



**Research +
Measurement
Insights: A
Conversation
with CAQH
Index and
CAQH CORE
Staff**

May 20, 2020

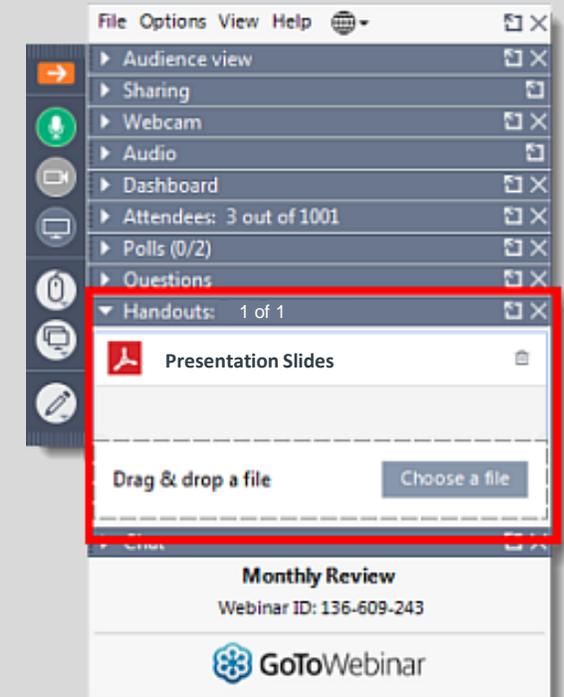
1:00-1:30 pm EST

Logistics

Presentation Slides and How to Participate in Today's Session

- Accessing webinar materials
 - You can download the presentation slides now from the “Handouts” section of the GoToWebinar menu.
 - You can download the presentation slides and recording at www.caqh.org/core/events after the webinar.
 - A copy of the slides and the webinar recording will also be emailed to all attendees and registrants in the next 1-2 business days.
- Questions can be submitted **at any time** using the **Questions panel on the GoToWebinar dashboard.**

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Agenda

- Overview
- Explorations Overview
- CAQH CORE Pilot & Measurement Initiative
- Q&A

CAQH Explorations

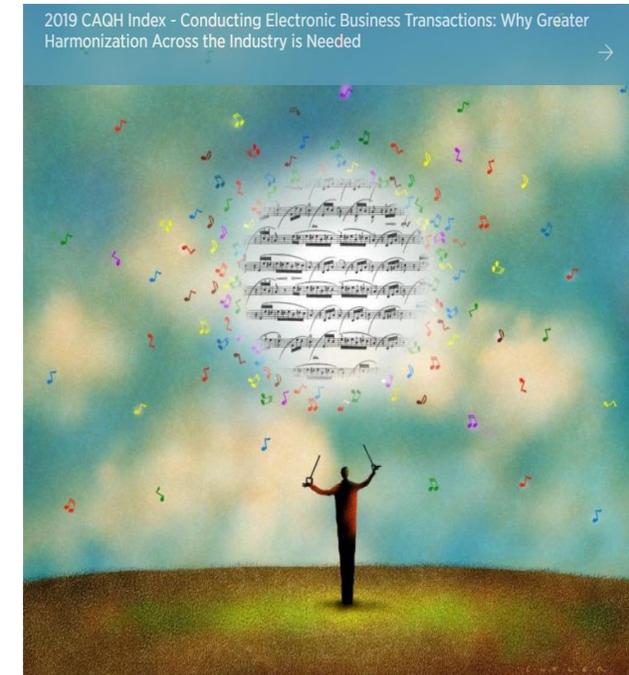
Kristine Burnaska
Director Research and Measurement

Explorations Overview

- Research arm of CAQH.
- Manages data driven initiatives focused on demonstrating the impact of streamlined business processes.
- Works closely with CORE, Solutions and Marketing to promote and support CAQH's mission and products.
- Collaborates and engages with the industry to gain and share valuable insights.

CAQH Index

- Annual Report
 - Industry source for tracking and benchmarking medical/dental plan and provider adoption of fully electronic administrative transactions.
 - 2019 CAQH Index is the seventh report produced by CAQH.
- Guided by the Index Advisory Council consisting of experts in administrative transactions, data analysis and healthcare management.
 - Represents providers, health plans, vendors and other industry partners.
- Benchmark Metrics
 - Adoption
 - Volume
 - Cost and Time Savings Opportunities
 - Cost Avoided and Spend (NEW)
- Sample Representation
 - About 50% of medical and dental covered lives
 - PBMs (Partnered with NCPDP in 2019)



2020 CAQH Index

- 2020 CAQH Index Data Collection
 - Consulting with the Index Advisory Council
 - Anticipated July 2020

- 2020 Enhancements: Medical Surveys
 - Prior Authorization Workflow Resources
 - Provider Attribution
 - FHIR (Health Plans only)
 - COVID Volume Impact (Health Plans only)

- Dental plan and providers surveys will remain the same as 2019.

Polling Question

Are you interested in participating in the 2020 Index?

- Yes
- No
- Unsure/Need more information

Other Research Initiatives

- Provider Burden Survey
 - Maintaining provider directories
 - > Paper released November 2019
 - Credentialing
- Coordination of Benefits
 - Digging deeper into enrollment trends
- Prior Authorization Workflow
 - Begin evaluating resources associated with key tasks
- Impact of CAQH CORE Operating Rules on Prior Authorization Workflow
 - Coordinating with CAQH CORE on measurement

CAQH
CORE

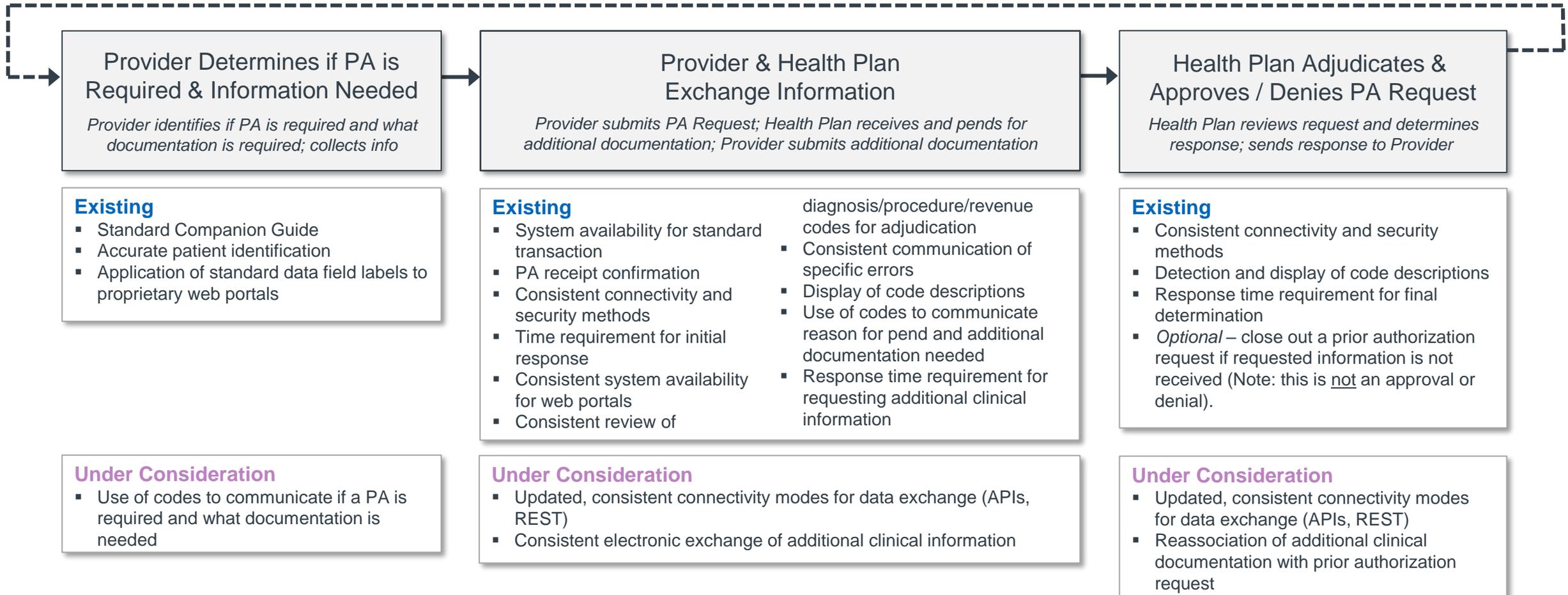
CAQH CORE

Rachel Goldstein
CAQH CORE Senior Manager

CAQH CORE Operating Rules Related to Prior Authorization

Existing & Under Consideration

Prior Authorization Operating Rules reduce administrative burden, close automation gaps and allow for patients to receive more timely care.



CAQH CORE Prior Authorization Pilot & Measurement Initiative

Overview

Initiative Vision

Partner with industry organizations to **measure the impact** of existing and potentially new **CAQH CORE prior authorization operating rules** on efficiency metrics.

Goals for Initiative



Apply existing and test new operating rules that support greater automation of the PA workflow.



Support industry organizations' efforts to **track and articulate the impact of workflow improvements**, using standard metrics.



Ensure that operating rules support industry organizations in varying stages of maturity along the standards (existing and emerging: X12, HL7 FHIR, etc.) and technology adoption curve.



As appropriate, recommend rules for **national implementation** to federal bodies (NCVHS and HHS).



Participation Options

Collaborate with CAQH CORE subject matter and measurement experts to track and articulate the impact of:

Option 1. An *existing* prior authorization automation project within your organization.

Option 2. A *new* implementation of operating rules and corresponding standards.

CAQH CORE Prior Authorization Pilot & Measurement Initiative

Sample Measures Across Pilots

To **assess impact** of the operating rules and standards in your organization's prior authorization improvement implementation or pilot, CAQH CORE SMEs work with you to **isolate changes in volume and time across comparison groups**. Our SMEs work with your analysts to determine the **soundest** and **least burdensome measurement approach** based on your organization.

Sample Measures Across Pilots to Establish Baseline & Measure Impact

Tracking Changes in Volume

- Real-time PA approvals
- PAs pended for additional information
- PAs that go to peer-to-peer review
- PA approvals, denials
- Staff manual intervention (reduced number of touches per PA request)
- Patient appointment cancellations/reschedules

Tracking Changes in Time

- Staff initiating PA request
- Time from PA request submission to peer-to-peer review
- Time from "pended for clinical information" status to final determination
- Overall turnaround time

Overall Impact

- Annual savings
- Increased provider staff satisfaction levels
- Reduced time to patient care/treatment

CAQH CORE Prior Authorization Pilot & Measurement Initiative

Benefits of Participating

- **When you collaborate with CAQH CORE on this initiative, you receive the guidance of a neutral third-party non-profit organization with expertise in PA, standards and operating rules. Support and benefits include:**
 - Review of technical specifications to understand where operating rules and standards are currently integrated (or may be developed).
 - Development of measurement approach, including guidance on measurement method, specification of data needs, and standard measures.
 - Data analysis and articulation of key findings. Recommendations on how to further strengthen/streamline with operating rules and standards, based on findings.
 - Opportunity to share successes with a national audience, via conference/webinar collaborations and potential issue briefs.
 - Input into suggestions for national implementation, given CAQH CORE's role.

- **Participant expectations:**
 - Appoint a project executive sponsor and primary point of contact to liaise with CAQH CORE.
 - Participate in 1-2 initial interviews to understand current state.
 - Provide a list of measures that your organization tracks today. CAQH CORE will work with pilot organizations to assess data availability/collection feasibility in order to align with organization's existing measures.
 - Availability for two half-day working sessions (can be virtual) with CAQH CORE SMEs.
 - Participate in check-in calls to document observations, trouble-shoot as needed, etc.

CAQH CORE Prior Authorization Pilot & Measurement Initiative

Collaborating with Organizations

The Pilot & Measurement Initiative is flexible to collaborate with implementer organizations – including health systems, health plans, and prior authorization vendors – regardless of the organization’s stage in project.

Organization’s Project Stage	Examples of CAQH CORE Support for your Project
Scoping/Planning Organizations interested in starting a PA improvement project/pilot in the future .	<ul style="list-style-type: none">▪ Identification/validation of appropriate comparison groups, measurement approach, priority measures.▪ Support for organizing pre/baseline information prior to pilot/implementation launch.▪ Support pinpointing where operating rules and standards apply to your current and future state.▪ Once implementation launches, ongoing support defined on prior slide.
In Progress Can also include organizations that began a PA improvement project/pilot prior to COVID-19 but put measurement on hold due to changes in PA volumes.	<ul style="list-style-type: none">▪ If your project is on hold, support for ensuring a seamless restart once PA volumes normalize.▪ Validation of appropriate timeframes and measures for baseline/pre data (pre-COVID-19).▪ Assistance with collecting anecdotal information to capture initial user experience.▪ Identification of where CAQH CORE operating rules factor into your piloted solution.▪ Ongoing support defined on prior slide.
Complete Organizations that have already completed a PA improvement project.	<ul style="list-style-type: none">▪ Support for articulating impact with standard measures.▪ Support for sharing your successes and lessons learned.▪ Knowing how operating rules already factor into your solution and benefit your workflows.

Polling Question

Are you interested in the Prior Authorization Pilot & Measurement Initiative?

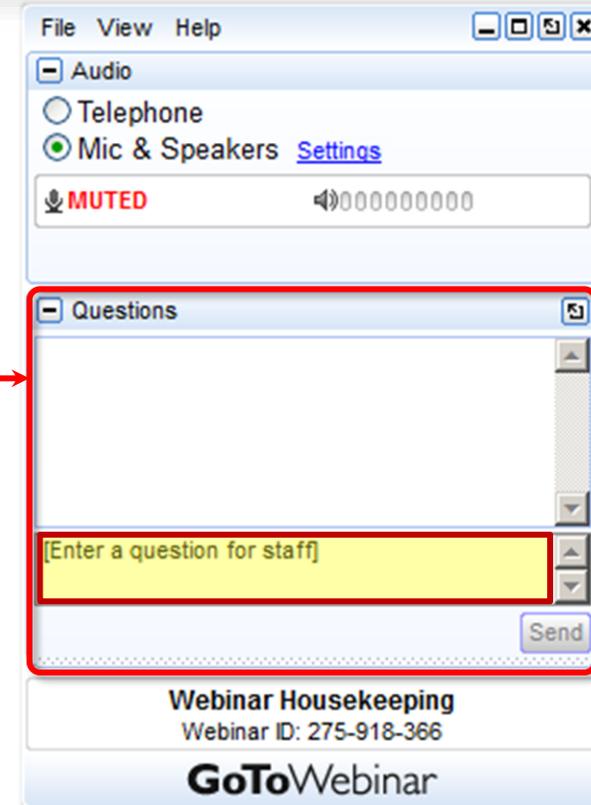
- Yes, I'm interested in getting involved
- Unsure, I would like to learn more about it
- No, I am not interested

Audience Q&A

Please submit your questions

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

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



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Healthcare administration is rapidly changing.



Join Us



Collaborate across stakeholder types to develop operating rules.



Present on CAQH CORE education sessions.



Engage with the decision makers that comprise 75% of the industry.



Represent your organization in work groups.



Influence the direction of health IT policy



Drive the creation of operating rules to accelerate interoperability

Click [here](#) for more information on joining CAQH CORE as well as a complete list of Participating Organizations.

Thank you for joining us!



Website: www.CAQH.org/CORE

Email: CORE@CAQH.org

The CAQH CORE 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.