**SAMPLE LETTER FROM COMPLAINANT TO NON-COMPLIANT ENTITY RE: OPERATING RULE CONFORMANCE**

*<date>*

< *key contacts for Non-Compliant Entity>*

*<key contacts job title>*

*<Non-Compliant Entity name>*

**Re:** CAQH CORE Operating Rule Conformance

Dear <*key contact(s) representing Non-Compliant Entity>*,

The purpose of this communication is to inform you that <*Name of Complainant Organization>* is not receiving <*eligibility, claim status, EFT, ERA, prior authorization and/or claim*> transactions per guidelines established by the federally-recognized CAQH CORE Operating Rules. The CAQH CORE Operating Rules build on the [HIPAA-mandated healthcare administrative transactions](https://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/TransactionCodeSetsStands/index.html).

As <Non-Compliant Entity name> is [CORE-certified](http://www.caqh.org/core/core-certified-organizations-pending-and-current) on < *Eligibility & Benefits, Claim Status, Payment & Remittance, Healthcare Claims, Premium Payment, Benefit Enrollment, and/or Prior Authorization & Referrals >* we expect effective and efficient data exchange from your organization. We value the efficiencies provided by the operating rules as they save us time and money and help to evolve our workflows.

As you know, CAQH CORE has an enforcement policy to help ensure organizations like us receive and maximize benefits provided by the operating rules from CORE-certified trading partners. The enforcement policy acts as a mechanism for the industry to self-police and self-enforce instances of non-compliance. Further, the enforcement policy encourages the use of a progressive approach to address and resolve issues of non-compliance.

As a first step, we would like to work with <*Non-Compliant Entity name*> to see if we can privately discuss and resolve our areas of concern. Outlined below are areas we have identified five instances which we consider to be out of compliance:

1. *<CAQH CORE Operating Rule ###: Summary of Issue>*
2. *<CAQH CORE Operating Rule ###: Summary of Issue>*
3. *<CAQH CORE Operating Rule ###: Summary of Issue>*
4. *<CAQH CORE Operating Rule ###: Summary of Issue>*
5. *<CAQH CORE Operating Rule ###: Summary of Issue>*

Thank you for your cooperation. If you should have any questions, please contact <*key contact at complainant organization*> at< XXX-XXX-XXXX> or <X@X.com>. If we do not receive a response, we will follow-up on this <*email/letter*> via phone in one week.

Sincerely,

*<your name>*

*<your job title>*

*<name of complainant organization>*

*<your phone number>*