

## **CAQH CORE Training**

### *Market Based Review (MBR) for the CORE Code Combinations*

January 9, 2014  
1:30 pm – 2:30 pm ET

***IMPORTANT:*** *This is an advanced session and a working knowledge of CAQH CORE 360: Uniform Use of CARCs and RARCs Rule is assumed. As we will not be going into detail about the requirements for the rule itself or other basic information on this topic, please review the recording of our CAQH CORE Uniform Use of CARCs and RARCs Rule webinar [HERE](#) or download a PDF version of that presentation [HERE](#).*

# Participating in Today's Interactive Event

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- Download a copy of today's presentation [HERE](#)
- The phones will be muted upon entry and during the presentation portion of the session
- At any time throughout today's session, you may communicate with our panelists via the web
  - Submit your questions on-line **at any time** by entering them into the Q&A panel on the right-hand side of the WebEx desktop
  - On-line questions will be addressed first
- There will be an opportunity for the audience to submit questions through the telephone during today's presentation
  - When directed by the operator, press \* followed by the number one (1) on your keypad

# Session Topics

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- Welcome Introduction
- Overview of the *CORE Code Combinations* Maintenance Process
- Overview of 2013 Market Based Review (MBR)
  - General information and Submission Process
- Demo of MBR Submission #1
  - Live Demo to Complete Part One of the Online MBR Form
- Demo of MBR Submission #2
  - Live Demo to Complete Part Two of the Online MBR Form
- Q&A

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# *CORE Code Combinations* Maintenance Process *Overview*

# CARCs and RARCs Code List Maintenance

## *External to CAQH CORE*

As the recognized Federal standard/code authors, Code Maintenance Committees and ASC X12 are responsible for maintaining CARC/RARC/CAGC definitions and meet in-person on a tri-annual basis. Adjustments to the definition of such codes must be addressed via the specific author.

### CARCs (CARC Code Committee)

- Total # of CARCs: **243**
  - not all in *CORE Code Combinations*
- There are approximately 35 CARC Committee members representing a variety of stakeholder including health plans, associations, vendors, and government entities
- Entities can complete the CARC Change Request Form found [HERE\\*](#)

### RARCs (RARC Code Committee)

- Total # of RARCs: **899**
  - not all in *CORE Code Combinations*
- The RARC Committee members represent various components of CMS
- Entities can complete the RARC Change Request Form found [HERE](#)

### CAGCs (ASC X12)

- Total # of CAGCs: **4**
  - All are in *CORE Code Combinations*
- Part of the ASC X12 standard, therefore, **can only be revised when a new HIPAA mandated version of X12 standards is issued**; current version is ASC X12 v5010
- Entities can submit a request to ASC X12

\*Before submitting a CARC Change Request Form, entities are first encouraged by the Committee to contact a member of the committee to “*facilitate their request by allowing someone familiar with the approval process to discuss an alternate solution (if appropriate) for their need, or enabling that committee member to obtain additional background information which could help with the request*”. Committee list is available [HERE](#).

# CAQH CORE Code Combinations Maintenance Process

## CORE Business

### Scenario #1:

Additional Information Required – Missing/Invalid/Incomplete Documentation (332 code combos)

## CORE Business

### Scenario #2:

Additional Information Required – Missing/Invalid/Incomplete Data from Submitted Claim (306 code combos)

## CORE Business

### Scenario #3:

Billed Service Not Covered by Health Plan (453 code combos)

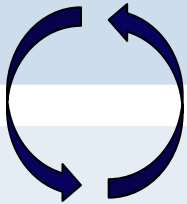
## CORE Business

### Scenario #4:

Benefit for Billed Service Not Separately Payable (40 code combos)

## CAQH CORE Compliance-based Reviews

Stability of CORE Code Combinations maintained



- Occur 3x per year
- Triggered by tri-annual updates to the published CARC/RARC lists by code authors
- Include only adjustments to code combinations to align with the published code list updates (e.g. additions, modifications, deactivations)

## CAQH CORE Market-based Reviews

Supports ongoing improvement of the CORE Code Combinations

- Occur 1x per year
- Considers industry submissions for adjustments to the *CORE Code Combinations based on business needs* (addition/removal of code combinations and potential new Business Scenarios)
- *Opportunity to refine the CORE Code Combinations as necessary to ensure the CORE Code Combinations reflect industry usage and evolving business needs*

# CORE Code Combinations Task Group (CCTG)

- Any CORE participating entity can join the CCTG and any entity can join CAQH CORE
- Composed of more than 40 CAQH CORE Participating Organizations from a wide variety of stakeholders; led by four multi-stakeholder Co-Chairs:
  - Shannon Baber, *UW Medicine*
  - Janice Cunningham, *RelayHealth*
  - Heather Morgan, *Aetna*
  - TBD (identifying fourth chair from health plan)
- Conducts three Compliance-based Reviews and one Market-based Review per year using teleconferences and tools such as online surveys to ensure maximum participation; representatives from any CORE Participating Organization are eligible to join
- Compliance-based Review Work Efforts in 2013
  - CAQH CORE has a policy for the timing of each Compliance-based update and all deadlines have been met
  - Completed a Compliance-based Review based on the 03/01/13 published code list updates and published the *May 2013 CORE Code Combinations*
  - Completed a Compliance-based Review based on the 07/01/13 published code list updates and published the *October 2013 CORE Code Combinations*
  - Began Compliance-based Review of the 11/01/13 published code list updates and plan to publish updated *CORE Code Combinations* on 02/01/14
- Market-based Review Work Efforts
  - Agreed on scope of 2013 Market-based Review
  - Developed the content for the Market-based Review Form which entities will use to submit potential Market-based code additions/removals or potential new business scenarios
  - Distributed call for Market-based submissions on 12/13/13

# CCTG Evaluation of MBR Submissions

- The CCTG will review all entries and supporting information (i.e. evaluation criteria, business case, and discretionary usage data) submitted via the Market-based Review submission process
- Using the [CORE Code Combinations Evaluation Criteria](#), the CCTG will discuss and conduct straw polls as needed to determine CCTG support for Market-based code combination additions and removals to the *CORE Code Combinations*
- **NOTE:** The CCTG may not approve all MBR submissions from the industry given the goal of CAQH CORE 360 Rule is to enable more uniform use of the codes across the industry and not necessarily increasing the number of code combinations but identifying code combinations that clearly convey the reason for an adjustment/denial while avoiding redundant code combinations



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*CORE Code Combinations Maintenance Process*  
*2013 Market-based Review*

# 2013 Market-based Review Process Basics

- **Basic Information**

- 2013 MBR was launched on 12/13/2013
- All adjustment recommendations must be submitted to CAQH CORE via the online MBR Form by 2/14/2014
- CAQH CORE Expects to publish any adjustments to the *CORE Code combinations* based on the 2013 MBR in June 2014
- Adjustments must be requested using the latest version of the *CORE Code Combinations*
  - The latest version is [CORE-required Code Combinations for the CORE-defined Business Scenarios v3.0.3 October](#)
  - A new version will be available 2/1/14 due to a Compliance Based Review driven by the CCTG. The Compliance Based Review removes deactivated codes and adds new codes combinations that meet the CORE Evaluation Criteria

- **Key Terms**

- **Entry:** a single code addition, code removal, or potential new business scenario including any supporting information included on an entity's online MBR Form
- **Supporting Information:** Additional information requested on the online MBR Form for each entry i.e. an assessment of the CORE Code Combination Evaluation Criteria, a business case, and discretionary Real World Usage Data
- **Submission:** An entity's complete Market-based submission including all entries (e.g. all code additions, code removals, and new business scenarios included in the submission)

# Level Set: Scope of 2013 Market-based Review

- Per the [CAQH CORE Code Combination Maintenance Process](#), the 2013 Market-based Review (MBR) collects two types of industry submissions – Code Combination additions/removals and ideas for potential New Business Scenarios
- The 2013 Market-based Review will **collect early ideas** for potential new Business Scenarios to inform CCTG discussion and planning for the 2014 MBR
  - The 2014 Market-based Review, launching at the end of 2014, will collect Potential New Business Scenarios for possible inclusion in CORE Rule 360

## 1. Code Combination Additions/Removals

- **Scope:** Includes **code additions/removals** for existing CORE-defined Business Scenarios
- **High-Level Approval Process:** Submissions are reviewed and approved by CAQH CORE Code Combinations Task Group
- **Status for 2013 MBR:** Task Group is collecting industry submissions for code combination additions/removals

## 2. New Business Scenarios

- **Scope:** Includes addition of **new** CORE-defined Business Scenarios and/or **substantive adjustments** to existing CORE-defined Business Scenarios
- **High-Level Approval Process:** Any adjustment or addition to the CORE-defined Business Scenarios will require substantive adjustment to CAQH CORE 360 Rule and thus require formal CAQH CORE Approval and Voting Process:
  - Task Group    Rules Work Group    All-CORE Vote
- **Status for 2013 MBR:** Includes an “Early Call for Submissions of New Business Scenario Ideas”; Task Group is **only** collecting ideas for potential New Business Scenarios in 2013 – no voting will occur and a second, “Formal Call” will occur later in 2014

# Rationale for Structure and Design of Online MBR Form

- The CCTG spent significant time and effort designing the MBR form and reaching agreement on evaluation criteria to ensure meaningful submissions from the industry and useful supporting information to inform their review process and achieve the goal of CAQH CORE 360 Rule to enable more uniform use of the codes across the industry using a national set of code combinations that clearly convey the reason for an adjustment/denial while avoiding redundant code combinations
- Thus, the online MBR form includes collection of critical supporting information related to each individual entry on a submission
  - i.e. an assessment of the *CORE Code Combination* Evaluation Criteria, a business case, and discretionary Real World Usage Data
- The purpose of collecting this supporting information for each entry is two-fold:
  - It prevents submitters submitting lists of code combinations without fully considering the rationale for addition/removal, or value added to, the *CORE Code Combinations*; goal is to ensure a clean, useful set of code combinations
  - It will inform CCTG discussion and decisions related to MBR submissions and help ensure thoughtful maintenance occurs

## ***Submitters - Plan Ahead!***

Submitters will need to spend significant time on each entry of their MBR submission given the requirements to include the supporting information to assist the CCTG in its review. Submitters should expect it will take approximately 15 minutes to submit each entry (i.e. code addition, deletion, or potential new business scenario) on the online MBR form, e.g. if you have 10 entries, it will take approximately 2 ½ hours to complete submission of these entries.

# MBR Submission Process

- **Eligible Submitters:**

- All CORE Participants plus *non-CORE Participants* that create, use, or transmit HIPAA-covered transactions may submit potential Market-based entries
- NOTE: Each organization is limited to ONE SUBMISSION (may contain multiple entries); please coordinate with your colleagues

- **How to Submit:**

- The CAQH CORE Code Combinations Task Group designed content for an online [Market Based Review submission form](#) (MBR Form) to collect the necessary input from the industry
- Submissions will **only** be accepted through the online MBR Form. CAQH CORE, CCTG Co-Chairs and CAQH Staff will not be able to accept direct email submissions of the MBR Form

- **When to Submit:**

- All eligible submitters can access the online MBR Form **NOW!**

- **Submission Deadline:**

- All eligible submitters must complete their submissions by **2/14/2014** –No submissions will be accepted after that date
  - Launched on 12/13/2013, the Call for Industry Submission for the 2013 Market-based Review will be open for 60 days
  - An email was distributed from CAQH CORE on 12/13/2013
  - The first training session for the 2013 MBR was held on 12/20/2013

# MBR Submission Process: Entries for Market-based Code Additions and Removals

- The 2013 online MBR Form will only consider the addition/removal of *CORE Code Combinations* in the existing four CORE-defined Business Scenarios; the current version of the *CORE Code Combinations* can be found [HERE](#)
- Potential code(s) additions and removals to the CORE-defined Business Scenarios for CAQH CORE 360 Rule may include:

Types of Additions	Types of Removals
1. Add CARC and RARC along with a CAGC(s)	1. Remove CARC and all associated RARCs and CAGC(s)
2. Add CARC along with a CAGC(s)	2. Remove RARC and associated CAGC(s) from existing CARC
3. Add RARC to an existing CARC along with a CAGC(s)	3. Remove CAGC(s) from existing CARC
4. Add CAGC(s) to an existing CARC	4. Remove CAGC(s) from existing CARC and associated RARC
5. Add CAGC(s) to an existing CARC and its associated RARC	

# MBR Submission Process: Supporting Information for Each Requested Code Addition/Removal

- Submitters are also asked to include additional information to support their request for *each* potential code addition and/or removal including:
  - ☑ An assessment of whether the requested addition or removal meets the [CORE Code Combination Evaluation Criteria](#)
  - ☑ A Strong Business Case for the addition or removal
  - ☑ A summary of Real World Usage Data to support the Business Case for each requested code(s) addition or removal
    - NOTE: Submitters can *exercise discretion whether or not to provide Real World Usage Data*, recognizing that providing such an analysis can strengthen a Business Case for the requested addition or removal

# MBR Submission Process: Early Call for New Business Scenarios

- Online MBR Form will also allow entities to submit ideas for potential New Business Scenarios
- To support a request for a New Business Scenario, submitters must provide:
  - ☑ Name and description of potential New Business Scenario
  - ☑ One or more examples of CARC(s) that meet the Potential New Business Scenario
  - ☑ An assessment of whether the Business Scenario meets the CORE New Business Scenario Evaluation Criteria
  - ☑ A simple Business Case to support rationale for adding New Business Scenario
  - ☑ A summary of Real World Usage Data to support rationale for adding New Business Scenario
    - NOTE: *Submitters can exercise discretion whether or not to provide Real World Usage Data, recognizing that providing such an analysis can strengthen a Business Case*

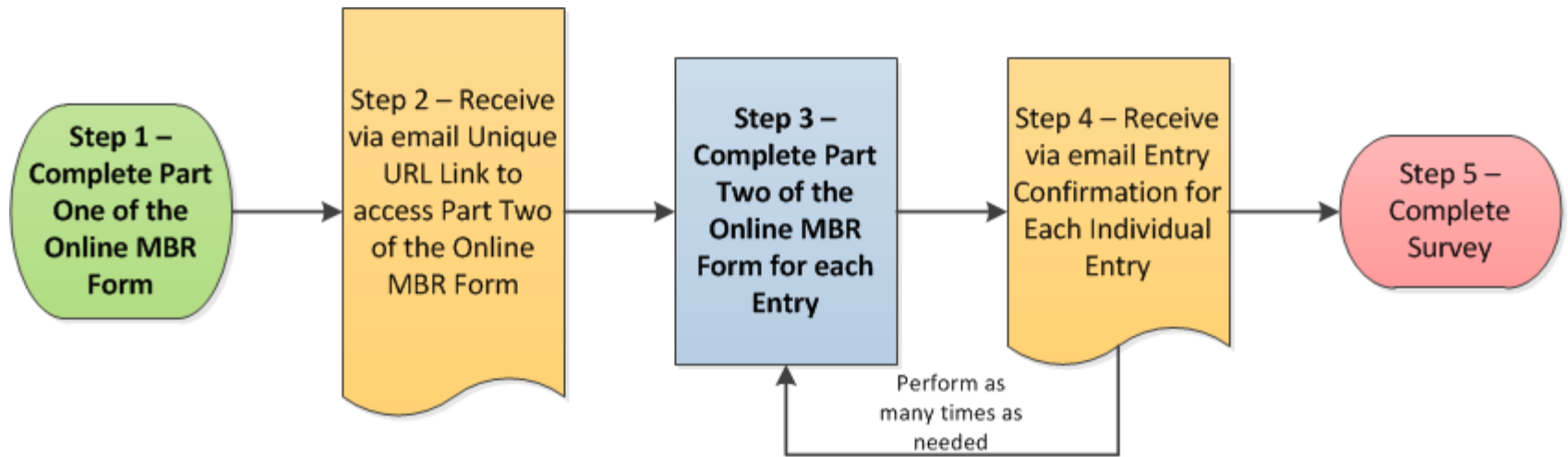


# Online MBR Submission Form: Overview of Structure

- The online MBR Form is divided into **two parts** to enable the submitter to start, stop, resume, and complete multiple entries at their convenience
- **Part One**
  - Submitters provide basic demographic information and the number of entries that their organization plans to submit; the link to Part One can be used by multiple individuals; however entities should coordinate internally on all entries in their submission
- **Part Two**
  - After completion of part one, you will be sent a unique link that **MUST** be used to access part two of the online MBR Form
    - This link can be used as many times as needed in order to submit each entry and can be used by multiple individuals at your organization; however you should coordinate internally on all entries in your submission
  - Submitters complete an entry for a code addition, a code removal, or suggest a Potential New Business Scenario
    - Each code addition/removal or potential new business scenario submitted is considered a *single entry*. An entity's **final submission may have multiple entries**
    - A confirmation email for each entry will be sent to the email address identified in Part One; this email will contain a unique entry ID which can be used to delete any erroneous submissions by entering the ID on Part Two of the online MBR Form

# Online MBR Submission Form: *A Step-by-Step Process*

- After completion of the steps below, the total submission (all code additions, code removals, and proposed new business scenarios) will be sent to CAQH CORE for analysis and review by the CORE Code Combinations Task Group



# Preparing to Submit your MBR

- ☑ Ensure a thorough understanding of the CAQH CORE 360: Uniform Use of CARCs and RARCs Rule and the *CORE Code Combination* Maintenance Process
  - Access the recording of the Uniform Use of CARCs and RARCs Rule Overview webinar [HERE](#), or download a PDF version of that presentation [HERE](#)
  - CAQH CORE will hold another Uniform Use of CARCs and RARCs Rule Overview webinar on **January 28<sup>th</sup> from 2:00-3:30pm ET**—[Registration Coming Soon](#)
- ☑ Download the most recent version of the *CORE Code Combinations* [HERE](#)
- ☑ Attend a CAQH CORE Training Session on the online MBR Submission Form
  - Recordings of past training sessions and listings for upcoming training sessions can be found on the [CAQH CORE Education Events page](#)
- ☑ Use the [MBR Form Example](#) as a tool to help you prepare for your submission
  - The MBR Form Example contains all of Section 1, an example of one type of Addition, an example of one type of Removal, and an entire Proposed New Business Scenario
  - The MBR Form Example provides a good idea of the types of entries that you may submit
- ☑ It is strongly recommended that you outline a summary of all entries that your organization plans to submit **before** beginning the MBR Submission process
- ☑ Summarize a strong business case for each of your entries as well as collect the **discretionary** real world usage data to support your entries

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# Demo #1:

## Online MBR Submission Form *Completing Part One*

# Part One of Online MBR Submission Form

- Part One of the Online MBR Submission Form asks submitters to provide basic demographic information and the number of entries that their organization plans to submit
  - It is strongly suggested that a submitting entity outline the entries your organization intends to submit **prior** to completing Part One of the online MBR Form
- Part One is divided into three sections:

Online MBR Submission Form: Part One	
<b>Section 1</b>	General Information on MBR Submission Form (i.e. Background, Scope, Format and Instructions)
<b>Section 2</b>	Submitter Information
<b>Section 3</b>	Summary of Type of Entries for Business Scenarios (i.e. number of additions and removals per Business Scenario)

# LIVE DEMO – Required Information

- CAQH CORE staff will walk through a live demo of Part One of the online MBR Form which includes the following steps:
  1. Enter key information about your organization
    - Date
    - Entity Name
    - Contact First and Last Name
    - Contact Title
    - Contact Phone Number
    - Contact Email Address
    - *Confirm Email Address*
      - This is a key step in ensuring delivery of the unique URL/Link to access Part Two of the MBR form
  2. Additional information about your organization
    - Entity Type
    - CORE Participant Status
    - Confirmation of HIPAA-covered Entity Status
    - Yes/No Question Regarding Attendance on MBR Form Training Session
  3. Summary of types of planned entries for Business Scenarios
    - Number of additions/removals for each Business Scenario

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# Demo #2:

## Online MBR Submission Form *Completing Part Two*

# Online MBR Submission Form: Part Two

- Part Two of the MBR Form is where entities can complete an entry for a code addition, a code removal, or suggest a potential new Business Scenario
- To ensure the rule maintains a high-level of quality content, submitters are required to include additional information to support their entry including:
  - An assessment of whether the entry meets the CORE Code Combination Evaluation Criteria
  - A Strong Business Case
  - A summary of Real World Usage Data to support the Business Case (if available)
    - NOTE: The Real World Usage Data is discretionary
- Entities will receive a confirmation email for each entry they provide
  - This email will include a **Unique Entry ID** that can be used to delete that entry if necessary
- Part Two of the MBR form includes the following sections:

Online MBR Submission Form: Part Two	
Section 4	Codes for Addition
Section 5	Codes for Removal
Potential New Business Scenarios	



# LIVE DEMO – Example Entries

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- CAQH CORE staff will walk through a live demo of Part Two of the online MBR Form using the following example entries:
  1. Add CARC 185 with CAGC PR to CORE-defined Business Scenario #3
  2. Delete a previously submitted entry

# Q&A

*Please submit your question:*

- Via the Web: Enter your question into the Q&A pane in the lower right hand corner of your screen
- By Phone: When prompted by the operator, press \* followed by the number one (1) on your keypad

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Thank You for Joining Us!

*Appendices: Implementation Resources and Tools*

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# CAQH CORE EFT & ERA Implementation

## *Resources and Tools*

# CAQH CORE 360 Rule and the Code Combinations Maintenance Process Website

- A free and accessible “one stop shop” [webpage](#) to provide resources and tools to implementers of the CAQH CORE 360 Rule
- Interactive website includes easy to access information and valuable tools for implementers including:
  - Access to current and past versions of the *CORE Code Combinations*
  - Publication schedule and Compliance Dates for updated versions of the *CORE Code Combinations*
  - Status of CORE Code Combinations Task Group efforts
  - Process for Market-based Reviews including access to online submission form
  - Outline the impact of updated versions of the *CORE Code Combinations* for each stakeholder
  - Online submission of questions/feedback regarding the CORE Code Combinations Maintenance Process
  - Lists of internal and external resources related to the CARCs and RARCs

*Please send any additional ideas or needs for this website to [CORE@caqh.org](mailto:CORE@caqh.org)*

# Implementation Steps for HIPAA Covered Entities: *Tools and Resources*

## Free Tools and Resources Available

### Education is key

#### Get executive buy-in early

- Read the [CAQH CORE EFT & ERA Operating Rules](#)
- Listen to archive of past [CAQH CORE Education Sessions](#) or register to attend a future one
- Search the EFT & ERA [FAQs](#) for clarification on common questions
- Use our [Request Process](#) to Contact technical experts throughout implementation

### Determine Scope of Project

- The [Analysis and Planning Guide](#) provides guidance to complete systems analysis and planning for implementation; Information attained from the use of this guide informs the impact of implementation, the resources necessary for implementation, as well as, what would be considered an efficient approach to, and timeline for, successful implementation.

Just Getting Started

Analysis and Planning

Systems Design

Systems Implementation

Integration & Testing

Deployment/  
Maintenance

### Engage Trading Partners Early and Often

- **Provider's:** Use the EFT/ERA [Sample Health Plan](#) and [Sample Financial Institution](#) Letters as a way to help facilitate the request to receive EFT from your health plans and the request for delivery of the necessary reassociation data elements from your financial institutions

### TEST, TEST, TEST!

- Leverage [Voluntary CORE Certification](#) as a quality check, a way to test with partners, and as a way of communicating compliance to the industry and other trading partners

### Get Involved with CAQH CORE

- [Join](#) as a Participant of CAQH CORE in order to give input on rule-writing maintenance by joining a task group and to stay up-to-date on implementation developments