



Dialogue with Delta Dental of California:

*How a Dental Health Plan
Successfully Implemented
the Phase I-II CAQH CORE
Operating Rules*

September 13, 2017
2:00 – 3:00 pm ET

Co-sponsored with:

National Dental EDI Council
NDEDIC

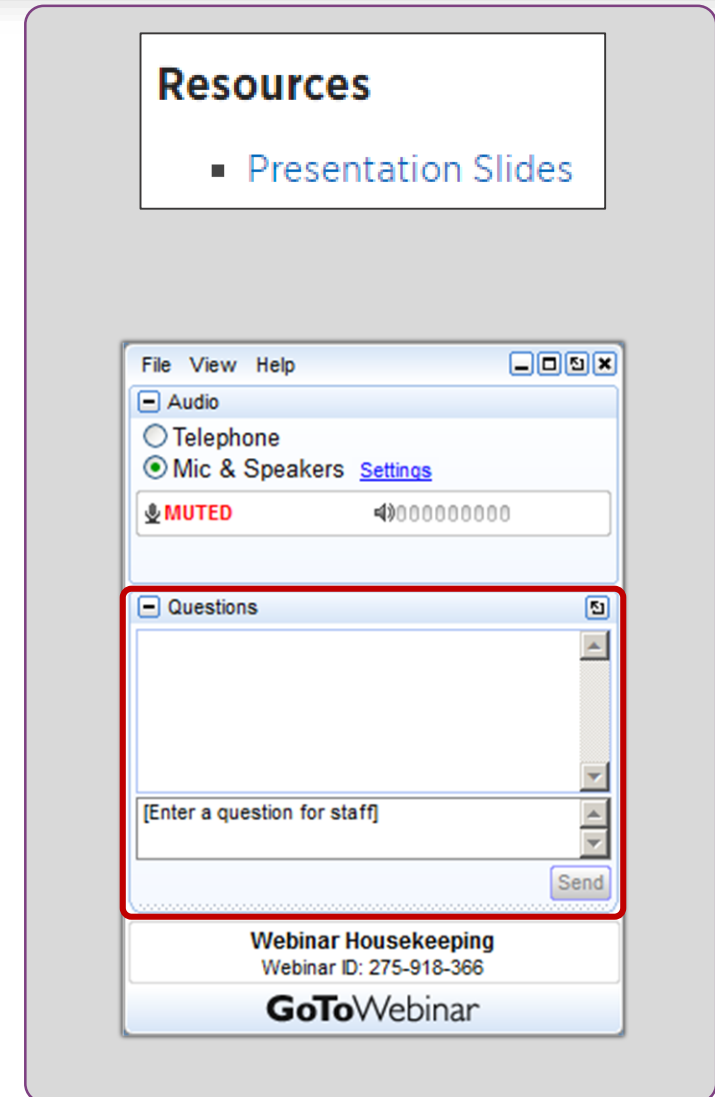
Logistics

Presentation Slides & How to Participate in Today's Session

Download the presentation slides at www.caqh.org/core/events.

- Click on the listing for today's event, then scroll to the bottom to find the Resources section for a PDF version of the presentation slides.
- Also, a copy of the slides and the webinar recording will be emailed to all attendees and registrants in the next 1-2 business days.

Questions can be submitted ***at any time*** with the **Questions panel** on the **GoToWebinar** dashboard.



Thank You!

CAQH CORE would like to thank our guest presenters for today's webinar.

**Delta Dental of
California**

Bernadette Abdon

Solutions Architect, Enterprise Architecture Group

National Dental EDI Council
NDEDIC

Kathryn Jönzzon

NDEDIC, Chairperson Board of Directors

Session Outline

- Background: CAQH CORE Operating Rules & CORE Certification.
- NDEDIC Collaboration with CAQH CORE.
- Case Study: Delta Dental of California.
- Virtual Dialogue.
- Q&A.

CAQH CORE Operating Rules & CORE Certification

Taha Anjarwalla
CAQH CORE Manager

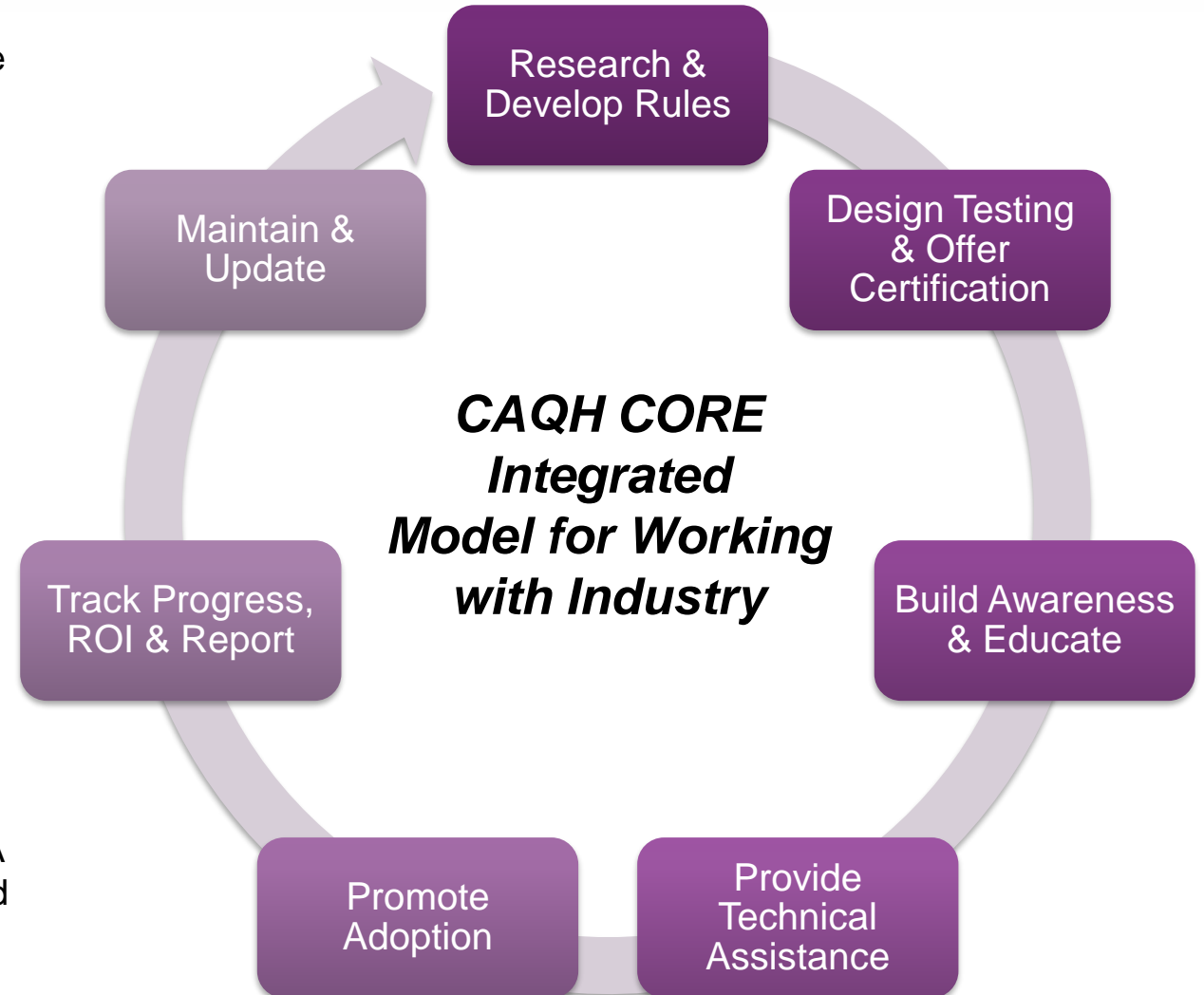
CAQH CORE Mission and Vision

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 Named by Secretary of HHS to be national author for three sets of operating rules mandated by Section 1104 of the Affordable Care Act.

BOARD Multi-stakeholder. Voting members are HIPAA covered entities, some of which are appointed by associations such as AHA, AMA, MGMA. Advisors are non-HIPAA covered, e.g. SDOs.



Role of Operating Rules

- Developed to facilitate administrative interoperability and encourage clinical-administrative integration by building upon recognized standards and ensuring benefit for each critical stakeholder.
- Complements and supports healthcare industry neutral standards – they *do not repeat or reiterate standards*.
- Used by other industries with high volume transactions and multiples parties.

INFRASTRUCTURE	CONTENT
Connectivity & Security	Supports use of recognized standards that can deliver valuable structured data or require access to unstructured data.
Response Time (Batch/Real-time)	
System Availability	
Exception Processing Error Resolution	
Roles & Responsibilities	
Companion Guides	
Acknowledgements	

Infrastructure rules apply across transactions – establishing basic expectations on how the US data exchange “system” works, e.g. ability to track response times across all trading partners. *Infrastructure rules can be used with any version of a standard.*

Content rules support the exchange of valuable data that allow stakeholders to access information needed to manage an identified process; rules can address ongoing maintenance, setting expectation of evolution.

CAQH CORE Participation

Applicability to Dental

All [HIPAA-covered entities](#), including dental health plans, are required by HHS to comply with the federally-mandated CAQH CORE Phase I, II, and III Operating Rules for eligibility, claim status, EFT and ERA; *Phase IV CAQH CORE Operating Rules for claims, prior authorization, enrollment/disenrollment and premium payment are currently voluntary.*

[CAQH CORE Participants](#) use an open, transparent process to draft and maintain the CAQH CORE operating rules and any entity is welcome to join this process; Currently, over 130 entities, representing different stakeholder types including health plans, vendors, clearinghouses, providers, etc. directly contribute to the CAQH CORE rules development.

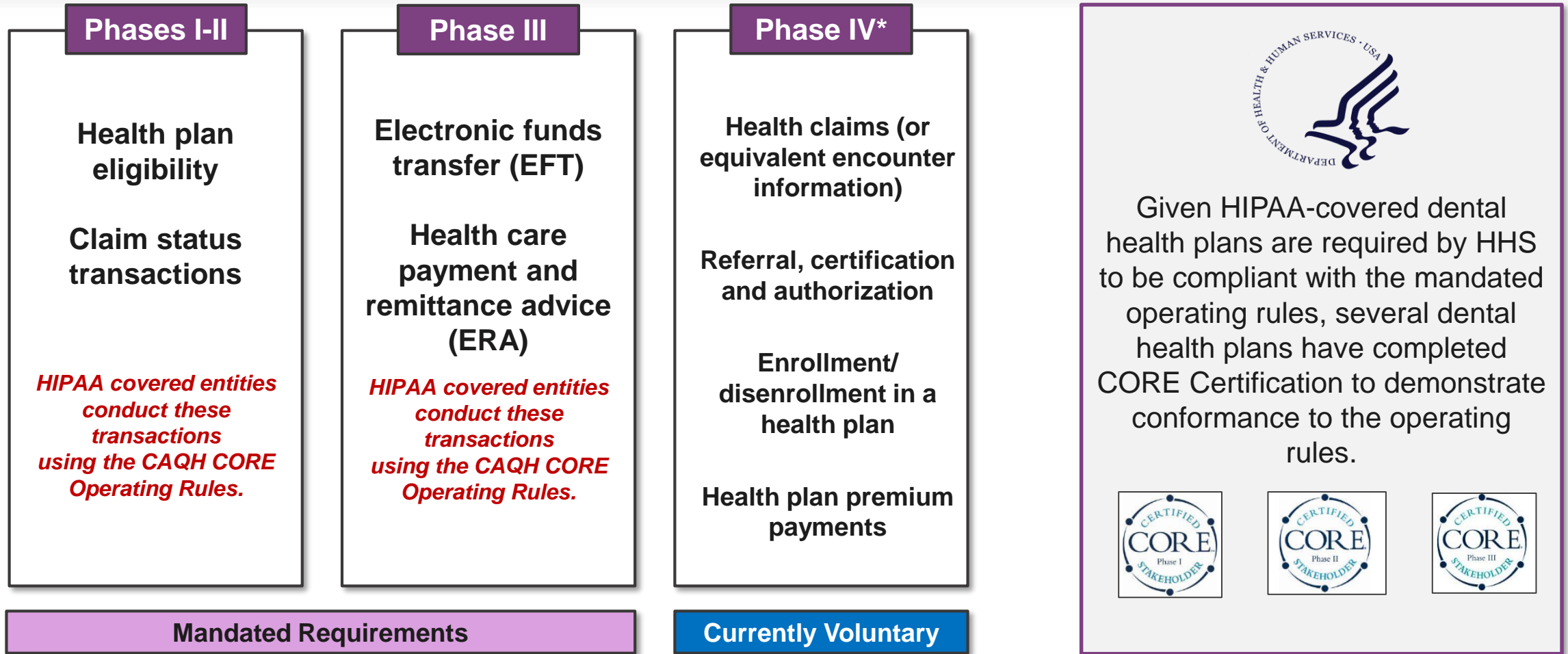
Examples of Dental Engagement in Operating Rule Development

Delta Dental Plans Association has member company representatives from across the country participating in the CAQH CORE Operating Rule development.



Many large health plans that offer dental coverage are also active in the CAQH CORE Subgroups and Work Groups, e.g. CareFirst, Ameritas, CIGNA, Aetna, Humana, etc.

Current Phase I-IV CAQH CORE Operating Rules



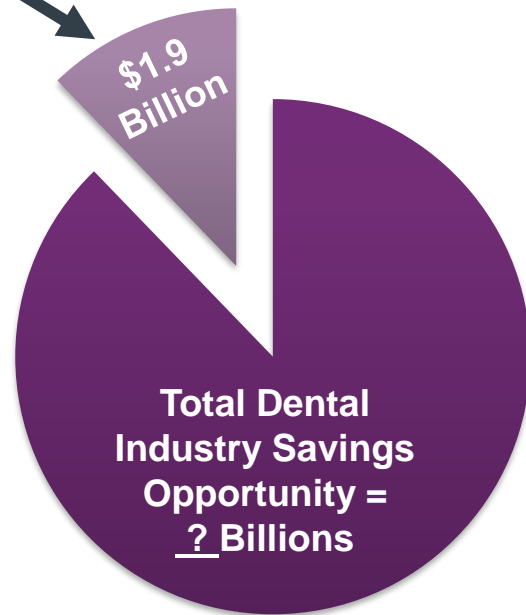
CAQH CORE Rules also include Acknowledgement requirements that were not included in mandate.

*Does not include health claims attachments (HHS Standard not yet mandated).

How Much Could the Dental Industry *Really* Save with Electronic Transactions?

For Dental Industry: 2016 CAQH Index Reported Labor-only Savings Opportunity for Four HIPAA Transactions that have CAQH CORE Operating Rules; Adoption by Transaction is at Different Stages:

1. Eligibility and Benefit Verification (Phases I-II).
2. Claim Status Inquiry (Phase II).
3. Claim Payment (Phase III).
4. Claim Submission (Phase IV).



- Report used data from 700 million dental transactions.
- These cost estimates only represent a fraction of the true industry savings opportunity associated with adoption of electronic transactions:
 - Includes direct labor cost for only *four* of the twelve key transactions in the claims cycle for commercial plans.
 - A more comprehensive estimate of industry cost savings opportunity would include indirect and direct cost all twelve transactions in the claim cycle for *private and public* payers.

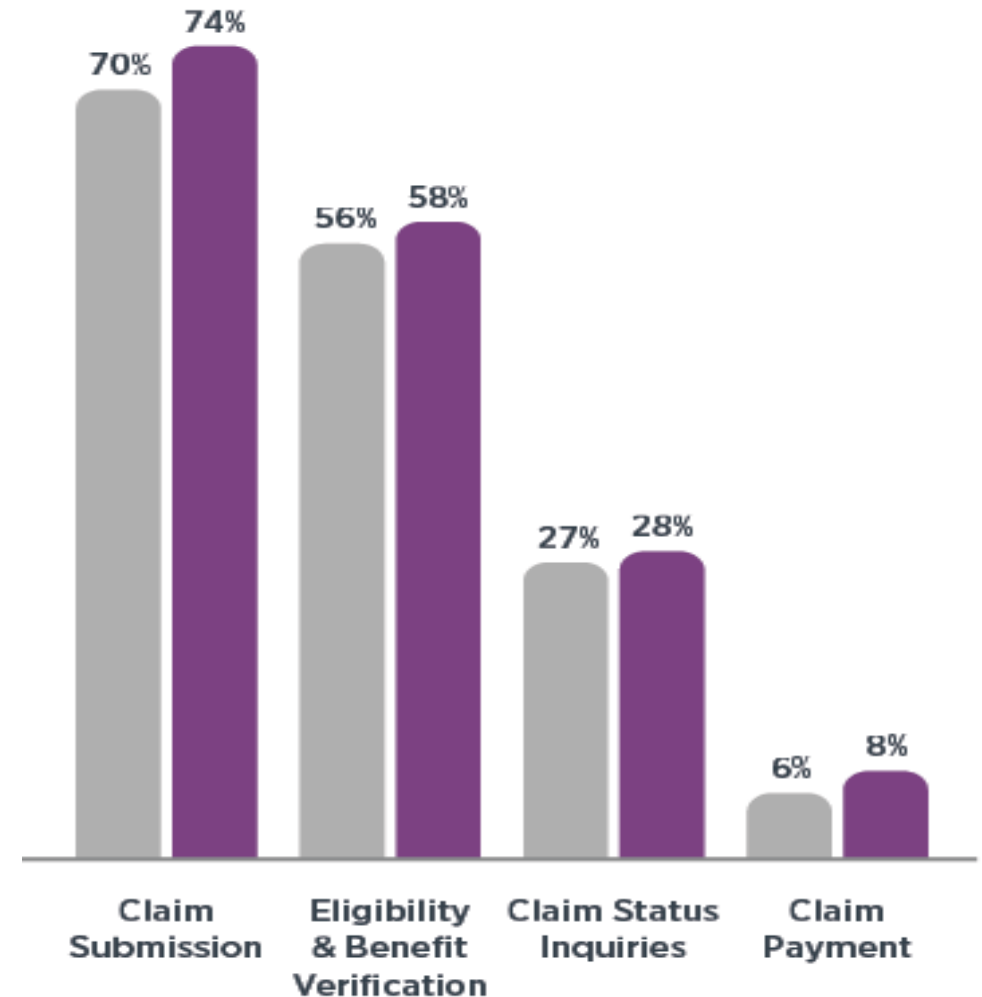
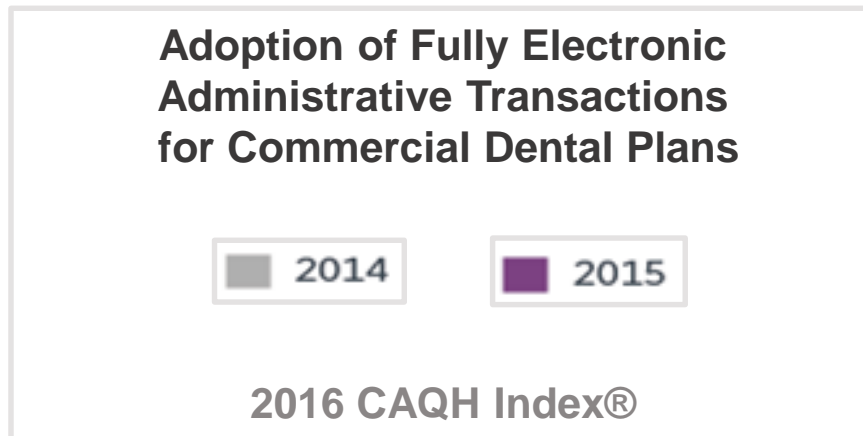
Other Cost Not Currently in CAQH Estimates

Eight Additional Transactions
Indirect Labor Cost (transaction prep & follow-up)
Vendor and Other Overhead
Public Payers

Electronic Transaction Trends

Dental Industry Adoption

- Dental health plans and dental clearinghouses are required to use the same HIPAA-mandated standards and operating rules as medical health plans for electronic transactions.
- Trends show steady, but modest progress in adoption of fully electronic transactions, with promising accelerated growth for some transactions. On average, adoption of electronic transactions with commercial dental health plans was **30 percent lower** than with commercial medical health plans.



Voluntary CORE Certification

Voluntary CORE Certification

Developed BY Industry, FOR Industry

[CORE Certification](#) is the most robust and widely-recognized industry program of its kind – the Gold Standard. Its approach assures an independent, industry-developed confirmation of conformance with operating rules and underlying standards.



Requirements are developed by broad, multi-stakeholder industry representation via transparent discussion and polling processes.



Required conformance testing is conducted by third party testing vendors that are experts in EDI and testing.



CAQH CORE serves as a neutral, non-commercial administrator.

Authorizes the conformance testing vendors.

Reviews and approves the Certification applications, e.g. trading partner dependencies, number of platforms, and conformance test reports before a Certification Seal is awarded.



Voluntary CORE Certification

Benefits for Dental Industry



Positions dental industry as leaders in administrative efficiencies.



Ensures real-time access to eligibility information for beneficiaries.



Allows dental providers to improve their revenue cycles by standardizing claim adjustment code combinations and making it easier to receive payments via EFT.



Lowers cost within claim processing systems, including costly and cumbersome paper checks.



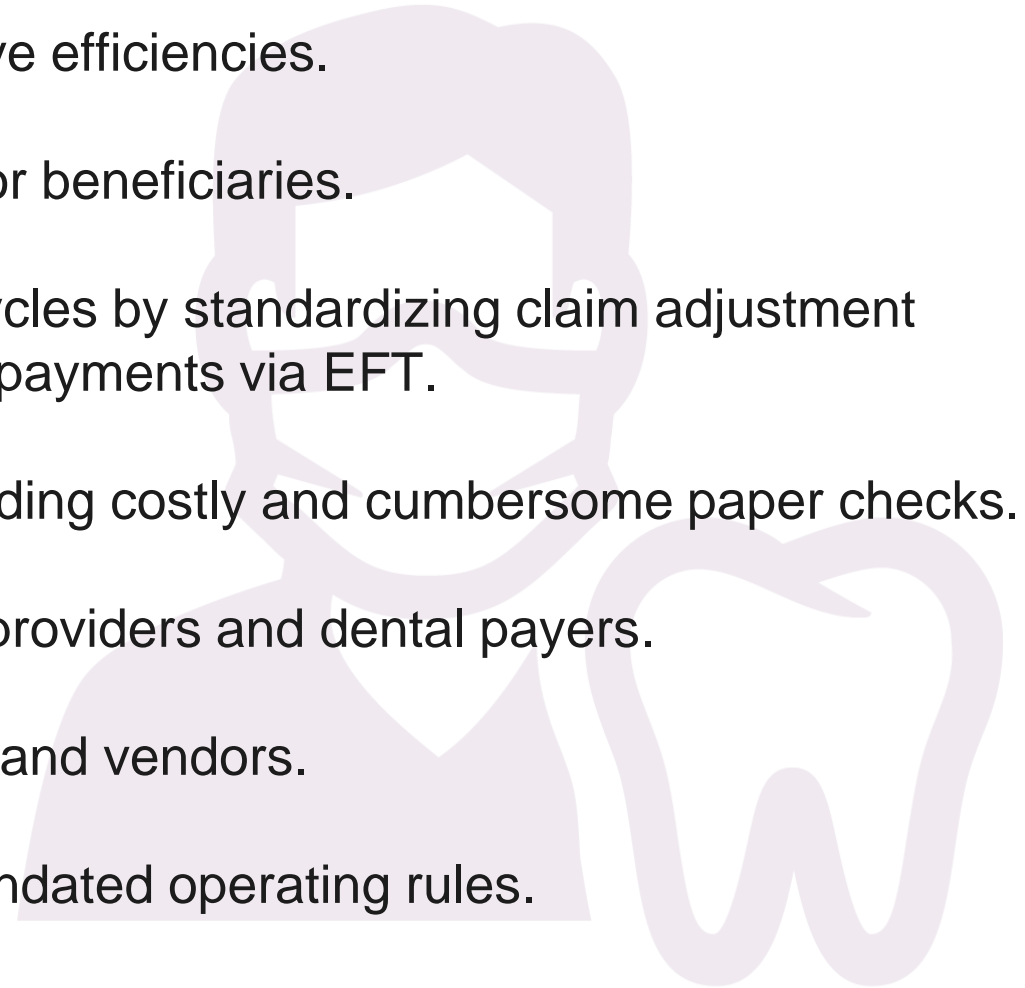
Enhances opportunity for interoperability between providers and dental payers.



Improves relationships between providers, payers, and vendors.



Gives assurance of conformance with federally mandated operating rules.



Benefits of CORE Certification

Multi-Stakeholder Collaboration



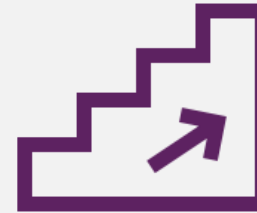
- CAQH CORE is governed by a multi-stakeholder, executive-level board to address the interests of more than 130 participating organizations.
- The CORE Certification program was developed by CORE Participants representing health plans, providers, clearinghouses, vendors, government agencies and associations across the healthcare industry.

Industry-Driven Benefits



- Positions organizations as leaders in administrative efficiencies and adopters of operating rules and standards.
- Demonstrates ability to conduct secure, timely and streamlined electronic transactions.
- With measures taken to achieve CORE Certification through operating rule conformance, entities can prepare for potential external audits/penalties.

Comprehensive Approach



- CORE Certification involves a phased approach, building off of a previous phase, providing an end-to-end testing suite that is both robust and comprehensive.
- For each phase, infrastructure requirements apply across transactions and include: Connectivity and Security, Response Time, Roles & Responsibilities, Error Processing, System Availability, Companion Guides, and Acknowledgements.

Conformance



- Compliance with Administrative Simplification requirements yields benefits to the healthcare industry.
- Healthcare providers, health plans, payers, and other [HIPAA-covered entities](#) must [comply](#) with Administrative Simplification.
- CORE Certification means an entity has demonstrated its IT system or product is operating in conformance with applicable requirements of a specific phase(s) of the CAQH CORE Operating Rules.

CORE Certifications Phase I-IV

Entities Recognizing the Benefits Continues to Grow

323

Certifications have been awarded since the program's inception.

**Delta Dental
of California**

PHASE I & II



PHASE I & II



PHASE I & II



PHASE I & II



PHASE I, II & III



PHASE I, II & III

CAQH CORE Phases I - III Progress Report

Covered Lives Impacted by CORE-certified Commercial Dental Health Plans

Phases I & II:

- **Dental:** CORE-certified dental plans cover approximately 34% of commercially insured lives in the U.S.
- **Medical:** CORE-certified medical plans cover approximately 76% of commercially insured lives.

Phase III:

- **Dental:** Only 3% of commercially insured lives are covered by CORE-certified dental health plans.
- **Medical:** 27% of the commercially insured are covered by CORE-certified medical plans.

Sources:



CORE Certification: A Step by Step Process

Step 1:

Pre-certification Planning & Systems Evaluation



- Understand requirements of the CAQH CORE Operating Rules and scope your internal efforts to adopt and implement the CAQH CORE Operating Rules.
- CAQH CORE has free Gap Analysis Tools.
- Execute any necessary system changes/updates.



Step 2:

Sign and Submit CORE Pledge



- Formally communicate your intent to pursue CORE Certification for a given phase of CAQH CORE Operating Rules.



Step 3:

CORE Certification Testing



- An entity seeking CORE Certification works with a CORE-authorized testing vendor to perform tests based upon CORE Phase I-IV testing criteria specific to that entity's stakeholder type.



Step 4:

Apply for CORE Certification Seal

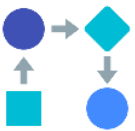


- Entities successfully achieving CORE Certification will receive a CORE "Seal" from CAQH that corresponds with the CORE Phase and stakeholder-type.

CAQH CORE Analysis & Planning Guides

CAQH CORE Analysis and Planning Guides

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.



Implementing Mandated Operating Rules:

The Importance of Trading Partner Collaboration

STREAMLINED ADMINISTRATIVE DATA EXCHANGE



- Dental providers, dental plans and clearinghouses may work together in a variety of ways to exchange transaction data.
- The scope of a dental plan's operating rules implementation project will depend upon the electronic data flows between its trading partners; understand your agreements.
- Vendors play a crucial role in enabling dental providers to realize the benefits of industry adoption of CAQH CORE Operating Rules; **engage them.**

Polling Question

For what reason has/would your organization become CORE-certified? (Select all that apply.)

1. Demonstrates conformance with the operating rules.
2. Improves business processes leading to greater efficiencies for our customers (for example, requires real-time patient financials for providers).
3. Provides an objective assessment of our systems through the use of a third-party tester (CORE-authorized) and industry-supported certification organization (CAQH CORE).
4. All of the above.
5. Other: Please specify in Questions panel.

NDEDIC Collaboration with CAQH CORE

Kathryn Jönzzon
NDEDIC, Chairperson Board of Directors

NDEDIC would also like to thank their Membership, Education, & Conference Committee Co-Chairs:

- **Karen Camp** – Change Healthcare
- **Damon Dunsmore** – Benevis
- **Jim Schecklman** – Delta Dental of Wisconsin

Become an NDEDIC Member

The Mission and Vision of NDEDIC

NDEDIC Mission

NDEDIC provides a forum wherein our diverse membership can develop business solutions and guidance for promoting information exchanges related to dental care. Some of those solutions may include use of ANSI-accredited standards. Through education and collaboration with industry organizations, our members will develop these solutions to improve system security, patient privacy and outcomes, while reducing costs in the healthcare system.

NDEDIC Vision

To be the model forum for the dental community that empowers its members to enhance the quality and efficiency of the healthcare system through the creation and promotion of information technology solutions for the ultimate benefit of the patient and dental industry stakeholders.

For More information on NDEDIC Membership [Click Here](#)

Case Study: Delta Dental of California

**Delta Dental of
California**

Bernadette Abdon
Solutions Architect, Enterprise Architecture Group

Business Justifications

■ Why Delta Dental of California and Affiliates Decided to Voluntary CORE Certify

- Although certification is voluntary, as a dental payer, we want to demonstrate that our data exchange platform for batch and real-time applications are compliant with the CAQH CORE Operating Rules.
- To standardize end-to-end integration and eliminate proprietary connectivity with existing Trading Partners.

■ Why Certify Now?

- Our organization wants to be ahead of the curve and determine what system changes are required to meet certification requirements.
- Hopefully, all system changes and learnings we gained from the certification process can be leveraged once the final rules are published.

**Delta Dental of
California**

Testing and Certification Process

- **Pre-certification Planning and Systems Evaluation:**
 - System changes to support certification testing – VPN to HTTPS via SOAP/MIME.
 - Test cases review and data provisioning.
- **Sign and Submit the CORE Pledge:**
 - IT or Business Executive sponsor(s).
- **CORE Certification Testing:**
 - Registration with Edifecs, a CAQH CORE-authorized Testing Vendor.
 - Setup user accounts(s) for developers and testers.
 - Testing and defects resolution.
 - Test results documentation and upload to Edifecs CAQH CORE test tool.

**Delta Dental of
California**

Testing and Certification Process

■ Testing Challenges:

- Complete CORE Certification Testing within the 180-day pledge window.
 - Needs dedicated test environment and support resources.
 - EDIFECS testing support.
- Dental specific Service Type Codes (STC's) are not available at time of certification testing.
 - Test case exceptions have to be submitted and approved by CAQH CORE to pass.

■ Applying For the CORE Seal:

- Test results completion and attestation documentation.
- CAQH CORE Seal.

**Delta Dental of
California**

Virtual Dialogue

Moderator:
Jessica Porras
CAQH CORE Senior Manager

Virtual Dialogue Panelists

Bernadette Abdon

Solutions Architect, Enterprise
Architecture Group
Delta Dental of California

Christine Ruiz

Manager, Professional Relations
Delta Dental of California

Kathryn Jönzzon

Director, HIPAA Product Services
and Support
Delta Dental Plans Association

Taha Anjarwalla

CAQH CORE Manager

Jessica Porras

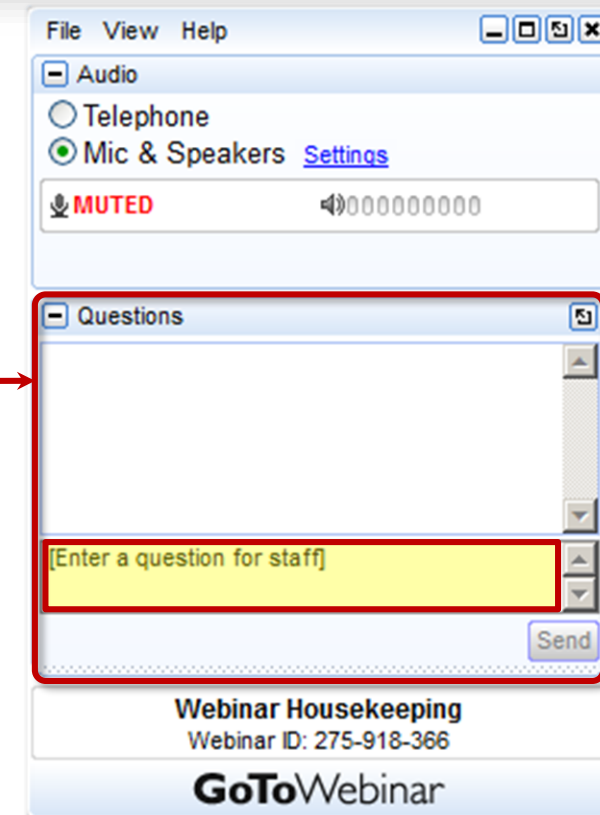
CAQH CORE Senior Manager
MODERATOR

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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Resources

- [Presentation Slides](#)

Become a CAQH CORE Participating Organization to Maximize Benefits!

**Healthcare administration is rapidly changing.
Be a part of CAQH CORE's mission to drive the creation and
adoption of new healthcare operating rules.**



**Represent your
organization.**



**Work with others
around the industry.**



**Communicate to industry
partners and with your
organization's leadership.**



**Present on CAQH
CORE education
sessions.**



**2017 Priorities – special content available only
to CAQH CORE Participating Organizations.**

VPB | ATTACHMENTS | PRIOR AUTH. | MAINTENANCE

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

CAQH CORE Presence at Upcoming Dental Conferences

Visit Us to Learn More!

CONVERGE: NADP Conference 2017
SEPTEMBER 25-28, 2017 – ATLANTA, GA
CAQH BOOTH #210

For all CAQH CORE events, please go to **www.caqh.org/core/events**.

Uniting the Industry Forum
October 17 & 18, 2017
Talking Stick Resort, Scottsdale, AZ
[Click here for more information](#)



NDEDIC EDI Summit 2018
April 30- May 2, 2018
Austin, Texas

For all NDEDIC events, please go to **www.** <https://ndedic.org/events>

Thank you for joining us!



@CAQH

Website: www.CAQH.org/CORE

Email: CORE@CAQH.org

The CAQH CORE Mission

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