Dialogue with Humana

How a Health Plan has Successfully Implemented the Phase IV CAQH CORE Operating Rules

Tuesday,
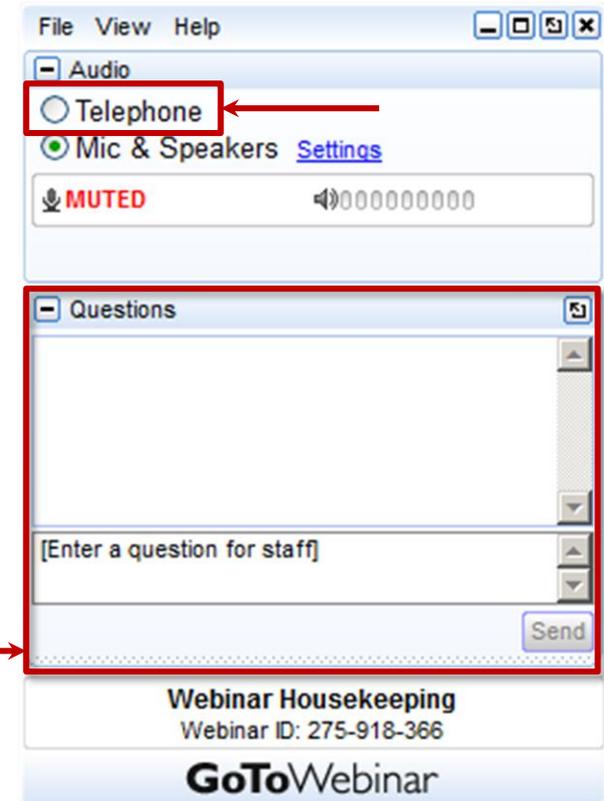September 20th, 2016
2:00 – 3:00 PM ET

Logistics
Presentation Slides & How to Participate in Today's Session

- Download a copy of today's presentation slides at caqh.org/core/events

  - Navigate to the Resources section for today's event to find a PDF version of today's presentation slides

  - Also, a copy of the slides and the webinar recording will be emailed to all attendees in the next 1-2 business days

- 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**

Resources
- Presentation Slides

File View Help

Audio
○ Telephone
◉ Mic & Speakers *Settings*
🎤 MUTED   🔊000000000

Questions

[Enter a question for staff]
Send

Webinar Housekeeping
Webinar ID: 275-918-366

GoToWebinar

CAQH CORE

Thank You Speakers!

CAQH CORE would like to thank our guest presenters for today's webinar.

Kim Peters
Process Owner, Provider Process Implementation, Humana Inc.

Melissa Vowels
Program Manager, EDI Implementation Humana Inc.

Session Outline

- Welcome and Introduction

- Phase IV CAQH CORE Operating Rules

- Phase IV Voluntary CORE Certification

- Humana Company Profile & Rationale for Phase IV Implementation

- Virtual Dialogue with Humana

- Q&A

CAQH
CORE

Phase IV CAQH CORE Operating Rules

Erin Weber
Associate Director, CAQH CORE
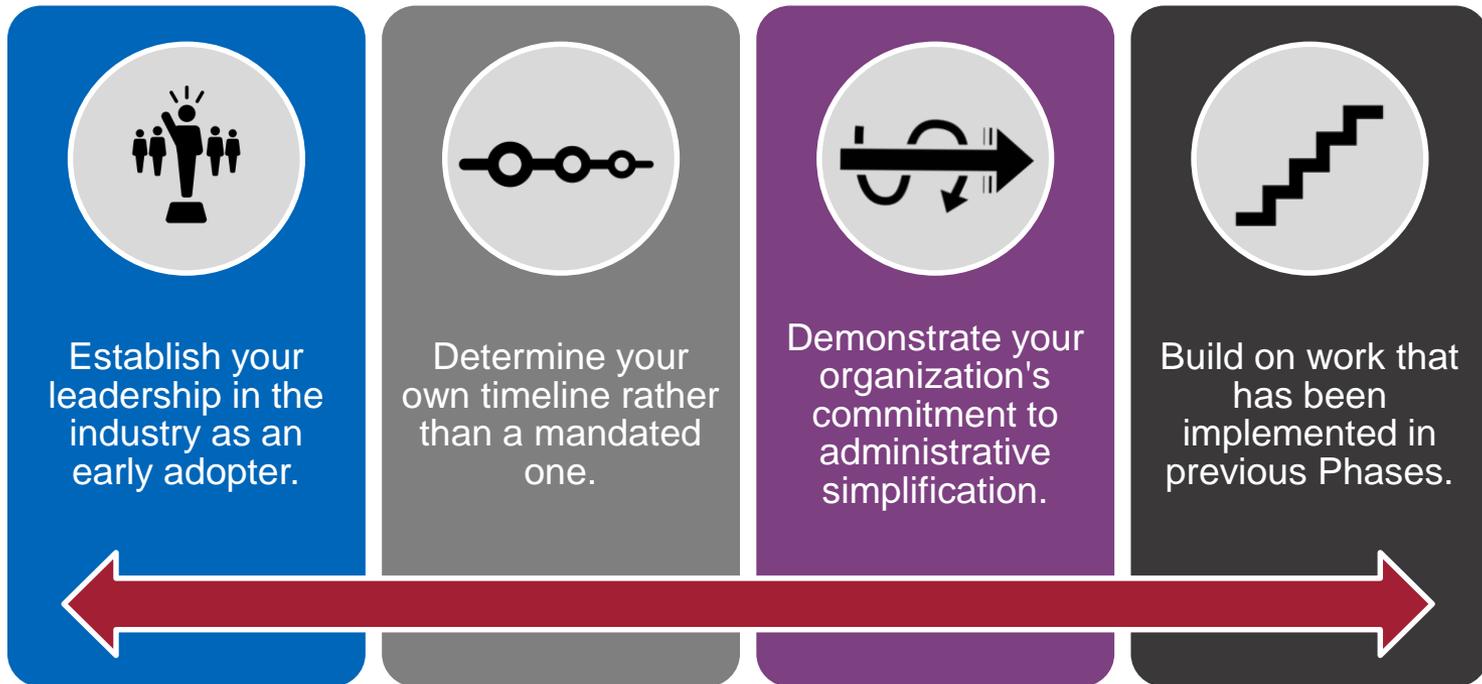
Scope of Phase IV CAQH CORE Rule Requirements

Reminder: Health Claims Attachments transaction not included; there is no formal HIPAA Health Claims Attachments standard(s).

Infrastructure Requirement	Prior Authorization	Claims	Enrollment/ Disenrollment	Premium Payment
Processing Mode	*Batch OR Real Time Required*	*Batch Required; Real Time Optional*	*Batch Required; Real Time Optional*	*Batch Required; Real Time Optional*
Batch Processing Mode Response Time	*If Batch Offered*	X	X	X
Batch Acknowledgements	*If Batch Offered*	X	X	X
Real Time Processing Mode Response Time	*If Real Time Offered*	*If Real Time Offered*	*If Real Time Offered*	*If Real Time Offered*
Real Time Acknowledgements	*If Real Time Offered*	*If Real Time Offered*	*If Real Time Offered*	*If Real Time Offered*
Safe Harbor Connectivity and Security	X	X	X	X
System Availability	X	X	X	X
Companion Guide Template	X	X	X	X
Other	N/A	Include guidance for COB in companion guide	Timeframe requirements to process data after successful receipt and verification of transaction	Timeframe requirements to process data after successful receipt and verification of transaction

X = Required

CAQH CORE

Implementing Phase IV CAQH CORE Operating Rules

By voluntarily implementing the Phase IV CAQH CORE Operating Rules, your organization will:

| Establish your leadership in the industry as an early adopter. | Determine your own timeline rather than a mandated one. | Demonstrate your organization's commitment to administrative simplification. | Build on work that has been implemented in previous Phases. |

Realize savings and efficiencies for you and your customers.

Value Proposition: Cost Reductions/Increased Efficiency
Phase IV Rule requirements will save time and money

Response time and acknowledgment requirements ensure nothing falls into a black hole and that providers are informed.

Less time is spent verifying information over the phone.

Providers can immediately learn if their claim submissions were successfully received by plan and moved into the adjudication system.

Providers can immediately learn whether the plan has received and is reviewing prior authorization request.

CAQH CORE safe harbor ensures providers can connect online for all of their transactions using their preferred connection method.

Providers can improve coordination of benefits (COB) through more timely eligibility information from health plan and knowledge of plan's requirement for COB in their companion guide.

Health plans can build on investments already made in infrastructure for eligibility, claim status, EFT and ERA.

CAQH CORE

*As with previous Phases, CAQH CORE now has an **Analysis & Planning Guide** for the Phase IV CAQH CORE Operating Rules.*

Planning Guide should be used by project staff to:

Understand applicability of the Phase IV 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.
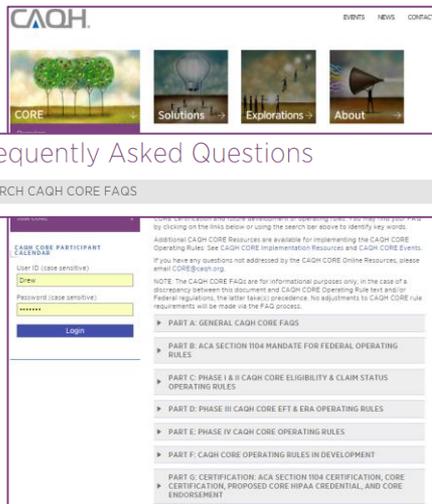
Conduct detailed rule requirements gap analysis to identify system(s) that may require remediation and business processes which may be impacted.

Phase IV CAQH CORE Operating Rules
Frequently Asked Questions (FAQs)

CAQH CORE FAQ Website

Includes more than 100 Phase IV CAQH CORE Operating Rule FAQs, from general concepts to technical questions

Part E: Phase IV CAQH CORE Operating Rules

I. Overview of Phase IV CAQH CORE Operating Rules

II. CAQH CORE 450: Health Care Claim (837) Infrastructure Rule

III. CAQH CORE 452: Health Care Services Review - Request for Review and Response (278) Infrastructure Rule

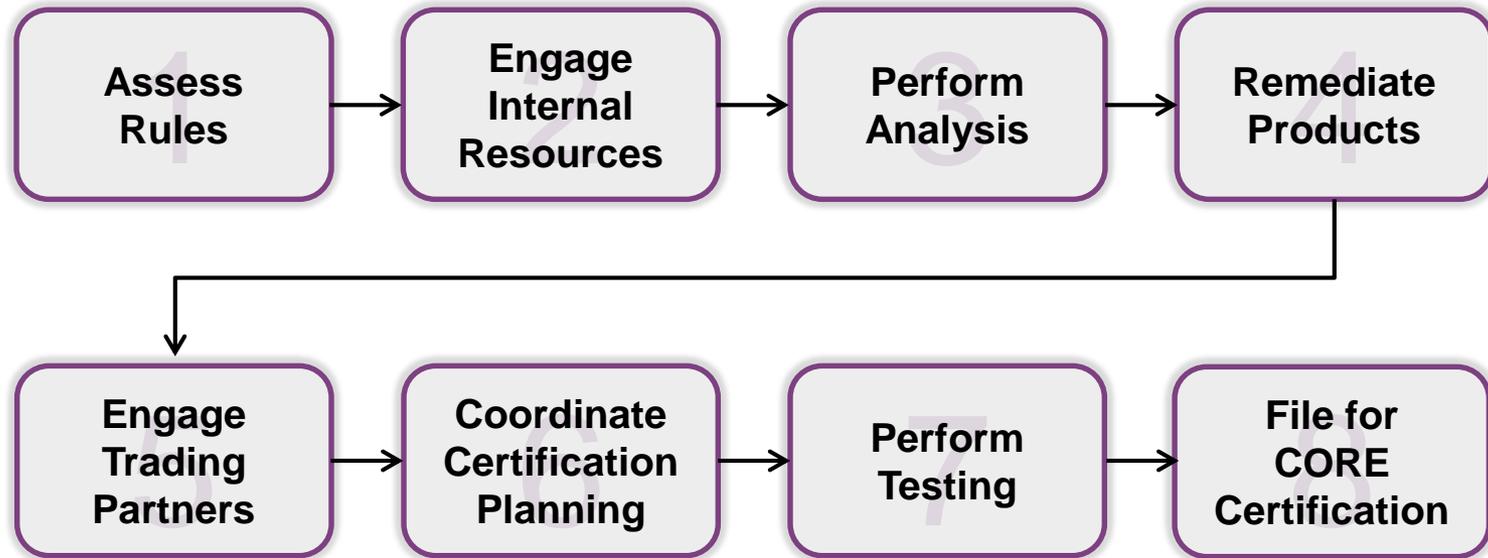IV. CAQH CORE 454: Benefit Enrollment and Maintenance (834) Infrastructure Rule

V. CAQH CORE 456: Premium Payment (820) Infrastructure Rule

VI. CAQH CORE 470: Connectivity Rule

VII. Resources for Implementing the Phase IV CAQH CORE Operating Rules

More FAQs are added every month!

CAQH CORE

Phase IV CAQH CORE Operating Rule
Implementation Approach

```
┌─────────────┐     ┌─────────────┐     ┌─────────────┐     ┌─────────────┐
│   Assess    │ ──▶ │   Engage    │ ──▶ │   Perform   │ ──▶ │  Remediate  │
│    Rules    │  1  │  Internal   │  2  │  Analysis   │  3  │  Products   │  4
│             │     │  Resources  │     │             │     │             │
└─────────────┘     └─────────────┘     └─────────────┘     └─────────────┘

┌─────────────┐     ┌─────────────┐     ┌─────────────┐     ┌─────────────┐
│   Engage    │ ──▶ │ Coordinate  │ ──▶ │   Perform   │ ──▶ │  File for   │
│   Trading   │  5  │Certification│  6  │   Testing   │  7  │    CORE     │  8
│  Partners   │     │  Planning   │     │             │     │Certification│
└─────────────┘     └─────────────┘     └─────────────┘     └─────────────┘
```

Assess the Rules: Phase IV Operating Rules

Perform Analysis: CORE Analysis & Planning Guide

Coordinate Certification Planning: CORE Certification Process, Certification Process E-Learning Tool

Phase IV Voluntary CORE Certification

Taha Anjarwalla
Senior Associate, CAQH CORE

CAQH CORE

Voluntary CORE Certification
Developed BY Industry, FOR Industry

CORE Certification is the most robust and widely-recognized industry program of its kind. Its approach assures an independent, industry-developed confirmation of conformance with operating rules and underlying standards:

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

> Required conformance testing is conducted by third party testing vendors that are experts in EDI and testing.

> CAQH CORE serves as a neutral, non-commercial administrator:
>
> | Authorizes the conformance testing vendors. | ***Reviews and approves the Certification applications, e.g. trading partner dependencies, number of platforms,*** and conformance test reports before a Certification Seal is awarded. |
> |---|---|

CAQH CORE

CORE Certifications Awarded by Stakeholder Type

Nearly 300 CORE Certifications to date!

Health Plans	Gold Coast Health Plan — A Public Entity	San Francisco Health Plan — Here for you	UPMC Health Plan	HealthPlan OF SAN MATEO	OMES — Office of Management & Enterprise Services	Kaiser Permanente
Providers	Department of Veterans Affairs	Mayo Clinic	Montefiore Medical Center	Wake Forest University Health Sciences	Summit Group Medical	Spectrum Laboratory Network
Clearinghouses	TriZetto Provider Solutions	PostnTrack	SSI	Optum	Change Healthcare	InstaMed — Healthcare Payments Simplified
Vendor Solutions	Meditech — Reimagining healthcare. Redefining productivity.	Nextgen Healthcare	GE Healthcare	PNC Healthcare	athenahealth	RelayHealth

CAQH CORE

Entities that Can Become CORE-certified

Health Plan Stakeholder Types	Provider Stakeholder Types	Clearinghouse Stakeholder Types	Vendor Solutions or Products
HIPAA-covered Health Plan	HIPAA-covered Provider	Clearinghouse as defined by HIPAA	Health Plan vendor service
Third Party Administrators	Physicians	Clearinghouse (not covered by HIPAA)	Health Plan vendor product
Health Insurance Issuer	Hospitals	Health Information Exchange	Provider vendor service
Government Payers, including Medicaid Plans	Provider's agent	Health Insurance Marketplaces or Exchanges	Provider vendor plan
Group Health Plan	Independent Physician Association	Financial Institution	
Health Plan Agent			

Who is CORE Certified?
✓ Seven out of ten largest commercial health plans
✓ Largest integrated healthcare system in the country (VHA)
✓ A large percentage of the Medicaid population is covered by a CORE-certified plan

CAQH CORE

Voluntary CORE Certification is Good for Business

HEALTH PLANS	PROVIDERS	CLEARINGHOUSES	VENDOR SOLUTIONS
Conduct secure, timely, and streamlined electronic transactions.	Eliminate time-consuming calls/paperwork.	Add value for current customers and attract new customers.	
Demonstrate conformance with federally mandated operating rules and underlying standards.	Increase patient satisfaction through efficient patient services.	Meet expectations: CORE Certification is becoming a trading partner contract expectation by health plans and providers.	
Show that you are maximizing the efficiencies afforded by the operating rules and underlying standards.	Show that you are maximizing the efficiencies afforded by the operating rules and underlying standards.	Guarantee that your systems, products, or services are conformant with the operating rules and underlying standards.	
		Help your customers: CORE Certification allows your customers the value-add of "drafting" behind your certification and also becoming CORE-certified.	

Achieve these goals through CORE Certification, a process that uses industry-developed conformance requirements, a third-party tester, and a neutral, non-commercial administrator.

CAQH CORE

Phase IV CORE Certification

Be an industry leader and become Phase IV Certified in 2016!

If you're a health plan, clearinghouse, provider, or if you have a product or solution that helps those entities conduct transactions, **be the first** of your competitors to be CORE-certified in the Phase IV CAQH CORE Operating Rules in **fall 2016!**

As in previous Phases

- Health plans
- Clearinghouses
- Providers
- Vendor products
- Vendor solutions

can become CORE-Certified for Phase IV.

CERTIFIED CORE STAKEHOLDER — Phase I — A CAQH Initiative

CERTIFIED CORE STAKEHOLDER — Phase II — A CAQH Initiative

CERTIFIED CORE STAKEHOLDER — Phase III — A CAQH Initiative

CERTIFIED CORE STAKEHOLDER — Phase IV — A CAQH Initiative

Contact CORE@CAQH.org if you're interested, or if you have further questions about CORE Certification.

CAQH CORE

Voluntary Phase IV CORE Certification
Login for the Phase IV CAQH CORE Operating Rule Testing Platform

Voluntary Phase IV CORE Certification
Phase IV Testing Platform – Display of Various Testing Tasks

Polling Question #1

What is the furthest stage of implementing the Phase IV CAQH CORE Operating Rules are you voluntarily planning to complete by the end of 2017? (Select all that apply)

1. Internal Education and Awareness

2. Analysis and Planning/Systems Design

3. Systems Implementation/Integration and Testing

4. Deployment/Maintenance

5. We do not plan to start voluntary implementation in 2016

CAQH CORE

Humana Company Profile & Rationale for Phase IV Implementation

Kim Peters
Process Owner, Provider Process
Implementation, Humana Inc.

Who is Humana?

❖ **Longevity:** Celebrating 50 years of providing personalize and exceptional service at every level, with services to enhance the wellness of each employee no matter what stage of life.

❖ **Lifelong Well-being:** Dedicated to providing solutions to enhance the wellness of each employee no matter what stage of life

❖ **Financially Stable:** 73 on Fortune 500 with revenues of $41.3 billion; total assets of approximately $20.7 billion

❖ **Multi-faceted:** Commercial, Individual, Medicare, Medicaid, Specialty Benefits and Well-being Solutions

❖ **Personal:** Dedicated to providing personalized and exceptional service at every level

Humana

Humana and CORE Certification

- Why become CORE-certified?
  - Customer service
  - Industry acceptance
  - Provider satisfaction
  - Standardized delivery and testing on future projects

- Certification at Humana
  - March 4, 2009 (CORE) Phase I compliant
  - March 20, 2013 – CORE® Phase II Certification
  - October 9, 2013 CORE Phase III Certification

Humana

Project Planning and Resources

- Get the right staff committed to implementation and strategy
  - Humana Services Operations and IT executive leadership committed to CAQH CORE strategy early and supported the IT/Business design.
  - Possible cost of penalties for non-compliance are a great motivator.

- Identify necessary resources and systems impacted
  - Humana's Annual capital budget process included project funding for completing CORE Operating Rule implementation; 2007 – Today.
  - Allocated IT resources and SME's as required to support projects.
  - Established a dedicated team for EDI operations and day-to-day transaction management.
  - Established an Administrative Simplification Program aligned to Corporate Healthcare Reform CORE objectives.

- Understand capabilities, roles and responsibilities of Trading Partners
  - Does your software vendor have products or solutions that can directly help with CORE Operating Rule implementation?
    - Larger Software vendors tend to have solutions to aid in implementation, which can help smaller payers that may not have the technological or human resources available for a more efficient and streamlined implementation process

Humana

Virtual Dialogue with Humana

Moderator: Jessica Porras
Senior Manager, CAQH CORE

CAQH
CORE

Virtual Dialogue with Humana

Kim Peters
Process Owner,
Provider Process
Implementation,
Humana Inc.

Melissa Vowels
Program Manager, EDI
Implementation
Humana Inc.

Erin Weber
CAQH CORE
Associate Director

Taha Anjarwalla
CAQH CORE
Senior Associate

Jessica Porras
CAQH CORE
Senior Manager
MODERATOR

Polling Question #2

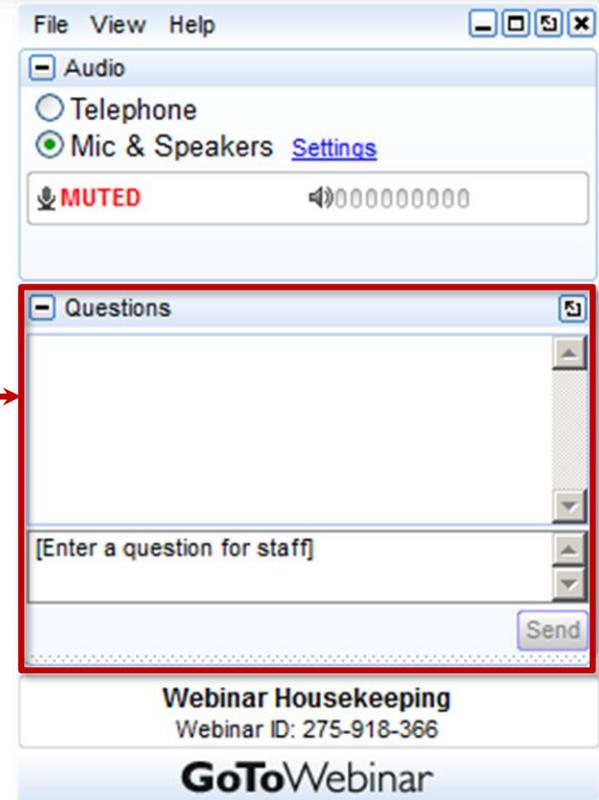**Do you anticipate your organization will become Phase IV CORE Certified?**

1. Yes

2. Unsure

3. No

4. Not applicable to my stakeholder type

CAQH
CORE

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

File   View   Help

Audio
○ Telephone
● Mic & Speakers   Settings
🎤 MUTED   🔊000000000

Questions

[Enter a question for staff]

Send

Webinar Housekeeping
Webinar ID: 275-918-366

GoToWebinar

Reminder - Download a copy of today's presentation slides at caqh.org/core/events

- Navigate to the Resources section for today's event to find a PDF version of today's presentation slides.

- Also, a copy of the slides and the webinar recording will be emailed to all attendees in the next 1-2 business days.

**Resources**
- Presentation Slides

CAQH
CORE

Key Takeaways

- There is value in planning for Phase IV implementation now. Be a leader in the healthcare industry.

- The Phase IV CAQH CORE Voluntary Operating Rules build upon Phases I-III.

- Voluntary Phase IV CORE Certification was developed FOR industry, BY industry to help realize the benefits from implementing the Phase IV CAQH CORE Operating Rules.

- CAQH CORE is available to answer your questions and provide implementation resources for the Phase IV CAQH CORE Operating Rules as well as for Phases I-III.

CAQH
CORE

Engage with CAQH CORE!

CAQH CORE Website

or contact us at CORE@CAQH.org
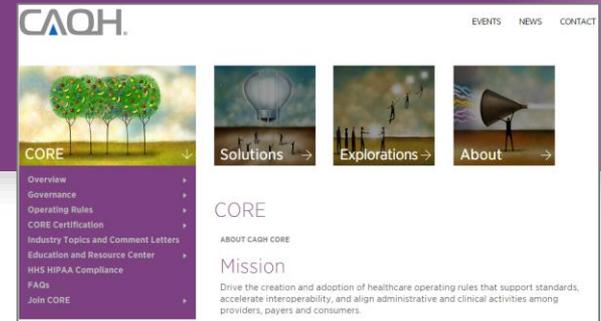
Participate in the CAQH CORE Code Combinations Task Group (CCTG) or the Enrollment Data Task Group

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

Upcoming CAQH CORE Education Sessions

Phase IV Webinar Series

> **Voluntary CORE Certification National Webinar –**
> **NEW: Phase IV Certification**
> **WEDNESDAY, SEPTEMBER 28, 2016 – 2 PM ET**

> **Uniform Use of CARCs and RARCs: How to Improve Your Denial Management Process with a Case Study Presentation from Anthem**
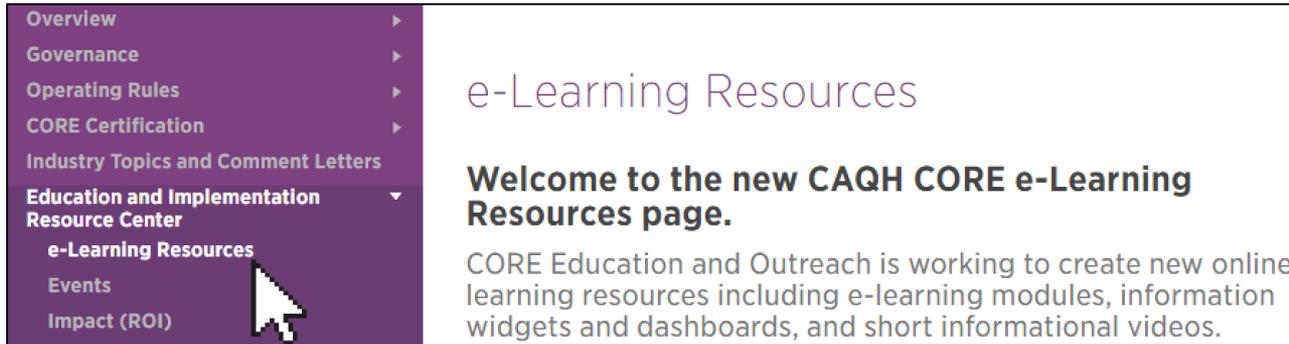> **TUESDAY, OCTOBER 3, 2016 – 2 PM ET**

> **CAQH CORE Town Hall National Webinar**
> **THURSDAY, NOVEMBER 3, 2016 – 2 PM ET**

To register, please go to **www.caqh.org/core/events**

CAQH CORE

New e-Learning Resources from CORE

www.caqh.org/core/elearning-resources

Overview ▶
Governance ▶
Operating Rules ▶
CORE Certification ▶
Industry Topics and Comment Letters
Education and Implementation Resource Center ▼
   **e-Learning Resources**
   Events
   Impact (ROI)

e-Learning Resources

Welcome to the new CAQH CORE e-Learning Resources page.

CORE Education and Outreach is working to create new online learning resources including e-learning modules, information widgets and dashboards, and short informational videos.

Learn about the four components needed to complete voluntary CORE Certification
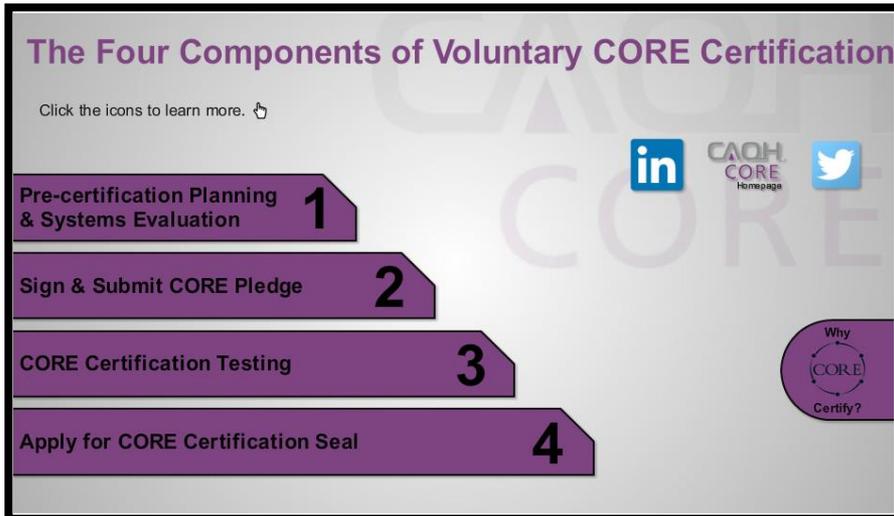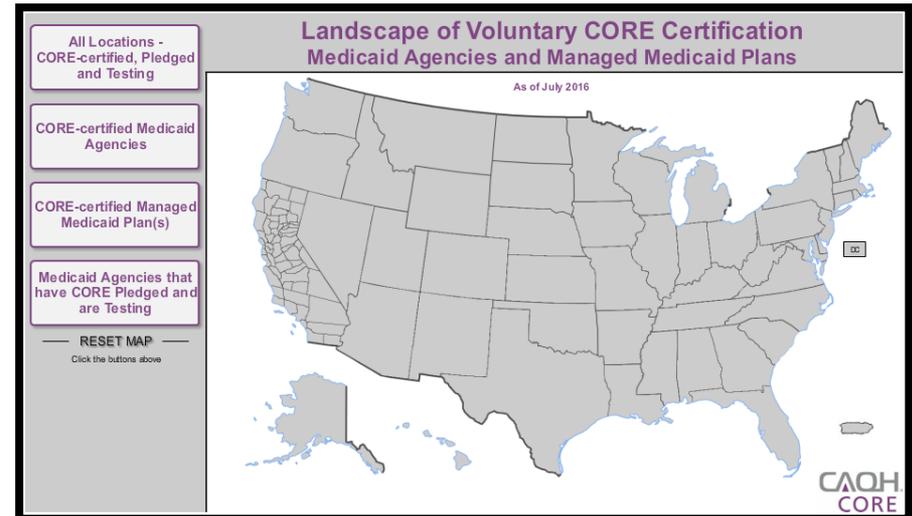

The Four Components of Voluntary CORE Certification

Click the icons to learn more. 👆

1. Pre-certification Planning & Systems Evaluation
2. Sign & Submit CORE Pledge
3. CORE Certification Testing
4. Apply for CORE Certification Seal

Why CORE Certify?

Explore our new interactive map to learn which Medicaid agencies are achieving CORE Certification.

Landscape of Voluntary CORE Certification Medicaid Agencies and Managed Medicaid Plans

As of July 2016

- All Locations - CORE-certified, Pledged and Testing
- CORE-certified Medicaid Agencies
- CORE-certified Managed Medicaid Plan(s)
- Medicaid Agencies that have CORE Pledged and are Testing

RESET MAP
Click the buttons above

CAQH CORE

Thank you for joining us!

Website: www.CAQH.org/CORE

Email: CORE@CAQH.org

 @CAQH