

**CAQH CORE Board Statement:  
Commitment to Content, Infrastructure and Maintenance**

June 2015

CAQH CORE Operating Rules set national responsibilities and requirements for timely, accurate electronic transactions within the healthcare claims cycle. These operating rules address both the necessary infrastructure (such as response times, acknowledgements) and basic content (such as patient financial responsibility) needed to conduct the daily business of healthcare. The operating rules support further use of existing standards wherever possible. Significant work is still needed for all HIPAA transactions to improve both infrastructure and content, and thus achieve true interoperability between all parties in this work flow.

CAQH CORE began as a voluntary effort. As such, before any CAQH CORE operating rules were mandated, CAQH CORE drove voluntary adoption and maintenance of operating rules. The mandated CAQH CORE operating rules now include a feature for CAQH CORE to conduct ongoing maintenance based on use, need and lessons learned. This model has proved successful, and complements more substantive maintenance updates. CAQH CORE believes that a cycle of maintenance for mandated operating rules and standards will help drive the CORE vision of an ever-evolving, improving system of electronic transactions. Regular updates driven by market needs can help transform our current claims process.

As part of its commitment to address both infrastructure and content - and its commitment to maintenance overall - the CAQH CORE Board embraces the Review Committee (RC) formed by the Affordable Care Act (ACA). It is anticipated that the RC will support the industry in its efforts to have regularly scheduled updates of both operating rules and standards, rather than waiting for approval of new legislation to make needed updates, which have previously focused on major overhauls. CAQH CORE also hopes the RC will recognize the value of ongoing maintenance, when such an option is appropriate.

Gaining uniform agreement on basic infrastructure was prioritized by both CAQH CORE and non-CORE participants as the first step in the Phase IV Operating Rules development. Reasons include: the range of current market capabilities for the transactions addressed, the array of trading partners that send and receive these transactions, and that two of the transactions are between the health plan and a non-HIPAA covered entity - the employer. In 2016, CAQH CORE will drive the adoption of the Phase IV infrastructure, including acknowledgements, and conduct its ongoing maintenance of earlier CORE phases. Additionally, it will work with the industry to identify priority draft content needs for Phase IV Operating Rules and any new needs for existing CAQH CORE phases. CAQH CORE will update the RC on this work. Meanwhile, CAQH CORE will continue to push for voluntary adoption of operating rules and apply the CORE Certification process to highlight those entities serving as market leaders.