



CORE Certification: Best Practices for Success

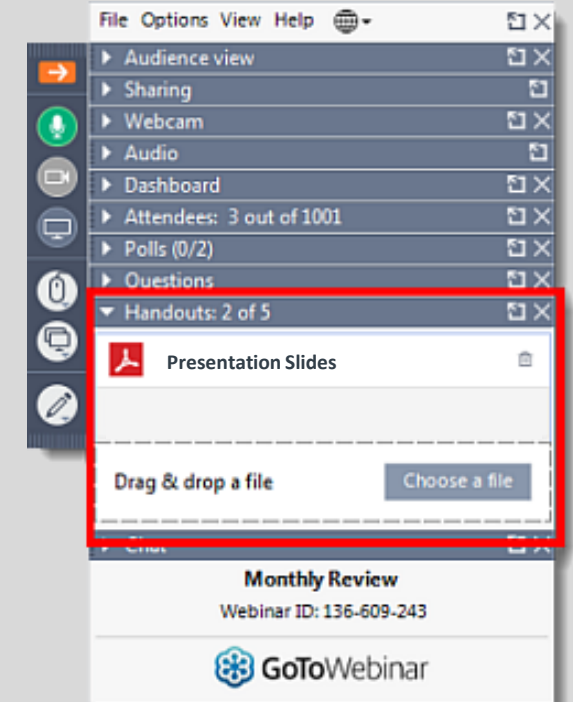
March 26, 2020
1:00-2:00 PM EST

Logistics

Presentation Slides and How to Participate in Our Education Sessions

- 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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Proposed Agenda

- CAQH CORE Overview
- CORE Certification: Demonstrate Commitment to Administrative Efficiency
- CORE Certification Resources & Best Practices
- Program Update – CORE Recertification
- Q&A

CAQH CORE Overview

Taha Anjarwalla, Senior Manager

CAQH CORE Mission/Vision & Industry Role

Industry-led, CAQH CORE Participants include healthcare providers, health plans, vendors, government entities, associations and standard-setting organizations. Health plans participating in CAQH CORE represent **75 percent of the insured US population**.

- MISSION

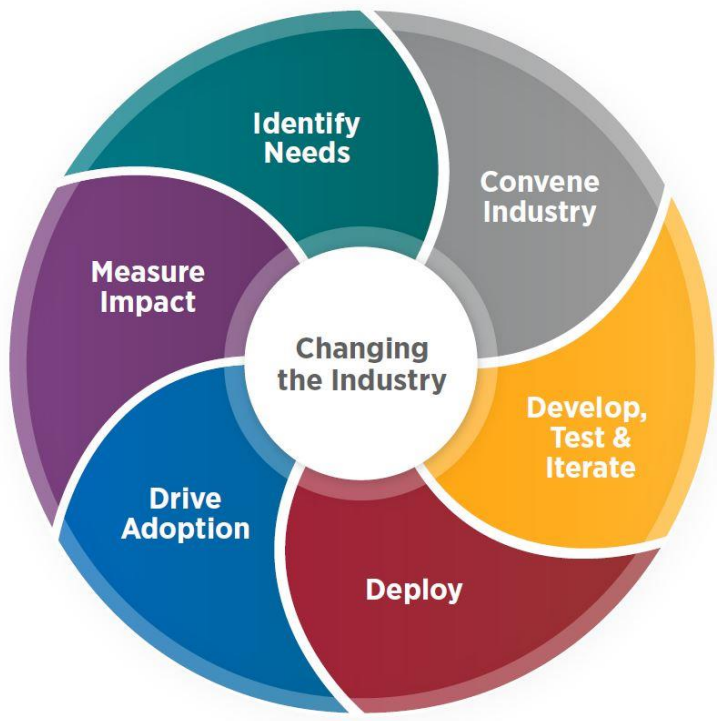
Drive the creation and adoption of healthcare operating rules that **support standards, accelerate interoperability and align administrative and clinical activities** among providers, payers and consumers.
- VISION

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

CAQH CORE is the **national operating rule author to improve the efficiency, accuracy and effectiveness of industry-driven business transactions**. The Department of Health and Human Services (HHS) designated CAQH CORE as the author of national operating rules for the HIPAA-covered administrative transactions.
- INDUSTRY ROLE

Develop business rules to help industry effectively and efficiently use electronic standards while remaining technology- and standard-agnostic.
- CAQH CORE BOARD

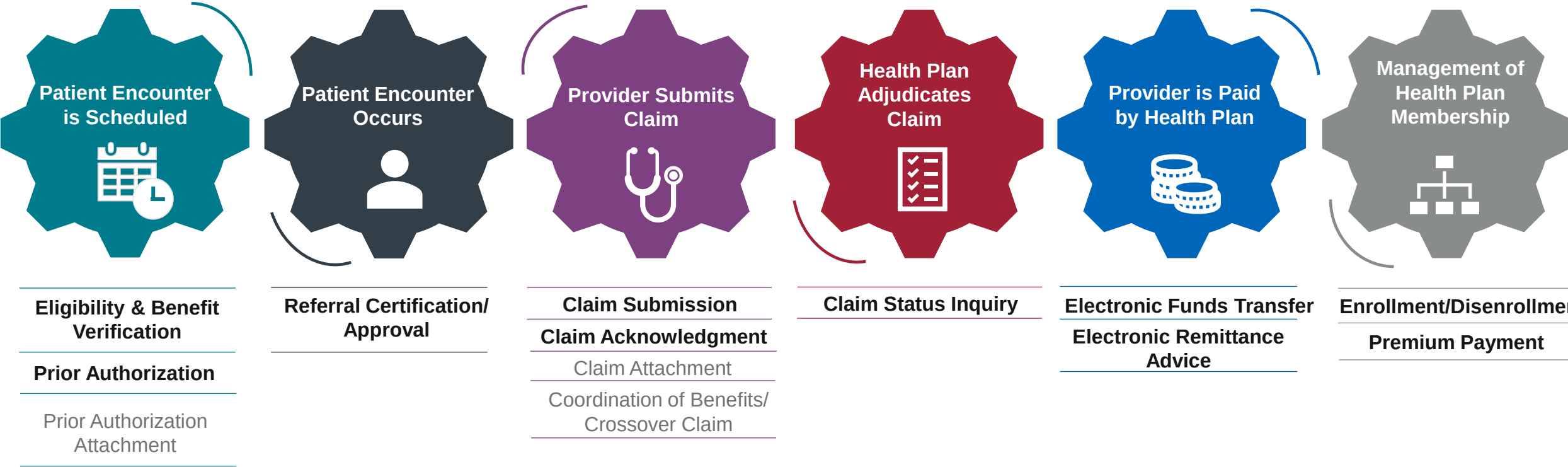
Multi-stakeholder. Members include health plans, providers (some of which are appointed by associations such as the AHA, AMA, MGMA), vendors, and government entities. Advisors to the Board include SDOs (X12, HL7, NACHA, NCPDP) and WEDI.



CAQH CORE Operating Rules

Supporting the Revenue Cycle Workflow

Since 2005, CAQH CORE has developed operating rules to ensure seamless and efficient exchange of healthcare information.



CORE Certification: Rule Set Crosswalk

Phase-based Operating Rules Sets (sunsetting in Q2 2020)	New Business Transaction-based Operating Rule Sets
- Phase I CAQH CORE Eligibility Operating Rules - Phase II CAQH CORE Eligibility & Claim Status Operating Rules	- CAQH CORE Eligibility & Benefits Operating Rules - CAQH CORE Claim Status Operating Rules
Phase III EFT & ERA Operating Rules	CAQH CORE Payment & Remittance Operating Rules
- Phase IV CAQH CORE Operating Rules - Phase V CAQH CORE Prior Authorization Operating Rules	- CAQH CORE Prior Authorization & Referral Operating Rules - CAQH CORE Health Care Claims Operating Rules - CAQH CORE Benefit Enrollment Operating Rules - CAQH CORE Premium Payment Operating Rules

CORE Certification

CORE Certification – Industry Gold Standard

Program Overview



CORE Certification provides **assurance** to organizations that their IT systems/products conform to operating rules and deliver value afforded by the rules.



CORE Certification program was developed **by industry, for industry** by CAQH CORE Participating Organizations including health plans, providers, vendors, government agencies and associations.



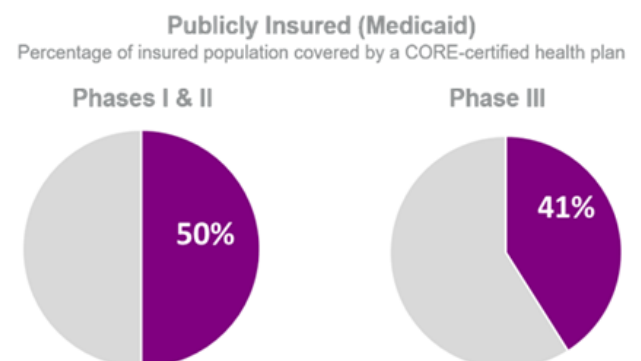
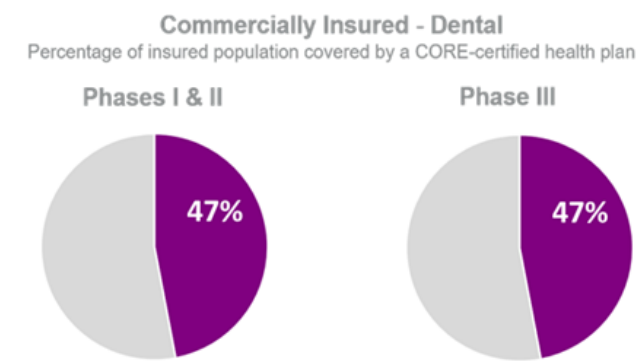
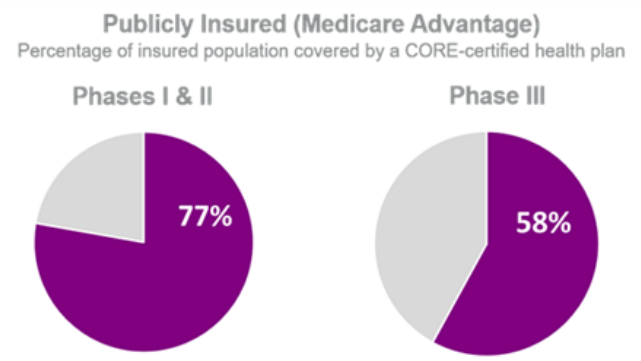
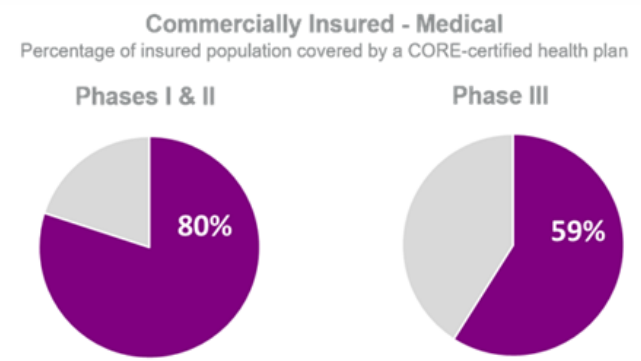
CORE Certification offers **transaction-based** testing; providing an end-to-end testing suite that is robust and comprehensive.



CORE Certification demonstrates commitment to streamlining administrative data exchange and enables us to **lower costs and improve the efficiency** of health care delivery for our clients, customers, members and the nation.

CORE Certification – Industry Gold Standard

Majority of American Lives Covered by CORE Certification



370
certifications have been
awarded.



Demonstrate Due Diligence with CORE Certification

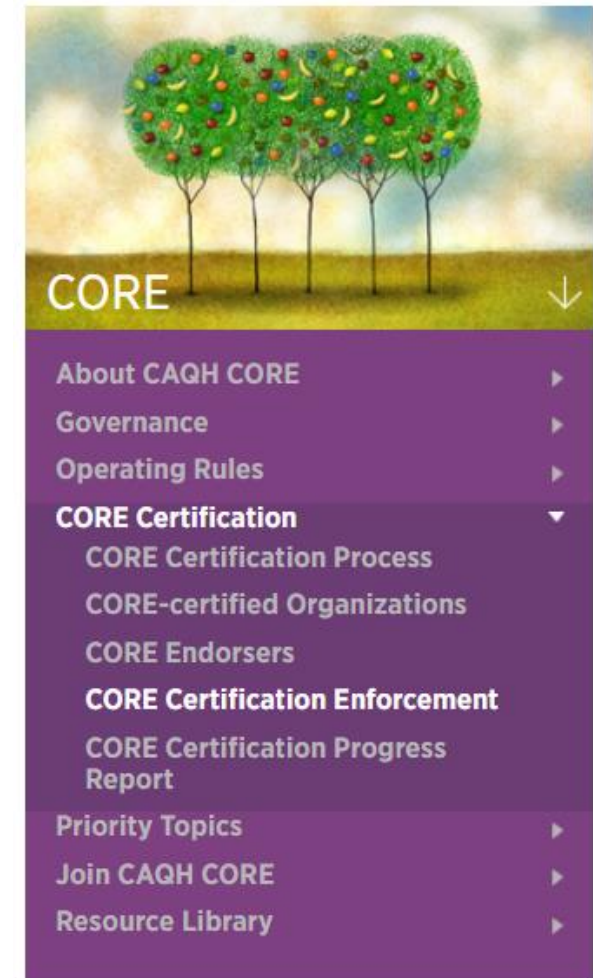
Prepare for Potential Compliance Reviews

Conformance with Federal Mandates	CORE Certification Prepares Industry for Compliance Reviews
- Compliance with Administrative Simplification requirements yields benefits to the healthcare industry; \$9.4 billion in potential savings according to the CAQH Index. - Healthcare providers, health plans, payers and other HIPAA-covered entities must comply with operating rules and adopted standards according to federal regulation. CMS is actively conducting compliance reviews for health plans and clearinghouses. 	- CORE Certification helps organizations demonstrate, document and certify conformance with federally mandated operating rules and standards, positioning entities for potential external audits and penalties. - It allows the industry to monitor, regulate and correct itself enabling preparation for enforcement audits and associated penalties where instances of non-compliance could cost up to \$1.5 million.

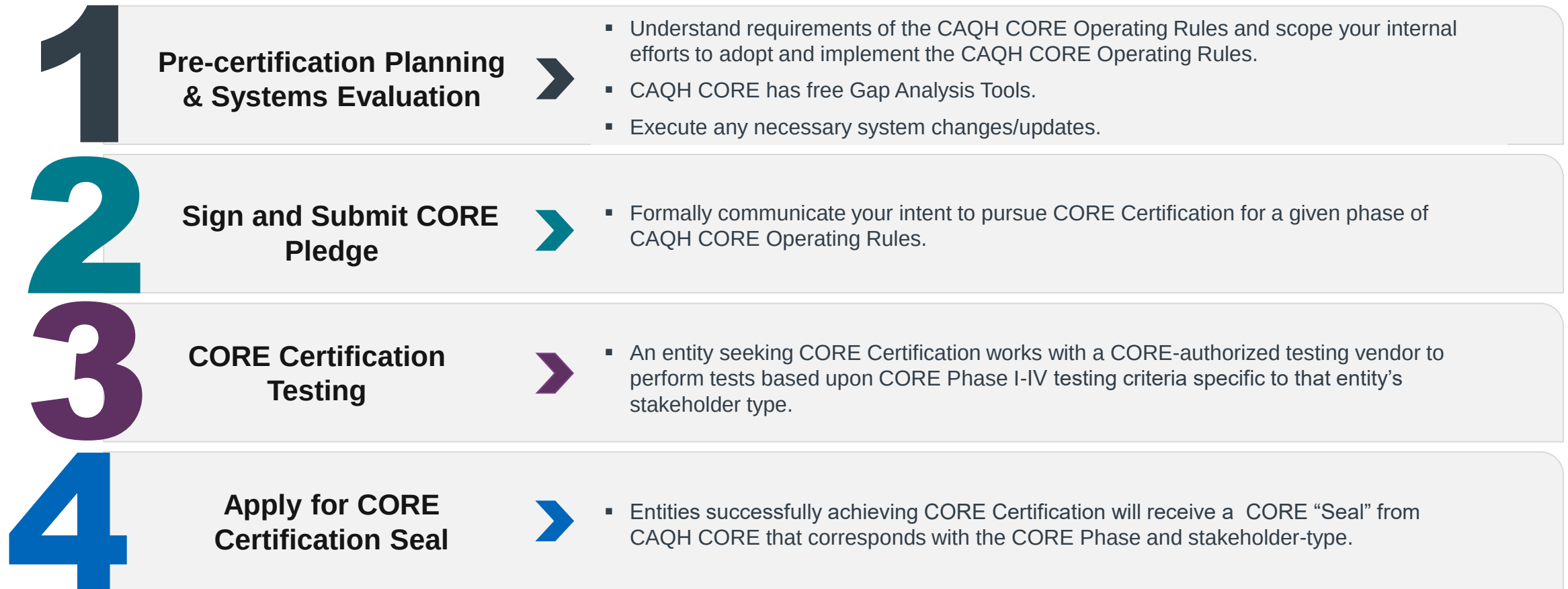
CAQH CORE Certification Enforcement

Enforcement Toolkit: Engagement in the CORE Certification Enforcement Process

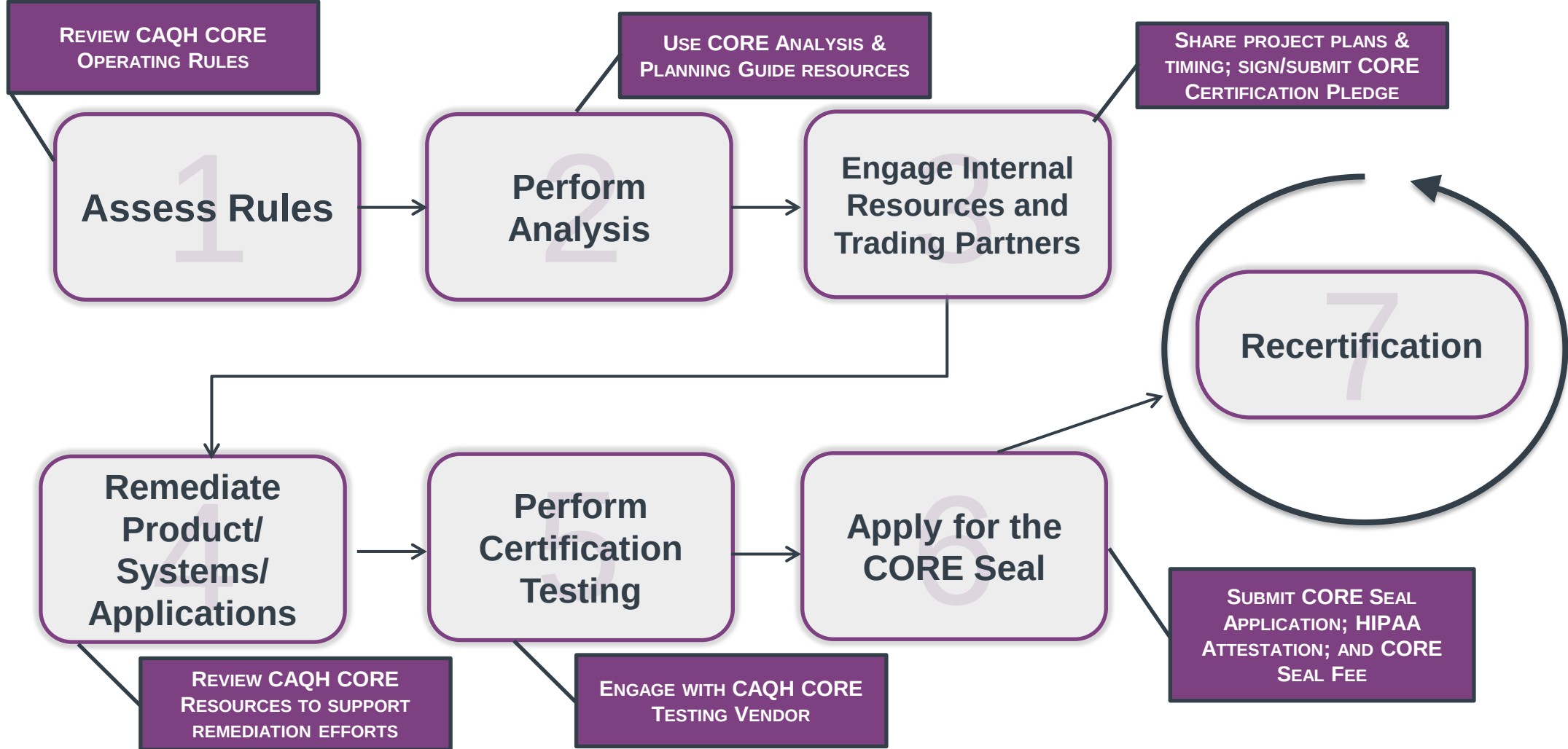
- Visit the [CORE-certified Organization webpage](#) to determine if your trading partner is CORE-certified.
- For non-certified trading partners, use the [CAQH CORE Benefits of Operating Rules Tool](#) to identify gaps and encourage your trading partner to become CORE-certified.
- For instances of non-compliance with CORE-certified trading partner, leverage the [Enforcement Letter Template](#) to help engage and start a conversation with the trading partner.
- For those trading partners not cooperating with requests to comply with a CORE CAQH Operating Rule(s), begin to document instances of non-compliance.
- After five documented instances of non-compliance, complete a Request for Review of Possible Non-Conformance Form for each applicable operating rule set(s).



CORE Certification: A Step by Step Process



CAQH CORE Operating Rule Implementation Approach

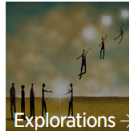
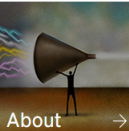


CORE Certification Resources & Best Practices

Adam Nichols, Senior Associate

CAQH CORE Operating Rule Implementation Tools

Frequently Asked Questions (FAQs)



CAQH CORE

- About CAQH CORE
- Governance
- Operating Rules
- CORE Certification
- Priority Topics
- Join CAQH CORE
- Resource Library
 - e-Learning Resources
 - Events
 - FAQs
 - Impact (ROI)
 - Implementation Resources
 - Industry Topics and Comment Letters
 - Reports and White Papers

Frequently Asked Questions



Implementation of the Phase I-III CAQH CORE Operating Rules is mandated for all HIPAA-covered entities by the ACA (with the exception of requirements pertaining to acknowledgments). Implementation of the Phase IV-V CAQH CORE Operating Rules is currently voluntary. HHS will determine if the Phase IV-V CAQH CORE Operating Rules will be included in any future regulatory mandates. CAQH CORE offers CORE Certification for Phases I-IV and CORE Certification for Phase V is coming soon.

CAQH CORE offers more than 700 Frequently Asked Questions (FAQs) addressing all five phases of the CAQH CORE Operating Rules, general CAQH CORE information, CORE Certification and future development of operating rules. You may find your FAQ by clicking on the links below or using the search bar above to identify key words.

NOTE: The CAQH CORE FAQs are for informational purposes only; in the case of a discrepancy between this document and CAQH CORE Operating Rule text and/or Federal regulations, the latter take(s) precedence. No adjustments to CAQH CORE rule requirements will be made via the FAQ process.

- PART A: GENERAL CAQH CORE FAQs
- PART B: ACA SECTION 1104 MANDATE FOR FEDERAL OPERATING RULES
- PART C: PHASE I & II CAQH CORE ELIGIBILITY & CLAIM STATUS OPERATING RULES
- PART D: PHASE III CAQH CORE EFT & ERA OPERATING RULES
- PART E: PHASE IV CAQH CORE OPERATING RULES

CAQH CORE PARTICIPANT CALENDAR

User ID (case sensitive)

Password (case sensitive)

Login

CAQH CORE FAQ Website

CAQH CORE offers more than 700 Frequently Asked Questions (FAQs) addressing:

- All CAQH CORE Operating Rules phases,
- General CAQH CORE information,
- CORE Certification, and
- Future development of operating rules.

If you have any questions not addressed by the CAQH CORE Online Resources, please email CORE@caqh.org.

CAQH CORE Operating Rule Implementation Tools

CAQH CORE Analysis & Planning Guides

CAQH CORE offers [Analysis & Planning Guides](#) for the CAQH CORE Operating Rule Phases.



Planning Guides should be used by project staff to:

- **Understand applicability of the 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.

CORE Certification Testing Portal

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CORE

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About Edifecs

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Welcome to the Edifecs CAQH-CORE Testing Portal

Congratulations! You have successfully enrolled into the Edifecs CORE testing system and are ready to begin Phase IV certification testing. Edifecs is proud to have been selected by CAQH as an approved certification vendor and is offering this certification testing portal at no charge to you.

In preparation for testing please make sure that you have reviewed the [CAQH Step-by-step CORE Certification Process](#) and [Phase IV Rules](#) information. This webpage will provide you with links to the necessary documents to complete the initial steps of CORE certification, as well as provide you a step-by-step review of the certification process. Please note that the primary document to begin the certification process is the [CORE Pledge](#). You can begin testing without having signed the Pledge, but the Pledge must be signed and submitted prior to applying for the CORE seal. Also note that once you have signed the Pledge you will have 180 business days to complete the certification testing required for your Stakeholder type. To begin testing please follow the simple outlined steps below.

- 1 Download and Review the [CORE Testing Quick Start Guide](#).
- 2 Determine the transactions for which you would be performing the testing to be CORE certified. Select appropriate test suite and options from the test cases to perform the testing
- 3 Make certain that you have the required connectivity resources available.

Please check with your internal IT team if you have questions regarding these requirements or your organization's ability to meet them. Before you begin testing, please be sure you have the resources to formulate the posts and communications required during the process. Edifecs experts will be available to answer any questions related to testing. However, Edifecs experts will not be available to solve any connectivity issues. Questions related to connectivity and your internal capabilities should be directed to your internal IT staff.

- 4 Click on the "Programs" tab at the top to access the testing programs that you have been enrolled in for CORE testing.

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CORE Certification Testing

CORE Certification Testing is comprised of stakeholder-specific test cases for each CAQH CORE Operating Rule.

Types of Test Cases	
Type	Description
 Transaction	Conduct the actual transaction for which you are testing with the CORE-certified testing vendor.
 Upload	Upload specified document to the testing site as proof of conformance.
 Attestation	Along with other specified documentation, an entity must sign an attestation signifying their current or planned conformance.

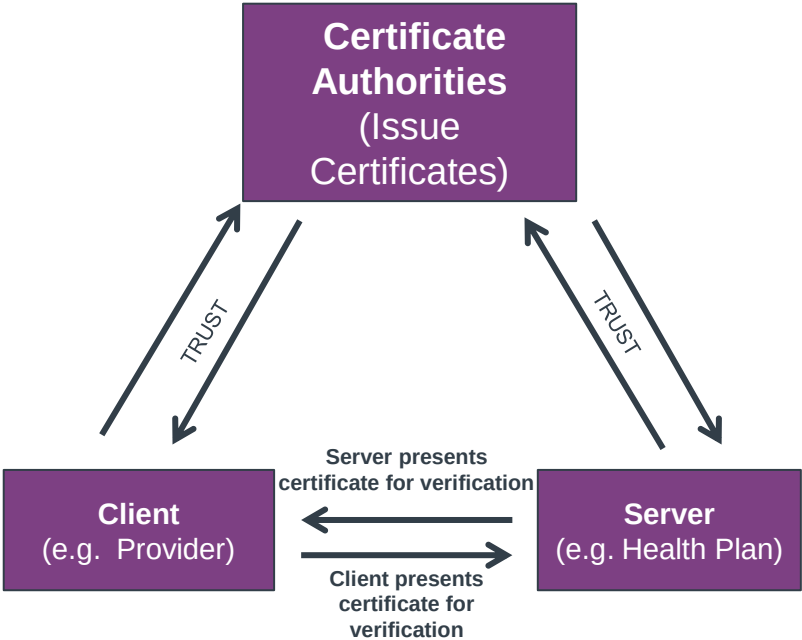
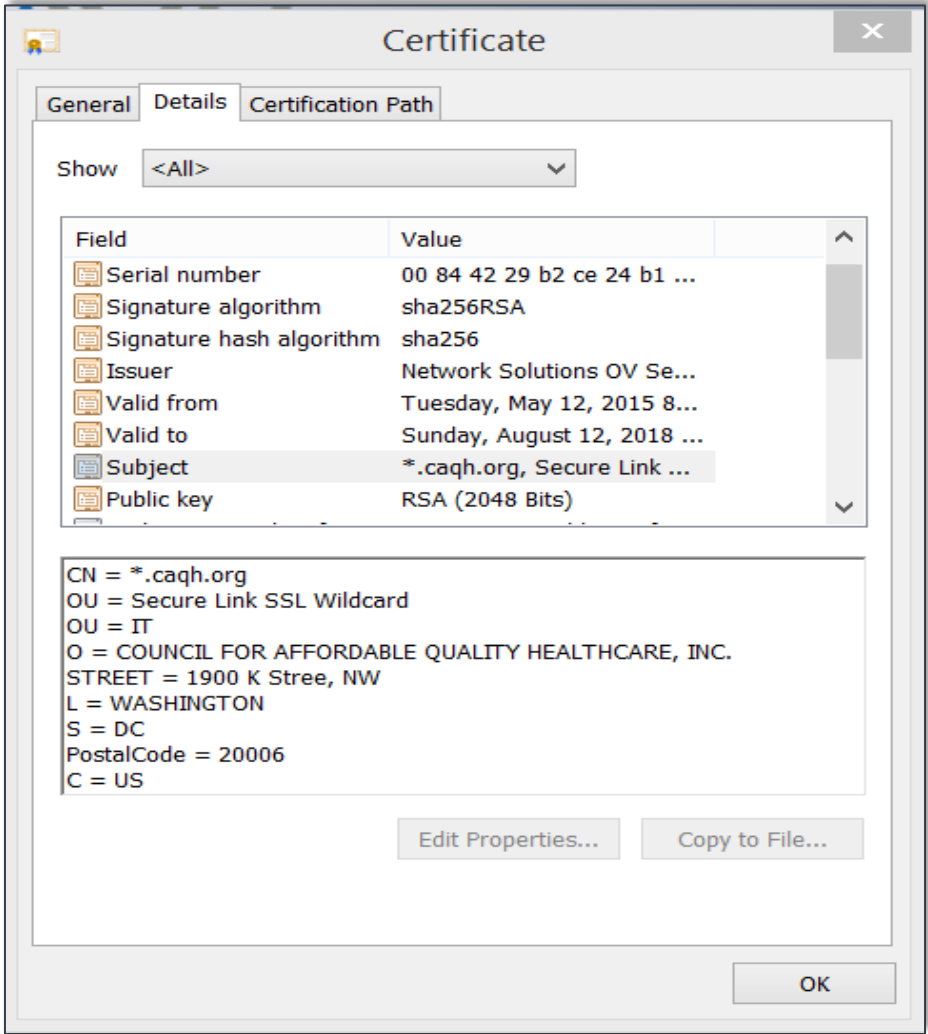
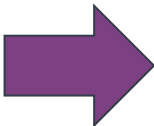
Best Practice: Utilizing the X.509 Certificate

Establishing Connectivity



How Do I Establish Connectivity?

Obtain an X.509 Digital Certificate based authentication over SSL/TLS.



Best Practice: CORE Certification Testing Steps



What is the next step in testing?

1. Run the test wizard.

Run Test ▶

2. Retrieve the Responses

Retrieve Responses ▶

3. Return to this page to get the test results.

Test Results

No tests have been submitted yet.
Please complete the testing instructions in section one above.

Task Status: Not Started -- Incomplete (Action Optional)

Test Results

Your last test PASSED.
Please check the [last test](#) for details.

Task Status: **Completed** -- Complete

Test Results

Your last test FAILED.
Please check the [last test](#) for details.

Task Status: Failed -- Incomplete (Action Required)

1 Test Summary

Test Status: **Failed**

Submission to URL:
https://connect.dakotacare.com/EdiTransactionServiceIV/EdiTransactionIV.svc

Authentication Method:
X.509 Certificate

SenderID:
EDIFECSTEST

ReceiverID:
DAKOTACARE

PayloadID:
0004da6b-149a-4465-accf-f4abd92c7de

OrgTaskID:
498718

TestID:
431668

2 Initial Submission

Initial File Sent:
[837I_Phase4_TestFile_BAD.dat](#)

Transaction Type:
837Ix(005010X223A2)

Sent Date:
09/06/2017 12:10 AM

3 Responses Received by Ramp Manager

There are currently no test results to report.

Include Transmission Viewer...

4 Test Status and Notes

Status:
Failed

Notes:
Error Code: Sender; Error Message:
java.lang.ArrayIndexOutOfBoundsException: 318

Best Practices: Noting Out of Scope



 **#4 Submit Generic Batch Retrieval Request and validate payload receipt confirmation using X509 Certificate (Rule 350,1)** Required

1

Testing Instructions

This task is designed to allow CORE Stakeholders to be able to submit a 'Generic Batch Retrieval Request' to Edifecs CORE Server and receive an 835 back. This task requires the user to use either the HTTP Mime Multipart Communication Method or the SOAP+WSDL, as well as a username and password to connect to the CORE testing system.

The task will only be marked complete, however, if the following are true:

1. The Batch 835 File received is valid under HIPAA.
2. The appropriate acknowledgement is uploaded to the URL specified in the box below. In the case of the present task, the expected acknowledgement is a **999 accepting the Batch 835 received**.

To complete this task please do the following:

1. Post the Generic Batch Retrieval Request using either the HTTP Mime Multipart or SOAP+WSDL Communication to the URL listed in step 1 in the box below. Please register your X.509 client certificate by clicking on the link specified in the box below. The Receiver ID parameter must be passed in the request as specified in the box below.
2. Use the **"Refresh"** button in the browser or the function key **"F5"** to refresh the **Test Results** section of the task main page. Because you are submitting the file to an HTTP/S server outside of the Core Testing System, the system will need to be cued once the file has been submitted.
3. **Save** the 835 file(s) you receive to a disk drive location where you can reference for usage in future tasks.
4. **Generate** the appropriate acknowledgement 999 for the 835 received and upload (post) that acknowledgement back to the same URL that the Generic Batch Retrieval Request was submitted to.
5. Note the **Test Results** in the lower panel, and click on **"details"** if necessary to determine why a file was invalid.
6. Select **"Save and Close"** once you have completed this task to your satisfaction to save the task.

By completing this task you are complying to the following CORE RULE and Test script(s):

- CORE RULE 350: Health Care Claim Payment/Advice (835) Infrastructure Rule. Test 1.



A testing task can be closed if not applicable to your organization's business. This explanation must be provided within the "Notes and Comments" section for that task.

5

Notes and Comments

Task Deadline:

Last Partner Update:

August 13, 2014 

Completed Date:

Notes

Access Authorization:

Private 

Polling Question #1

What drives consideration to pursue CORE Certification within your organization? (Check all that apply)

- Desire to be market leader
- Competitive advantage
- Ensure meeting federal mandates and requirements/Assurance of implementation
- Contracting requirement

Program Update – CORE Recertification & CORE Seals

Taha Anjarwalla, Senior Manager

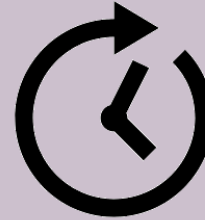
Why Recertification?



CORE Certification currently reflects a “snapshot in time” towards adherence to the operating rules.



With evolving technology, mergers/acquisitions and system upgrades, there is a need to assess ongoing conformance with the operating rules to maintain program integrity (some CORE Certifications are more than 10 years old).



Recertification enables ongoing conformance when rule requirements are updated over time to align with market needs.

Recertification Impact and Policies

Existing, Updated, and New Operating Rules: CORE-certified organizations must implement versions of CAQH CORE Operating Rules that have been published 24 months prior to the CORE Certification Seal renewal date.

Recertification Process:

- Recertification is required every three years for an entity to remain CORE-certified. Recertification renewals may occur anytime during the calendar year, based off initial year of certification.
- After communicating intent to recertify, recertification testing must be completed within 180 days.
- CORE-certified entities will become decertified if there is a 180-day lapse in renewing certification.
- Fees for Recertification will be $\frac{1}{2}$ of initial CORE Certification fee.

Recertification Testing

Recertification testing will have a reduced number of test cases and provide opportunity to recertify across multiple operating rule sets at once.

Recertification: Step by Step Process

1

Recertification Planning and Systems Evaluation



- Evaluate for any changes or updates to operating rules, as most recent versions will have to be implemented.
- Execute any necessary system changes/updates.



2

Apply for Recertification



- Communicate intent to recertify and maintain certification status. Submit payment for recertification.



3

Recertification Testing



- An entity undergoing recertification works with a CORE-authorized testing vendor to perform tests based upon criteria outlined in the CAQH CORE Certification Test Suites.



4

CORE Seal Renewal



- CAQH CORE will grant renewal of the CORE Certification Seal after an entity completes recertification testing and submits all documentation required.



Recertification Timeline

Date of Last CORE Certification Awarded:



- CORE-certified organizations will be required to recertify their IT systems or products **based on the date of most current certification**.
 - Example: If an organization achieved CORE Certification for Phases I & II in 2010 and Phase III in 2015, the most current certification year, in this case 2015, would be used to set the recertification date.
- Recertification timeframes are set to ensure **older certifications are the first to become updated** and **balance resource requirements** needed to align and recertify across multiple operating rule sets at one time.

Recertification Resources

Available Now:

- **Website Updates:** The CORE Certification webpage has been updated to provide information on policies and process for recertification.
 - **Today's webinar:** CAQH CORE will make available slides and video of today's webinar that provides an overview CORE Certification Best Practices and Recertification.
-

Coming Soon:

- **Email Communications:** CORE-certified organizations will receive email updates related to updated rule structure and recertification program.
- **On Demand Content:** CAQH CORE will host a recorded webinar and demonstration that walks through details of recertification program for stakeholders to review at any time.
- **FAQ Updates:** Additional guidance on recertification will be published to our FAQ webpage.
- **1:1 Outreach:** CAQH CORE staff will reach out to discuss the specific benefits and impact of both the updated rule structure and recertification program with all CORE-certified entities in Q2 2020.

Updated CORE Certification Seals

- The CORE Certification Seal has been redesigned to align with CAQH CORE's new transaction-based operating rule structure.
- Phased-based CORE Certification Seals were designed to communicate an organizations stakeholder type and phase of certification achieved. References to stakeholder type on redesigned CORE Seals have been removed for simplification.
- The new CORE Seals clearly communicate the business processes for which an organization has achieved CORE Certification and maintained for recertification.



- CAQH CORE staff will reach out to all CORE-certified entities and provide updated CORE Seals and branding guidelines in Q2 2020.

Polling Question #2

What educational tools are most helpful to learn about CORE Certification and CORE Recertification?
(Check all that apply)

- Implementation tools
- Webinars
- Website resources
- On-demand tutorials
- Direct outreach (phone calls)

Polling Question #3

Do you anticipate your organization will pursue a CORE Certification in 2020?

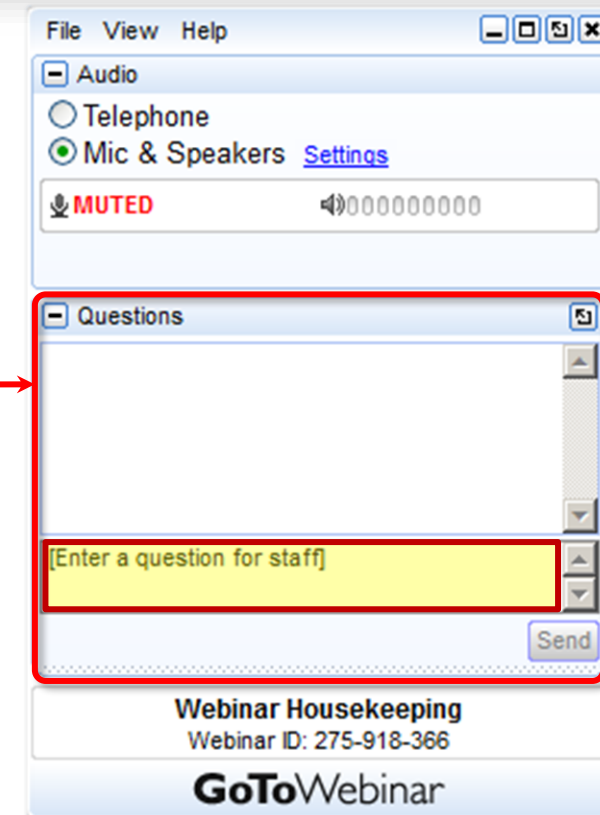
- Yes
- Unsure or need more information
- No, or already CORE Certified for transactions used by my organization

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



Download a copy of today's presentation slides at caqh.org/core/events

- Navigate to the Resources section for today's event to find a PDF version of today's presentation slides.
- The slides and webinar recording will be emailed to all attendees and registrants in the next 1-2 business days.

Healthcare administration is rapidly changing.



Join Us



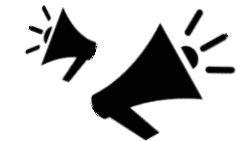
Collaborate across stakeholder types to develop operating rules.



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



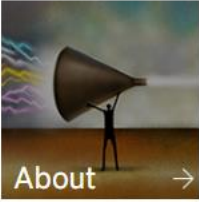
Drive the creation of operating rules to accelerate interoperability

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



CORE

- About CAQH CORE
- Governance
- Operating Rules
- CORE Certification
- Value-based Payments
- Join CAQH CORE
- Resource Library**
 - e-Learning Resources**
 - Events
 - FAQs
 - Impact (ROI)
 - Implementation Resources
 - Industry Topics and Comment Letters
 - Reports and White Papers



About →



Solutions →



Explorations →

e-Learning Resources

Welcome to the CAQH CORE e-Learning Resources page.



Value-based Payments Opportunity Areas
October 8, 2019

Use this learning module to learn about the opportunity areas to streamline implementation of Value-based Payment.



CAQH CORE Integrated Model
October 7, 2019

Click on this Integrated Model to explore how CAQH CORE is changing the industry.

CAQH CORE PARTICIPANT CALENDAR

User ID (case sensitive)

Password (case sensitive)

Login

Utilize our [interactive online tools](#) to learn more about the CORE Certification process and the CAQH CORE model.

Explore our [YouTube](#) page to access over 75 CAQH CORE tutorials and webinar recordings.

Listen to a tutorial on the [Phase V Operating Rules](#).

Go to our [FAQs](#) page for answers to questions on topics such as operating rule implementation and CORE Participation.

Read our latest white paper “[The Connectivity Conundrum: How a Fragmented System is Impeding Interoperability and How Operating Rules Can Improve It.](#)”

Upcoming CAQH CORE Education Sessions and Events



CAQH CORE Town Hall National Webinar

April 22, 2020 2:00-3:00 PM EST



X12 and CAQH CORE Webinar Series: Introduction to the 238 Transaction, Standard and Operating Rules

April 30, 2020 2:00-3:00 PM EST

Thank you for joining us!



[@CAQH](https://twitter.com/CAQH)

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.

Appendix

CORE Certification Checklist

Topic Area	My Organization	CAQH CORE	Testing Vendor
CAQH CORE Operating Rule Interpretation and Guidance		✓	
CORE Certification Process		✓	
Systems Inventory and Evaluation (I.e. Digital Certificate)	✓		
Establishing and Authenticating Connectivity with Testing Vendor	✓		✓
Certification Testing Support (Error Support/Troubleshoot Issues)	✓	✓	✓
Remediation Efforts	✓		

CAQH CORE: Resources



[CAQH CORE Analysis and Planning Guides](#): Identifies system/software gaps and helps create a project plan to complete any necessary system remediation.



[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.



CAQH CORE staff support via phone (202.517.0375) and email (CORE@CAQH.org).



Free resources from Edifecs, CORE-authorized Testing Vendor (Info.CoreCertification@edifecs.com).



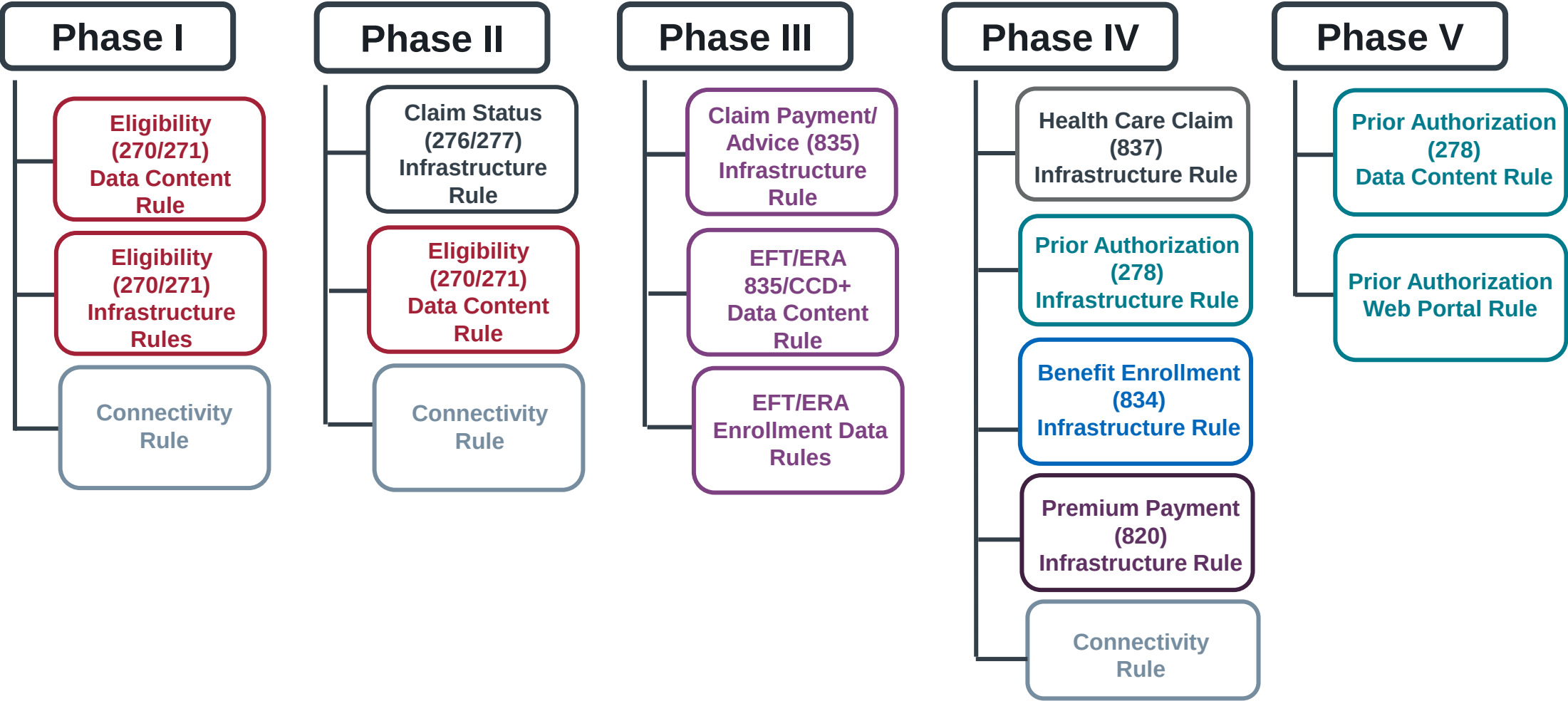
[CAQH CORE FAQs](#): Addresses questions pertaining to technical rule requirements and stakeholder specific implementation on the CAQH CORE Operating Rules.



[e-Learning Tools](#): Provides interactive dashboards and modules to learn about CORE Certification.

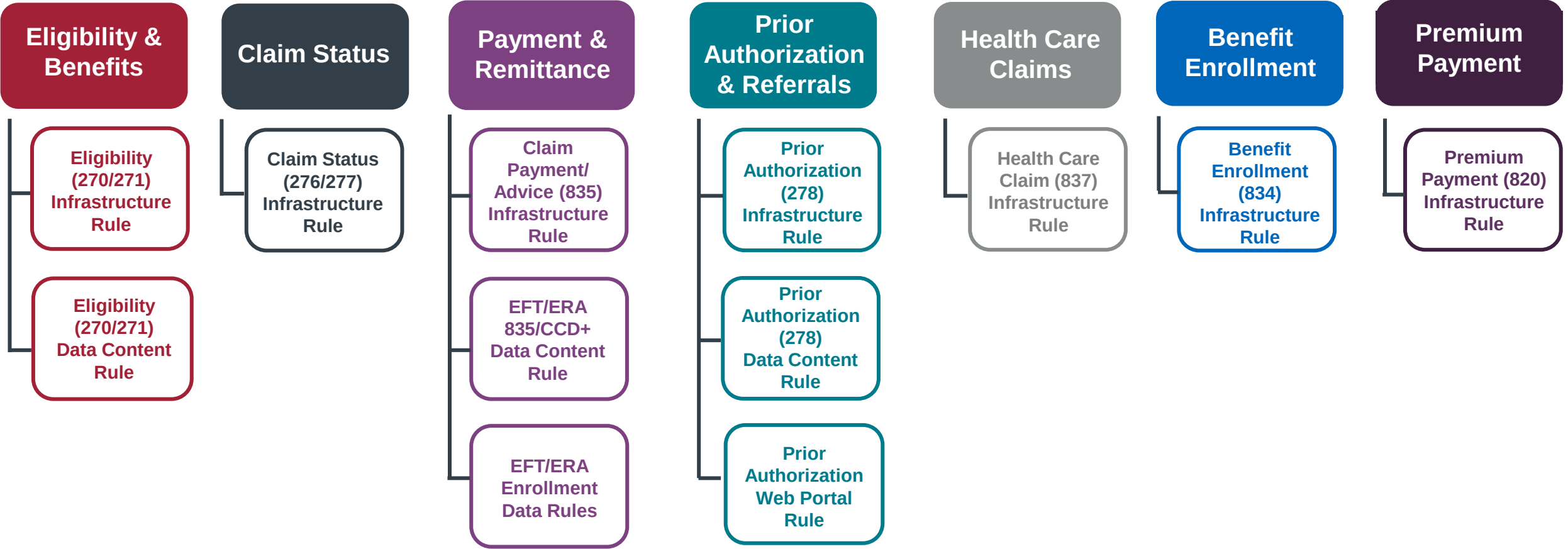
Current Phase-based Approach

An ongoing phase-based approach creates challenges for industry implementation as business transactions are split across phases and phases cover multiple business transactions. Additionally, an infinite number of operating rule phases is not a sustainable model.



New Business Transaction-based Approach

A transaction-based model aligns operating rules to the **business processes** the rules support.



CAQH CORE Connectivity Rules