

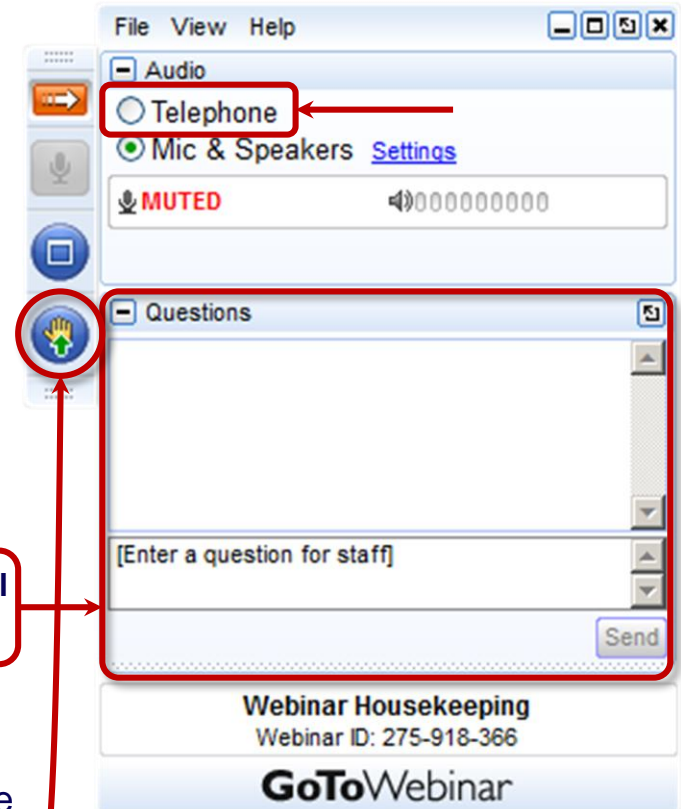


Is CAQH CORE Certification Right for Your Organization?

August 11th, 2015
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**
 - On-line questions will be addressed first
- There will be an opportunity today to submit questions using the telephone
 - **When directed by the moderator, press the “raise hand” button** to join the queue for audio questions



Acknowledgements

CAQH CORE would like to thank our presenters for today's webinar.



DEPARTMENT OF HEALTH AND HUMAN SERVICES
Office of
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STATE OF MAINE

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MIHMS Project Manager
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MOLINA
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PNC
HEALTHCARE

Pamela Grosze
Vice President, Senior Product
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Session Outline

1. Welcome and Introduction
2. CAQH CORE Certification and Medicaids: Overview and Challenges
3. MaineCare Services CORE Certification (*CASE EXAMPLE*)
4. Entities That Can Become CORE-Certified: Vendor and Trading Partners
5. PNC Healthcare CORE Certification (*CASE EXAMPLE*)
6. Edifecs – Live Demonstration of CAQH CORE Certification Test Suite
7. Questions and Answers

Polling Question #1: *Voluntary CORE Certification*

Do you anticipate that your organization will become CORE certified?

1. Yes
2. Unsure
3. No
4. Not applicable to my stakeholder type
5. Already CORE-certified

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CORE Certification and Medicaids

Overview and Challenges

Taha Anjarwalla
CORE Certification

Overview of Voluntary CORE Certification

- Is available for the following transactions:
 - Eligibility – Phase I
 - Eligibility and Claim Status – Phase II
 - Electronic Funds Transfers (EFT) and Electronic Remittance Advice (ERA) – Phase III
- Multi-layered approach assures an independent, industry-developed confirmation of conformance with operating rules:
 - Certification Requirements - Developed by broad, multi-stakeholder representation through transparent process
 - Conformance Testing - Required by third party testing vendors that are experts in EDI and system testing
 - Stakeholder-specific - Each entity completes testing specific to their stakeholder type in order to become CORE-certified
 - **189 CORE Certifications** have been achieved. Access a list of these organizations [HERE](#).
- CORE Certification Seal proposed as a Document of Compliance for health plans in ACA-mandated Certification of Compliance Proposed Rule.

Voluntary CAQH CORE Certification: Medicaid Overview

- Key benefits for State Medicaid to pursue voluntary CAQH CORE Certification:
 - Gives assurance of conformance with federally mandated operating rules.
 - Positions Medicaid agencies as leaders in administrative efficiencies.
 - Lowers cost within claim processing systems.
- Three State Medicaid have achieved voluntary CAQH CORE Certification:
 - Florida Division of Medicaid (Phases I, II & III completed)
 - Alabama Medicaid Agency (Phases I, II & III completed)
 - MaineCare (Phases I & II completed; Phase III in progress)
- Four additional State Medicaid CAQH CORE Certifications are in progress across Phases I, II and III of the CAQH CORE Operating Rules.

Voluntary CAQH CORE Certification: Medicaid Challenges

- Unique State Medicaid issues in voluntary CORE Certification:

Patient financial
responsibility
(e.g. co-pay and deductibles)

Benefit eligibility

- Resources used by State Medicaid to resolve key challenges:
 - [CAQH CORE Analysis and Planning Guides](#): Identifies system/software gaps and helps create a project plan to complete any necessary system remediation.
 - [CAQH CORE FAQs](#): Addresses questions pertaining to technical rule requirements and stakeholder specific implementation on the CAQH CORE Operating Rules.
 - [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.
 - Outreach to other State Medicaid that have completed voluntary CAQH CORE Certification.
 - CAQH CORE staff support via phone (202.517.0375) and email (CORE@CAQH.org).

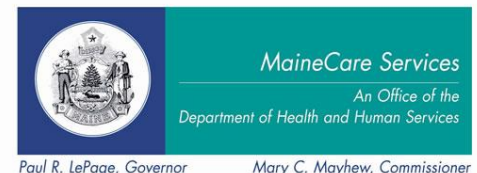
MaineCare Services Voluntary CAQH CORE Certification - Specifics

- MaineCare Services began Phase I and II voluntary CAQH CORE Certification process December 2013
- MaineCare Services achieved Phase I and II voluntary CAQH CORE Certification September 5, 2014
 - Phase I: Eligibility
 - Phase II: Eligibility and Claims Status
- MaineCare Services and Trading Partner:
 - Molina Medicaid Solutions is Fiscal Agent
- MaineCare Services currently working on Phase III (EFT/ERA)

Achieving CAQH CORE Phase I & II Certification: A Strategic Partnership between the State of Maine and Molina Medicaid Solutions

August 11, 2015

Presented by: Roger Widner, State of Maine & Kelly Proctor, Molina



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Office of MaineCare Services



- The Office of MaineCare Services (OMS) is the State Medicaid Agency for Maine.
- OMS currently serves approximately 280,000 Maine Citizens by:
 - Coordinating MaineCare programs and benefits
 - Administering MaineCare Policy
 - Partnering with approximately 4,500 medical, dental, institutional, and nursing facility providers to ensure quality health outcomes for our members
- Molina Medicaid Solutions has been operating as Maine’s Fiscal Agent since 2010.

Benefits of CORE Certification

- Enhanced interoperability between providers and MaineCare
- Customer ease of use
- State compliance
- Real-time access to eligibility and claim status information

CAQH CORE Phases I & II Key Changes

- Reporting copay on the 271 transactions
- Real-time access to 271 and 277 transactions
- Name normalization in the 271
- Date ranges allowed for eligibility inquiry
- Updates to the service type codes in our configuration

Timeline

Date	Activity
11/2012	Project start: CAQH CORE Phases I & II analysis, design, and development
8/2013	<ul style="list-style-type: none"> • Implementation (90-Day Stabilization) • Review certification step-by-step process, test scenarios, and test bed data
9/2013	<ul style="list-style-type: none"> • Remediate Defects • Select Authorized Testing Vendor (Edifecs)
11/2013	Molina & State Complete Phases I & II Gap Analysis Worksheet
12/2013	<ul style="list-style-type: none"> • Remediate Defect Identified by Gap Analysis • Phases I & II CORE Pledge forms submitted to CAQH CORE by MaineCare
1/2014	<ul style="list-style-type: none"> • Molina & State analyze test bed data • Load test bed data into the system
3/2014	Edifecs online tool registration: Molina o/b/o State of Maine

Timeline Continued



Date	Activity
4/2014	Edifecs testing begins
6/2014	Edifecs testing complete
7/2014	Edifecs test results received
8/2014	<ul style="list-style-type: none"><li data-bbox="334 582 1456 625">• HIPAA attestation forms submission to CAQH CORE<li data-bbox="334 639 1721 682">• CORE seal application and test result submission to CAQH CORE
9/2014	Notification of CORE seal application approval

Strategic Decisions

- CAQH CORE-certified entity pilot testing
- CAQH CORE clarification: 180 “business” days
- Previously established vendor relationship with Molina & State
- Early establishment of test bed data
- Early establishment of communications with CAQH CORE and Edifecs

Challenges

- MaineCare sliding scale copay structure
- Determination of utilization of test bed data
- Edifecs validation issues
- Edifecs sent test results directly to CAQH CORE – Molina requested a copy to submit with the CORE seal application

Opportunities

- Open lines of communication with CAQH CORE representatives
- Open lines of communication with Edifecs – established contact early
- Everything we needed was provided by CAQH CORE or Edifecs
- Self-paced testing process

CAQH CORE Phase III

- MaineCare and Molina have been working to implement CAQH CORE Phase III since August 2013
- MaineCare went live with Phase III July 20, 2015
- Stabilization for the next 30 days
- Preparing for CORE certification now
 - Work plan has been established
 - Test cases are being reviewed
 - Documentation is being prepared

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Entities that can Become CORE Certified

Vendor and Trading Partners

Matthew Albright
CAQH CORE Certification

Entities that Can Become CORE-Certified

Health Plan Stakeholder Types	Provider Stakeholder Types	Clearinghouse Stakeholder Types	Vendor Solutions or Products
HIPAA-covered Health Plan	HIPAA-covered Provider	Clearinghouse as defined by HIPAA	Health Plan vendor service
Third Party Administrators	Physicians	Clearinghouse (not covered by HIPAA)	Health Plan vendor product
Health Insurance Issuer	Hospitals	Health Information Exchange	Provider vendor service
Government Payers, including Medicaid Plans	Provider's agent	Health Insurance Marketplaces or Exchanges	Provider vendor plan
Group Health Plan	Independent Physician Association	Financial Institution	
Health Plan Agent			

- ✓ All Trading Partners are strongly encouraged to become CORE-certified.

Voluntary CAQH CORE Certification: *CORE Certification Stakeholder and Product Types*

CORE Certification Seals are awarded to:

Stakeholders

- All entities that create, transmit or use applicable administrative transactions, including non HIPAA-covered health plan and provider agents.
- HIPAA-covered entities:
 - Health Plans
 - Providers
 - Health Care Clearinghouses

Products or Services

- Includes, but is not limited to, services and products that facilitate administrative transactions
- A CORE Certification Seal for a Vendor product or service may be transaction-specific
 - Example - PNC obtained Phase III Certification only

Voluntary CAQH CORE Certification: *Why Vendors Get CORE-certified*

In an environment of heightened enforcement, healthcare organizations are concerned about having systems that are compliant with government requirements and having trading partners and vendors with compliant systems.* Examples of evolving enforcement:

ACA-mandated HHS Health Plan Certification (proposed)

ACA-mandated Audits

New CMS Division: Division of Administrative Simplification Compliance

Ultimately, CORE Certification will lead to smoother ongoing use and industry transition to new federally mandated standards and operating rules resulting in more immediate and widespread time and cost savings

- Many in industry attribute implementation difficulties to a lack of a consistent testing process or framework**

*65% of Practice Management Buyers are looking to replace existing medical software. The most common reason for replacing existing practice management or billing systems was that they weren't confident their current systems achieved regulatory compliance. ([Medical Practice Management Software Buyer View 2014](#)).

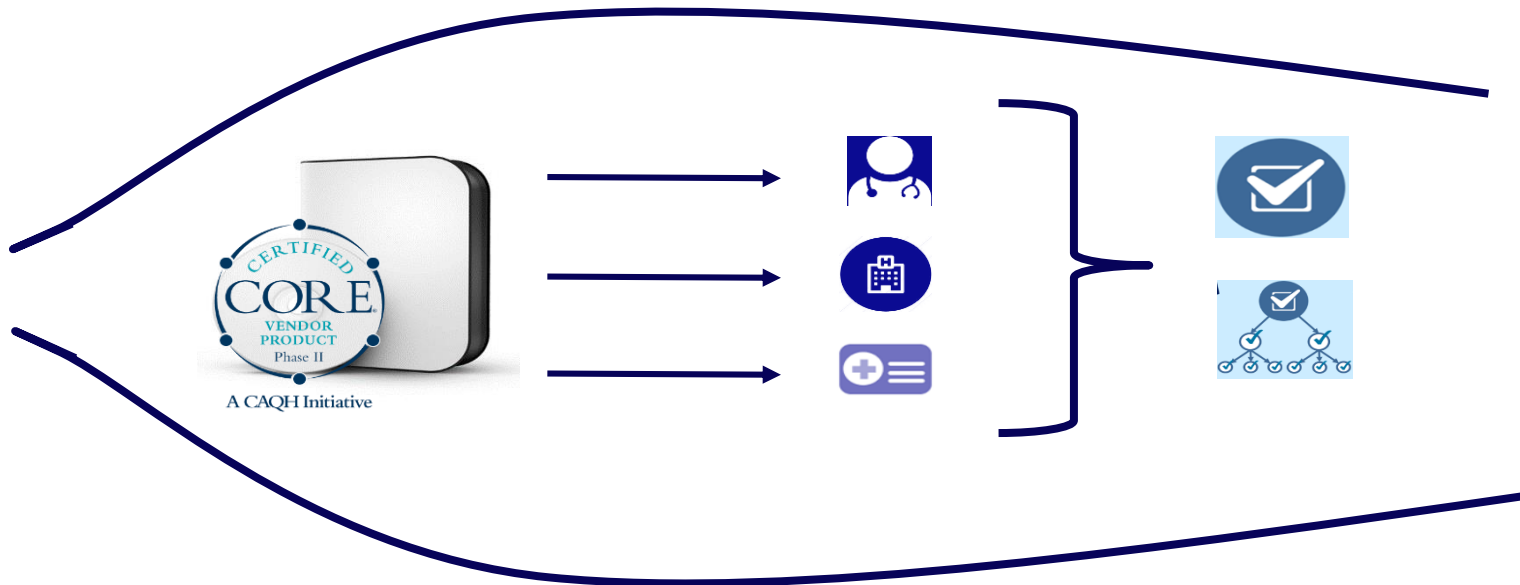
** See the September 21, 2012 letter to HHS from NCVHS: "Re: Findings from NCVHS Hearings on Administrative Simplification in June 2012 – an update on Health Care Administrative Care Administrative Transactions." See also, "Transaction Compliance and Certification: A White Paper Describing the Recommended Solutions for Compliance Testing and Certification of the HIPAA Transactions," prepared by the Workgroup for Electronic Data Interchange (WEDI) Transactions Workgroup, March 10, 2010.

Voluntary CAQH CORE Certification: *Why do Vendors get CORE-certified?*

A Vendor's Customers can "Draft" behind a Vendor Products' CORE Certifications:

When a Vendor obtains CORE Certification ...

- It gives its customers assurance that its systems and services are conformant with the federally-mandated operating rules, AND
- It gives its customers the opportunity to leverage that Certification and become CORE-certified as well



PNC Healthcare Voluntary CAQH CORE Certification - Specifics

- PNC Healthcare achieved Phase III voluntary CAQH CORE Certification January 2015
- PNC Healthcare received the Health Plan Vendor Certification Seal
- PNC Healthcare chose to certify a product that was ERA and EFT only, so only had to achieve Phase III voluntary CAQH CORE Certification
 - CORE Certification Vendor Seals are transaction-specific
 - There are CORE Certification Vendor Seals for provider- and health plan/payer-facing solutions or products

PNC Healthcare

CORE Certification

Phase III

August 11, 2015

Presented by:

Pamela A. Grosze, VP, Senior Product Manager

Corporate Profile

Key Metrics

Employees: Approximately 54,000 in the U.S. and abroad

Size: 7th largest U.S. bank by deposits & assets

Financial Strength:

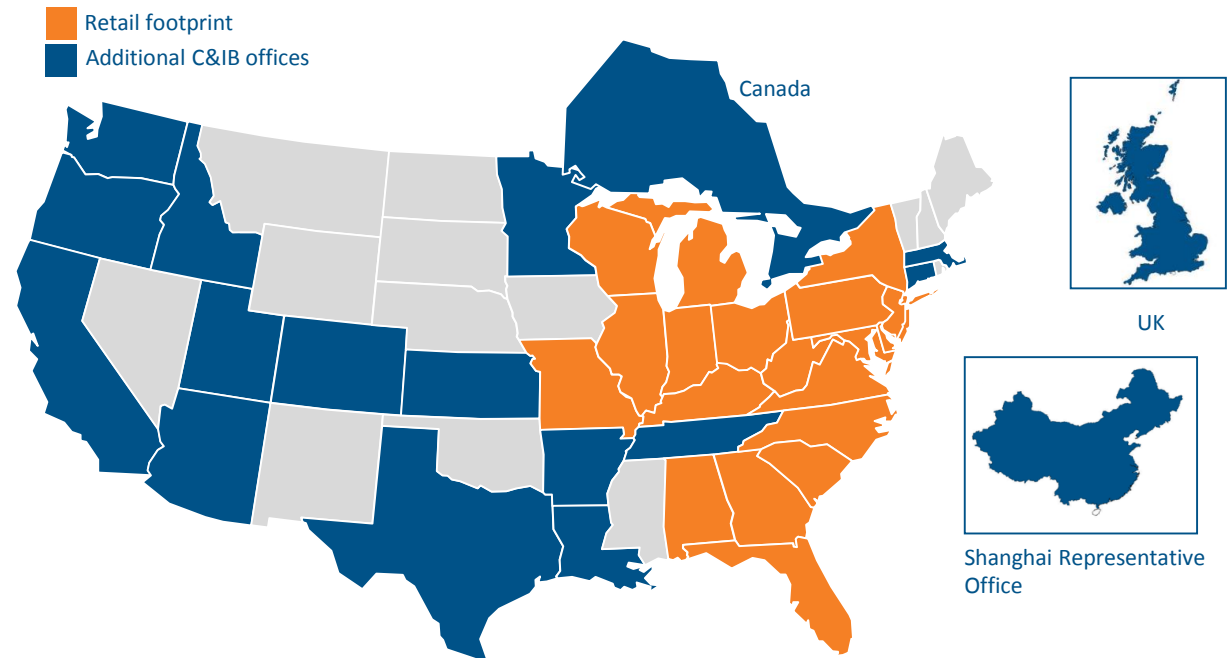
Common Equity Tier 1 Ratio: 11.0%
Tier 1 Risk-based Capital Ratio: 12.7%

Locations: 2,697 branches in 19 states and the District of Columbia

ATMs: 8,605 machines

Internet Address: www.pnc.com

PNC Locations Worldwide



Financial Performance

- \$4.21 billion in YTD Net Income
- \$345 billion in Assets
- \$232 billion in Deposits
- \$45 billion Shareholder Equity

Credit Ratings

	Moody's	S&P
PNC Financial Services Group		
Senior debt	A3	A-
PNC Bank N.A.		
Short-term deposits	P-1	A-1

*All data updated as of December 31, 2014

PNC's Commitment to Healthcare

- PNC, one of the nation's largest and best-regarded financial institutions, has committed more than \$18 billion in capital to the United States healthcare industry.
- PNC has over 1900+ healthcare clients in all 50 states including national and regional healthcare systems, home health and other non-acute organizations, smaller providers and payers
- PNC has dedicated healthcare sales, product, service and implementation staff
- More than 25+ years of experience developing solutions specifically for the healthcare sector
- One of the largest national lockbox providers with eight PNC-owned and operated sites.¹
- Only bank holding Electronic Healthcare Network Accreditation Commission (EHNAC) accreditation for both healthcare clearinghouse and healthcare lockbox services (www.ehnac.org). Only Bank holding CAQH CORE seal for Remittance Advantage Product.

2014 REVENUE CYCLE TRANSACTION VOLUMES:

- 37 million healthcare lockbox transactions (34% of total PNC lockbox volume)
- 47.2 million direct 835s
- 4.1 million "manufactured" 835s
- 1.4 million healthcare claims submitted



¹2012 Ernst & Young Cash Management Services Survey, Customized Ranking Report, October 2, 2012

PNC's clients cross stakeholder groups

- PNC Healthcare offers solutions that are both Provider-facing and Payer-facing
 - PNC Healthcare offers a fully-integrated suite of revenue cycle tools, solutions and advisory services for healthcare providers.
 - Includes clearinghouse services
 - PNC Healthcare offers payers a uniquely packaged disbursement solution that delivers remittance information and payments to their provider network via a single 835/ERA transmission and provider portal.
- There are five different types of CORE “Seals”
 - CORE-certified health plan
 - CORE-certified vendor (product specific)
 - CORE-certified clearinghouse (product specific)
 - CORE-certified provider
 - CORE Endorser (for entities that do not create, use, or transmit eligibility, claim status, payment, and/or remittance advice information)

Strategic Decision

- PNC had the opportunity to obtain multiple CORE Seals of multiple types
 - Vendor Seal per product
 - Clearinghouse Seal
- PNC made the decision to focus our certification efforts on one product only, our payer-facing product
 - Payer clients facing the requirement for Health Plan Certification potentially by 12/31/15 (pending final rule)
 - Language in the Proposed Rule that requires Business Associates to obtain a CORE Seal if their partner chose the CORE Seal route for certification
 - Facilitates certification process (voluntary or required) for our Payer clients

Strategic Decision

- CORE Vendor Seal testing process is geared towards provider-facing products
 - Had to consult with CORE and EDIFECs to determine what type of seal would be appropriate
 - PNC certified using the Health Plan Seal process to receive the Health Plan Vendor Seal
- This product is ERA and EFT only, so only Phase III certification required. Phases I and II do not apply.

Benefits of CORE Certification

- Facilitates certification process (voluntary or required) for our Payer clients
- Proactively ensures that any Payer clients certifying using the CORE Seal can meet their requirement to have their Business Associate certified with a CORE Seal
- Validates conformance with HIPAA standards and operating rules for our Payer clients

Process Used for Certification

- Started the process with a call with CORE representatives to discuss our product, talk through the requirements and answer questions
- Downloaded and reviewed all materials available on CORE and EDIFECs websites
 - Including certification test suite.
- Based on requirements outlined in the certification test suite, began internal gap analysis
 - Most requirements had been met due to proactive work to ensure compliance prior to 1/1/14
- Engaged appropriate internal teams, including Legal, MIS, and Telecomm

Process Used for Certification

- Most requirements completed on EDIFECs site prior to signing CORE Pledge
 - Ensure time for Telecomm to establish connection to EDIFECs to upload files
 - Ensure time for MIS to pull and de-identify files needed
- Some requirements did not “fit” since we were not actually the Health Plan but are the Business Associate of the Health Plan, those items covered by our HIPAA attestation.
- Once all items complete, applied for the CORE Seal and submitted all required paperwork and fee.

Challenges

- Allocation of resources, competition with other projects
- Fitting into the existing model
 - Vendor certification did not fit
 - Some items on Health Plan certification did not fit
 - Caused delay getting started trying to figure this out and get set up correctly in EDIFECs
- Some quirks in the EDIFECs system where we could not upload documents when needed, etc., but we were able to enter comments to work around that.

What went well

- CORE resources readily available to answer questions or provide assistance
- Because we have a combined ERA/EFT Enrollment process, in many cases screenshots or documents provided would meet multiple requirements.
- Very self-directed and we could proceed at our own pace
- We originally started researching the process in June 2014 and applied for our CORE Seal in November 2014. Most of our work on the actual certification process occurred in September and October.

Get Started

- <http://www.caqh.org/core/core-certification-process>

Polling Question #2: *CORE Certification of Trading Partners*

How many of your trading partners or products/services are CORE certified?

1. All
2. Some
3. None
4. I don't know
5. Not applicable

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Edifecs CAQH CORE Certification Test Suite

A Live Demonstration

Puneet Arora
Edifecs

Polling Question #3: *CORE Certification Education Tools*

What types of educational resources would you prefer to use when learning about CAQH CORE subjects? (Check all that apply)

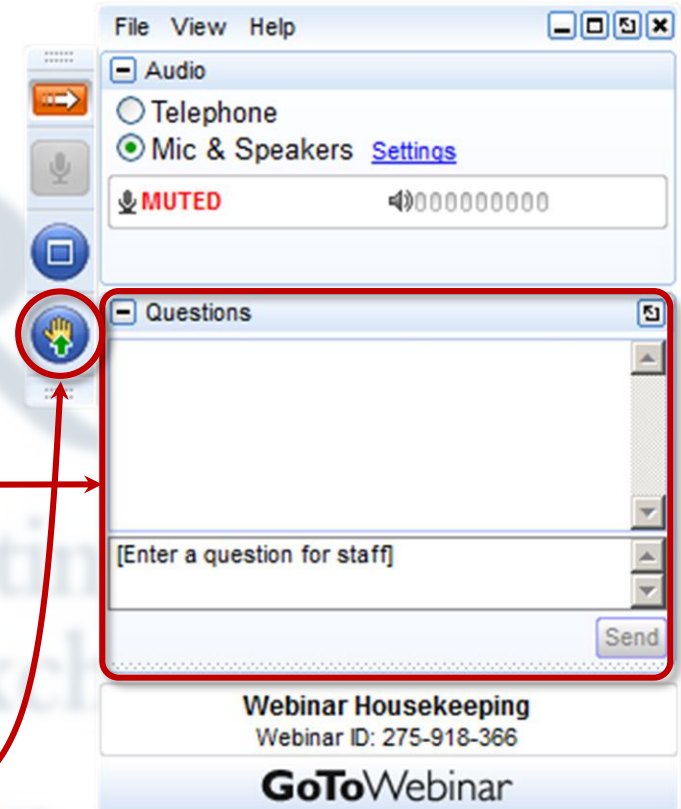
1. Webinars such as these
2. Text documents (white papers, FAQs, and “how to” guides)
3. Short informational videos (less than 3 minutes)
4. Interactive e-learning/information modules

Audience Q & A

Please submit your questions

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

By Phone or VoIP – When prompted for the audio portion of Q&A, please make sure that you have entered the “Audio PIN” (which is clearly identified on your user interface) by using your telephone keypad.



Key Takeaways

- State Medicaid agencies benefit from voluntary CAQH CORE Certification by gaining assurance that they are conformant with federally mandated operating rules, by positioning themselves as leaders in administrative efficiencies, and by lowering costs within their claim processing systems. For State Medicaid agencies, the CAQH CORE Certification Fee is waived.
- Vendors benefit from becoming CORE-certified because a voluntary CAQH CORE Certification gives assurance to payer and provider clients that the vendor's product or service is conformant with administrative simplification federal regulations. When a vendor's product or service becomes CORE-certified, it is easier for its client users to become CORE-certified.
- The CORE Certification process recognizes the unique issues in how Medicaid and some unique vendors conduct administrative transactions. If you are thinking about voluntary CAQH CORE Certification, but are not sure if it is the right choice for your organizations, contact us at CORE@caqh.org.

Thank you for joining us!

Website: www.CAQH.org/CORE

Email: CORE@CAQH.org



@CAQH