

CAQH®

June 21-22, 2023

CAQH  
2020 K Street NW  
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Washington DC 20006

# COB WORKGROUP

Driving Member Data Quality in 2023



## Wednesday, June 21, 2023

### 12:00 PM **CAQH OFFICE HOURS**

- CAQH staff will be having office hours from 12- 3 on Wednesday, June 21.
- We will follow up with next steps and your specific time slot.

### 3:00 PM **SUCCESS STORIES AND DATA QUALITY INITIATIVES**

- Payers share their best practices around data quality and COB.

### 4:30 PM **Reception**

- Welcome address and forecast by CAQH's new Chief Growth Officer – Kristina Rollings

## Thursday, June 22, 2023

### 9:00 AM **INTRODUCTION**

### 9:05 AM **BEST PRACTICES FOR COB**

#### **1. COB Smart “End to End” Operational Process**

- Best practices for digesting data, using the weekly job files, and leveraging the portal.

#### **2. Data Quality Tools and Tips**

- Efficiently reduce missing records.
- Leverage Data Validation for real time accuracy.
- Review of U codes to facilitate primacy determination.

#### **3. Review CAQH documentation and Reports**

- Missing Records Guide, Reference Guide, Process Flow, Best Practices Guide, etc.

#### **4. Identify Process Gaps and Steps to Close**

- Identify parts of the CAQH COB process that work and what could be improved.
- Compare the updated best practices to payers' internal process / workflow and highlight process gaps.

### 10:45 AM **BREAK**

### 11:00 AM **STATE OF THE SOLUTION: CURRENT STATE OF COB**

#### **1. MARKET PENETRATION**

#### **2. PIPELINE REVIEW**

#### **3. MEMBERSHIP**

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11:05 AM **COB PRODUCT AND MARKET EXPANSION**

**1. Pharmacy**

- How to increase adoption of / pharmacy DV.

**2. COB Data for Providers**

- Helping providers submit claims correctly at the source.

**3. Redetermination / Medicaid**

- Adding Medicaid State agencies to our participating payers.
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11:45 AM **PLAN TO PLAN MEETINGS**

- We have set aside time in the agenda for plans to meet one on one.
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12:00 PM **LUNCH**

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1:00 PM **PRODUCT ENHANCEMENTS TO EXTEND ACCESS TO COB DATA**

**1. API**

- A portal API and an API that replicates the weekly job file.

**2. Reporting enhancements**

- Allowing payers to request ad-hoc reports and have self-service access to reports.

**3. Data Validation enhancements**

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2:00 PM **BREAK**

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2:15 PM **ENHANCEMENTS TO PRIMACY LOGIC**

**1. Top drivers of primacy**

**2. Rule updates**

**3. Primacy Algorithm**

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2:45 PM **CONNECT CONFERENCE**

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3:00 PM **NEXT STEPS AND WRAP UP**