracy and effectiveness of industry-driven business transactions.** The Department of Health and Human Services (HHS) designated CAQH CORE as the author of national operating rules for the HIPAA-covered administrative transactions.

INDUSTRY ROLE

Develop business rules to help industry effectively and efficiently use electronic standards while remaining technology- and standard-agnostic.

CAQH CORE BOARD

Multi-stakeholder. Members include health plans, providers (some of which are appointed by associations such as the AHA, AMA, MGMA), vendors, and government entities. Advisors to the Board include SDOs (X12, HL7, NACHA, NCPDP) and WEDI.



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CAQH CORE Certification Overview

Taha Anjarwalla
Associate Director, CAQH CORE

CAQH CORE Certification Impacts 7 in 10 Insured Lives

Organizations must meet updated requirements to re-certify with CAQH CORE

Health Plans

- Aetna
- Alabama Medicaid Agency
- Alameda Alliance for Health
- Alaska Department of Health and Social Services
- All Savers Insurance
- American Postal Workers Union Health Plan
- Anthem
- Anthem Colorado
- Anthem Connecticut
- Anthem Indiana
- Anthem Kentucky
- Anthem Maine
- Anthem Nevada
- Anthem New Hampshire
- Anthem Ohio
- Anthem Virginia
- AultCare
- AvMed Health Plans
- Blue Cross of California
- Blue Cross Blue Shield of Georgia
- Blue Cross Blue Shield of Missouri
- Blue Cross Blue Shield of Nebraska
- Blue Cross Blue Shield of North Carolina
- BlueCross BlueShield of Tennessee
- Blue Cross Blue Shield of Wisconsin
- Boston Medical Center Health Plan
- CalOptima
- Centene Corporation
- Cigna

- ConnectiCare
- Contra Costa Health Plan
- County of Riverside – Exclusive Care
- DAKOTACARE
- Delta Dental of California
- Delta Dental of Delaware
- Delta Dental District of Columbia
- Delta Dental Insurance Company
- Delta Dental of New York
- Delta Dental of Pennsylvania
- Delta Dental of Puerto Rico
- Delta Dental of West Virginia
- Dentegra
- EmblemHealth
- Empire Blue Cross Blue Shield
- Excellus Health Plan
- First Medical Health Plan
- Florida Division of Medicaid
- Georgia Department of Community Health
- Gold Coast Health Plan
- Golden Rule Insurance Company
- Government Employees Health Association
- Health Plan of San Joaquin
- Health Plan of San Mateo
- Health Net
- Healthplex
- Horizon Blue Cross Blue Shield of New Jersey
- Humana
- Inland Empire Health Plan
- Kaiser Permanente Colorado
- Kaiser Permanente Washington

- MaineCare
- Medical Card System
- Medical Mutual of Ohio
- MVP Health Care
- National Association of Letter Carriers Health Benefit Plan
- Nebraska Medicaid
- New Hampshire Medicaid
- North Dakota Department of Human Services
- Oklahoma Office of Management and Enterprise Services: Employees Group Insurance Division
- Partnership Health Plan
- Physicians Health Plan
- Point32Health
- PrimeWestHealth
- Priority Health
- Providence Health Plan
- Rocky Mountain Health Plans
- Sanford Health Plan
- San Francisco Health Plan
- Santa Clara Family Health Plan
- Security Health Plan
- SummaCare
- Sutter Health Plus
- Texas Medicaid
- Trillium Community Health Plan
- Triple-S Salud BlueCross BlueShield of Puerto Rico
- UnitedHealthcare Life Insurance Company
- UnitedHealthGroup
- University of Pittsburgh Medical Center

Clearinghouses/Vendors

- Ability
- AdminisTEP, LLC
- Alight Solutions, LLC
- assertus
- Athenahealth
- Automated HealthCare Solutions
- Availity, LLC
- Avizzor Health Solutions
- Capario
- Cerner/Healthcare Data Exchange
- Change Healthcare
- Claim.MD
- ClaimRemedi
- Conduent EDI Solutions
- CSC
- CVS Health
- Data Dimensions
- Datavi
- Dorado Systems
- ECHO Health, Inc.
- EIXSYS
- Eldorado, Inc.
- Elegibill
- Eligible
- eMEDIX
- EmergingHealth
- eProvider Solutions
- eServices Group Inc
- Experian Health
- FrontRunnerHC
- GE Healthcare
- Gi4
- GMG Management Consulting, Inc.
- Healthcare IP
- HEALTHeLink
- HeW
- HealthFusion
- HealthTrio
- HIPAAsuite
- HMS

- ikaSystems
- Immediata Health Group Corp.
- InstaMed
- Intellisight Technology, Inc.
- Loxogon
- MD On-Line, Inc.
- Medical Informatics Engineering
- Medical Present Value, Inc.
- MEDITECH
- NAViNet
- Navicure
- Office Ally
- Optum
- OptumInsight
- Pay Span
- PNT Data
- PokitDok
- Practice Insight
- RealMed Corporation
- Retrace
- Smart Data Solutions
- SS&C Health
- Surescripts
- TransUnion Healthcare, LLC
- The SSI Group, Inc
- TriZetto Provider Solutions
- UHIN
- National Electronic Attachment, Inc.
- NextGen Healthcare
- NoMoreClipboard.com
- NNT DATA Services. LLC
- Orbograph
- Phreesia
- PNS
- Recondo Technology
- Tallan
- Ventanex
- XIFIN
- Waystar
- Zelis Payments

CORE-certified health plans account for **70% American covered lives.**

CORE-certified vendors impact **nearly half of American providers.**

CORE Certification is the Industry Gold Standard

Program Overview:

- CORE Certification provides **assurance** to organizations that their IT systems/products conform to operating rules and deliver value afforded by the rules.
- CORE Certification program was developed **by industry, for industry** by CAQH CORE Participating Organizations including health plans, providers, vendors, government agencies and associations.
- CORE Certification offers **transaction-based** testing; providing an end-to-end testing suite that is robust and comprehensive.
- CORE Certification demonstrates commitment to streamlining administrative data exchange and enables us to **lower costs and improve the efficiency** of health care delivery for our clients, customers, members and the nation.



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Recertification Process and Timeframe

Adam Nichols
Sr. Associate, CAQH CORE

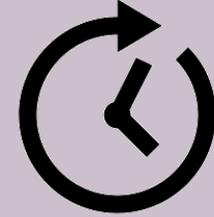
Why Recertification?



CORE Certification previously reflected a “snapshot in time” towards adherence to the operating rules.



With evolving technology, mergers/acquisitions, and system upgrades, there is a need to assess ongoing conformance with the operating rules to maintain program integrity (some CORE Certifications are more than 10 years old).



Recertification enables ongoing conformance when rule requirements are updated over time to align with market needs.

Overview of CORE Recertification

Recertification Process:

- Recertification is required **every three years** for an entity to remain CORE-certified. Recertification renewals may occur anytime during the calendar year, based off initial year of certification.
- After communicating intent to recertify, recertification **testing must be completed within 180 days**.
- CORE-certified entities will become decertified if there is a 180-day lapse in renewing certification.
- Fees for Recertification is **½ of initial CORE Certification** fee.
- **Existing, Updated, and New Operating Rules:** CORE-certified organizations must implement versions of CAQH CORE Operating Rules that have been published 24 months prior to the CORE Certification Seal renewal date.



CAQH CORE Operating Rule Implementation Timeline

Undergo the Recertification Process Every Three Years



Average Completion Time: 3-6 Months

1. Re-assess Rules

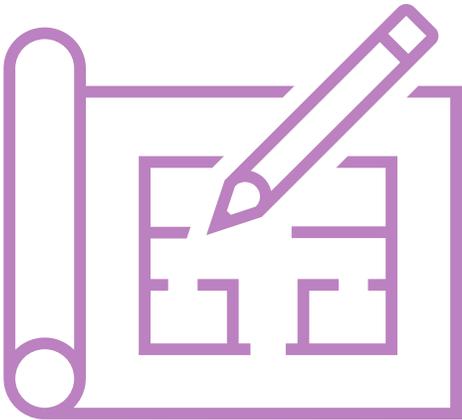
Identify Updates to Operating Rule Requirements Since Last Certification

CAQH CORE Operating Rule	Description of Rule Requirements	Regulatory Adoption Status
Eligibility & Benefits	Enhances the exchange of eligibility information between health plans and provider through consistent infrastructure and data content requirements including the exchange of patient financial information.	Mandated
Claim Status	Enhance the exchange of claim status information between health plans and provider through consistent infrastructure including requirements that allow providers to check the status of a claim electronically, without manual intervention, or confirm claims receipt.	Mandated
Payment & Remittance	Addresses a range of operating rule requirements for the HIPAA-mandated EFT and ERA transactions including streamlining provider enrollment, EFT and ERA reassociation, infrastructure, and consistent use of claim adjustment and denial codes.	Mandated
Prior Authorization & Referrals	Focuses on standardizing components of the prior authorization process, closing gaps in electronic data exchange to move the industry towards a more fully automated adjudication of a request.	Voluntary
Health Care Claims	Support consistent infrastructure and a connectivity safe harbor across the industry.	Voluntary
Benefit Enrollment	Support consistent infrastructure and a connectivity safe harbor across the industry.	Voluntary
Premium Payment	Support consistent infrastructure and a connectivity safe harbor across the industry.	Voluntary

2. Perform Analysis

CAQH CORE Analysis & Planning Guides

CAQH CORE offers [Analysis & Planning Guides](#) for the CAQH CORE Operating Rules.



Planning Guides should be used by project staff to:

- ***Understand applicability of the CAQH CORE Operating Rule requirements*** to organization's systems and processes that conduct the transactions.
- ***Identify all impacted external and internal systems*** and outsourced vendors that process the transactions.
- ***Conduct detailed rule requirements gap analysis*** to identify system(s) that may require remediation and business processes which may be impacted.

3. Engage Internal Resources and Trading Partners

Submit Recertification Application Form & Payment



Formally communicate your intent to recertify and maintain your certification status by completing the CORE Recertification Application Form.

- The CORE Recertification Application Form can be downloaded [HERE](#).
- The CORE Recertification Application Form identifies the main contact CAQH CORE will be working, the transactions being pursued, and associated Recertification fees.
- Once the application has been submitted the CORE Certification Team will generate an invoice.
- Organizations have 180 days to complete testing for recertification after submitting the CORE Recertification Application Form.

CORE RECERTIFICATION SEAL FEE* SCALE

Health Plans

Below \$75 million in net annual revenue:	\$3,000 fee
\$75 million and above in net annual revenue:	\$4,500 fee

Clearinghouses

Below \$75 million in net annual revenue:	\$3,000 fee
\$75 million and above in net annual revenue:	\$4,500 fee

Vendors

Below \$75 million in net annual revenue:	\$3,000 fee
\$75 million and above in net annual revenue:	\$4,500 fee

Providers

Up to \$1 billion in net annual revenue:	\$375 fee
\$1 billion and above in net annual revenue:	\$1,125 fee

Government

Federal or State Government Entities	No Fee
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Fee Notes:

- The fee for the CORE Seal is based upon a stakeholder-specific fee scale.
- This fee is a one-time cost for each transaction of CORE Recertification.

4. Remediate Product/Systems/Applications

Resources to Support Remediation Efforts



CAQH CORE Analysis and Planning Guides: Identifies system/software gaps and helps create a project plan to complete any necessary system remediation.



CAQH CORE Certification Test Suites & CAQH CORE Master Test Bed Data: Identifies stakeholder-specific conformance testing requirements of the CAQH CORE Operating Rules for voluntary CAQH CORE Certification.



CAQH CORE staff support via phone (202.517.0375) and email (CORE@CAQH.org).



Free resources from Edifecs, CORE-authorized Testing Vendor (Info.CoreCertification@edifecs.com).



CAQH CORE FAQs: Addresses questions pertaining to technical rule requirements and stakeholder specific implementation on the CAQH CORE Operating Rules.



e-Learning Tools: Provides interactive dashboards and modules to learn about CORE Certification.

5. Perform Recertification Testing

CORE Certification Testing Portal

CORE Certification Testing Portal

- Eligibility & Benefits and Claim Status Testing
- Payment & Remittance Testing
- Prior Authorization & Referrals Infrastructure Testing and Data Content Testing
- Healthcare Claims, Benefit Enrollment and Premium Payment Testing

edifecs CORE

Welcome Adam Nichols 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 Phase IV 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.

In preparation for testing please make sure that you have reviewed the [CAQH Step-by-step CORE Certification Process](#) and [Phase IV Rules](#) 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 business 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 CORE Testing Quick Start Guide.
- 2 Determine the transactions for which you would be performing the testing to be CORE certified. Select appropriate test suite and options from the test cases to perform the testing
- 3 Make certain that you have the required connectivity resources available.

Please check with your internal IT team if you have questions regarding these requirements or your organization's ability to meet them. Before you begin testing, please be sure you have the resources to formulate the posts and communications required during the process. Edifecs experts will be available to answer any questions related to testing. However, Edifecs experts will not be available to solve any connectivity issues. Questions related to connectivity and your internal capabilities should be directed to your internal IT staff.

- 4 Click on the "Programs" tab at the top to access the testing programs that you have been enrolled in for CORE testing.

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5. Perform Recertification Testing

Overview of Testing Tasks

Recertification Testing is comprised of stakeholder-specific test cases for each CAQH CORE Operating Rule set based on the CORE Certification Test Suites. There are a reduced number of test cases required for recertification in comparison to an initial certification.

Types of Test Cases	
Type	Description
 Transaction	Conduct the actual transaction for which you are testing with the CORE-certified testing vendor.
 Upload	Upload specified document to the testing site as proof of conformance.
 Attestation	Along with other specified documentation, an entity must sign an attestation signifying their current or planned conformance.

5. Perform Recertification Testing

“Out of Scope” Operating Rule Requirements



“What if a testing task doesn’t apply to my organization?”

#4 Submit Generic Batch Retrieval Request and validate payload receipt confirmation using X509 Certificate (Rule 350,1) Required

1 Testing Instructions

This task is designed to allow CORE Stakeholders to be able to submit a 'Generic Batch Retrieval Request' to Edifecs CORE Server and receive an 835 back. This task requires the user to use either the HTTP Mime Multipart Communication Method or the SOAP+WSDL, as well as a username and password to connect to the CORE testing system.

The task will only be marked complete, however, if the following are true:

1. The Batch 835 File received is valid under HIPAA.
2. The appropriate acknowledgement is uploaded to the URL specified in the box below. In the case of the present task, the expected acknowledgement is a **999 accepting the Batch 835 received**.

To complete this task please do the following:

1. Post the Generic Batch Retrieval Request using either the HTTP Mime Multipart or SOAP+WSDL Communication to the URL listed in step 1 in the box below. Please register your X.509 client certificate by clicking on the link specified in the box below. The Receiver ID parameter must be passed in the request as specified in the box below.
2. Use the **"Refresh"** button in the browser or the function key **"F5"** to refresh the **Test Results** section of the task main page. Because you are submitting the file to an HTTP/S server outside of the Core Testing System, the system will need to be cued once the file has been submitted.
3. **Save** the 835 file(s) you receive to a disk drive location where you can reference for usage in future tasks.
4. **Generate** the appropriate acknowledgement 999 for the 835 received and upload (post) that acknowledgement back to the same URL that the Generic Batch Retrieval Request was submitted to.
5. Note the **Test Results** in the lower panel, and click on **"details"** if necessary to determine why a file was invalid.
6. Select **"Save and Close"** once you have completed this task to your satisfaction to save the task.

By completing this task you are complying to the following CORE RULE and Test script(s):

- CORE RULE 350: Health Care Claim Payment/Advice (835) Infrastructure Rule. Test 1.



A testing task can be closed if it is not applicable to your organization’s business. Please provide a written explanation in the “Notes and Comments” section for that task.

5 Notes and Comments

Task Deadline:

Last Partner Update: August 13, 2014

Completed Date:

Notes Access Authorization:

6. Finalize CORE Recertification Process



Complete and submit a CORE HIPAA Attestation Form, and any other requested documentation from CAQH CORE.

After successful completion of Recertification Testing, the next step is to submit the relevant CAQH CORE HIPAA Attestation forms.

Your organization may download and print the forms via the following links:

- CAQH CORE HIPAA Attestation: [Eligibility & Benefits](#), [Claim Status](#), [Payment & Remittance](#), [PA & Referrals](#), [Health Care Claims](#), [Benefit Enrollment](#), or [Premium Payment](#)

7. Recertification

Date of Last CORE Certification Awarded:



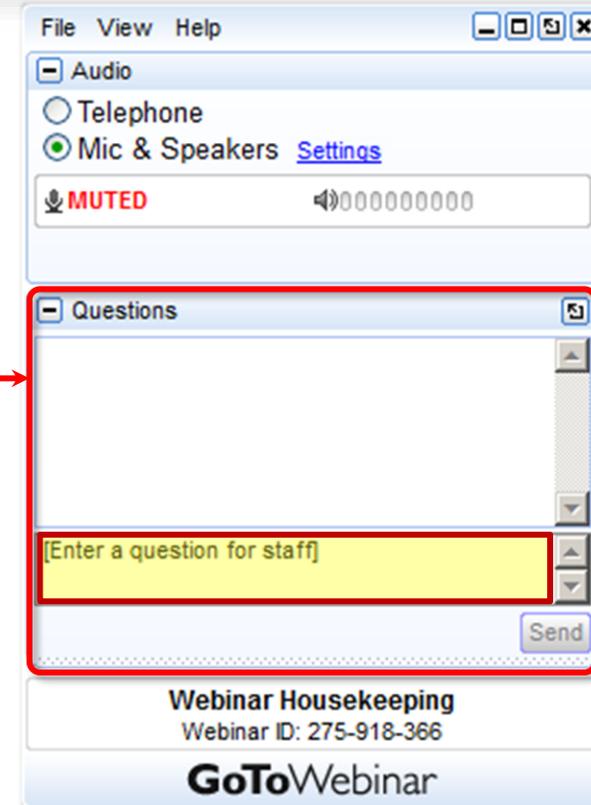
- CORE-certified organizations are required to recertify their IT systems or products **based on the date of most current certification**.
 - ✓ Example: If an organization achieved CORE Certification for Eligibility & Benefits and Claim Status in 2010 and Payment & Remittance in 2015, the most current certification year, in this case 2015, would be used to set the recertification date.
- Recertification timeframes are set to ensure **older certifications are the first to become updated** and **balance resource requirements** needed to align and recertify across multiple operating rule sets at one time.
- After recertifying, **recertification will be required every three** years for an entity to remain CORE-certified.
- If your organization is due for recertification in 2022 and plans to pursue recertification, please send a CORE Recertification Seal Application to CORE before the end of this year.

Audience Q&A

Please submit your questions

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

You can also submit questions at any time to CORE@caqh.org



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