



CORE Certification

with Security
Health Plan of
Wisconsin

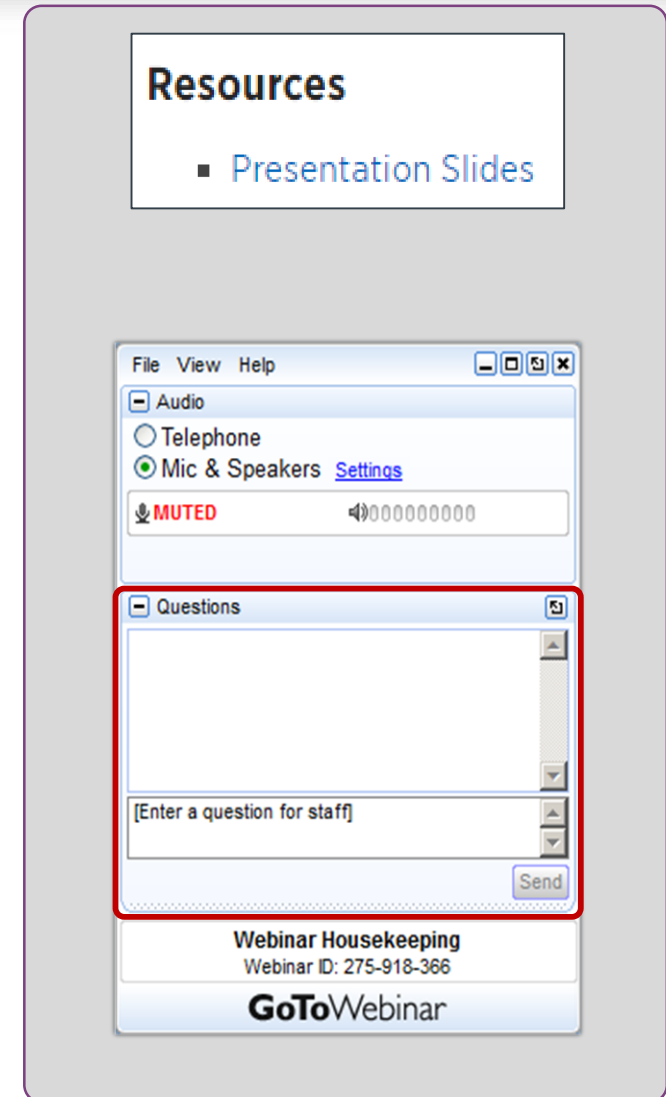
June 20, 2019

11:00 AM – 12:00 PM EST

Logistics

Presentation Slides and How to Participate in Today's Session

- You can download the presentation slides at www.caqh.org/core/events after the webinar.
- 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.
- 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** using the **Questions panel on the GoToWebinar dashboard.**



Session Outline

- CAQH CORE Overview
- CORE Certification – Demonstrate Commitment to Administrative Efficiency
- Featured Presentation by Security Health Plan
- CORE Certification Resources
- Q&A

Thank You to Our Speakers

Sara Foemmel

Director of Operations
Security Health Plan of Wisconsin

Todd Preston

Director of IT Enterprise Architecture
Security Health Plan of Wisconsin

Taha Anjarwalla

Senior Manager
CAQH CORE

Adam Nichols

Associate
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CAQH CORE Overview

Taha Anjarwalla
CAQH CORE Senior Manager

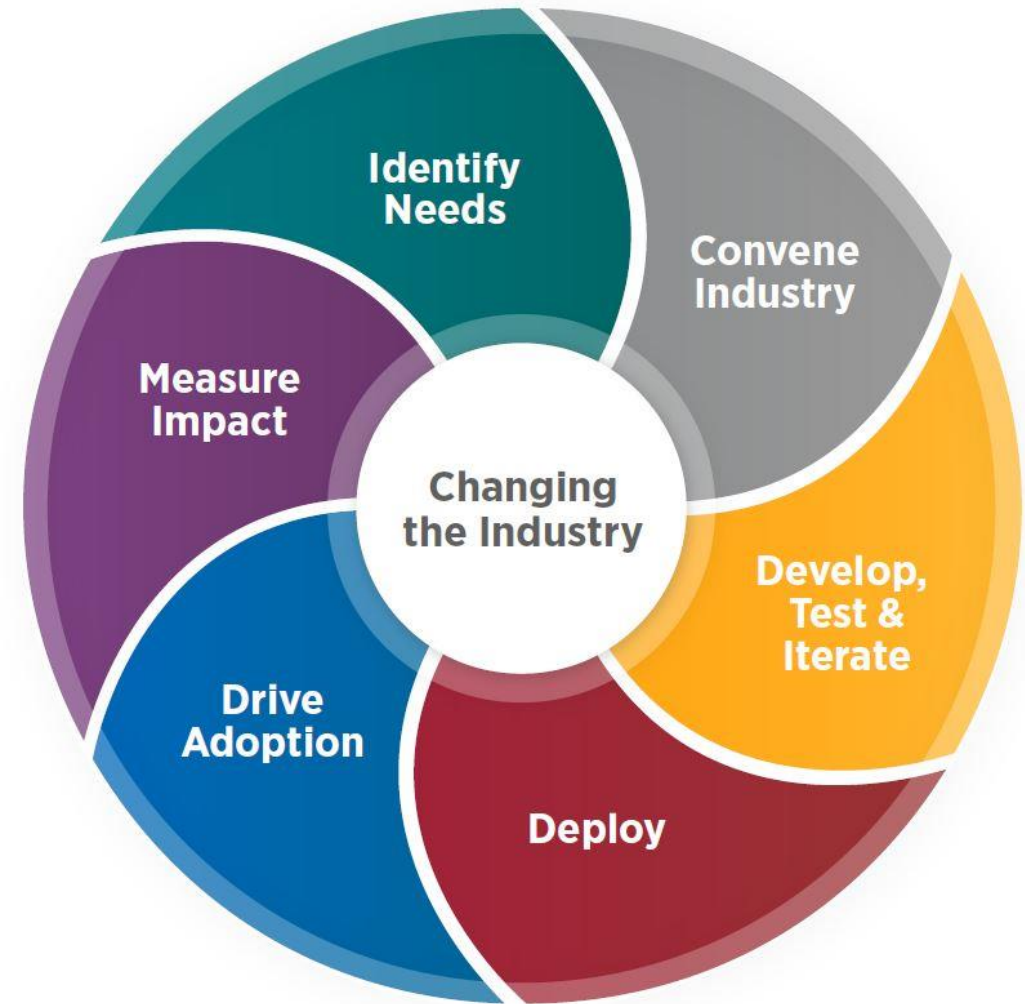
CAQH CORE Mission and Vision

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 operating rules** mandated by Section 1104 of the Affordable Care Act.

BOARD **Multi-stakeholder.** Members include health plans, providers (some of which are appointed by associations such as the AHA, AMA, MGMA), vendors, and government entities. Advisors to the Board include SDOs.



CAQH CORE Operating Rule Overview

CAQH CORE is the [HHS-designated Operating Rule Author](#) for all HIPAA-covered transactions, including Claims Attachments.

HIPAA covered entities conduct these transactions using the CAQH CORE Operating Rules.

	Phase I	Phase II	Phase III	Phase IV	Phase V	Phase VI
Transactions	Eligibility	Eligibility Claims Status	Electronic Funds Transfer Electronic Remittance Advice	Health Claims Referral, Certification and Authorization Enrollment Premium Payments	Prior Authorization	Attachments
Manual to Electronic Savings per Transaction (2018 CAQH Index)	\$6.52	Eligibility: \$6.52 Claim Status: \$9.22	Claim Payment: \$0.65 ERA: \$2.32	Claim Submission: \$1.32 Prior Authorization: \$7.28	\$7.28	N/A
Active						In Progress

Notes: (1) Phases I-IV include requirements for acknowledgements, e.g., 999 Functional Acknowledgement, 277CA Claims Acknowledgement. (2) CAQH CORE is also evaluating opportunities to build on existing rules to support value-based payment. (3) Operating rules for eligibility, claim status, EFT, ERA, claims, enrollment, premium payment, and referral, certification and authorization support the HIPAA mandated transactions.

Phase I-V CAQH CORE Operating Rules

Healthcare Organizations are Implementing & Seeing Benefits



Phase	Transactions	Benefits
Phase I – II	<ul style="list-style-type: none"> Health plan eligibility Claim status transactions 	<ul style="list-style-type: none"> Improves patient registration process. Real-time eligibility and benefit checks reduces claim denials. Decreases duplicate claim submissions. Reduces misidentification of patients and mistaken denials.
Phase III	<ul style="list-style-type: none"> Electronic funds transfer Health care payment and remittance advice 	<ul style="list-style-type: none"> Improves cash flow via expedited payment and remittance reconciliation. Eliminates the need for manual re-keying of reconciliations. Increases ability to conduct targeted payment issue follow-ups.
Phase IV	<ul style="list-style-type: none"> Health claims or equivalent encounter information Referral, certification and authorization Enrollment/disenrollment in a health plan Health plan premium payments Health claims attachments* 	<ul style="list-style-type: none"> Enhances revenue cycle management during healthcare claim submission. Ensures electronic prior authorization information is shared in an organized, trusted and consistent way. Alleviates delays or errors in processing employee change-of-life events.
Phase V	<ul style="list-style-type: none"> Prior Authorization 	<ul style="list-style-type: none"> Enables clear communication of next steps in the prior authorization process, including what additional documentation is needed. Supports an interim strategy to bring greater consistency to web portals given current widespread industry use, with a long-term goal of driving adoption of standard transactions.

Mandated

Voluntary

CAQH
CORE

CORE Certification: Demonstrate Commitment to Administrative Efficiency

Taha Anjarwalla
CAQH CORE Senior Manager

CORE Certification

Developed by Industry, for Industry to Promote Administrative Efficiency

CORE Certification is the most robust and widely-recognized industry program of its kind – the Gold Standard. The approach allows organizations to demonstrate their ability to reduce administrative costs through adoption of operating rules.



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



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



CAQH CORE serves as a neutral, Certification administrator.

CORE Certifications Phase I-IV

Market Penetration Continues to Grow

361 Certifications have been awarded since the program's inception.

Congratulations to our most recent
CORE Certifications!

eligibill

HealthTrio® LLC



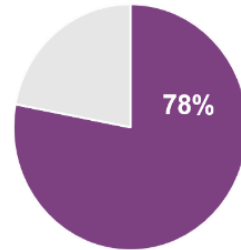
FRONTRUNNER
HEALTH CARE

SecurityHealth Plan™

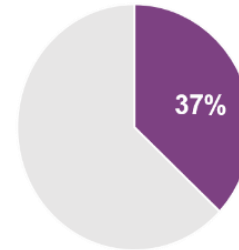
Commercially Insured - Medical

Percentage of insured population covered by a CORE-certified health plan

Phases I & II



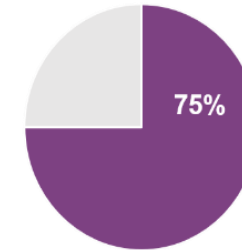
Phase III



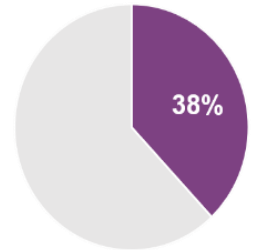
Publicly Insured (Medicare Advantage)

Percentage of insured population covered by a CORE-certified health plan

Phases I & II



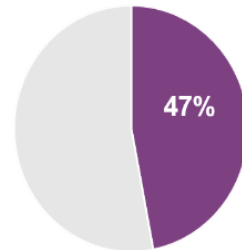
Phase III



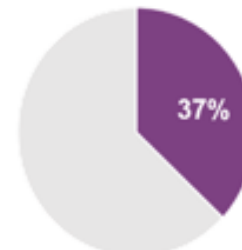
Commercially Insured - Dental

Percentage of insured population covered by a CORE-certified health plan

Phases I & II



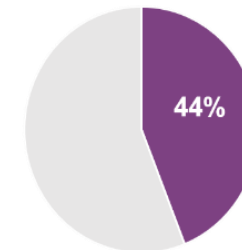
Phase III



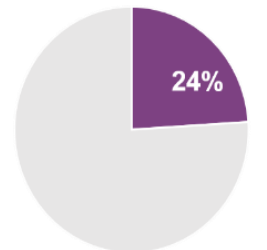
Publicly Insured (Medicaid)

Percentage of insured population covered by a CORE-certified health plan

Phases I & II



Phase III



CORE Certification Program Updates

▪ **Bundled Certification:**

- CAQH CORE offers certification for multiple phases of operating rules. To promote operating rule adoption and certification, a 20% discount on initial certification fees is now offered to organizations completing multiple certifications at once.

▪ **Re-certification:**

- CORE Certification currently reflects a “snapshot in time” towards adherence to 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. Re-certification enables ongoing conformance should existing rule requirements be updated over time to align with market needs.
- CAQH CORE will adopt policies and requirements for re-certification **every three years** to ensure the value of the CORE Seal is preserved. **Re-certification will launch for newly certified entities beginning in 2020.**
- Any updates to the CAQH CORE Operating Rules will be incorporated within the re-certification process.

▪ **Phase IV CORE Certification:**

- Phase IV CAQH CORE Operating Rules cover infrastructure requirements for the X12N 837, X12N 278, X12N 820 and X12N 834 transactions.
- To become Phase IV CORE-certified, stakeholders are required to test for the X12N 837 and X12N 278 transaction, if applicable. Testing for the X12N 820 and X12N 834 employer-based transactions is now **optional** for Phase IV CORE Certification.

Demonstrate Due Diligence with CORE Certification

Prepare for Potential Compliance Reviews

Healthcare providers, health plans, payers and other HIPAA-covered entities must comply with federally mandated standards and operating rules.

CORE Certification provides a way for organizations to **demonstrate their IT system or product is operating in conformance** with applicable requirements of the specific phase(s) of the CAQH CORE Operating Rules.



CORE Certification Prepares Industry for Compliance Reviews

- Entities selected to participate in the CMS Compliance Review Program must attest compliance with federally mandated operating rules.
- CORE Certification helps entities demonstrate, document and certify conformance with federally mandated standards and operating rules and engenders confidence in attestations.

CAQH CORE Certification Enforcement

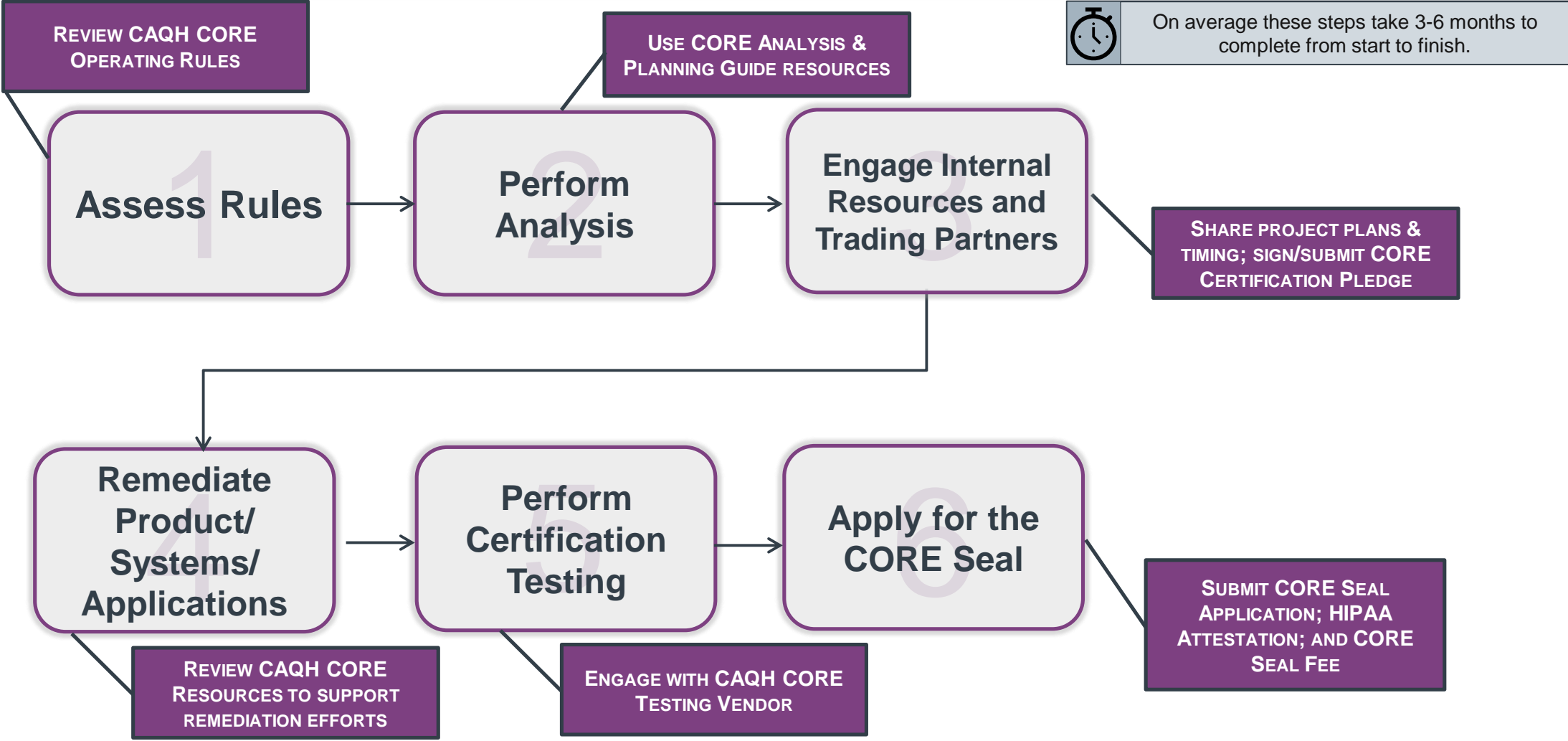
Enforcement Toolkit: Engagement in the CORE Certification Enforcement Process

- Visit the [CORE-certified Organization webpage](#) to determine if your trading partner is CORE-certified.
- For non-certified trading partners, use the [CAQH CORE Benefits of Operating Rules Tool](#) to identify gaps and encourage your trading partner to become CORE-certified.
- For instances of non-compliance with CORE-certified trading partner, leverage the [Enforcement Letter Template](#) to help engage and start a conversation with the trading partner.
- For those trading partners not cooperating with requests to comply with a CORE CAQH Operating Rule(s), begin to document instances of non-compliance.
- After five documented instances of non-compliance, complete a Request for Review of Possible Non-Conformance Form for each applicable phase(s) CORE Certification: [Phase I](#), [Phase II](#), [Phase III](#), & [Phase IV](#).



The screenshot displays the CAQH CORE website interface. At the top left is the CAQH logo, and at the top right are links for EVENTS, NEWS, and CONTACT. Below the logo is a navigation menu with a 'CORE' dropdown menu. The dropdown menu includes: Overview, Governance, Operating Rules, CORE Certification (highlighted), CORE Certification Process, CORE-certified Organizations, CORE Endorsers, CORE Certification Enforcement (highlighted), CORE Certification Progress Report, Value-Based Payments, Industry Topics and Comment Letters, Education and Implementation Resource Center, HHS HIPAA Compliance, FAQs, Join CORE, and List of Participating Organizations. To the right of the menu are four image-based navigation buttons: 'About', 'Solutions', and 'Explorations'. Below the navigation is a section titled 'CORE Certification Enforcement' with a sub-heading 'CAQH CORE Certification Enforcement'. The text describes the CORE Certification program as the Industry Gold Standard for demonstrating adherence to the CAQH CORE Operating Rules. It mentions that the program was developed by the industry for the industry with broad, multi-stakeholder representation. It also states that to date, CAQH CORE has awarded more than 300 certifications to organizations in public and private sectors. Below the text is a 'CORE NEWS SIGN UP' form with input fields for FIRSTNAME*, LASTNAME*, and ORGANIZATION*.

CAQH CORE Operating Rule Implementation Approach



Polling Question #1

Do you anticipate your organization will pursue a CORE Certification in 2019/2020?

- Yes, in 2019.
- Yes, in 2020.
- Unsure or need more information.
- No or already CORE Certified in Phases I-IV.

SecurityHealth PlanSM

**Promises
kept.
Plain
and
simple.**

OUR MISSION STATEMENT

We enrich lives by helping consumers and communities reach their best health by ensuring access to affordable and high-quality health insurance.



Who we are.



A history of serving

We began as the Greater Marshfield Community Health Plan in 1971.



Russell Lewis, M.D.



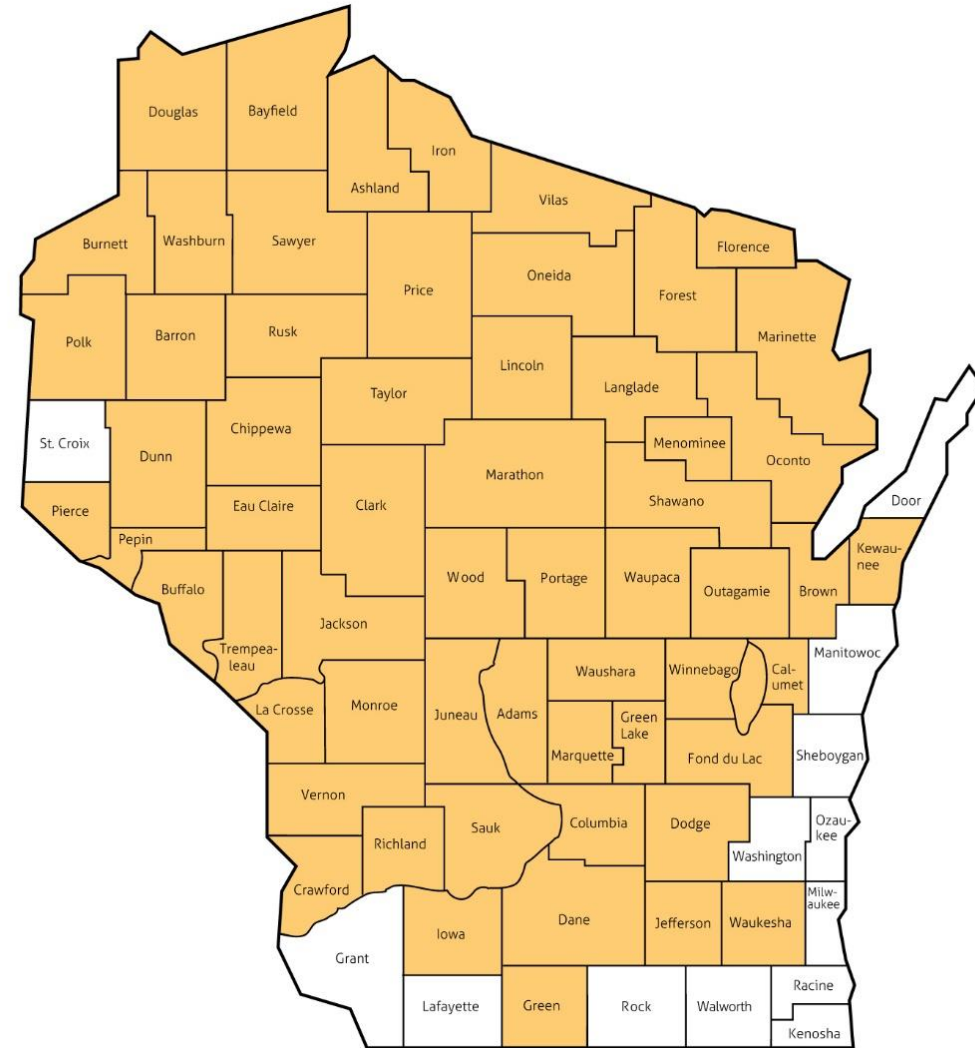
Melvin Laird



Ben Lawton, M.D.

What we offer, who we serve

- 230,000 members
- Sixth largest HMO in the state
- Serve 59 counties in Wisconsin



Plans nationally recognized for excellence



**3 Quality Awards
of Excellence**

Why did SHP pursue CORE certification?

- Develop consistent business process for providers to create efficiencies and accuracy
- ACA mandated
- Certification/seal for proving to provider partners that we are dedicated and wanting to leverage electronic efficiencies
- Marshfield Clinic Health System CEO Dr. Turney serves on CAQH Board

SHP's Process

- Roadmap Prioritization; created a Solution Concept document, along with a Project Manager for the project
- Dedicated team comprised of Business-Claims, Business Configuration, Provider Relations and IT
- Had a dedicated environment for testing with Edifecs
- Configuration of environment with data supplied from Edifecs was very labor intensive
- Meeting with CAQH CORE was very helpful as they were knowledgeable and able to clarify questions quickly about the rules
- Once the services were connected to Edifecs the execution and updating of the tests were able to be completed quickly

Difficulties encountered

- When ran into issues had some difficulties getting timely responses from Edifecs
 - Time zone calculation issue
- Language in requirements can be confusing and need clarification on interpretation, needed to reach out a few times for clarification which caused some delays
- Extended our pledge timeframe a couple of times due to delays – other plans may want to keep that in mind
 - Scheduled calls as frequently as possible
 - Competing projects as well

Overall Experience

- Even though it was a longer process than we initially expected, Phase I-III were a positive experience
- Some trading partners want the CORE certified version, but we still have others that want custom
 - We have built the process to support both certified and custom
- CAQH was very responsive throughout the certification process
- We are using this to try to get more of our vendor partners CORE certified as we find the value in standard transactions

Polling Question #2

Which benefit of CORE Certification is most important to your organization? (Check all that apply)

- Determining whether my organization is correctly implementing the federally-recognized CAQH CORE Operating Rules.
- Testing systems through a neutral third-party vendor with expertise in EDI.
- Gaining confidence that my organization could successfully resolve a potential CMS conformance action.
- Remaining competitive in the industry.

CAQH
CORE

CORE Certification Resources

Adam Nichols
CAQH CORE Associate

CAQH CORE Operating Rule Implementation Tools

CORE Certification Process

CORE Certification: [A Step-by-Step Process for Phases I-IV](#)
(Phase V Coming Soon)

- **Component 1:** Pre-certification Planning and Systems Evaluation
- **Component 2:** Sign and Submit the CORE Pledge
- **Component 3:** CORE Certification Testing
- **Component 4:** Applying For the CORE Seal



Watch an [e-Learning Module](#)

CAQH CORE Operating Rule Implementation Tools

Frequently Asked Questions (FAQs)

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CAQH CORE FAQ Website

CAQH CORE offers more than 700 Frequently Asked Questions (FAQs) addressing:

- All CAQH CORE Operating Rules phases,
- General CAQH CORE information,
- CORE Certification, and
- Future development of operating rules.

If you have any questions not addressed by the CAQH CORE Online Resources, please email CORE@caqh.org.

CAQH CORE Operating Rule Implementation Tools

CAQH CORE Analysis & Planning Guides

As with previous Phases, CAQH CORE offers [Analysis & Planning Guides](#) for the following CAQH CORE Operating Rule Phases – Phases I & II, Phase III, Phase IV, and Phase V.






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.

CORE Certification Testing

CORE Certification Testing is comprised of stakeholder-specific test cases for each CAQH CORE Operating Rule.

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.

I still have questions... Who should I ask?

Topic Area	My Organization	CAQH CORE	Testing Vendor
CAQH CORE Operating Rule Interpretation and Guidance		✓	
CORE Certification Process		✓	
Systems Inventory and Evaluation (I.e. Digital Certificate)	✓		
Establishing and Authenticating Connectivity with Testing Vendor	✓		✓
Certification Testing Support (Error Support/Troubleshoot Issues)	✓	✓	✓
Remediation Efforts	✓		

Polling Question #3

What barriers do you face when considering pursuing CORE Certification?

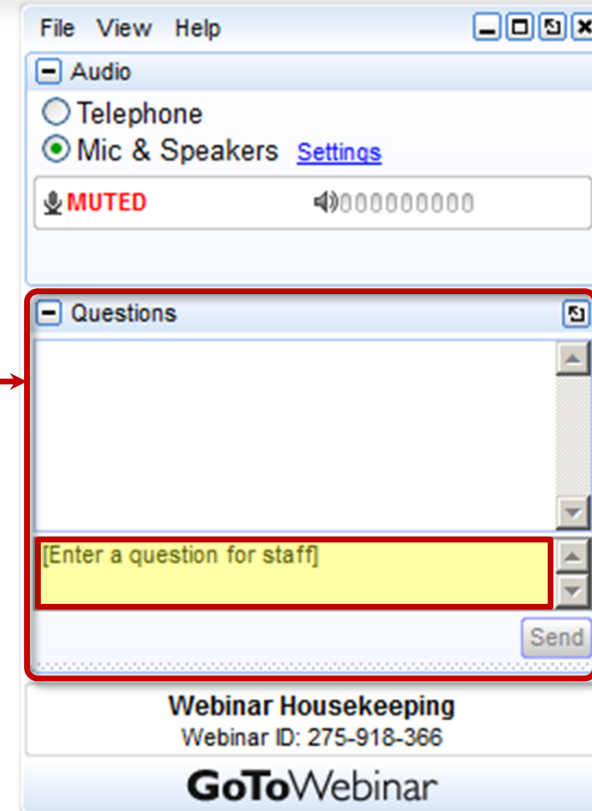
- Budget constraints.
- Leadership buy in.
- Knowledge gaps.
- Technical obstacles.
- Trading partner misalignment.

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



Download a copy of today’s presentation slides at <https://www.caqh.org/core/events>

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Resources

- [Presentation Slides](#)

Upcoming CAQH CORE Education Sessions

CMS, WEDI and CAQH CORE Webinar Series: Part 1 - CMS Complaint Management Reports

WEDNESDAY, JUNE 26, 2019 | 2:00 - 3:00 PM ET

CORE Attachments Webinar Series: Defining a Path to Electronic Exchange of Medical Documentation

WEDNESDAY, JULY 10, 2:00 – 3:00 PM

CMS, WEDI and CAQH CORE Webinar Series: Part 2 - CMS Compliance Reviews

THURSDAY, JULY 18, 2019 | 2:00 - 3:00 PM ET

CONFERENCES

HFMA 2019 Annual Conference

JUNE 23-26, 2019

Thank you for joining us!



Website: www.CAQH.org/CORE

Email: 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.