



# CORE Recertification

Assess Ongoing  
Conformance with CAQH  
CORE Operating Rules

December 2, 2020

2:00-2:30 pm EST

# Agenda

- CORE Recertification
- Recertification Process & Timeframes
- Q&A

# Speaker Introductions



Taha Anjarwalla  
Senior Manager, CORE

Taha oversees the CORE Certification program, which was designed to promote, enforce, and track adoption of the CAQH CORE Operating Rules. Additionally, Taha manages the operating rule development process, supports implementations and aids with CAQH CORE's industry education and outreach.



Adam Nichols  
Senior Associate, CORE

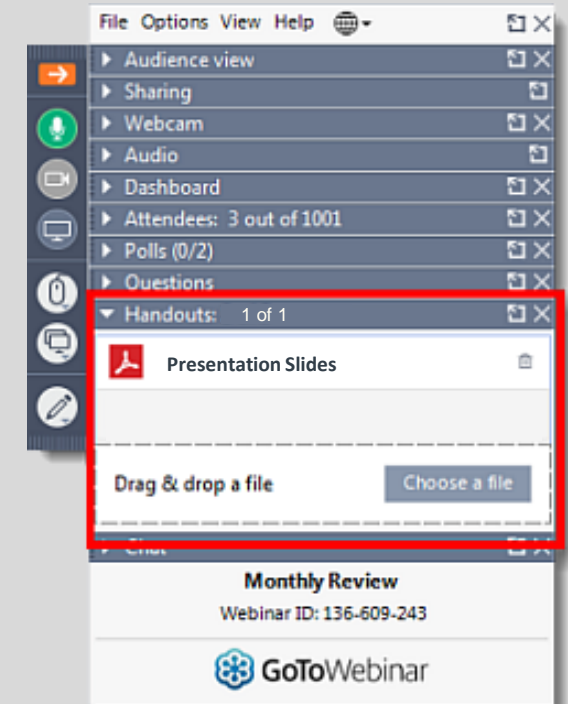
Adam facilitates providers, clearinghouses, vendors, and health plans through the CORE Certification process, serving as the main point-of-contact for onboarding and implementation related questions. Additionally, Adam supports the CORE Certification program by contributing to operating rule development.

# Logistics

## Presentation Slides and How to Participate in Today's Session

- 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](http://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.**

### Download the Slides Now



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# CORE Recertification

**Taha Anjarwalla**  
CAQH CORE Senior Manager

# 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.

# Demonstrate Due Diligence with CORE Certification

## Prepare for Potential Compliance Reviews

### Conformance with Federal Mandates

- Compliance with Administrative Simplification requirements yields benefits to the healthcare industry; **\$13.3 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 Prepares Industry for Compliance Reviews

- 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**.



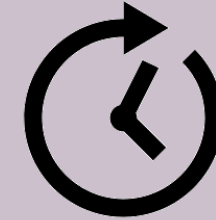
# Why Recertification?



CORE Certification previously reflected 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.



# Overview of CORE Recertification



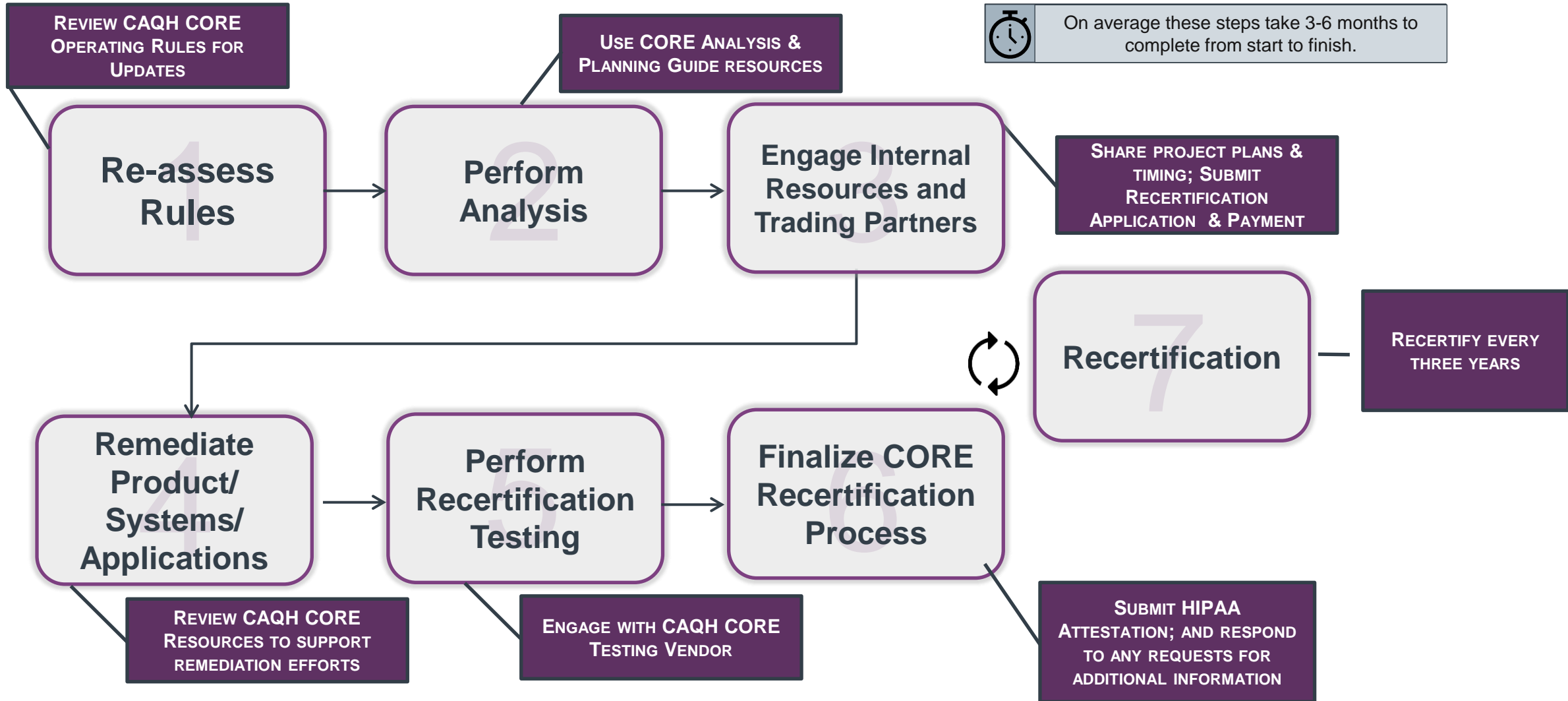
## Recertification Process:

- 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 ½ of initial CORE Certification fee.



**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.

# CAQH CORE Operating Rule Implementation Approach



CAQH  
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# CORE Recertification

**Adam Nichols**  
CAQH CORE Senior Associate

# 1. Re-assess Rules

## Identify Updates to Operating Rule Requirements Since Last Certification

CAQH CORE Operating Rule	Description of Rule Requirements	Regulatory Adoption Status
<a href="#"><u>Eligibility &amp; Benefits</u></a>	Enhances the exchange of eligibility information between health plans and provider through consistent infrastructure and data content requirements including the exchange of patient financial information.	<b>Mandated</b>
<a href="#"><u>Claim Status</u></a>	Enhance the exchange of claim status information between health plans and provider through consistent infrastructure including requirements that allow providers to check the status of a claim electronically, without manual intervention, or confirm claims receipt.	<b>Mandated</b>
<a href="#"><u>Payment &amp; Remittance</u></a>	Addresses a range of operating rule requirements for the HIPAA-mandated EFT and ERA transactions including streamlining provider enrollment, EFT and ERA reassociation, infrastructure, and consistent use of claim adjustment and denial codes.	<b>Mandated</b>
<a href="#"><u>Prior Authorization &amp; Referrals</u></a>	Focuses on standardizing components of the prior authorization process, closing gaps in electronic data exchange to move the industry towards a more fully automated adjudication of a request	<b>Voluntary</b>
<a href="#"><u>Health Care Claims</u></a>	Support consistent infrastructure and a connectivity safe harbor across the industry.	<b>Voluntary</b>
<a href="#"><u>Benefit Enrollment</u></a>	Support consistent infrastructure and a connectivity safe harbor across the industry.	<b>Voluntary</b>
<a href="#"><u>Premium Payment</u></a>	Support consistent infrastructure and a connectivity safe harbor across the industry.	<b>Voluntary</b>

## 2. Perform Analysis

### CAQH CORE Analysis & Planning Guides

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



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.

# 3. Engage Internal Resources and Trading Partners

## Submit Recertification Application Form & Payment



**Formally communicate your intent to recertify and maintain your certification status by completing the CORE Recertification Application Form.**

- The CORE Recertification Application Form can be downloaded [HERE](#).
- The CORE Recertification Application Form identifies the main contact CAQH CORE will be working, the transactions being pursued, and associated Recertification fees.
- Once the application has been submitted the CORE Certification Team will generate an invoice.
- Organizations have 180 days to complete testing for recertification after submitting the CORE Recertification Application Form.

### CORE RECERTIFICATION SEAL FEE\* SCALE

#### Health Plans

Below \$75 million in net annual revenue:	\$3,000 fee
\$75 million and above in net annual revenue:	\$4,500 fee

#### Clearinghouses

Below \$75 million in net annual revenue:	\$3,000 fee
\$75 million and above in net annual revenue:	\$4,500 fee

#### Vendors

Below \$75 million in net annual revenue:	\$3,000 fee
\$75 million and above in net annual revenue:	\$4,500 fee

#### Providers

Up to \$1 billion in net annual revenue:	\$375 fee
\$1 billion and above in net annual revenue:	\$1,125 fee

#### Government

Federal or State Government Entities	No Fee
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#### Fee Notes:

- The fee for the CORE Seal is based upon a stakeholder-specific fee scale.
- This fee is a one-time cost for each transaction of CORE Recertification.

# 4. Remediate Product/Systems/Applications

## Resources to Support Remediation Efforts



[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](mailto:CORE@CAQH.org)).



Free resources from Edifecs, CORE-authorized Testing Vendor ([Info.CoreCertification@edifecs.com](mailto: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.

# 5. Perform Recertification Testing

## CORE Certification Testing Portal

### CORE Certification Testing Portal

- Eligibility & Benefits and Claim Status Testing
- Payment & Remittance Testing
- Prior Authorization & Referrals Infrastructure Testing and Data Content Testing
- Healthcare Claims, Benefit Enrollment and Premium Payment Testing

edifecs CORE

Welcome Adam Nichols [Manage](#)  
CORE Certification Testing [Manage](#)

Home Partners Contacts Issues Reports Programs Setup Help Logoff

Start  
Manage  
About Edifecs

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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# 5. Perform Recertification Testing

## Overview of Testing Tasks

Recertification Testing is comprised of stakeholder-specific test cases for each CAQH CORE Operating Rule set based on the CORE Certification Test Suites. There will be a reduced number of test cases required for recertification in comparison to an initial certification.

### 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.

# 5. Perform Recertification Testing

## “Out of Scope” Operating Rule Requirements



“What if a testing task doesn’t apply to my organization?”

**#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:

## 6. Finalize CORE Recertification Process



Complete and submit a CORE HIPAA Attestation Form, and any other requested documentation from CAQH CORE.

After successful completion of Recertification Testing, the next step is to submit the relevant CAQH CORE HIPAA Attestation forms. The CAQH CORE team may request for additional information after your organization finalizes testing.

Your organization may download and/or print the forms via the following links:

- CAQH CORE HIPAA Attestation: [Eligibility & Benefits](#), [Claim Status](#), [Payment & Remittance](#), [PA & Referrals](#), [Health Care Claims](#), [Benefit Enrollment](#) or [Premium Payment](#)

# 7. Recertification

## 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 Eligibility & Benefits and Claim Status in 2010 and Payment & Remittance 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.
- After recertifying, **recertification will be required every three** years for an entity to remain CORE-certified.

# Polling Question #1

## What barriers do you face when considering pursuing CORE Recertification?

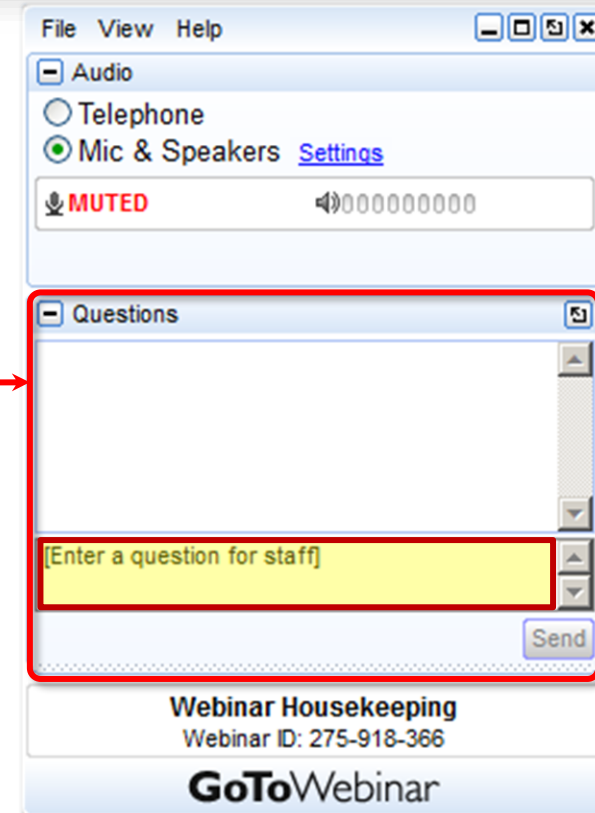
- Budget constraints.
- Leadership buy in.
- Knowledge gaps.
- Technical obstacles.
- Trading partner misalignment.

# 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](mailto:CORE@caqh.org)**



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# 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.

# Thank you for joining us!



Website: [www.CAQH.org/CORE](http://www.CAQH.org/CORE)

Email: [CORE@CAQH.org](mailto: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.