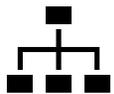
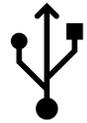


# CAQH CORE Attachments Effort Goal

**Electronic attachments ease workflow in our healthcare system related to claims, prior authorizations, appeals, etc.**

Goal: Produce implementable solutions to support and accelerate the industry's adoption of electronic attachment transactions.

## Considerations for attachment operating rules and guidance



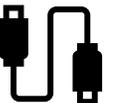
Building off existing momentum to encourage feasible progress, not least common denominator.

Ensuring operating rules work in unison with electronic transactions; do not repeat or contradict standards.

Filling gaps created by flexibility in standards.

Aligning operating rules for administrative standards with those for clinical standards (e.g., value-based care).

Addressing most common business scenarios that would improve return on investment.



# CAQH CORE Efforts on Attachments

## Scope of Work

### Completed

#### Research

CAQH CORE surveyed attachments initiatives occurring across the industry including pilot projects, work groups, conferences, publications and regulatory activities.

#### Environmental Scan

Evaluate trends in transition to electronic attachments, estimate cost savings of automation and identify opportunity areas to support payer and provider adoption.

### In Progress/Ongoing

#### Industry Report

Publish key findings from CAQH CORE environmental scan on attachments.

#### Industry Education Series

CAQH CORE will continue to host education events about attachments.

### Activities in 2019 and Beyond

#### Advisory Group

Review environmental scan findings to develop list of high priority opportunity areas to recommend to an Attachments Subgroup.

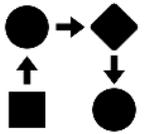
#### Subgroup

Review Advisory Group recommendations to identify areas to be addressed in attachment rule writing.

# Attachments Environmental Scan

## Overview

Attachment Profiles



Volumes/Resources



Business Needs



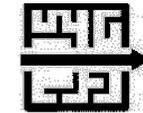
Data Content



Infrastructure



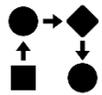
Adoption Barriers



# Attachments Environmental Scan

## Early Findings

### Attachment Profiles



**Mail and Fax:** Health Plans are primarily receiving additional documentation to support claims, prior authorization and appeals via mail and fax; followed by web portal. There is minimal support and adoption for the submission of attachments through EDI by health plans and PMS vendors.

**Trending Markets:** Dental and Workers Compensation markets have increased adoption and support for the submission of attachments in an electronic format.

### Time/ Resources



**Staff Resources:** A regional health plan reported approximately 792 hours are spent each week processing attachments received via mail, fax and web. A regional health system reported that 19 FTEs are dedicated to managing and processing attachments.

**Claim Adjudication:** Providers report on average it takes 55 days via mail, 22.5 days via fax and seven days via portal for a health plan to adjudicate a claim with an attachment.

### Business Needs



**Solicited Attachment:** A majority of stakeholders report that a real-time solicited attachment scenario would be the preferred method for sending additional documentation during submission of a claim or a prior authorization request.

**Clear, Unambiguous Requirements:** Providers are concerned that they may revert to manual processes or send over-documented unsolicited attachments without specific criteria that define additional documentation requirements from payers.

# Attachments Environmental Scan

## Early Findings

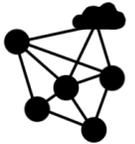
### Data Content



**Common Formats:** Stakeholders report that PDF's and image files (.png, .jpeg, gif.) are the most common data file types that are electronically sent/received today.

**Structured Data:** Health plans and vendors report that a standard for structured data should be mandated for adoption such as HL7 CDA as this will help IT systems to move to an auto-adjudication environment.

### Infrastructure



**Acknowledgements:** Stakeholders report the use of acknowledgments for when an attachment is successfully received is minimal. As result, providers revert to re-sending attachments or incur higher cost by sending documentation via certified-mail.

**Operating Rules:** Stakeholders report that infrastructure rules such as connectivity & security, response time, system availability, acknowledgments and companion guides should be considered and evaluated alongside an attachments standard.

### Adoption



**Adoption Challenges:** Stakeholders report that implementation of electronic attachment standard would reduce administrative burden to their organizations, but many stakeholders do not want to make the investment until an attachments standard is mandated.

**Pilot Programs:** Most health plans and vendors have launched attachment pilot programs working with the following attachment protocols: X12 275, DIRECT Messaging, HL7 FHIR, Clinical Data Repositories.