



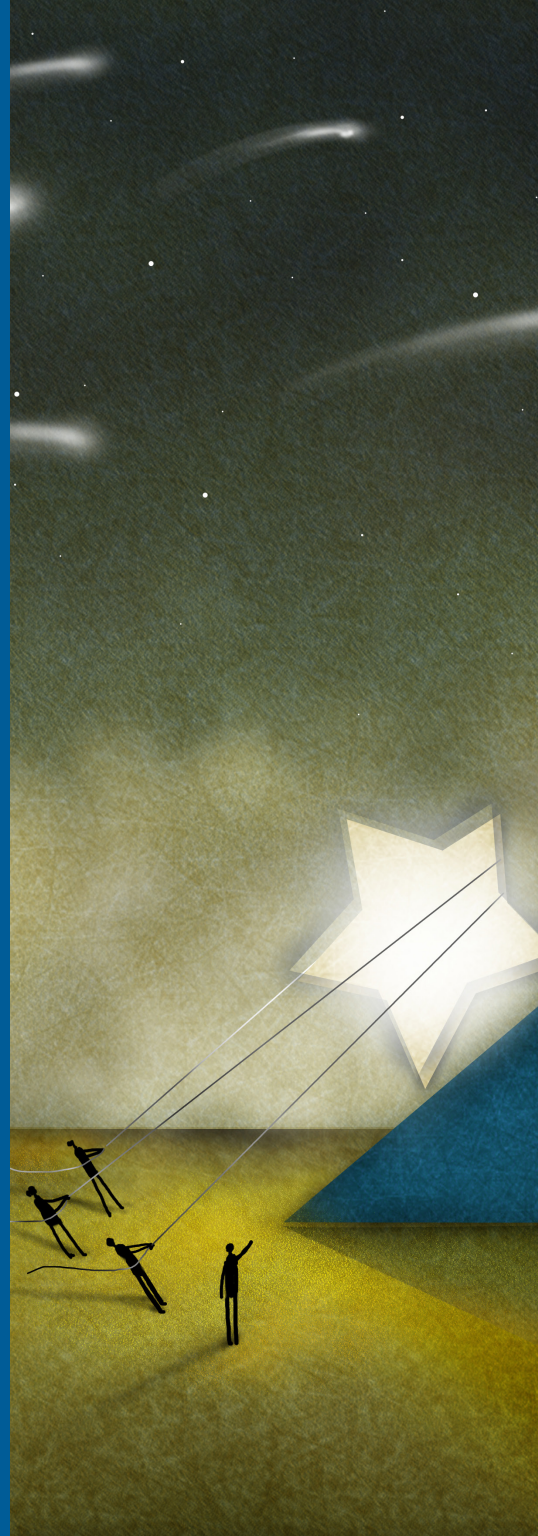
CAQH<sup>®</sup>

2018 ANNUAL REPORT



## MISSION STATEMENT

To accelerate the transformation of business processes in healthcare through collaboration, innovation and a commitment to ensuring value across stakeholders.



**In 2018, there was heightened attention on the costs of inefficient and outdated administrative processes in healthcare.** Congress held hearings and considered legislation, regulatory bodies enacted new rules, and the media reported extensively on these matters.

To address these issues, in 2018, CAQH enhanced our suite of provider data solutions with new features and technologies, including artificial intelligence, to streamline workflows and improve data quality. We also launched a new solution to simplify the way information is shared between entities with the highest volume and most complex provider data needs.

CAQH CORE brought the industry together to accelerate automation of prior authorizations and other transactions that occur millions of times every year. CAQH CORE also issued a report identifying ways the industry can remove barriers to new payment models.

In 2018, Humana, which serves more than 16 million members, joined CAQH. Now, the five largest health plans in the US are working together at CAQH to address issues no one company can solve on its own. We also expanded our industry relations and government affairs efforts to enable CAQH to participate more fully in the conversation on important healthcare business and policy issues at the state and federal levels.

While we are proud of these and other achievements, much work remains to be done. Our nation's healthcare system continues to change rapidly and, given the innovation, investments and progress highlighted in this report, CAQH has never been more ready to assist the industry with what lies ahead.

Robin J. Thomashauer  
*President*



## CAQH PROVIEW

CAQH ProView is the leading industry-wide provider data solution. Providers enter their professional and demographic information into a user-friendly web-based system, where it is shared with plans and other organizations they designate for credentialing and other business needs.

In 2018, more than 1.5 million providers used CAQH ProView to share professional and demographic information with nearly 1,000 health plans, hospitals and other participating organizations. Every four months, more than a million providers logged in to the solution to verify and attest to their data.

No other solution in the industry has this level of direct provider engagement or health plan participation and industry adoption of CAQH ProView continues to grow. Health plans in Massachusetts and Tennessee announced that they are using it to manage provider data, and plans in other states are preparing to make similar announcements.

In 2018, CAQH launched CAQH ProView for Groups to streamline information sharing between hospital systems, large group practices and health plans. Now, healthcare organizations can upload a single file with information on hundreds of providers to a portal which instantaneously checks for errors. Participating plans can then efficiently access higher quality provider data for use in their systems and online directories.

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# 80

New organizations began using CAQH ProView in 2018.

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*Every four months,  
more than a million  
providers logged in to  
CAQH ProView to verify  
and attest to their data.*

# VERIFIDE

VeriFide authenticates the accuracy and completeness of healthcare provider information to support credentialing decisions and reduce the administrative burden on providers.

For health plans, verifying the primary source information used in credentialing decisions can be a costly and painstaking process. To streamline this important function, CAQH launched a new technology solution, VeriFide.

VeriFide reduces administrative burdens and increases the accuracy of primary source verification for participating plans.

According to industry sources, most organizations take between 21 and 45 days to verify credentials. VeriFide delivers 98 percent of initial credentialing files within 14 days or fewer with error rates that one audit found to be less than one percent. Another plan that uses VeriFide reported that 42 percent of its volume of primary source verifications is now processed without human intervention.

Faster turnaround times and more complete files means that more providers can participate in health plan networks sooner, offering members greater choices and access to care.

CAQH has several initiatives underway to further automate primary source verification and give plans visibility into when credentials for each provider will be verified.

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## 98%

**Initial credentialing files completed and delivered within 14 days through VeriFide.**

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# DIRECTASSURE

DirectAssure enables healthcare providers to review, update and confirm their practice information — within their existing CAQH ProView workflow — for use in provider directories of multiple health plans. This improves directory data quality and reduces the burden on providers.

Inaccurate, incomplete and outdated healthcare provider directory information is a longstanding problem. Recent reviews of Medicare Advantage online directories by the Centers for Medicare and Medicaid Services (CMS) determined that nearly half of the provider directory locations listed had at least one inaccuracy. To address this issue, federal and state agencies have issued new requirements.

CAQH developed DirectAssure as an industry-wide shared solution to streamline data collection and improve provider directory quality. DirectAssure can improve the accuracy of provider locations in a typical health plan's directory by 25-30 percent. One large national health plan achieved 84 percent directory accuracy using the solution.

During the year, CAQH deployed machine learning to identify and correct inaccurate directory information without burdening providers with requests to verify their information.

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**84%** Directory accuracy achieved by a national health plan using DirectAssure.

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## Case Study

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A large national health plan sought assistance in improving the accuracy of its Medicare Advantage provider directory. Previously, the plan resorted to making more than 1 million phone calls annually to providers to confirm insurance affiliation, if they were accepting new patients and other information.

The health plan conducted a DirectAssure pilot with 52,000 providers in Texas, resulting in:

- The removal of 20,000 incorrect Medicare Advantage directory records.
- Reduced provider abrasion.
- Decreased audit risk.
- Dramatically lower operating costs.

# ENROLLHUB

EnrollHub enables healthcare providers to enroll in electronic funds transfer and electronic remittance advice with multiple health plans through one easy, secure process. This reduces the cost and risks associated with paper checks.

Even as the healthcare industry has adopted a growing number of electronic processes, more than one in three claim payments to providers is made by paper check. This is due, in part, to the administrative burden on providers who have to enroll for electronic payments through a separate process for each health plan.

EnrollHub removes this barrier by enabling providers to sign up for electronic payment with multiple plans through a single, secure, online process.

In 2018 alone, health plans received more than 63,000 enrollments from 38,000 new provider organizations participating in EnrollHub.

Over the past year, CAQH implemented additional security measures to validate enrolled providers, confirm account details, and prevent fraud.

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# 63,000

**New EnrollHub provider enrollments received by health plans in 2018.**

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# COB SMART

COB Smart enables health plans to determine — before a claim is paid — which of their members have coverage that overlaps with another commercial plan. This enables participating plans to pay claims accurately without member surveys or recovery costs.

While only five percent of members have overlapping coverage, health plans spend approximately \$800 million every year attempting to coordinate benefits and recover payments.

Through COB Smart, participating health plans supply coverage information to a registry, where it is compared with data from other plans to identify members with more than one form of coverage. This enables plans and providers to process claims correctly the first time.

Health plans that have measured results from COB Smart report at least a three-to-one ROI from recovered and avoided claims

In 2018, CAQH made several enhancements to COB Smart which resulted in the identification of more than 200,000 additional instances of overlapping coverage. These efforts saved participating organizations an additional \$87 million.

Enhancements slated for 2019 will improve accuracy, provide more detailed reporting, streamline workflows and enable “straight-through” processing for participating health plans.

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**3:1 ROI** Return on investment reported by plans participating in COB Smart.

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## Case Study

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A regional plan in the south sought a more proactive approach to coordination of benefits to maximize savings and reduce reliance on recovery vendors.

Previously, members would provide COB information when contacting customer service or during open enrollment. Some were sent letters asking them to provide their coverage information by return mail.

However, the costs of sending letters was high, and response rates were very low.

By adopting the solution, the plan was able to take information received from COB Smart, update its systems, and automatically identify any claim where it was not the primary payer prior to the claim being paid.

In the second year after implementing COB Smart, the plan was able to avoid \$11.3 million in costs. By year three, it avoided \$27.7 million.



## CAQH CORE

By developing operating rules for electronic business transactions, the Committee on Operating Rules for Information Exchange® (CAQH CORE) is a collaboration of more than 130 organizations working to reduce the number of expensive, time-consuming, and error-prone manual administrative processes. CAQH CORE offers a voluntary certification program so organizations can demonstrate that they follow industry operating rules.

As the healthcare marketplace evolves, the role of CAQH CORE has increased in importance. Today, more than 350 certifications have been awarded to entities across the healthcare industry, and now CORE-certified health plans cover 78 percent of commercial lives, 75 percent of Medicare Advantage lives and 44 percent of Medicaid lives in the United States. In 2018 alone, CAQH awarded more than 40 certifications.

To meet changing market and regulatory needs, CAQH CORE has also shifted its focus. For example, after providing a roadmap to increase adoption of electronic transactions in a fee-for-service system, CAQH CORE issued a report identifying operational challenges that may hinder the transition to value-based payment (VBP). The report included opportunity areas to accelerate the transition, and CAQH CORE launched a VBP advisory group to continue research and guide additional planning efforts in this area.

In 2018, CAQH CORE also addressed one of the most hotly debated of all healthcare transactions – prior authorizations. In July, the CAQH CORE Board issued an open letter voicing its support for a statement issued by several large industry players on how to improve the prior authorization process and drafted Phase V rules to accelerate adoption of electronic prior authorizations.

In 2019, CAQH CORE will continue to support the industry transition to VBP, finalize and promote Phase V operating rules, and advance other initiatives to accelerate the adoption of electronic business transactions.

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# 350

**CAQH CORE certifications  
awarded across the  
industry.**

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***“If we can work  
together to improve  
the prior authorization  
process, we can  
reduce unnecessary  
manual interventions,  
cut costs and,  
ultimately, improve  
the efficiency and  
overall quality of  
patient care.”***

Susan L. Turney, MD  
CAQH CORE Board Chair,  
President and CEO of Marshfield  
Clinic Health System.

## CAQH INDEX

The annual CAQH Index research report tracks the adoption rates of electronic business transactions in healthcare and the savings associated with moving from costly manual transactions such as phone, fax and mail. Gauging the level of industry transition to fully electronic business transactions highlights progress made as well as the gaps that remain.

The 2018 CAQH Index revealed that the healthcare industry continues to make progress automating business processes. Electronic adoption and transaction volume increased, with several common transactions reaching 80 percent electronic adoption across the sector. This resulted in a narrowing of the cost savings opportunity for the first time in CAQH Index history.

Despite the progress that has been made, the Index estimated that the medical and dental industries could save an additional \$12.4 billion annually with full adoption of electronic administrative transactions. For both medical and dental industries, the greatest portion of these savings can be realized by providers – \$8.5 billion for medical and \$2 billion for dental providers.

The Index also highlighted a substantial rise in overall transaction volume, growing in parallel with industry complexity. As these trends persist, the Index found that the industry would benefit from updated standards, operating rules, infrastructure and functionality that can accommodate the increase in volume and growing complexity associated with the need to connect administrative and clinical data elements in value-based payment models.

In 2019, CAQH will continue to work to expand the data used in the Index to ensure industry-wide representation in the findings. With a larger data set, the Index intends to report on additional HIPAA transactions and offer deeper insights into the industry transition to electronic administrative processes.

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# \$12.4 billion

Potential savings  
with full adoption of  
electronic administrative  
transactions.

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## PUBLIC AND INDUSTRY AFFAIRS

As policymakers increased their focus on provider data and other healthcare business issues, in 2018 CAQH expanded its public affairs program in Washington, D.C. and the states.

At the federal level, CAQH shared its work on healthcare administrative simplification with Capitol Hill staff and federal agency officials. CAQH engaged with national and state-level policy organizations such as the National Association of Insurance Commissioners, the National Conference of State Legislatures and National Lieutenant Governors Association, among others. CAQH also conducted outreach to Medicaid health plans, state Medicaid departments and related organizations on opportunities to streamline processes and reduce costs.

In 2018, CAQH continued its partnership with the American Dental Association (ADA). As dentists become increasingly involved in managed care, many are encountering new challenges with credentialing, network directories and other business issues. CAQH and the ADA are working together to assist dentists with this transition.

*CAQH also conducted outreach to Medicaid health plans, state Medicaid departments and related organizations on opportunities to streamline processes and reduce costs.*



# IMPACT

The mission of CAQH is to accelerate the transformation of business processes in healthcare through collaboration, innovation and a commitment to ensuring value across stakeholders.

By launching innovative technologies and solutions and bringing diverse interests together from across healthcare, CAQH advanced this mission and had an important impact on the industry.

But this work also has a profound impact on people.

For example, by reducing time providers spend on administrative tasks, they are free to focus resources on patient care. Over time, this will help to alleviate physician burnout and the provider shortage that many communities face. It also has the potential to improve the patient experience in important ways.

By providing the industry a roadmap to greater adoption of electronic prior authorizations and other transactions, CAQH is enabling administrators to work more efficiently, and reducing delays and barriers to care for patients. Streamlining the credentialing and primary source verification process is helping qualified physicians join health plan networks sooner, and providing members greater access and choices for healthcare.

In 2018, by working to remove costs, delays, and inefficiencies from the business of healthcare, CAQH enabled our healthcare system to work better for everyone.

*CAQH employees  
are inspired by the  
difference they  
make for individuals,  
particularly healthcare  
administrators,  
physicians, and  
patients.*



## LIST OF MEMBERS AND PARTICIPATING ORGANIZATIONS (CAQH Member organizations in bold)

### A

(AHMS) America's Health Management Services  
 1199 SEIU National Benefit Fund  
 Accenture  
 Access Behavioral Health  
 Access Management Co, LLC  
 Access Management Services (aka Colorado Access)  
 Adena Health System  
 Advanced Medicine Integration Group  
 Adva-Net  
 Advantica Administrative Services  
 Adventist Health Network  
 Adventist HealthCare  
**Aetna**  
 Affinia Health Network  
 Affinity Health Plan  
 Affiliated Chiropractic Care  
 AgeWell New York  
 AIDS Healthcare Foundation  
 Alameda Alliance for Health  
 Alignment Healthcare USA  
 Allegiance Benefit Plan Management, Inc.  
 Alliance Behavioral Healthcare  
 Alliance Health Partners  
 Allscripts  
 AllWays Health Partners  
 AlphaCare New York, Inc.  
 AltaMed Health Services Corp  
 Altus ACE  
 AlwaysCare Benefits, Inc.  
 American Care, Inc.  
 American Dental Association  
 American Health Network of Indiana  
 American Hospital Association  
 American Medical Association  
 American Specialty Health, Inc.  
 American Vision Partners

### America's Health Insurance Plans

Amerigroup Alabama  
 Amerigroup BCBS WNY  
 Amerigroup Community Care of New Mexico Inc  
 Amerigroup Community Care Tennessee  
 Amerigroup Corporation  
 Amerigroup DC  
 Amerigroup Iowa  
 Amerigroup Maryland  
 Amerigroup New Jersey  
 Amerigroup New York  
 Amerigroup Texas  
 AmeriHealth Caritas Delaware  
 AmeriHealth Caritas Family of Companies / AmeriHealth Caritas of Michigan  
 AmeriHealth Caritas Louisiana  
 AmeriHealth Caritas New Hampshire  
 AmeriHealth Caritas New Mexico  
 AmeriHealth Caritas North Carolina  
 AmeriHealth Caritas of District of Columbia  
 AmeriHealth Caritas Texas  
 Ameritas Life Insurance Corp  
 Amida Care  
 Angeles, IPA  
 Anne Arundel Healthcare Enterprises  
 Answer Health Physician Organization, Inc.  
**Anthem Inc.**  
 ACP  
 Apogee Health Partners  
 Applecare Medical Management, LLC  
 ArchCare  
 Arete Rehabilitation, Inc.  
 Argus Dental & Vision  
 Arizona Association of Health Plans  
 Arizona Health Care Cost Containment System  
 Arizona Priority Care Plus

ASC X12  
 Ascension Care Management  
 AthenaHealth  
 ATI Physical Therapy  
 Atlantic Integrated Health  
**Aultcare**  
 Aunt Martha's Health and Wellness, Inc.  
 Availability, LLC  
 Avesis Third Party Administrators, Inc.  
 AvMed Health Plans

### B

Bakersfield Family Medical Group  
 Bank of America  
 Baptist Health South Florida  
 Baptist Memorial Medical Group  
 BayCare Medical Group  
 BayCare Select Health Plans, Inc.  
 Beacon Health Options  
 Beacon Health Solutions  
 Beacon Health, LLC  
 Behavioral Health Professionals, Inc.  
 Behavioral Services Network, LLC  
 Beth Israel Deaconess Physician Organization  
 Blessing Hospital

### Blue Cross and Blue Shield Association

Blue Cross and Blue Shield of Alabama  
 Blue Cross and Blue Shield of Florida / Health Options, Inc.  
 Blue Cross and Blue Shield of Kansas  
 Blue Cross and Blue Shield of Kansas City  
 Blue Cross and Blue Shield of Massachusetts  
 Blue Cross and Blue Shield of Minnesota  
 Blue Cross and Blue Shield of Nebraska

Blue Cross and Blue Shield of Vermont  
 Blue Cross Blue Shield of Arizona  
 Blue Cross Blue Shield of Kansas City  
**Blue Cross Blue Shield of Michigan**  
**Blue Cross Blue Shield of North Carolina**  
 Blue Cross Blue Shield of Rhode Island  
**Blue Cross Blue Shield of Tennessee**  
 Blue Cross Blue Shield of Wyoming  
 Blue Ridge Medical Management  
 Blue Shield of California  
 Boston Medical Center HealthNet Plan  
 Brand New Day  
 Brattleboro Memorial Hospital  
 Brattleboro Retreat  
 Bright Health Management, Inc.  
 Bronx United IPA, Inc.  
 Brown & Toland  
 Buckeye Health Plan

### C

California Department of Health Care Services  
 California IPA  
 Cameron Hospital  
 Capital BlueCross  
 Capital District Physicians Health Plan, Inc.  
 Capital Vision Services / MyEyeDr.  
 Cardinal Health Partners, Ltd  
 Cardinal Innovations Healthcare  
 Care1st Health Plan of Arizona, Inc.  
 CareCentrix  
 CareCore National, LLC, / eviCore Healthcare  
**CareFirst BlueCross BlueShield**  
 CAREINGTON International, The Dental Network  
 CareSource

CareSource Management Group  
 Carlos G.Otis Health Care Center, Inc.  
 / Grace Cottage Hospital  
 Carpenters' Benefit Plan  
 CenCal Health  
 Cenpatco Behavioral Health  
 Cenpatco of Arizona  
**Centene Corporation**  
 Center Care Health Benefit Programs  
 CenterLight Health Care  
 Centers for Medicare and Medicaid  
 Services  
 Centers Plan for Healthy Living NY,  
 LLC  
 GentMass Association of Physicians,  
 Inc.  
 Central Ohio Primary Care  
 Physicians, Inc.  
 Central Queens IPA / South Asian IPA  
 Century PHO, Inc.  
 Ceridian Corporation  
 Cerner/Healthcare Data Exchange  
 Change Healthcare  
 Chesapeake Health Care  
 Chesapeake IPA  
 Chestnut Global Partners, LLC  
 Chicago IPA, Inc. / Unified Physicians  
 Network, Inc.  
 Child and Family Health Collaborative  
 of Ohio  
 Children's Community Health Plan  
 Childrens Hospital Medical Center  
 Childrens Medical Center Health Plan  
 Childrens Mercy Pediatric Care  
 Network  
 Childrens National Medical  
 Associates  
 Chinese Community Health Plan  
 Chiropractic Services Management,  
 LLC  
 Christopher Rural Health Planning  
 Corporation  
 CHRISTUS Health  
**Cigna**  
 CIGNA Behavioral Health  
 Cigna HealthSpring

ClaimRemedi  
 Clear Spring Health Plan  
 Cleveland Clinic Health System  
 Physician Organization AKA  
 Cleveland Clinic Community  
 Physician  
 Clinical Practice Organization  
 Clover Health  
 CMDP (Comprehensive Medical and  
 Dental Program)  
 CMS Cap Management Systems  
 Coalition Of Asian-American IPA  
 Cognizant  
 Cognosante  
 Coherent Eye Care LLC  
 CollabHealth Plan Services (RiverLink  
 Health, StableView Health, ClearRiver  
 Health, HeartlandPlains  
 Colonial Cooperative Care  
 Colorado Physical Therapy Network  
 (CPTN)  
 Commonwealth Care Alliance  
 Community Aligned Association of  
 Physicians, Inc.  
 Community Behavioral Health  
 Community Care Health Plan of  
 Nevada Inc.  
 Community Care IPA  
 Community Care Physicians, P.C.  
 Community Eye Care, LLC  
 Community First Health Plans  
 Community Health and  
 Immunization Services, LLC  
 Community Health Center Network  
 Community Health Choice, Inc.  
 Community Health Group  
 Community Health Options  
 Community Health Plan of  
 Washington  
 Community Health Solutions of  
 America, Inc.  
 Community Health Systems  
 Professional Services Corporation  
 Community Medical Group, Inc.  
 Community Network for Behavioral  
 Healthcare, Inc.  
 Compass Health, Inc.

Compass IPA  
 Comprehensive Health Management  
 (WellCare)  
 Comprehensive Health Services, Inc.  
 ComPsych  
 Concentra Health Services, Inc.  
 Concordia Healthcare Holdings, Inc. /  
 Concordia Behavioral Health  
 Conduent  
 ConnectiCare Inc.  
 Connecticut Judicial Branch, Court  
 Operations and Court Support  
 Service Division  
 Connective RX  
 Continuum Health Partners  
 Cook Children's Health Plan (CCHP)  
 Copley Hospital  
 Corinthian Medical IPA  
 Cornerstone Alliance, Inc.  
 CorVel Corporation  
 CountyCare Health Plan  
 Coventry Health Care  
 Crystal Run Health Plan, LLC  
 CSRA  
 CVS Health

## D

Davis Vision  
 Deaconess Health Plans  
 Delta Dental Arizona  
 Delta Dental of Idaho  
 Delta Dental Plans Association  
 DentaQuest  
 Denver Health Medical Plan, Inc.  
 Des Peres Hospital  
 Detroit Medical Center  
 Devon Health, Inc.  
 Devoted Health  
 Doc Clear USA  
 Doctors Health Care Plans, Inc.  
 Driscoll Childrens Health Plan  
 DST Health Solutions  
 DXC Technology

## E

E4 Health  
 East Georgia Physicians Group  
 Eastern Chinese American Physician  
 IPA (ECAP IPA)  
 Easy Access Care IPA  
 eClinicalWorks, LLC  
 Edifecs  
 EhE international  
 Elderplan, Inc.  
 ElderServe Health, Inc.  
 EmblemHealth  
 Emory Healthcare  
 Empire Blue Cross Blue Shield  
 EmployerDirect Healthcare, Inc.  
 Employers Health Network, LLC  
 Envolve Dental Inc.  
 Envolve Vision Benefits, Inc.  
 Eon Health Plan, LLC  
 Epic  
 EpicNEMT  
 e-Psychiatry  
 ESI-Employee Assistance Group  
 Eskenazi Medical Group  
 ESPRIT Medical Care  
 eviCore Healthcare  
 Evolent Health  
 ExamOne  
 Exceedent Health  
 Excellus Blue Cross Blue Shield  
 Excellus Health Plan, Inc.  
 Excelsior Medical, IPA  
 Experian  
 EyeMax Vision Plan, Inc.  
 EyeMed Vision Care

## F

Fairfax Falls Church Community  
 Services Board  
 Fallon Community Health Plan  
 Family Health Network, Inc.  
 Federal Reserve Bank of Atlanta  
 First Community Health

FirstCare Health Plans  
 Florida Agency for Health Care Administration  
 Florida Health Plan  
 Florida Health Solution, Corp  
 ForeSight Medical / Encompass Specialty Network  
 Friday Health Plans  
 FrontPath Health Coalition

## G

Gateway Health Alliance, Inc.  
 Gateway Health Plan  
 Geisinger Health Plan  
 General Vision Services LLC  
 Genesis Eldercare Rehab Services, LLC  
 Genesis HealthCare System  
 Genesis Physicians Group  
 Genesys PHO  
 Genoa Telepsychiatry  
 George Washington Medical Faculty Associates  
 Georgia Health Network  
 Gifford Health Care  
 Global TPA, LLC  
 GlobalHealth Inc.  
 Gold Coast Health Plan  
 Golden Shore Medical  
 Gonzaba Medical Group  
 Goshen Hospital/Indiana Lakes MCO  
 Government Employees Health Association, Inc. (GEHA)  
 Greater Baltimore Medical Center  
 Greater Louisville Medical Society  
 Greater New York Hospital Association  
 Guardian Life Insurance Company of America  
 GWU-Medical Faculty Associates, Inc.

## H

Hamaspik Choice Inc.  
 Hap Midwest Health Plan  
 Happier Living

Harbor Health Plan  
 Harvard Pilgrim Health Care  
 Hawaii Western Management Group, Inc. (HWMG)  
 HCA Shared Services for Physicians  
 Health Alliance Medical Plans, Inc.  
 Health Alliance Plan  
 Health Care Service Corp  
 Health First Health Plans  
 Health First Network, Inc.  
 Health Level 7

Health Net Federal Services

### Health Net Inc.

Health New England  
 Health One Alliance  
 Health Partners Plan  
 Health Plan of San Joaquin  
 Health Plan Services  
 Health Plus Physicians Organization  
 Health Services for Children with Special Needs, Inc.  
 HealthAlliance of the South  
 Healthcare Administrative Solutions, Inc. (HCAS)  
 Healthcare Business Management Association  
 Healthcare Financial Management Association  
 HealthCare Highways  
 Healthcare Partners, a DaVita Medical Group  
 HEALTHeNET  
 Healthfirst Management Services, LLC  
 HealthNow New York, Inc.  
 HealthSmart  
 HealthSmart MSO Inc.  
 Healthy Blue (Amerigroup Corporation)  
 Henry Ford Health System  
 Heritage Health Systems, Inc.  
 Heritage Vision Plans. Inc.  
 Highmark, Inc.  
 Hillcrest Family Services  
 HMS

Holy Name Medical Center  
 Holzer Health System

### Horizon Blue Cross Blue Shield of New Jersey

Hospital Corporation of America  
 HRMD Management  
 HSI Medical Management, Inc.  
 Hudson Doc IPA  
**Humana**  
 Hyr Medical

## I

iCare Health Options  
 iCircle  
 IMAGINE HEALTH  
 IMCS Group Inc.  
 Imperial Health Holdings Medical Group  
 Independence Blue Cross  
 Independence Medical Group  
 Independent Health  
 Independent Living Systems  
 Indiana Pro Health Network, Inc.  
 Indiana University Health  
 Industry Buying Group  
 inMediata  
 InnovAge  
 Inova Health System  
 Inovalon, Inc.  
 INSPIRIS, Inc.  
 InstaMed  
 InteCare, Inc.  
 Integra MLTC, Inc.  
 IntegraNet Physician Resource, Inc.  
 Integrated Behavioral Health/  
 American Behavioral  
 Integrated Care Partners, LLC  
 Integrated Solutions Health Network  
 INTotal Health  
 IPA of North Jersey  
 IPN  
 IVANS, Inc.  
 Ivy Rehab

## J

Jackson Clinic PA  
 Jackson Medical Group Specialty Physicians  
 Jai Medical Systems Managed Care Organization, Inc.  
 Jefferson Physicians Group  
 Johns Hopkins  
 Johns Hopkins Healthcare LLC  
 JSA Healthcare Corporation

## K

### Kaiser Permanente

Kaiser Permanente Hawaii  
 Kaiser Permanente Northwest  
 Kaiser Permanente of Colorado  
 Kaiser Permanente of Northern California  
 Kaiser Permanente of Southern California  
 Kaiser Permanente of the Mid Atlantic States  
 Kalos Health, Inc.  
 Kansas Department of Health and Environment  
 Kansas Superior Select, Inc.  
 Kent County Health Services, Inc.  
 Kentucky Medical Services Foundation, Inc.  
 Kentucky Orthopedic Rehab Team, LLC  
 Kentucky Primary Care Association  
 Kettering Physician Partners  
 Key Medical Group  
 Keystone First Health Plan/  
 AmeriHealth Caritas Health Plan  
 Keystone Mercy/AmeriHealth Mercy Health Plan Corp (AmeriHealth)  
 Kingman Regional Medical Center  
 KOVA Healthcare  
 KS Plan Administrators  
 Kure Technologies LLC

## L

L.A. Care Health Plan  
 Laboratory Corporation of America

Lahey Clinic Inc.  
 Lakewood IPA  
 LaSalle Medical Associates Inc.  
 Leon Medical Centers Health Plans  
 Lewis-Gale Physicians, LLC  
 LIBERTY Dental Plan Corporation  
 LifeBridge  
 LifePoint Hospitals  
 Lifeprint Health, Inc.  
 Livingston Physician Organization  
 LocumTenens.com  
 Logistics Health Incorporated  
 Lone Star Circle of Care  
 Louisiana Medicaid - Molina  
 Loyola University Medial Center  
 Lumeris, Inc.  
 Lyra Clinical Associates

## M

Magellan Complete Care of Virginia  
 Magellan Health Services  
 MagnaCare Administrative Services, LLC  
 Managed Care of North America, Inc.  
 Managed Health Network Inc.  
 Management Services Network, LLC  
 / MSN Healthcare Solutions  
 Manatee County Rural Health  
 Services Inc.  
 MAPFRE  
 Marshfield Clinic  
 Martins Point Health Care  
 Maverick Medical Group  
 Mayo Clinic  
 MBMS  
 MCCI Medical Group  
 McKesson  
 McLaren Health Plan  
 McLaren Physician Hospital  
 Organization  
 MDLive Provider Service  
 MDwise, Inc.  
 MDxHealth  
 MedCost, LLC  
 Medex IPA

Medica Health Plans  
 Medical Associates Health Plan  
 Medical Group Management  
 Association  
 Medical Mutual of Ohio, Inc.  
 Medichoice IPA  
 MediXaid  
 MEDNAX Services, Inc.  
 MedPOINT Management  
 MedStar Family Choice, Inc.  
 MedStar Health System /  
 Georgetown University Hospital  
 MedXM  
 Memorial Hermann Health Solutions,  
 Inc.  
 Memphis Lung Foundation  
 Mercy Care  
 Mercy Health  
 Mercy Health System PHO, Inc.  
 Mercy Maricopa Integrated Care  
 Mercy Physicians Medical Group  
 Meridian Health Plan, Inc.  
 Merit Independent Physicians  
 Associaton, LLC  
 Meritage Medical Network  
 MESVision / The Eye Care Network,  
 Inc.  
 MET Healthcare Solutions  
 MetLife  
 Metroplex Pathology Associates  
 MetroPlus Health Plan, Inc.  
 MHMR of Tarrant County  
 MHN ACO  
 Miami Jewish Health Systems, Inc.  
 Michigan Department of Community  
 Health  
 Michigan Medicine  
 Michigan Public Health Institute  
 Mid America Cardiology Associates  
 Inc.  
 Midland's Choice  
 Minnesota Department of Health  
 Minnesota Department of Human  
 Services  
 Missouri HealthNet Division  
 MissouriHealthPlus, LLC

Mobility Medical, Inc.  
 Mohawk Valley Medical Associates  
 IPA  
 Molina Healthcare, Inc.  
 Montefiore Medical Center  
 Mosaic IPA  
 Mount Carmel Health Partners  
 Mount Carmel Health Plan, Inc.  
 Mount Carmel Health System  
 Mount Kisco Medical Group  
 Mount Washington Pediatric Hospital  
 Mt. Ascutney Hospital and Health  
 Center  
 Multiplan Inc.  
 Muskingum Valley Health Center  
 MVP Healthcare

## N

NACHA The Electronic Payments  
 Association  
 Nascentia Health  
 NASW Risk Retention Group, Inc.  
 National Association of Vision Care  
 Plans (NAVCP)  
 National Committee for Quality  
 Assurance  
 National Council for Prescription  
 Drug Programs  
 National Decision Support Company  
 National Medicaid EDI Healthcare  
 Work Group  
 National Vision Administrators  
 National Vision, Inc.  
 Nationwide Childrens Hospital  
 Nationwide Optometry PC  
 NAVCP Credentialing Alliance  
 NEA Powered by Vyne  
 Neighborhood Health Plan of Rhode  
 Island  
 Network Solutions IPA, LLC  
 New Avenues, Inc.  
 New Directions Behavioral Health  
 New Jersey Manufacturers Insurance  
 Company  
 New Mexico Cancer Center  
 New Mexico Mutual

New York Network, IPA  
 New York Quality Healthcare  
 Corporation / Fidelis Care  
 Next Level Health Partners, LLC  
 Next Medical Staffing, LLC c/o Health  
 Carousel, LLC  
 NextGen Healthcare Information  
 Systems, Inc.  
 Nexus Health Medical Group  
 Nivano Physicians, Inc.  
 NJ Shore  
 North Carolina Council of  
 Community Programs  
 North Coast Professional Company,  
 LLC  
 North Country Health System, Inc.  
 North Dakota Medicaid  
 North Texas Specialty Physicians  
 Northeast Alabama Physicians  
 (NAP)  
 Northeast Alabama Primary  
 Healthcare, Inc. (NEAPHC)  
 Northeast Delta Dental  
 Northeastern Vermont Regional  
 Hospital  
 Northwest Georgia Physicians  
 Association  
 Northwest Physicians Network LLC  
 Northwestern Medical Center, Inc.  
 Norton Healthcare Inc.  
 NP Nation  
 NX Health Network  
 NYU Langone Hospitals

## O

Oakland Physician Network Services  
 Ohio Health Choice  
 OhioHealth  
 OhioHealth Group  
 Oklahoma Office of Management  
 Enterprise Services: Employee Group  
 Insurance Divi  
 Old Pueblo Practice Management  
 OMCA-Occupational Managed  
 Care Alliance, Inc./ProviderNet/  
 Community Care Network  
 One Call Care Management



OneHealthPort  
 OODA Health  
 OptumCare Care Delivery  
 OptumCare Network in Connecticut  
 OptumHealth Care Solutions-  
 Physical Health  
 OptumHealth Financial Service  
 OptumInsight  
 Oregon Department of Human  
 Services  
 Oregon Health Authority  
 Orlando Health Network  
 Ortho NorthEast  
 Oscar Insurance Corporation  
 OSS Orthopaedic Hospital, LLC  
 OSU HealthPlan, Inc.  
 Owensboro Community Health  
 Network

## P

P3 Health Partners Network  
 Pacific Partners Management  
 Services, Inc. (PPMSI)  
 Palladian Muscular Skeletal Health  
 Palmetto GBA  
 Paramount Health Care  
 Paramount Health Options  
 Paramount Insurance Company /  
 ProMedica Health System  
 Parkland Community Health Plan Inc.  
 Partners Behavioral Health  
 Management  
 Patient Physicians Network Holding  
 Company  
 PaySpan  
 Peace River Center  
 Peach State Health Plan  
 Pediatric Associates  
 Penn Behavioral Health Corporate  
 Services  
 Pennsylvania Department of Public  
 Welfare  
 Peoples Health  
 Permian Basin Healthcare Network  
 Phoenix Childrens Hospital  
 Physician Associates of Middle

Georgia  
 Physician Partners IPA, Inc.  
 Physician Staffing Inc. / Community  
 Hospitalist  
 Physicians Data Trust  
 Physicians Health Plan of Mid-  
 Michigan  
 Physicians Health Plan of Northern  
 Indiana, Inc.  
 Physicians Medical Group of San  
 Jose, Inc.  
 Physicians of Coastal Georgia  
 Physicians of Southwest Washington,  
 LLC  
 Physicians Optimal Network  
 Physicians Practice Enhancement  
 Piedmont Community Health Plan  
 Pinehurst Medical Clinic, Inc.  
 PinnacleHealth PHO  
 Pinnacol  
 Planned Parenthood of Metropolitan  
 Washington DC, Inc.  
 Platinum Preferred Healthcare  
 Network, PLLC / Platinum Physician  
 Associates  
 PNC Bank  
 PNT Data Corp  
 Political Subdivision Workers'  
 Compensation Alliance  
 Porter Hospital, Inc.  
 Practice Resources, LLC  
 Preferred Care  
 Preferred Care Partners  
 Preferred Health Plan, Inc.  
 Preferred IPA of California  
 Premera Blue Cross Blue Shield  
 Premier Care IPA  
 Premier Eye Care of Florida, LLC  
 Premier Health Group  
 Premier Physician Support Services,  
 LLC  
 Premium LOCTEN  
 Presbyterian Health Plan  
 Presence Health Partners  
 Prestige Health Choice  
 Primary Care Associates Medical  
 Group

Primary Care Association, LLC  
 Primary Care of Northern Ohio  
 Primary PartnerCare Management  
 Group, Inc.  
 Primary Provider Management  
 Company, Inc.  
 Prime Community Care of the Central  
 Valley  
 Prime Health Services, Inc.  
 Prime Healthcare Management, Inc.  
 PrimeCare Health Group  
 PrimeCare Medical Network, Inc.  
 Priority Health  
 Private Sector Technology Group  
 Privia Health  
 ProCare MSO  
 ProgressHealth PHO  
 Progyny  
 Promedica Physicians Group  
 Prominence Health Plan  
 Prospect Medical  
 Provider HealthLink Louisiana, LLC  
 Provider Partners Health Plan  
 Provider Partners Health Plan of  
 Pennsylvania  
 ProviDRs Care  
 Purchase Physicians Organization

## Q

Q Point  
 QTC Management Inc.  
 QualCare, Inc.  
 Quality Health Plans of New York, Inc.  
 QualSight, LLC  
 Quorum Health

## R

Rayn Healthcare Alliance  
 RealMed, an Availity Company  
 Recover Together  
 Recovery Centers of America  
 Regional Cancer Care Associates  
 Resurrection Physicians Provider  
 Group  
 Rideout Medical Associates, Inc.

River City Medical Group  
 Riverside Health, Inc.  
 Rochester Regional Centralized  
 Credentialing Office  
 Rocky Mountain Health Plan  
 Rocky Mountain Human Services  
 Rogers Memorial Hospital, Inc.  
 Rutland Regional Medical Center

## S

Saint Francis HealthCare Partners  
 (formerly The Saint Francis PHO)  
 Saint Lukes Physician Specialists, LLC  
 Salisbury Health Group LLC  
 Sandhills Center for MH/DD/SAS  
 Scion Dental, Inc.  
 Secure Health Plans of Georgia, LLC  
 SecureCare, Inc.  
 Security Health Plan of Wisconsin,  
 Inc.  
 Select Health of South Carolina  
 Sendero Health Plans  
 Senior Whole Health  
 Sentara Healthcare  
 Seoul Medical Group  
 Seton Insurance Services  
 SHC Medical Partners  
 Sierra Health and Life  
 Sightcare Inc.  
 Signature Advantage, LLC  
 Signify Health  
 SIHO Insurance Services  
 Silver Rock Risk Solutions  
 Simply Healthcare Plans  
 Smoky Mountain Center  
 Solis Health Plans, Inc.  
 Solstice  
 SonderMind  
 South Florida Community Care  
 Network  
 South Florida Vision (aka 20/20  
 Eyecare Plan, Inc.)  
 South Georgia Physician Network,  
 LLC  
 South Georgia Physicians  
 Association, LLC

South Shore Rockaways IPA  
 Southern California Pipefitters  
 Southwest Network, Inc.  
 Southwestern Vermont Health Care  
 Sovereign Phoenix IPA  
 Spectera Eyecare Networks  
 Springfield Medical Care Systems, Inc.  
 St. Jude Children's Research Hospital Inc.  
 St. Marys PHO  
 Stark Regional PHO  
 Starling IPA  
 Stern Cardiovascular Foundation  
 Steward Health Choice Arizona Health Plan  
 Steward Medical Group  
 Stormont-Vail Regional Health Center  
 Suburban Health Organization  
 SummaCare, Inc.  
 Summit Health  
 Superior Health Plan  
 Superior Vision

## T

TalkSpace  
 Tampa General Hospital  
 Tampa General Medical Group  
 Tata Consultancy Services Ltd  
 Telecare  
 Tenet Health  
 TennCare  
 Texas Childrens Health Plan  
 Texas Independent Providers, LLC  
 Texas Professional Health Care Alliance  
 The Health Plan of the Upper Ohio Valley Inc (The Health Plan Inc.)  
 The Institute for Family Health  
 The Ohio State University Medical Center  
 The Premium Group, Inc.  
 The SSI Group, Inc.  
 The University of Arizona Health Plans  
 TIBCO Software, Inc.

Torchmark  
 Total Health Care, Inc.  
 TPAC  
 TPN  
 Trans Century Resources Inc.  
 TransUnion  
 Tri Health  
 Triad HealthCare Network  
 TrialCard  
 Tribute Health Plans  
 TRICARE  
 Trillium Health Resources  
 Trinity Health CPI  
 Tristar Managed Care  
 TriWest Healthcare Alliance  
 TriZetto Corporation, A Cognizant Company  
 True Health New Mexico  
 TRUSTED HEALTH PLANS, Inc.  
 TSG Guard, Inc. / Valor Health Plan  
 Tufts Health Plan

## U

U.S. Retina  
 UCHealth Plan Administrators  
 UHC Corporate  
 Ultimate Health Plans  
 Unified Physician Management  
 Unison Administrative Services, LLC  
 United Behavioral Health  
 United Concordia Companies, Inc.  
 United Physicians, Inc.  
 United States Department of Treasury Financial Management  
 United States Department of Veterans Affairs  
 UnitedHealthcare  
 UnitedHealthcare Dental  
**UnitedHealthGroup**  
 Unity Health Care, Inc.  
 Unity Health Insurance and (Gundersen Health Plan & Quartz)  
 University Medicine Foundation, Inc.  
 University of Chicago Medicine Care Network

University of Louisville Physicians  
 University of Missouri Hospital and Clinics  
 University of Pennsylvania Health System  
 University of Pittsburgh Medical Center  
 University of Toledo Physicians  
 University of Utah Health Plans  
 University Physicians Association Inc.  
 University Physicians Network  
 US Department of Veterans Affairs  
 US Family Health Plan at St Vincent Catholic Medical Centers  
 US Medical Management  
 US Vision  
 Utah Health Information Network  
 Utilization Review Accreditation Commission  
 UVMHN Credentialing & Enrollment

## V

Vale-U-Health  
 Valley Health Plan Santa Clara County  
 Valley Obstetrics and Gynecology, PC  
 Van Lang IPA  
 Vanderbilt University  
 Vantage Health Plan  
 Vantage Oncology, LLC  
 Vermont Hospital Association  
 VetFed Carenet  
 Via Christi Health System Inc.  
 Vibra Health Plan  
 Village Senior Services Corp / VillageCareMAX  
 Virence Health  
 Virginia Health Network, Inc.  
 Virginia Mason Medical Center  
 Virginia Premier Health Plan, Inc.  
 Vision Benefits of America, Inc.  
 Vision Group Holdings, LLC  
 Vision Service Plan (VSP)  
 Vision Source Texas IPA, PLLC  
 Visionworks  
 Vista Health Plan, Inc. /

Vista360Health)  
 Vitality Health Plan of California  
 VitalMD Group Holding, LLC  
 Viva Health, Inc.  
 VNS Choice  
 Vohra Health Services, P.A.  
 Wyne Medical

## W

Washington Health Plan (Amerigroup Corporation)  
 Washington State Office of the Insurance Commissioner  
 Watson Clinic  
 Waystar  
 WEA Insurance Corporation  
 WeCare of New York IPA, LLC  
 WelbeHealth  
 WellCare Health Plans  
 WellComp Managed Care Services, Inc.  
 Wellhealth Quality Care  
 Wellmed Medical Management/ Physicians Health  
 WholeHealth Networks  
 WINFertility, Inc.  
 Wipro  
 Wisconsin Physicians Service / Arise Health Plan  
 Work Group for Electronic Data Interchange  
 Workers' Compensation Trust

## X

XIMED IPA

## Y

Your Hearing Network  
 YourCare Health Plan, Inc.

## Z

Zelis Healthcare  
 Zelis Payments

