



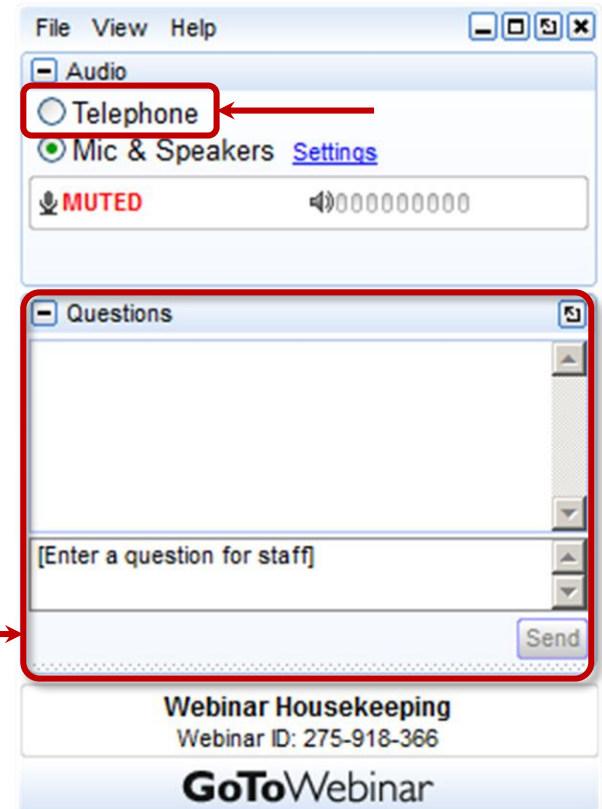
CAQH CORE: January Town Hall

Thursday,
January 7th, 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**



Session Outline

1. Welcome and Introduction
2. 2016 and Future Strategic Overview
3. Operating Rules
 1. Phase IV Operating Rules
 2. Maintenance Activities on Existing Operating Rules
4. Voluntary CORE Certification
5. Upcoming Education Activities
6. Q & A

CAQH
CORE

Strategic Overview

Gwendolyn Lohse
CAQH CORE Managing Director

CAQH CORE Mission and Vision

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. Key guiding principles include:

- Enable providers to submit transactions from the system of their choice (vendor agnostic) and quickly receive a standardized response.
- Ensure the rules can be implemented in phases that encourage feasible progress

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

CAQH CORE Future Focus: Board Discussions

Commitment to CAQH CORE mission, vision and integrated model is strong.

CAQH CORE ACA-driven efforts to continue, such as:

- Innovative maintenance and tracking of existing operating rules.
- Implementation support for existing Phases I-IV; emphasis on studying ROI.
- Voluntary pilot on Attachments to inform formal development.
- Support and participation in ACA Review Committee (NCVHS).

CAQH CORE plays a critical and unique role in the marketplace, and is evolving.

To achieve full cost savings of existing transactions, more work is needed to achieve market adoption and to create an ongoing industry model:

- Assessment of existing ecosystem development/adoption/maintenance process as well as need for voluntary enforcement/compliance efforts.
- Drive CORE Certification to ensure adoption, support evolving work flows and align trading partners on cost savings and available benefits.

CAQH CORE began as voluntary and will move forward with its HHS role and voluntary efforts.

Future impetus:

- Payment model is changing; work flows and transactions that support the adjudication of the payment models must change. Partnerships will be critical.
- Voluntary extensions of existing operating rules with key evaluation criteria that consider the new models. New areas for operating rules beyond existing.

CAQH CORE Board: What Should Drive Future Focus?

The Board continues to support a strong emphasis on evaluation criteria, whether CAQH CORE is considering how to voluntarily expand its existing operating rules, e.g. [additional eligibility data content as outlined in recent NCVHS testimony](#), or to develop and adopt initial collective action on value-based payments. Applying this criteria to new potential opportunities will be a key part of 2016.

Goal and expected impact

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

Will require detailed research

Ability to drive
participation/adoption/ease
of implementation

Strategic and
organizational fit (CAQH
CORE Guiding Principles)

Existing players or critical
partnerships required

Timing considerations

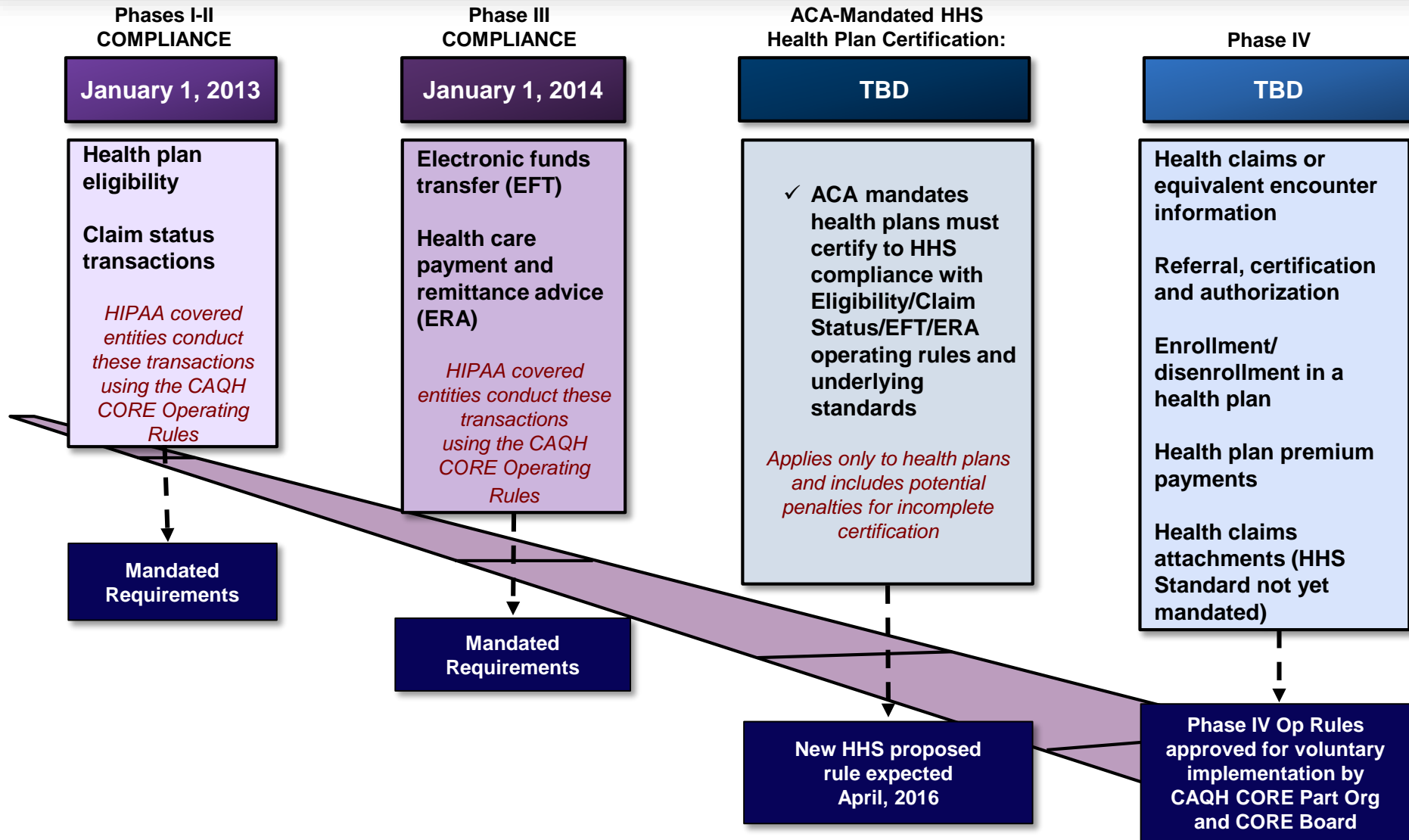
Future Focus: Dual Focus of FFS and VBP

CAQH CORE must continue its focus on driving down unnecessary costs from fee-for-service (FFS) data exchange, and begin to address data exchange needs for what is evolving as value-based payments (VBP)

Fee-For-Service	Pay-For-Performance	Patient-centered Medical Home	Shifting Financial Risk/ACO				Provider-Sponsored Health Plan
			One-Sided (Shared Savings)	Bundled (Episode) Payments	Two-Sided (Shared Risk)	Full Risk (Capitation)	
Incentive Payment			Transfer of Risk				

In 2016, the evaluation of the potential needs for value-based payment will move forward based upon initial 2015 Board-driven assessment. In Q1 subject matter experts will be interviewed on needs and gaps. White Paper will be issued. CAQH CORE Participating Organizations and industry engagement are essential to this effort. Participants will need to prioritize any potential VBP efforts and consider alignment with a 2016 prioritization of ongoing FFS needs.

ACA Mandated Operating Rules and Certification Compliance Dates



Phase IV Operating Rules

Erin Weber
Senior Manager

Robert Bowman
Senior Manager

CAQH CORE New Years Resolution



In 2016, CORE resolves to work with the industry to provide the most comprehensive resources and tools that will directly assist your organizations with your Phase IV CAQH CORE Operating Rule implementation efforts.

Scope of Phase IV CAQH CORE Rule Requirements

Reminder: Health Claims Attachments transaction not included; there is no formal HIPAA Health Claims Attachments standard(s).

Infrastructure Requirement	Prior Authorization	Claims	Enrollment/ Disenrollment	Premium Payment
Processing Mode	<i>Batch OR Real Time Required</i>	<i>Batch Required; Real Time Optional</i>	<i>Batch Required; Real Time Optional</i>	<i>Batch Required; Real Time Optional</i>
Batch Processing Mode Response Time	<i>If Batch Offered</i>	X	X	X
Batch Acknowledgements	<i>If Batch Offered</i>	X	X	X
Real Time Processing Mode Response Time	<i>If Real Time Offered</i>	<i>If Real Time Offered</i>	<i>If Real Time Offered</i>	<i>If Real Time Offered</i>
Real Time Acknowledgements	<i>If Real Time Offered</i>	<i>If Real Time Offered</i>	<i>If Real Time Offered</i>	<i>If Real Time Offered</i>
Safe Harbor Connectivity and Security	X	X	X	X
System Availability	X	X	X	X
Companion Guide Template	X	X	X	X
Other	N/A	Include guidance for COB in companion guide	Timeframe requirements to process data after successful receipt and verification of transaction	Timeframe requirements to process data after successful receipt and verification of transaction

X = Required

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

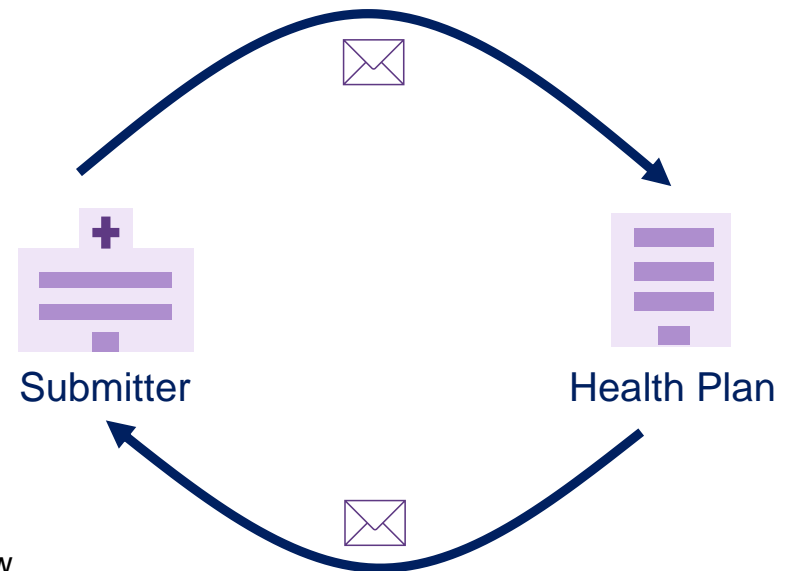
An **acknowledgement** to ensure the transaction has been received, has not been lost between entities, and will be addressed

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:

- ✓ Increase consistency/automation across entities
- ✓ Identify gaps/barriers at any point in the transaction
- ✓ Increase usage of automated electronic transactions
- ✓ More efficient processes = reduced administrative costs
- ✓ Improve customer services to patients/providers
- ✓ Reduce staff time for phone inquiries
- ✓ Enhance revenue cycle management = improved cash flow



CAQH CORE Phase IV Analysis & Planning Guide Assists in Understanding Applicability of Rules to Various Trading Partners

As with previous Phases, CAQH CORE now has an [Analysis & Planning Guide](#) for the Phase IV CAQH CORE Operating Rules

Planning Guide should be used by project staff to:

Understand applicability of the Phase IV 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

Planning Guides includes three tools to assist entities in completing analysis and planning:

1. Stakeholder & Business Type Evaluation
2. Systems Inventory & Impact Assessment Worksheet
3. Gap Analysis Worksheet



New Phase IV FAQs addressing 5 Operating Rules and general concepts/questions



Plus newly revamped CAQH CORE FAQ website with
searchable, web-based FAQs

(NO MORE PDFS!)

New FAQ format will:

- Enable users to more quickly find answers to their questions
- Allow users to search only the CAQH CORE FAQs for keywords
- View in one place all FAQs available for a given Operating Rule

Phase IV CAQH CORE Operating Rules Next Steps

NCVHS

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

CAQH CORE testifies before NCVHS Review Committee on the Phase IV CAQH CORE Operating Rules in February 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

Your New Years Resolution



Get a head start!

Become an early adopter of the
Phase IV CAQH CORE
Operating Rules

Visit the

[CAQH CORE Website](#)

or contact us at

CORE@CAQH.org



Polling Question #1: Phase IV Implementation

Do you plan to voluntarily implement the Phase IV CAQH CORE Operating Rules in 2016?

1. Yes
2. No
3. Not Sure
4. Need more information
5. Not applicable

Maintenance Activities on Existing Operating Rules

Erin Weber
Senior Manager

Robert Bowman
Senior Manager

CAQH CORE New Years Resolution



In 2016, CORE resolves to continue to maintain the current operating rules, including the CORE Code Combinations, and to seek work with the industry to have a continuous maintenance process that meets and evolves with industry needs.

CAQH CORE 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)*

EFT and ERA Enrollment Data Sets Maintenance

Enrollment Data Task Group (EDTG)

The EFT and ERA Enrollment Data Rules require a data set maintenance process to incorporate lessons learned from increased enrollment and meet changing industry needs.

[CAQH CORE 380: EFT Enrollment Data Rule](#)

[CAQH CORE 382: ERA Enrollment Data Rule](#)

November 2015 Enrollment Data Task Group Review

- ✓ Enrollment Data Task Group conducted its second annual review of the CORE-required Maximum EFT & ERA Enrollment Data Sets
- ✓ During the 2015 review, the Task Group agreed NOT to conduct a Comprehensive Review (considered both substantive and non-substantive adjustments) during this review period given other industry priorities
- ✓ As a result, the Task Group did not make any updates to the Enrollment Data Sets in 2015; therefore, HIPAA-covered entities are not required to update their enrollment forms/systems

If you are interested in joining the EDTG and contributing to future maintenance of the Enrollment Data Sets, email CORE@CAQH.org

Maintenance: Uniform Use of CARCs and RARCs Rule *CORE Code Combinations Task Group (CCTG)*

- **Goal:** Ongoing, data-driven focus on bringing uniformity to claim adjustment code
 - See [dedicated webpage](#)
- Composed of more than 40 CORE Participating Organizations from a wide variety of stakeholders; led by four multi-stakeholder Co-Chairs:
 - Shannon Baber, *UW Medicine*
 - Lynn Franco, *UnitedHealth Group*
 - Heather Morgan, *Aetna*
 - Erica Zendel, *RelayHealth*
- Conducts three Compliance-based Reviews (CBR) and one industry-driven Market-based Review (MBR) per year
- The CCTG has been active since 2011 in developing processes to address both CBR and MBR

Recent Compliance-based Review Work

- Conducting CBR in response to code adjustments published on November 1, 2015
- Approved adjustments will be published on 02/01/16 as *CORE Code Combinations v3.2.2 February 2016*

Recent Market-based Review Work

- Launched 2015 industry survey on **December 10, 2015** to collect potential market-based adjustments to *CORE Code Combinations*

Uniform Use of CARCs and RARCs Rule Maintenance

Scope of 2015 Market-based Review

2015 Market-based Review (MBR) will consider adjustments to the *existing* four CORE-defined Business Scenarios **only**; potential adjustments that can be submitted include:

Types of Additions	Types of Removals	Types of Relocations
1. Add CARC and RARC along with a CAGC(s)	1. Remove CARC and all associated RARCs and CAGC(s)	1. Remove CARC and all associated RARCs from an <i>existing</i> CORE-defined Business Scenario and add to another <i>existing</i> CORE-defined Business Scenario with associated CAGC(s)
2. Add CARC along with a CAGC(s)	2. Remove RARC and associated CAGC(s) from existing CARC	2. Relocate CARC and all associated RARCs from an <i>existing</i> CORE-defined Business Scenario and add CARC and some or no associated RARCs to another <i>existing</i> CORE-defined Business Scenario with associated CAGC(s)
3. Add RARC to an existing CARC along with a CAGC(s)	3. Remove CAGC(s) from existing CARC	
4. Add CAGC to an existing CARC	4. Remove CAGCs from existing CARC and associated RARC	
5. Add CAGCs to an existing CARC and its associated RARC		

NOTE: Given there may be future business need for new CORE-defined Business Scenarios, Task Group is currently outlining potential process to add any *new* Business Scenarios into existing CORE Code Combinations Maintenance; next call for potential new Business Scenarios will occur during 2016 MBR

Submissions Wanted!

2015 Market-based Review



Eligible Submitters: All CORE Participants plus *non-CORE Participants* that create, use, or transmit HIPAA-covered transactions may submit potential Market-based entries.

When to Submit: Online survey opened on Wednesday, 12/10/15; all eligible submitters can access the online MBR Form **NOW!**

HOW TO SUBMIT:

- CAQH CORE Code Combinations Task Group designed content for an online [CAQH CORE Market Based Adjustments Submission Form](#) (i.e., MBR Form) to collect the necessary input from the industry
- Submissions **only** accepted through the online MBR Form
- Adjustments must be requested using the latest version of the *CORE Code Combinations*: [CORE Code Combinations v3.2.1 October 2015](#)

Deadline: All eligible submitters must complete their submissions by **5 pm ET, 02/10/16**

NEXT STEPS:

- **March – May 2016:** Task Group review and adjudication of submitted potential adjustments
- **June 2016:** CAQH CORE publication of approved adjustments in *CORE Code Combinations v3.3.0*

Your New Years Resolution

Do you receive, send or transmit claim denial or adjustments?

If you do, get actively involved in the CORE maintenance process in 2016 to ensure your business needs continue to be met and the industry process evolves



Go to the [Code Combination Maintenance](#) part of the website for information on steps you can take now

Resolve to be part of the ongoing maintenance process by submitting [adjustments to the MBR](#) ***before Feb 10th!***

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Voluntary CORE Certification

Matthew Albright
Senior Manager

CAQH CORE New Years Resolution



In 2016, CORE resolves to continue to enhance existing CORE Certification by automating the application submission process, providing “how to” tools, highlighting lessons learned by CORE-certified organizations and considering industry goals for evolving CORE Certification.

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

2015: CORE Certifications Awarded by Stakeholder Type

Over 210 Certifications have been awarded to date

Health Plan Stakeholder Types	Provider Stakeholder Types	Clearinghouse Stakeholder Types	Vendor Solutions or Products
			
			
			
			

2016: Phase IV CORE Certification



Be an industry leader and become Phase IV Certified in 2016!

As in previous Phases

- ° Health plans
- ° Clearinghouses
- ° Providers
- ° Vendor products
- ° Vendor solutions

can become CORE-Certified for Phase IV

If you're a health plan, clearinghouse, provider, or if you have a product or solution that helps those entities conduct transactions, **come join us IN EARLY SPRING as a Beta Tester for Phase IV CORE Certification...** and get CORE Certified in the process.

Be the first of your competitors to be CORE-certified in the Phase IV CAQH CORE Operating Rules in late summer 2016!

Contact CORE@CAQH.org if you're interested, or if you have further questions about CORE Certification.

Your New Years Resolution

Want to save time and money? Enhance your ability to work seamlessly with your trading partners by **getting CORE Certified** or if you are a provider, working with CORE to **have your vendors become CORE-certified!**

If you are already CORE Certified, contact us to share your story.

Go to our [website](#), or contact us directly at CORE@CAQH.org



Polling Question #2: Voluntary CORE Certification

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

1. Yes
2. No
3. Not Sure
4. Need more information
5. Not applicable/Already Certified

Upcoming Education Activities

Jessica Porras
Senior Manager

Drew Voytal
Senior Project Associate

CAQH CORE New Years Resolution



In 2016, CORE resolves to evolve its educational tools to continue to provide effective and meaningful content while adding innovative approaches.

Upcoming CAQH CORE Educational Webinars



New Phase IV CAQH CORE Operating Rules National Webinar

Thursday, January 21, 2016 | 2:00 - 3:00 pm ET **Register [HERE](#)**

The [Complete Set of Phase IV CAQH CORE Operating Rules](#) was approved through the CAQH CORE [voting process](#) in September 2015. This webinar will give a high-level overview of Phase IV Rules and new resources and tools to support industry implementation of the new operating rules. This is an encore presentation of the December 10, 2015 webinar.

Voluntary CORE Certification National Webinar with Alabama Medicaid Agency

Tuesday, January 26, 2016 | 2:00 - 3:00 pm ET **Register [HERE](#)**

Get an insider look at the experience of a recent CORE-certified entity, Alabama Medicaid Agency, who completed all three Voluntary CORE Certification Phases. Register now for this webinar to learn about CORE Certification and whether it is appropriate for your state Medicaid agency or similar state or Federal organization.



CAQH CORE Education and Outreach

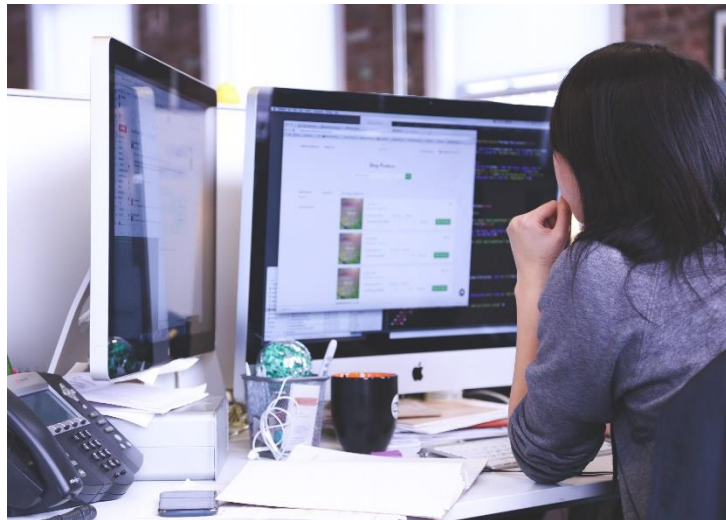
What to expect in 2016? New Educational Products

CAQH CORE continues to enhance how and what type of information is presented to viewers

Short videos to share new information



E-Learning modules to make education convenient and self-paced (MOBILE FRIENDLY TOO!)



Your New Years Resolution

Explore the [CAQH
CORE Website](#)

Submit ROI or
adoption challenge
story to CAQH
CORE
CORE@CAQH.org

Contact us at
CORE@CAQH.org

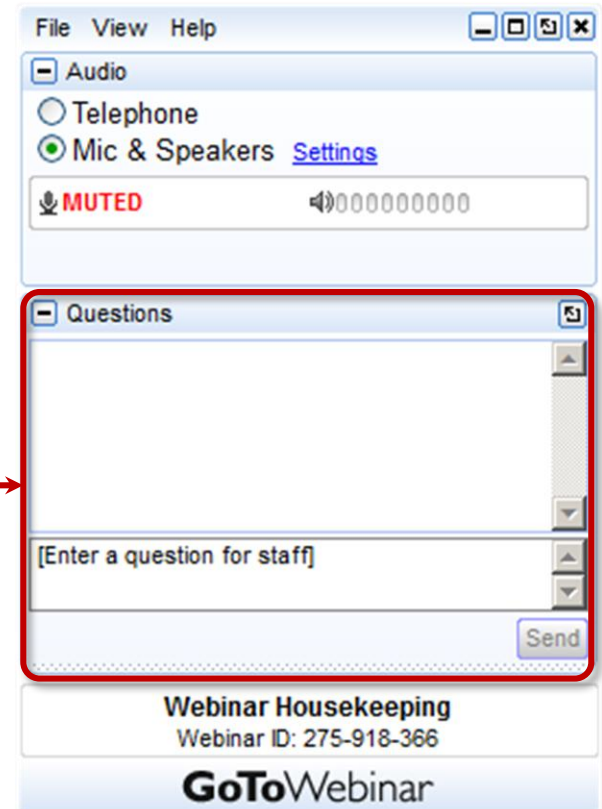
Register for our
educational
[webinars](#)



Audience Q & A

Please submit your questions

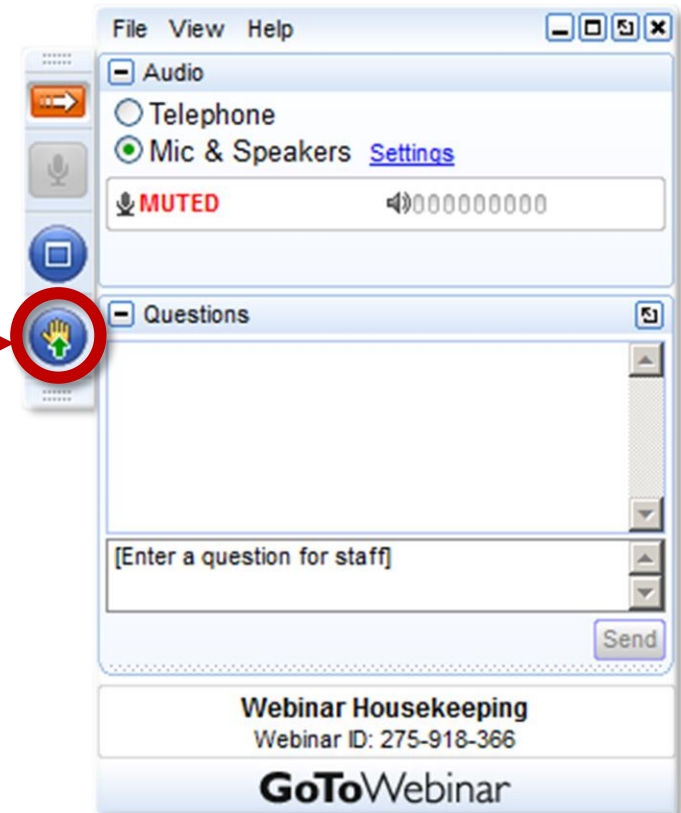
Enter your question into the “Questions” pane in the lower right hand corner of your screen.



New Approaches and Tools for 2016 (Open Mic)

What is your specific role and how can CAQH CORE best serve your position or your organization in 2016?

Press the “raise hand” button to join the queue for audio questions



Thank you for joining us!

Website: www.CAQH.org/CORE

Email: CORE@CAQH.org



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