

**CAQH Committee on Operating Rules for Information Exchange (CORE)  
Phase IV Rules/Technical Work Group (PIV RWG/TWG)  
Call #1 Summary: Wednesday, August 14, 2019, 2:30-4:00 pm ET Conference Call**

This document contains:

- Agenda items and key discussion points.
- Decisions and actions to be taken.
- Next steps.
- Call attendance.

<i>Agenda Item</i>	<i>Key Discussion Points</i>	<i>Decisions and Actions</i>
<b>1. Antitrust Guidelines</b>	<ul style="list-style-type: none"> <li>• Lina Gebremariam (CAQH CORE Manager) opened the call and introduced Randy Gabel (OhioHealth) as a CAQH CORE Phase IV Response Time Task Group (PIV TG) Co-chair presenting on the call. She also introduced Bob Bowman (CAQH CORE Director) and Emily TenEyck (CAQH CORE Senior Associate) as speakers on the call.</li> <li>• Lina Gebremariam (CAQH CORE Manager) reviewed the Antitrust Guidelines, noting that they are published on the CAQH CORE Calendar along with the meeting materials.</li> </ul>	<i>Discussion</i>
<b>2. Roll Call and Administrative Items</b>	<ul style="list-style-type: none"> <li>• Lina Gebremariam (CAQH CORE Manager) reviewed the call document:               <ul style="list-style-type: none"> <li>○ Doc #1: RWG - TWG Call #1 Deck 08.14.19</li> </ul> </li> <li>• Lina Gebremariam (CAQH CORE Manager) called roll. [See call participant roster at the end of this meeting summary to view call attendees and affiliated organizations].</li> <li>• Lina Gebremariam (CAQH CORE Manager) reviewed the focus of the call, which was to:               <ul style="list-style-type: none"> <li>○ Provide Background &amp; CAQH CORE role in prior authorization.</li> <li>○ Review existing PIV Response Time Requirements and PIV TG efforts toward updating the PIV 278 Infrastructure Rule.</li> <li>○ Review Phase IV RWG/TWG Roles &amp; Responsibilities.</li> <li>○ Discuss next steps, including the RWG/TWG Straw Poll.</li> </ul> </li> <li>• <b>Summary of PIV RWG/TWG Discussion:</b> <ul style="list-style-type: none"> <li>○ No questions or comments were raised by the PIV RWG/TWG.</li> </ul> </li> </ul>	<i>Discussion</i>
<b>3. Background &amp; CAQH CORE Role in Prior Authorization (Slides 3-9).</b>	<ul style="list-style-type: none"> <li>• Emily TenEyck (CAQH CORE Senior Associate) provided background on prior authorization and CAQH CORE's role in prior authorization efforts.</li> <li>• Emily TenEyck (CAQH CORE Senior Associate) reviewed the CAQH CORE vision for prior authorization process improvement, efforts to address pain points in the PA process and the CAQH CORE prior authorization roadmap.</li> <li>• <b>Summary of PIV RWG/TWG Discussion:</b> <ul style="list-style-type: none"> <li>○ No questions or comments were raised by the PIV RWG/TWG.</li> </ul> </li> </ul>	<i>Discussion</i>
<b>4. Draft Phase IV CAQH CORE 278 Infrastructure Rule Update (Slides 10-25).</b>	<ul style="list-style-type: none"> <li>• Randy Gabel (OhioHealth) provided an overview of the existing Phase IV CAQH CORE 278 Infrastructure Rule and the updates made by the Phase IV Response Time Task Group.</li> <li>• <b>Summary of PIV RWG/TWG Discussion:</b> <ul style="list-style-type: none"> <li>○ Merri-Lee Stine (Aetna) noted that the rule does not require Batch Processing Mode over Real Time Processing mode - it doesn't require one processing mode over the other, either are acceptable.</li> </ul> </li> </ul>	<i>Discussion</i>

**CAQH Committee on Operating Rules for Information Exchange (CORE)  
Phase IV Rules/Technical Work Group (PIV RWG/TWG)  
Call #1 Summary: Wednesday, August 14, 2019, 2:30-4:00 pm ET Conference Call**

<i>Agenda Item</i>	<i>Key Discussion Points</i>	<i>Decisions and Actions</i>
	<ul style="list-style-type: none"> <li>○ Randy Gabel (OhioHealth) confirmed that Merri-Lee's comment and thanked her for clarifying that point.</li> <li>● Lina Gebremariam (CAQH CORE Manger) discussed the proposed updates to the Phase IV 278 Infrastructure Rule and how CAQH CORE arrived at the need to evaluate opportunities to strengthen the existing rule requirements and scope.</li> <li>● Lina Gebremariam (CAQH CORE Manager) provided an overview of the existing requirements and oriented the Work Group to the workflow diagram that would be used to review the updated response time requirements in future slides.</li> <li>● Bob Bowman (CAQH CORE Director) reviewed each requirement, including verbatim requirement language and directed the Work Group to the workflow diagrams to provide examples of common prior authorization scenarios.</li> <li>● <b>Summary of PIV RWG/TWG Discussion:</b> <ul style="list-style-type: none"> <li>○ No questions or comments were raised by the PIV RWG/TWG.</li> </ul> </li> </ul>	
<b>5. Phase IV RWG/TWG Roles &amp; Responsibilities and Next Steps</b> (Slides 26-30).	<ul style="list-style-type: none"> <li>● Emily TenEyck (CAQH CORE Senior Associate) reviewed the Phase IV Rules/Technical Work Group roles and responsibilities and the Work Group schedule.</li> <li>● Emily TenEyck (CAQH CORE Senior Associate) provided instructions, guidelines and a due date for the RWG/TWG Straw Poll.</li> <li>● <b>Summary of PIV RWG/TWG Discussion:</b> <ul style="list-style-type: none"> <li>○ No questions or comments were raised by the PIV RWG/TWG.</li> </ul> </li> </ul>	<i>Discussion</i>

<i>Call Documentation</i>
<b>Doc 1:</b> RWG - TWG Call #1 Deck 08.14.19.pdf

**CAQH CORE Contact Information**

Erin Weber  
Director, CORE  
[eweber@caqh.org](mailto:eweber@caqh.org)

Lina Gebremariam  
Manager, CORE  
[hgebremariam@caqh.org](mailto:hgebremariam@caqh.org)

Emily Ten Eyck  
Senior Associate, CORE  
[eteneyck@caqh.org](mailto:eteneyck@caqh.org)

**CAQH Committee on Operating Rules for Information Exchange (CORE)  
Phase IV Response Time Rules/Technical Work Group (PIV RWG/TWG)  
Call #1 Summary: Wednesday, August 14, 2019, 2:30-4:00 pm ET Conference Call  
Phase IV Response Time RWG/TWG Call #1 Attendance**

CAQH CORE Participating Organization	Last Name	First Name	Attendance
Accenture	Koul	Swati	
Aetna	Stine	Merri-Lee	X
Aetna	Bakos	Janice	
Aetna	Neves	Amy	X
Aetna – X12 Representative	Bellefeuille	Bruce	
American Medical Association (AMA)	Lefebvre	Celine	X
American Medical Association (AMA)	McComas	Heather	X
Ameritas Life Insurance Corp.	Wordekemper	Lori	
Ameritas Life Insurance Corp.	Ninneman	Kyle	
AthenaHealth	Holtschlag	Joe	
AthenaHealth	Prichard	Emily	X
Availity, LLC	Wallis	Jason	
Availity, LLC	Weed	Michele	
Availity, LLC	Holman	Heather	
Blue Cross and Blue Shield Association (BCBSA)	Kocher	Gail	
Blue Cross Blue Shield of Michigan	Monarch	Cindy	
Blue Cross Blue Shield of Michigan	Long	Susan	X
Blue Cross Blue Shield of Michigan	Turney	Amy	
Blue Cross Blue Shield of Michigan	Rutherford	Darlene	
Blue Cross Blue Shield of Michigan	McNeilly	Ann	
Blue Cross Blue Shield of North Carolina	Maness	Christine	X
Blue Cross Blue Shield of North Carolina	Wilson	Greg	X
Blue Cross Blue Shield of Tennessee	Poteet	Brian	X
Blue Cross Blue Shield of Tennessee	Langford	Susan	X
CareFirst BlueCross BlueShield	Long	Lisa	
CareFirst BlueCross BlueShield	Zeigler	Karen	
CareSource	Moles	Mandy	
CareSource	Wilson	Angie	
CareSource	Takacs	Michael	
Centers for Medicare and Medicaid Services (CMS)	Pardo	Angelo	X
Centers for Medicare and Medicaid Services (CMS)	Watson	Charles	
Centers for Medicare and Medicaid Services (CMS)	Hunter	Michelle	

**CAQH Committee on Operating Rules for Information Exchange (CORE)  
Phase IV Response Time Rules/Technical Work Group (PIV RWG/TWG)  
Call #1 Summary: Wednesday, August 14, 2019, 2:30-4:00 pm ET Conference Call**

CAQH CORE Participating Organization	Last Name	First Name	Attendance
Centers for Medicare and Medicaid Services (CMS)	Kalwa	Daniel	
Centers for Medicare and Medicaid Services (CMS)	Cabral	Michael	X
Centers for Medicare and Medicaid Services (CMS)	Green	Denesecia	
Cerner/Healthcare Data Exchange	Hogan	Claire	
Change Healthcare	McCachern	Deb	X
Change Healthcare	Banks	Jodie	
CIGNA	Ikponmwosa	Davina	
CIGNA	Soccorso	Megan	
Cognosante	Koduru	Andy	
Cognosante	Lambert	Dora	X
CSRA	Nair	Shilesh	X
DST Health Solutions	Lynam	Mary	
DXC Technology	Daniel	Connie	
DXC Technology	Mills	Charles	
Epic	Barbieri	Andrew	X
Epic	Pasumarthi	Vasu	X
Epic	Carino	Santo	X
Experian	Wolskij	Beth	
Harvard Pilgrim Health Care	Kilrain	Katherine	
Harvard Pilgrim Health Care	Starkey	Rhonda	
Healthcare Financial Management Association	Koopman	Chris	
HEALTHeNET	Gracon	Christopher	X
HMS	Wilcox	Beth	
Horizon Blue Cross Blue Shield of New Jersey	Fitchett	Kiana	
Humana	Peterson	Amy	X
Humana	Jamison	Sandra	X
Kaiser Permanente	Amiryan	Arpi	X
Kaiser Permanente	Crosby	Yolanda	
Kaiser Permanente	Belen	Aileen	X
Laboratory Corporation of America	Woodrome	Laurie	X
Medical Group Management Association (MGMA)	Tennant	Robert	
Michigan Department of Community Health	Fuller	Diana	X
Michigan Department of Community Health	Veverka	Chuck	X
Minnesota Department of Health	Haugen	David	

**CAQH Committee on Operating Rules for Information Exchange (CORE)  
Phase IV Response Time Rules/Technical Work Group (PIV RWG/TWG)  
Call #1 Summary: Wednesday, August 14, 2019, 2:30-4:00 pm ET Conference Call**

CAQH CORE Participating Organization	Last Name	First Name	Attendance
Montefiore Medical Center	Nahary	Noam	
Montefiore Medical Center	Torres	Nysia	
National Council for Prescription Drug Programs	Strickland	Teresa	X
National Council for Prescription Drug Programs	Weiker	Margaret	
New Mexico Cancer Center	McAneny	Barbara L.	
New Mexico Cancer Center	Bateman-Wold	Tonia	
OhioHealth	Gabel	Randy	X
OptumInsight	Carty	Sintija	
Pennsylvania Department of Public Welfare	Valvo	David	
PNC Bank	Wood	Barbara	
PNT Data Corp	Wiener	Amy	
Premera Blue Cross Blue Shield	McJannet	Kate	
Tata Consultancy Services Ltd	Kumari	Sushmita	
TrialCard	Mendez	Chris	
TRICARE	Amankrah	Leroy	X
TRICARE	Wilderman	David	
United States Department of Veterans Affairs	Tyra	Mary	
United States Department of Veterans Affairs	DeBacker	Anne	X
United States Department of Veterans Affairs	Knapp	Katherine	X
United States Department of Veterans Affairs	Matthews	Brian	
United States Department of Veterans Affairs	Annecchini	Frank	
UnitedHealthGroup	Shamsideen	Janell	
UnitedHealthGroup	Bleibaum	Angie	
Unitedhealthcare	Goel	Anupam	
Unitedhealthcare	Faulds	Sharon	X
Unitedhealthcare	Nordstrom	Alexandria	
Work Group for Electronic Data Interchange	Stellar	Charles	X