

NCHVS CAQH CORE Operating Rule Implementation Survey Tool

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# NCHVS CAQH CORE Operating Rule Implementation Survey Tool

## Introduction

The NCHVS CAQH CORE Operating Rule Implementation Survey Tool helps organizations understand the impact, costs, and benefits of implementing operating rules. This tool provides a high-level framework to gather estimates of the resources required for operating rule implementation, assess savings opportunities, and assign value scores across the advantages that rules could afford for your organization. Please work with your teams to complete the survey in as much detail as possible.

The data will be used to inform NCVHS Testimony for the January 2023 hearing and help CAQH CORE make the case for federal adoption of the following operating rules:

1. **Updated: CAQH CORE Eligibility & Benefits (270/271) Data Content Rule vEB.2.0**
2. **Updated: CAQH CORE Connectivity Rule vC4.0.0**
3. **Updated: Federally Mandated CAQH CORE Infrastructure Rules**
4. **New: CAQH CORE Attachments Operating Rules**
5. **New: CAQH CORE Eligibility & Benefits (270/271) Single Patient Attribution Data Content Rule vEB.1.0**

## **Survey Tool Format**

The survey tool consists of the following sections for each operating rule set to guide cost and benefit analysis:

- **System Inventory and Impact Assessment:** Understand how your systems/products are impacted by each rule requirement and determine the level of system(s) remediation necessary for adopting the business requirements.
- **Implementation/Remediation Planning:** Identify staffing resources required to support remediation, estimate total costs to support IT system changes, and assess implementation timelines.
  - **Staffing Resources:** Identify staffing resources required to support operating rule implementations.
  - **System Implementation Cost:** Estimate total cost to implement, upgrade, and/or support IT systems to align with operating rule requirements.
  - **Implementation Timeframe:** Estimate time to complete operating rule implementation.
- **Savings Opportunities:** Assess saving opportunities across time, staffing, and costs from implementing the operating rules that could be achieved by switching from manual and partially electronic workflows to fully automated processes.
- **Value Assessment:** Measure the perceived value that implementing the operating rules could benefit your organization across time, service, operational, and efficiency metrics.

# NCHVS CAQH CORE Operating Rule Implementation Survey Tool

## 1. Updated CAQH CORE Eligibility & Benefits Data Content Rule

### 1.1. System Inventory and Impact Assessment

CAQH CORE Operating Rule Requirements	IT System Impact: Is One or More System(s) Impacted (Yes/No; Name of Impacted System; N/A if System Meets Rule Requirements)	Potential Options to Address Rule Requirements (e.g. remediate an inhouse developed system, replace or upgrade any COTS system, or work with third party vendor to ensure they meet CAQH CORE Operating Rule requirements)
<a href="#"><u>CAQH CORE Eligibility &amp; Benefits (270/271) Data Content Rule Version EB.2.0</u></a>		
Delivery of patient financial and benefit information for expanded set of Service Type Codes.		
Specifying telemedicine benefits.		
Specifying maximum and remaining coverage benefits for specified services.		
Delivery of patient financial and benefit information for CPT and HCPS codes for PT, OT, Surgery, and Imaging.		
Specifying if authorization or certification is required for a service type or procedure.		
Uniform communication of tiered benefits.		

### 1.2. Implementation/Remediation Planning

#### 1.2.1 Staffing Resources

Types of Skilled Resources Required (e.g., Project Manager, System Architect, Developer, EDI Analyst, Business Analyst, etc.)	#FTEs	Personnel Hours Required	Average Staff Salary

#### 1.2.2 System Implementation Cost

\$	= Estimated Total Cost to Implement, Upgrade, and/or Support IT Systems
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#### 1.2.3 Implementation Timeframe

months	= Estimated Timeframe to Complete Implementation
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## NCHVS CAQH CORE Operating Rule Implementation Survey Tool

### 1.3 Savings Opportunities

Savings Opportunity	Measurement Description	Pre-Implementation via Fully Manual or Partial Automation (e.g., estimate based off current environment)	Post Implementation via Automation ROI Forecast (e.g., estimate savings opportunity 2 -3 years after implementation)
<b>Time</b>	Evaluate the time spent to conduct/process/adjudicate a single transaction. <i>Provide estimate in number of minutes.</i>		
<b>Staff Resources</b>	Provide the total number of staffing resources required to support transaction processing. <i>Provide estimate in number of FTEs.</i>		
<b>Cost</b>	Approximate the annual cost needed to manage, support, and maintain transaction processing operations. <i>Provide estimate in dollars.</i>		

### 1.4 Benefit & Value Assessment

Please assign a rating for each value metric using a scale of 1 – 5, to assess if the impact of implementation of the CAQH CORE Eligibility & Benefit Data Content Rule Update would drive value and provide benefits to your organization.

1 = No Value | 2= Low Value | 3= Neutral Value | 4= Moderate Value | 5= High Value

Value Metric	Metric Description	Value Score (1 – 5)	Real-world examples/experiences for each metric.
<b>Time Impact</b>	Improved time to deliver information.		
<b>Service Impact</b>	Increased satisfaction or experience for stakeholders upstream/downstream.		
<b>Operational Impact</b>	Reduction in resources, operational and maintenance costs.		
<b>Efficiency Impact</b>	Streamlined workflows and improved automation.		

## NCHVS CAQH CORE Operating Rule Implementation Survey Tool

### 2. Updated CAQH CORE Connectivity Rule

#### 2.1 System Inventory and Impact Assessment

CAQH CORE Operating Rule Requirements	IT System Impact: Is One or More System(s) Impacted (Yes/No; Name of Impacted System; N/A if System Meets Rule Requirements)	Potential Options to Address Rule Requirements (e.g. remediate an inhouse developed system, replace or upgrade any COTS system, or work with third party vendor to ensure they meet CAQH CORE Operating Rule requirements)
<a href="#"><u>CAQH CORE Connectivity Rule vC4.0.0</u></a>		
<b>SOAP Rule Requirements</b>		
Support the use of X.509 Mutual Authentication over TLS 1.2 or higher for SOAP Messaging.		
Support OAuth 2.0 Client Authorization over TLS 1.2 or higher for SOAP Messaging.		
<b>REST Rule Requirements</b>		
Support REST API's using JSON via synchronous and asynchronous processing modes.		
Support the use of X.509 Mutual Authentication for REST APIs over TLS 1.2 or higher for REST APIs.		
Support OAuth 2.0 Client Authorization over TLS 1.2 or higher for REST APIs.		
Implement normative versioning for REST APIs.		
Requires the use of standard naming conventions for REST API endpoints.		
Use specified metadata for HTTP Requests and HTTP Responses for REST exchanges.		

#### 2.2 Implementation/Remediation Planning

##### 2.2.1 Staffing Resources

Types of Skilled Resources Required (e.g., Project Manager, System Architect, Developer, EDI Analyst, Business Analyst, etc.)	#FTEs	Personnel Hours Required	Average Staff Salary

## NCHVS CAQH CORE Operating Rule Implementation Survey Tool

### 2.2.2 System Implementation Cost

\$	= Estimated Total Cost to Implement, Upgrade, and/or Support IT Systems
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### 2.2.3 Implementation Timeframe

months	= Estimated Timeframe to Complete Implementation
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### 2.3 Savings Opportunities

Savings Opportunity	Measurement Description	Pre-Implementation via Fully Manual or Partial Automation (e.g., estimate based off current environment)	Post Implementation via Automation ROI Forecast (e.g., estimate savings opportunity 2 -3 years after implementation)
<b>Time</b>	Evaluate the time spent to conduct/process/adjudicate a single transaction. <i>Provide estimate in number of minutes.</i>		
<b>Staff Resources</b>	Provide the total number of staffing resources required to support transaction processing. <i>Provide estimate in number of FTEs.</i>		
<b>Cost</b>	Approximate the annual cost needed to manage, support, and maintain transaction processing operations. <i>Provide estimate in dollars.</i>		

### 2.4 Benefit & Value Assessment

Please assign a rating for each value metric using a scale of 1 – 5, to assess if the impact of implementation of the CAQH CORE Connectivity Rule Update would drive value and provide benefits to your organization.

1 = No Value | 2= Low Value | 3= Neutral Value | 4= Moderate Value | 5= High Value

Value Metric	Metric Description	Value Score (1 – 5)	Real-world examples/experiences for each metric.
Time Impact	Improved time to deliver information.		
Service Impact	Increased satisfaction or experience for stakeholders upstream/downstream.		
Operational Impact	Reduction in resources, operational and maintenance costs.		
Efficiency Impact	Streamlined workflows and improved automation.		
Vulnerability/Risk Impact	Modernization of communication infrastructure to improve IT security posture and support emerging technologies.		

## NCHVS CAQH CORE Operating Rule Implementation Survey Tool

### 3. Updated CAQH CORE Infrastructure Rules<sup>1</sup>

#### 3.1 System Inventory and Impact Assessment

CAQH CORE Operating Rule Requirements	IT System Impact: Is One or More System(s) Impacted (Yes/No; Name of Impacted System; N/A if System Meets Rule Requirements)	Potential Options to Address Rule Requirements (e.g. remediate an inhouse developed system, replace or upgrade any COTS system, or work with third party vendor to ensure they meet CAQH CORE Operating Rule requirements)
<b><u>CAQH CORE Eligibility &amp; Benefits (270/271) Infrastructure Rule vEB.2.0</u></b>		
Support 90% weekly system availability, with an allowable additional 24 hours of per quarter.		
<b><u>CAQH CORE Claim Status (276/277) Infrastructure Rule vCS2.0</u></b>		
Support 90% weekly system availability, with an allowable additional 24 hours per quarter.		

### 2. Implementation/Remediation Planning

#### 3.2.1 Staffing Resources

Typed of Skilled Resource Required (e.g., Project Manager, System Architect, Developer, EDI Analyst, Business Analyst, etc.)	#FTEs	Personnel Hours Required	Average Staff Salary

#### 3.2.2 System Implementation Cost

\$	= Estimated Total Cost to Implement, Upgrade, and/or Support IT Systems
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#### 3.2.3 Implementation Timeframe

months	= Estimated Timeframe to Complete Implementation
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<sup>1</sup> Requirements for system availability apply to the CAQH CORE Eligibility & Benefits and Claim Status Infrastructure Rules, and do not apply to the CAQH CORE Payment & Remittance Infrastructure Rule.

## NCHVS CAQH CORE Operating Rule Implementation Survey Tool

### 3.3 Savings Opportunities

Savings Opportunity	Measurement Description	Pre-Implementation via Fully Manual or Partial Automation (e.g., estimate based off current environment)	Post Implementation via Automation ROI Forecast (e.g., estimate savings opportunity 2 -3 years after implementation)
<b>Time</b>	Evaluate the time spent to conduct/process/adjudicate a single transaction. <i>Provide estimate in number of minutes.</i>		
<b>Staff Resources</b>	Provide the total number of staffing resources required to support transaction processing. <i>Provide estimate in number of FTEs.</i>		
<b>Cost</b>	Approximate the annual cost needed to manage, support, and maintain transaction processing operations. <i>Provide estimate in dollars.</i>		

### 3.4 Benefit & Value Assessment

Please assign a rating for each value metric using a scale of 1 – 5, to assess if the impact of implementation of the CAQH CORE Infrastructure Rule Update would drive value and provide benefits to your organization.

1 = No Value | 2= Low Value | 3= Neutral Value | 4= Moderate Value | 5= High Value

Value Metric	Metric Description	Value Score (1 – 5)	Real-world examples/experiences for each metric.
Time Impact	Improved time to deliver information.		
Service Impact	Increased satisfaction or experience for stakeholders upstream/downstream.		
Operational Impact	Reduction in resources, operational and maintenance costs.		
Efficiency Impact	Streamlined workflows and improved automation.		



## NCHVS CAQH CORE Operating Rule Implementation Survey Tool

### 4. New CAQH CORE Attachment Operating Rules<sup>2</sup>

#### 4.1 System Inventory and Impact Assessment

CAQH CORE Operating Rule Requirements	IT System Impact: Is One or More System(s) Impacted (Yes/No; Name of Impacted System; N/A if System Meets Rule Requirements)	Potential Options to Address Rule Requirements (e.g. remediate an inhouse developed system, replace or upgrade any COTS system, or work with third party vendor to ensure they meet CAQH CORE Operating Rule requirements)
<a href="#">CAQH CORE Attachments Health Care Claims Infrastructure Rule vHC.1.0</a> ; <a href="#">CAQH CORE Attachments Prior Authorization Infrastructure Rule vPA.1.0</a>		
Support implementation of the X12 v6020 275 Attachment transaction.		
Support the following maximum response times for transaction processing (Batch: Two Business Days / Real Time: 20 seconds).		
At a minimum, be able to support receipt of document file sizes of 64MB.		
Use of the X12 999 Implementation Acknowledgement.		
Standard methods and response time for receiving system to return errors to the provider (X12 v6020 824).		
Use CAQH CORE Connectivity Rule vC4.0.0		
Support 90% weekly system availability, with an allowable additional 24 hours per quarter.		
Use of the CAQH CORE Master Companion Guide Template.		
Establishes electronic policy access requirements for claim attachments.		
Support for the exchange of multiple electronic attachments to support a single claim submission.		
<a href="#">CAQH CORE Attachments Health Care Claims Data Content Rule vHC.1.0</a> ; <a href="#">CAQH CORE Attachments Prior Authorization Data Content Rule vPA.1.0</a>		
Reassociation requirements for X12 275 and non-X12 275 payload formats, including use of PWK Code EL.		
Use of consistent reference data to link attachments with the associated claim.		

<sup>2</sup> CAQH CORE Attachment Operating Rules address health care claims and prior authorization use cases. Please assess implementation impact for both uses cases together. If needed, data may be reported separately across each use case.

## NCHVS CAQH CORE Operating Rule Implementation Survey Tool

### 4.2. Implementation/Remediation Planning

#### 4.2.1 Staffing Resources

Types of Skilled Resources Required (e.g., Project Manager, System Architect, Developer, EDI Analyst, Business Analyst, etc.)	#FTEs	Personnel Hours Required	Average Staff Salary

#### 4.2.2 System Implementation Cost

\$	= Estimated Total Cost to Implement, Upgrade, and/or Support IT Systems
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#### 4.2.3 Implementation Timeframe

months	= Estimated Timeframe to Complete Implementation
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### 4.3 Savings Opportunities

Savings Opportunity	Measurement Description	Pre-Implementation via Fully Manual or Partial Automation (e.g., estimate based off current environment)	Post Implementation via Automation ROI Forecast (e.g., estimate savings opportunity 2 -3 years after implementation)
<b>Time</b>	Evaluate the time spent to conduct/process/adjudicate a single transaction. <i>Provide estimate in number of minutes.</i>		
<b>Staff Resources</b>	Provide the total number of staffing resources required to support transaction processing. <i>Provide estimate in number of FTEs.</i>		
<b>Cost</b>	Approximate the annual cost needed to manage, support, and maintain transaction processing operations. <i>Provide estimate in dollars.</i>		

### 4.4 Benefit & Value Assessment

Please assign a rating for each value metric using a scale of 1 – 5, to assess if the impact of implementation of the CAQH CORE Health Care Claim Attachment Operating Rules would drive value and provide benefits to your organization.

1 = No Value | 2= Low Value | 3= Neutral Value | 4= Moderate Value | 5= High Value

Value Metric	Metric Description	Value Score (1 – 5)	Real-world examples/experiences for each metric.
Time Impact	Improved time to deliver information.		
Service Impact	Increased satisfaction or experience for stakeholders upstream/downstream.		
Operational Impact	Reduction in resources, operational and maintenance costs.		
Efficiency Impact	Streamlined workflows and improved automation.		

**NCHVS CAQH CORE Operating Rule Implementation Survey Tool**

**5. New CAQH CORE Eligibility & Benefits Single Patient Attribution Data Content Rule**

**5.1 System Inventory and Impact Assessment**

CAQH CORE Operating Rule Requirements	IT System Impact: Is One or More System(s) Impacted (Yes/No; Name of Impacted System; N/A if System Meets Rule Requirements)	Potential Options to Address Rule Requirements (e.g. remediate an inhouse developed system, replace or upgrade any COTS system, or work with third party vendor to ensure they meet CAQH CORE Operating Rule requirements)
<b><u>CAQH CORE Eligibility &amp; Benefits (270/271) Single Patient Attribution Data Content Rule vEB.1.0</u></b>		
Return explicit attribution status and effective dates of attribution for patients in a Value-Based Contract.		
Make available to the healthcare provider specific written instructions and guidance for the healthcare provider on its implementation of this operating rule and definitions of attribution and attribution status.		
A system receiving the 271 Response must detect and extract the data elements addressed by rule and display appropriate text to the end user to communicate attribution status.		

**5.2. Implementation/Remediation Planning**

**5.2.1 Staffing Resources**

Types of Skilled Resources Required (e.g., Project Manager, System Architect, Developer, EDI Analyst, Business Analyst, etc.)	#FTEs	Personnel Hours Required	Average Staff Salary

**5.2.2 System Implementation Cost**

\$	= Estimated Total Cost to Implement, Upgrade, and/or Support IT Systems
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**5.2.3 Implementation Timeframe**

months	= Estimated Timeframe to Complete Implementation
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## NCHVS CAQH CORE Operating Rule Implementation Survey Tool

### 5.3 Savings Opportunities

Savings Opportunity	Measurement Description	Pre-Implementation via Fully Manual or Partial Automation (e.g., estimate based off current environment)	Post Implementation via Automation ROI Forecast (e.g., estimate savings opportunity 2 -3 years after implementation)
<b>Time</b>	Evaluate the time spent to conduct/process/adjudicate a single transaction. <i>Provide estimate in number of minutes.</i>		
<b>Staff Resources</b>	Provide the total number of staffing resources required to support transaction processing. <i>Provide estimate in number of FTEs.</i>		
<b>Cost</b>	Approximate the annual cost needed to manage, support, and maintain transaction processing operations. <i>Provide estimate in dollars.</i>		

### 5.4 Benefit & Value Assessment

Please assign a rating for each value metric using a scale of 1 – 5, to assess if the impact of implementation of the CAQH CORE Eligibility & Benefits Single Patient Attribution Data Content Rule would drive value and provide benefits to your organization.

1 = No Value | 2= Low Value | 3= Neutral Value | 4= Moderate Value | 5= High Value

Value Metric	Metric Description	Value Score (1 – 5)	Real-world examples/experiences for each metric.
Time Impact	Improved time to deliver information.		
Service Impact	Increased satisfaction or experience for stakeholders upstream/downstream.		
Operational Impact	Reduction in resources, operational and maintenance costs.		
Efficiency Impact	Streamlined workflows and improved automation.		