



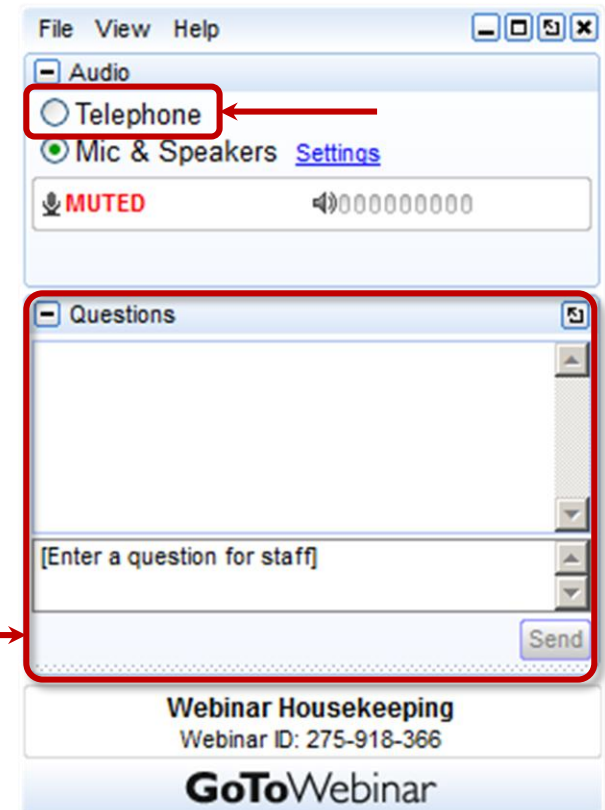
CAQH CORE Training Session

2015 Market- based Review

Wednesday,
December 16th, 2015
2:00-3:00pm ET

Logistics – *How to Participate in Today's Session*

- Download a copy of today's presentation on the [CAQH.org website](http://CAQH.org)
 - Navigate to the CORE Education Events page and access a pdf version of today's presentation under the list for today's event
- The phones will be muted upon entry and during the presentation portion of the session
- At any time throughout the session, you may communicate a question via the web
 - Questions can be submitted **at any time** with the **Questions panel on the right side of the GoToWebinar desktop**
 - On-line questions will be addressed first



Session Outline

1. Welcome Introduction
2. Overview of the CORE Code Combinations Maintenance Process
3. Overview of 2015 Market Based Review (MBR)
 - General Information and Submission Process
4. Live Demo of MBR Submission Process
 - Demo #1: Completing Part One of the Online MBR Form
 - Demo #2: Completing Part Two of the Online MBR Form
5. Best Practices
6. Q&A

CAQH
CORE

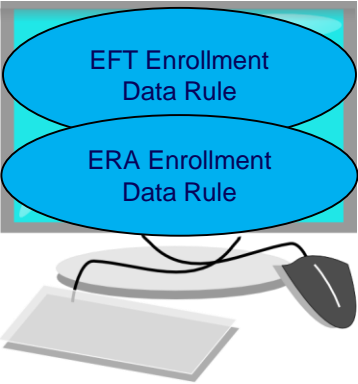
CAQH CORE Uniform Use of CARCs & RARCs: Maintenance Process Overview

Robert Bowman
Senior Manager

CAQH CORE Uniform Use of CARCs and RARCs Rule Role in ERA Transaction

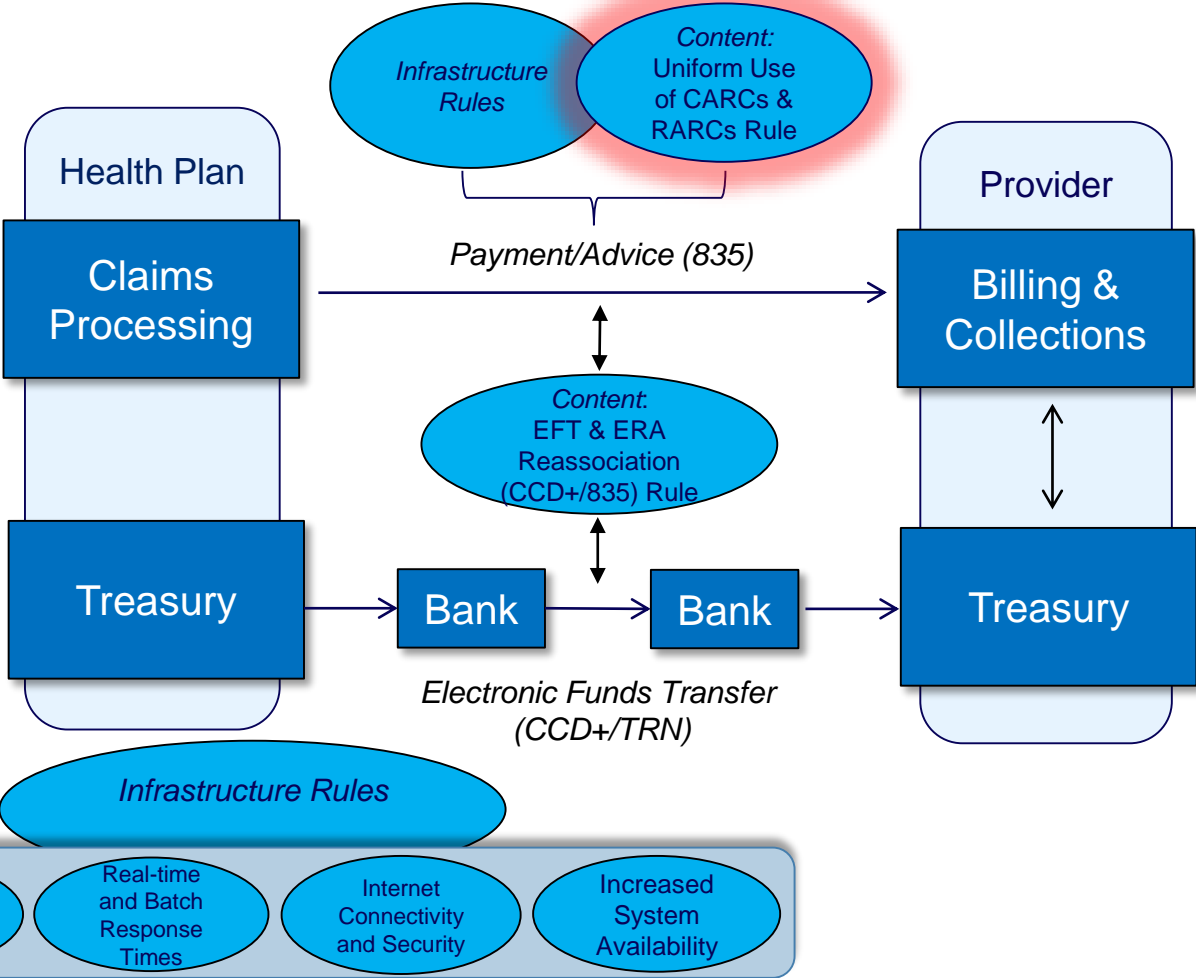
Indicates where a CAQH CORE EFT/ERA Rule comes into play

Pre- Payment: Provider Enrollment



Content: Provider first enrolls in EFT and ERA with Health Plan(s) and works with Bank to ensure receipt of the CORE-required Minimum ACH CCD+ Data Elements for Reassociation

Claims Payment Process

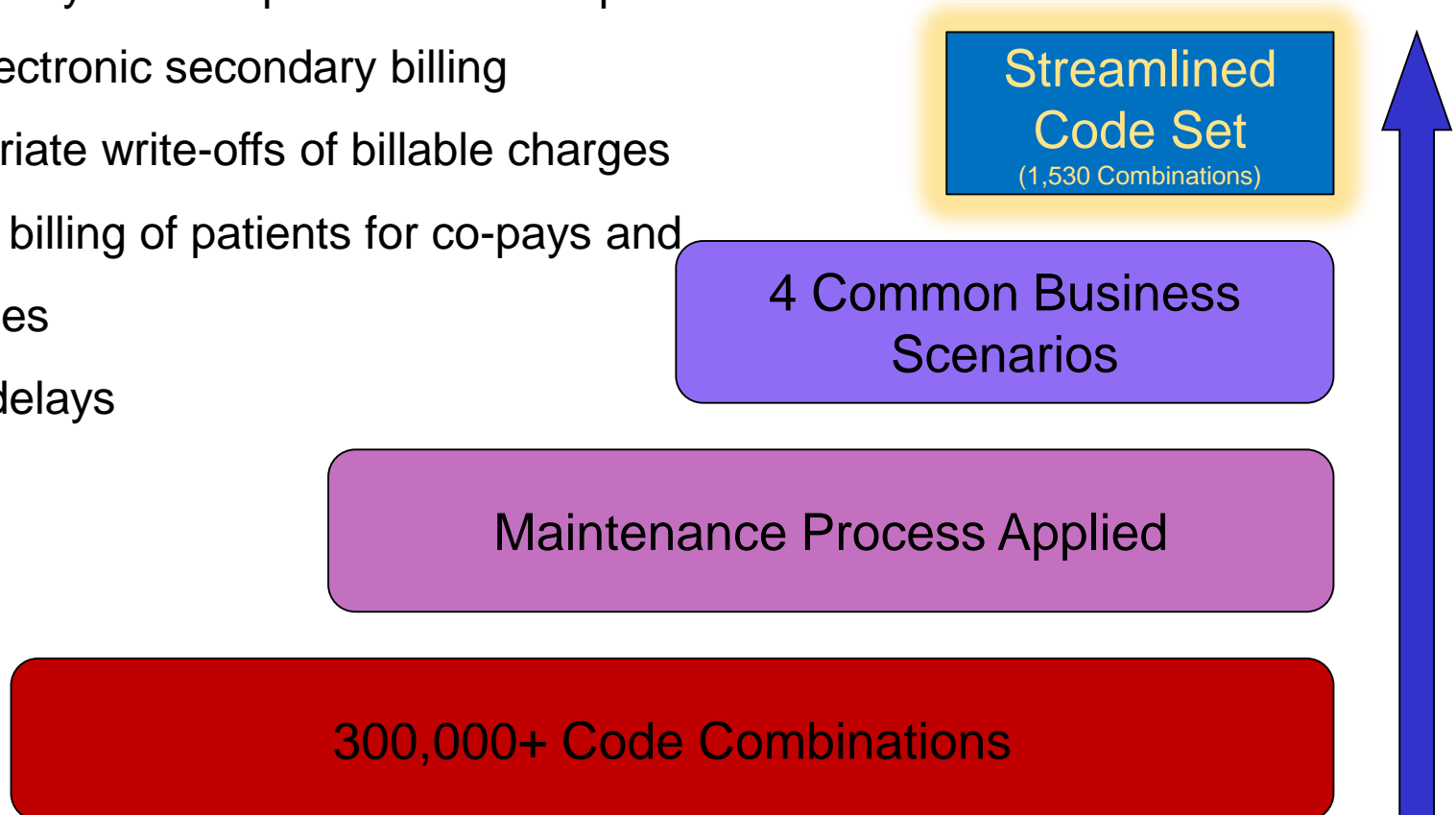


Potential Solution: Uniform Use of CARCs and RARCs Rule

CORE Code Combinations Adjustments

Key Impacts -- Use of CORE 360 Rule has Mitigated:

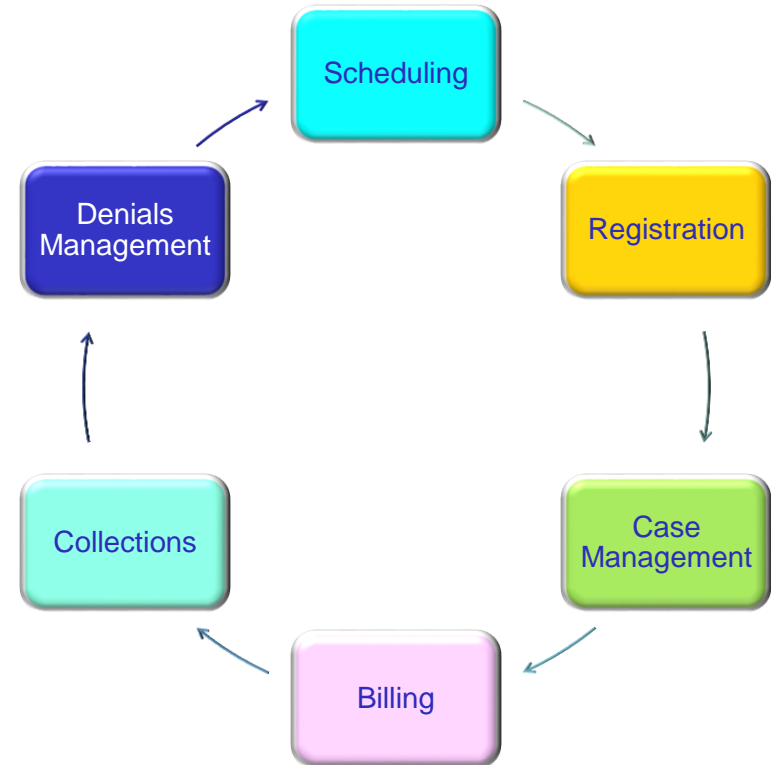
- ✓ Unnecessary manual provider follow-up
- ✓ Faulty electronic secondary billing
- ✓ Inappropriate write-offs of billable charges
- ✓ Incorrect billing of patients for co-pays and deductibles
- ✓ Posting delays



CAQH CORE Uniform Use of CARCs & RARCs Rule

Benefits for Providers

- **Potential reduction in manual claim rework:**
 - With more consistent use of denial and adjustment codes per the CAQH CORE-defined Business Scenarios, providers have less rework and can automate payment posting
- **Improved denial management:**
 - Providers able to more accurately understand reasons for claim adjustments and denials due to more consistent code use across plans
- **Improved collections:**
 - Providers can more effectively obtain payment from patients, quickly generate cross-over claims to other payers, and reduce open accounts receivable
- **Reduction in cost-to-collect:**
 - Consistent use of the CARCs and RARCs enable providers to spend less time/money resolving adjustments and denials
- **Aggregated Data Analysis:**
 - Cross-industry ability to analyze detailed data, e.g., attachment types



CAQH CORE Code Combinations Maintenance Process

CAQH CORE Business Scenario

#1: Additional Information Required – Missing/Invalid/Incomplete Documentation (~375 code combos)

CAQH CORE Business Scenario

#2: Additional Information Required – Missing/Invalid/Incomplete Data from Submitted Claim (~370 code combos)

CAQH CORE Business Scenario

#3: Billed Service Not Covered by Health Plan (~720 code combos)

CAQH CORE Business Scenario

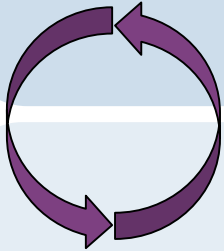
#4: Benefit for Billed Service Not Separately Payable (~65 code combos)

3 CAQH CORE Compliance-based Reviews per Year

Triggered by tri-annual updates to the published **CARC/RARC lists** by code authors aligned with the published code list updates.

- Completed CBR for code adjustments published on July 1, 2015; updates reflected in [October 2015 v3.2.1 CORE Code Combinations](#). Conducting CBR in response to code adjustments published on November 1, 2015

Stability of *CAQH CORE Code Combinations* maintained



Supports ongoing improvement of the *CAQH CORE Code Combinations*

Annual CAQH CORE Market-based Reviews

Considers industry submissions for adjustments to the **CAQH CORE Code Combinations based on business needs** (addition/removal/relocation of code combinations and potential new Business Scenarios) and industry usage.

- Conducting MBR of 2015 industry submissions for potential *new* adjustments -- launched 2015 industry survey on December 10, 2015; **deadline is February 10, 2016**

Maintenance: Uniform Use of CARCs and RARCs Rule *CORE Code Combinations Task Group (CCTG)*

Goal: Continuous, data-driven focus on uniformity to claim adjustment codes for improved denial management process

The CORE CCTG is composed of **more than 40 CORE Participating Organizations** from a wide variety of stakeholders.

Led by four multi-stakeholder Co-Chairs:

- ❖ Shannon Baber, *UW Medicine*
- ❖ Lynn Franco, *UnitedHealth Group*
- ❖ Heather Morgan, *Aetna*
- ❖ Janice Cunningham, *RelayHealth*

Polling Question #1:

Does your organization intend to submit a request for Market-based Adjustments to the *CORE Code Combinations*?

- 1. Yes**
- 2. No**
- 3. Unsure/TBD**

Uniform Use of CARCs and RARCs Rule Maintenance

2015 Market-based Review Preparation

Robert Bowman
Senior Manager

2015 Market-based Review Process Basics

Basic Information

- 2015 MBR was launched on **12/10/15**
- All adjustment recommendations must be submitted to CAQH CORE via the online MBR Form by **5pm ET, Wednesday, 02/10/16** (60-day Submission Period)
- CAQH CORE will publish any adjustments to the CORE Code Combinations based on the 2015 MBR in June 2016
- Adjustments must be requested using the latest version of the CORE Code Combinations: [CORE Code Combinations v3.2.1 October 2015](#)

Key Terms

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

2015 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:

- CAQH CORE Code Combinations Task Group designed content for an online [CAQH CORE Market Based Adjustments Submission Form](#) (i.e., MBR Form) to collect the necessary input from the industry
- Submissions will **only** be accepted through the online 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 **5 pm ET, 02/10/16** - No submissions will be accepted after that date

Market-based Review Call for New Business Scenarios 2014 and 2015 Comparison

	2014	2015
Scope	<p>First Formal Call for Potential New Business Scenarios with Associated Code Combinations</p> <p><i>(In addition to call for potential adjustments to the existing four CORE-defined Business Scenarios)</i></p>	<p>Will <u>Only</u> Consider Adjustments To The Code Combinations In <i>Existing</i> Four Core-defined Business Scenarios</p>
Rationale for Scope	<ul style="list-style-type: none"> • To provide industry an opportunity to formally submit potential new Business Scenarios that have strong business case and address ongoing claim payment denial/adjustment business situations • Required detailed submissions for requested new Business Scenarios including associated Code Combinations 	<ul style="list-style-type: none"> • Rationale for call for asking industry remains • Task Group has reviewed the five submissions for new CORE-defined Business Scenarios received in 2014 • During its review, Task Group determined none of the 2014 submissions met the evaluation criteria used to assess potential adjustments to the <i>CORE Code Combinations</i> & CORE-defined Business Scenarios • With understanding that there may be future business need for new CORE-defined Business Scenarios, Task Group is outlining potential process to add any new Business Scenarios into existing CORE Code Combinations Maintenance • 2016 MBR will include second call for potential new CORE-defined Business Scenarios

Uniform Use of CARCs and RARCs Rule Maintenance

Scope of 2015 Market-based Review

- 2015 MBR will consider potential adjustments to Code Combinations in the *existing* CORE-defined Business Scenarios
- Entities can submit requests for additions, removals, and relocations to the *CORE Code Combinations* for the *existing* CORE-defined Business Scenarios including:

Types of Additions	Types of Removals	Types of Relocations
Add CARC and RARC along with a CAGC(s)	Remove CARC and all associated RARCs and CAGC(s)	Remove CARC and all associated RARCs from an <i>existing</i> CORE-defined Business Scenario and add to another <i>existing</i> CORE-defined Business Scenario with associated CAGC(s)
Add CARC along with a CAGC(s)	Remove RARC and associated CAGC(s) from existing CARC	Remove CARC and all associated RARCs from an <i>existing</i> CORE-defined Business Scenario and add CARC and some or no associated RARCs to another <i>existing</i> CORE-defined Business Scenario with associated CAGC(s)
Add RARC to an existing CARC along with a CAGC(s)	Remove CAGC(s) from existing CARC	
Add CAGC to an existing CARC	Remove CAGCs from existing CARC and associated RARC	
Add CAGCs to an existing CARC and its associated RARC		

2015 Market-based Review Online Form – Part 1 Live Demo

Omoniyi Adekanmbi
Project Manager

Polling Question #2:

If your organization intends to submit a response, has your team started internal planning to develop your response?

- 1. Yes, just started**
- 2. Yes, well underway**
- 3. No**
- 4. Need more information**

2015 Market-based Review Online Form – Part 2 Live Demo

Omoniyi Adekanmbi
Project Manager

2015 MBR Submission Process

Summary of Process

Part One

General Overview and Submitter Information

Submitter provides basic demographic information and number of entries the organization plans to submit

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 by multiple people but counts as the sole link for your organization

Part Two

Adjustments to *Existing* CORE-defined Business Scenarios

Submitters complete an entry for a code addition, a code removal, or code relocation

- Each code addition/removal or relocation 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

2015 MBR Submission Process

Best Practices

Use a Single Email Address for Submissions

- ➔ **Tip:** Create a shared email for the organization team completing the submissions
- ➔ **Tip:** If team member is out of office, ensure another person is responsible for coverage to keep process going

Keep a Detailed Spreadsheet of Submissions

- ➔ **Tip:** Add Entry ID to allow you to easily find the number of any submitted adjustments that you need to alter or delete

Deletions

- ➔ **Tip:** Look for deleted entries listed in the drop down as **EIDXXX_://** without any codes or scenario name

Real World Data

- ➔ **Tip:** If you have access to a person with real world usage data, try to include them in your organization team completing the submission

2015 MBR Submission Process

Additional Resources



Is there anything I can download that will walk me through the MBR Submission Process?

- Detailed instructions to assist in the completion of the online CAQH CORE 2015 Market-based Adjustments Form are available [HERE](#)



Where can I see what a completed 2015 MBR Form looks like?

- A sample completed CAQH CORE 2015 Market-based Adjustments Form is also available [HERE](#) for consultation as entities plan their submission



Where can I find the materials from this training session?

- The slide deck and video recording of today's training can be found on the [CAQH CORE education session webpage](#)



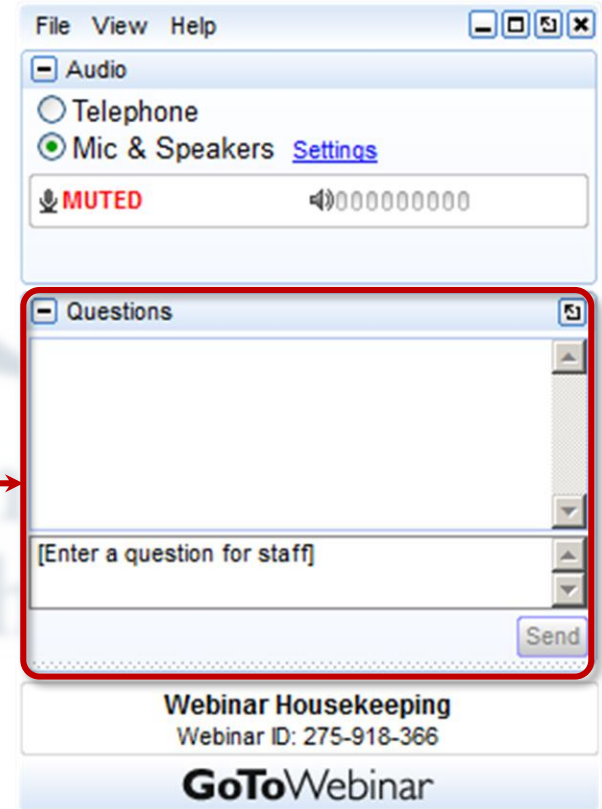
What if I have any other questions?

- If you have questions, please send them to CORE@caqh.org

Audience Q & A

Please submit your questions

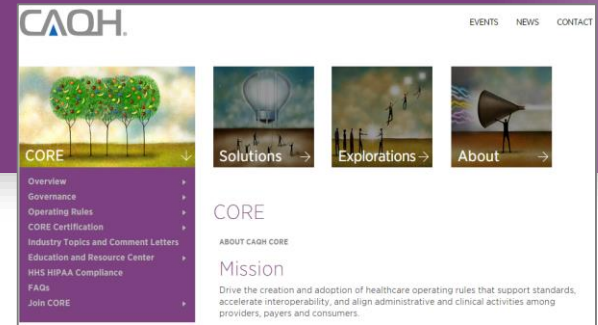
Enter your question into the “Questions” pane in the lower right hand corner of your screen.



Engage with CAQH CORE!

[CAQH CORE Website](#)

or contact us at CORE@CAQH.org



Participate in the CAQH CORE Code Combinations Task Group (CCTG) or the Enrollment Data Task Group

Become a [CAQH CORE Participating Organization](#)

Explore Voluntary CORE Certification

Register for our educational [webinars](#)

Dedicated webpages:

- ✓ [Code Combination Maintenance](#)
- ✓ [EFT/ERA Enrollment Maintenance](#)
- ✓ [Voluntary CORE Certification](#)
- ✓ [CAQH CORE Phase IV Operating Rules](#)

Thank you for joining us!

Website: www.CAQH.org/CORE

Email: CORE@CAQH.org



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