CAQH CORE Review Work Group (RWG)

Call #1
Level Set

August 26, 2021

2:00-3:30 pm ET

Agenda

Time*	Agenda Item	Discussion Item or Action Required
2:02	**1. Antitrust Guidelines**	*Discussion*

2:05	**2. Roll Call and Administrative Items**
	• Roll call
	• Co-chair Introductions
	• Focus of today's call:
	  – Level Set
	  – Scope of the RWG
	  – Draft CAQH CORE Attachments Operating Rules
	  – Draft updates to CAQH CORE Eligibility & Benefits Data Content Rule
	  – Next Steps
		Discussion

2:15	**3. Level Set** • CAQH CORE Operating Rule Overview • RWG Schedule and Participant Responsibilities & Expectations	*Discussion*
2:25	**4. Overview of CAQH CORE RWG Scope** • Draft CAQH CORE Attachments Operating Rules (Prior Authorization & Claims Use Cases) • Updates to CAQH CORE Eligibility & Benefits Data Content Rule • Potential adjustments to CAQH CORE Infrastructure Rules	*Discussion*
2:35	**5. Draft CAQH CORE Attachments Operating Rules**	*Discussion*
3:00	**6. Draft updates to CAQH CORE Eligibility & Benefits Data Content Rule**	*Discussion*
3:10	**7. Updates to CAQH CORE Infrastructure Rules**	*Discussion*

3:25
 	
*EDT
	8. Next Steps
	• CAQH CORE RWG Co-Chairs & Staff:
	  – Distribute Straw Poll #1 to participants **by Monday, 08/30/21, end of day.**
	  – Draft a call summary for today's call.
	• RWG Participating Organizations:
	  – Complete Straw Poll #1 **by Friday, 09/10/21, end of day.**
	  – Participate in the next CAQH CORE RWG Call on **Thursday, 09/23/21 from 2:00 - 3:30 PM ET.**
		Action Required
		Agree to next steps.

CAQH CORE

CAQH CORE Participant Dashboard

The **CAQH CORE Participant Dashboard** serves as a comprehensive resource for CAQH CORE Participants to access work group information and any CAQH CORE Participant resources and events.

- The dashboard is accessible only to CAQH CORE Participants.

- Participants can view the work groups they are currently involved in and add themselves to new groups.

- Participants can view upcoming events, documents, announcements, and group member information.

- Email core@caqh.org if you need a login.

CAQH CORE Review Work Group
Co-Chair Introductions

RWG Co-chairs

Donna Campbell
Health Care Service
Corporation (HCSC)

Mahesh Siddanati
Centene

Molly Reese
American Medical
Association (AMA)

Thank you to our work group co-chairs!

Attachments Subgroup – Prior Authorization Use Case
- Bob Gross, *Cleveland Clinic;* Mahesh Siddanati, *Centene;* Santo Carino, *Epic*

Attachments Subgroup – Claims Use Case
- Alka Mukker, *Change Healthcare;* Christol Green, *Anthem;* Mahesh Siddanati, *Centene;* Michael Marchant, *UC Davis Health*

Eligibility & Benefits Task Group
- Donna Campbell, *HCSC;* Megan Soccorso, *Cigna;* Molly Reese, *AMA;* Nora Illuri, *athenahealth*

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Level Set

CAQH CORE Operating Rule Overview
Published Rules to Date

Rule Set	Infrastructure	Connectivity Rule	Data Content	Other	In Development
Eligibility & Benefits	Eligibility (270/271) Infrastructure Rule*	Connectivity Rule vC1.0.0* Connectivity Rule vC2.0.0*	Eligibility (270/271) Data Content Rule*	Single Patient Attribution Data	**Eligibility (270/271) Data Content Rule Update**
Claim Status	Claim Status (276/277) Infrastructure Rule*	Connectivity Rule vC2.0.0*			
Payment & Remittance	Claim Payment/ Advice (835) Infrastructure Rule*		EFT/ERA 835/CCD+ Data Content Rule*	EFT/ERA Enrollment Data Rules*	
Prior Authorization & Referrals	Prior Authorization (278) Infrastructure Rule		Prior Authorization (278) Data Content Rule	Prior Auth Web Portal Rule	**Attachment Rule(s) (Prior Authorization Use Case)**
Health Care Claims	Health Care Claim (837) Infrastructure Rule	Connectivity Rule vC3.0.0			**Attachment Rule(s) (Claims Use Case)**
Benefit Enrollment	Benefit Enrollment (834) Infrastructure Rule				
Premium Payment	Premium Payment (820) Infrastructure Rule				
Attributed Patient Roster	Attributed Patient Roster (834) Infrastructure Rule	Connectivity Rule vC4.0.0	Attributed Patient Roster (834) Data Content Rule		

Rules in purple boxes are federally mandated.

*Connectivity Rule vC4.0.0 can be used to support all rule sets for CORE Certification.

CAQH CORE

CAQH CORE Operating Rule Development Process

Identify Opportunities

Draft Rules

Ballot Participants

Advisory Groups

e.g., Attachments Advisory Group.

Advisory Groups research opportunities for potential rules and may provide industry guidance, prior to a Subgroup commencing rule writing.

Subgroups → Review Work Group

e.g., Attachments Subgroup

Subgroups develop and straw poll draft Operating Rules for review by assigned Work Groups.

Work Groups vote on draft rules developed by assigned Subgroup(s).

CAQH CORE Participants

Full CAQH CORE Voting Membership vote requires for a quorum that 60% of all Full CORE Voting Member organizations (i.e., CAQH CORE Participants that create, transmit, or use transactions) vote on the proposed rule at this stage **with a 66.67% approval vote.**

CAQH CORE Board

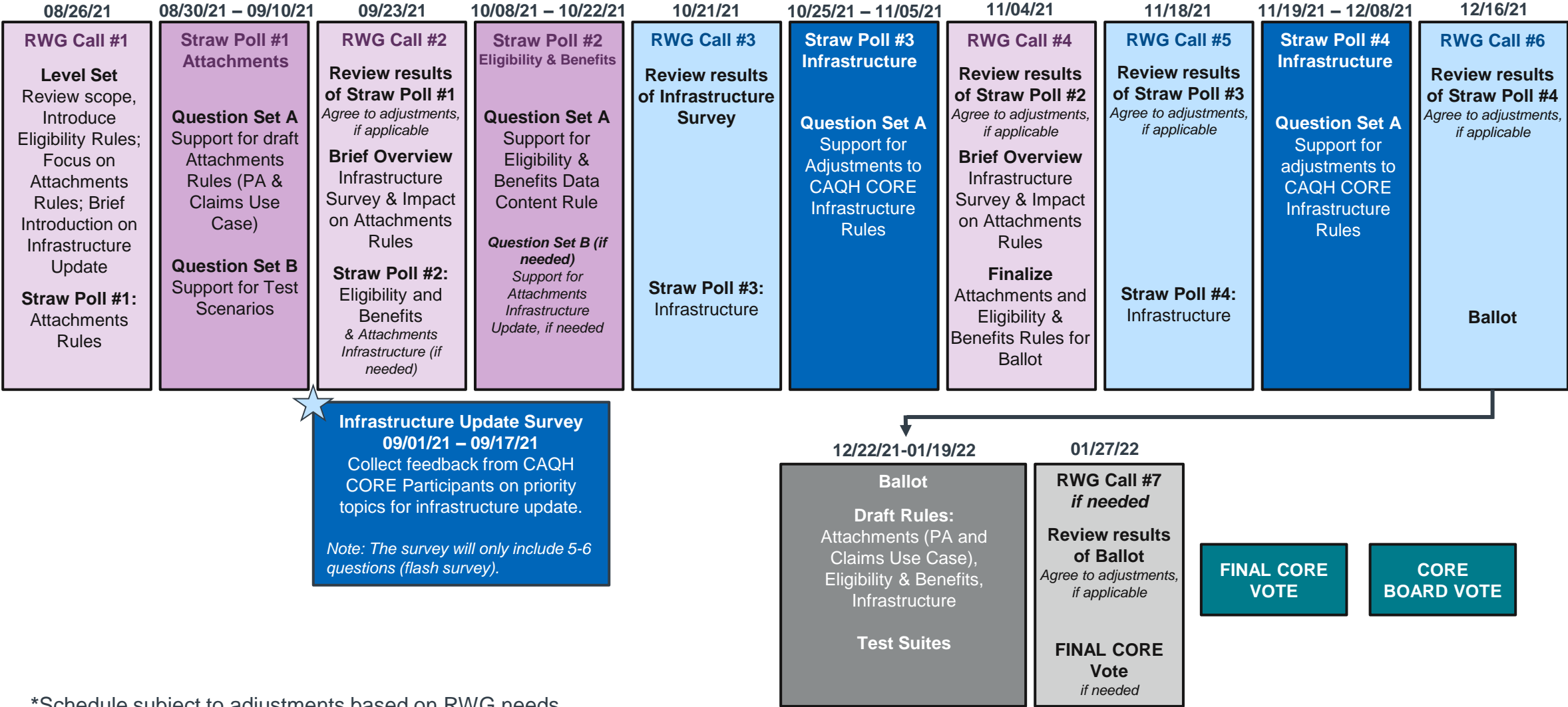Once CAQH CORE Participants have reached quorum, the **CAQH CORE Board** will **vote for final approval.**

Task Groups

Task Groups convene **to update/maintain existing Operating Rules.**

e.g., CAQH CORE Eligibility & Benefits Task Group

CAQH CORE

CAQH CORE Review Work Group
Schedule*

08/26/21	08/30/21 – 09/10/21	09/23/21	10/08/21 – 10/22/21	10/21/21	10/25/21 – 11/05/21	11/04/21	11/18/21	11/19/21 – 12/08/21	12/16/21
RWG Call #1 **Level Set** Review scope, Introduce Eligibility Rules; Focus on Attachments Rules; Brief Introduction on Infrastructure Update **Straw Poll #1:** Attachments Rules	**Straw Poll #1 Attachments** **Question Set A** Support for draft Attachments Rules (PA & Claims Use Case) **Question Set B** Support for Test Scenarios	**RWG Call #2** **Review results of Straw Poll #1** *Agree to adjustments, if applicable* **Brief Overview** Infrastructure Survey & Impact on Attachments Rules **Straw Poll #2:** Eligibility and Benefits *& Attachments Infrastructure (if needed)*	**Straw Poll #2 Eligibility & Benefits** **Question Set A** Support for Eligibility & Benefits Data Content Rule ***Question Set B (if needed)*** *Support for Attachments Infrastructure Update, if needed*	**RWG Call #3** **Review results of Infrastructure Survey** **Straw Poll #3:** Infrastructure	**Straw Poll #3 Infrastructure** **Question Set A** Support for Adjustments to CAQH CORE Infrastructure Rules	**RWG Call #4** **Review results of Straw Poll #2** *Agree to adjustments, if applicable* **Brief Overview** Infrastructure Survey & Impact on Attachments Rules **Finalize** Attachments and Eligibility & Benefits Rules for Ballot	**RWG Call #5** **Review results of Straw Poll #3** *Agree to adjustments, if applicable* **Straw Poll #4:** Infrastructure	**Straw Poll #4 Infrastructure** **Question Set A** Support for adjustments to CAQH CORE Infrastructure Rules	**RWG Call #6** **Review results of Straw Poll #4** *Agree to adjustments, if applicable* **Ballot**

Infrastructure Update Survey
09/01/21 – 09/17/21
Collect feedback from CAQH CORE Participants on priority topics for infrastructure update.

Note: The survey will only include 5-6 questions (flash survey).

12/22/21-01/19/22	01/27/22
Ballot **Draft Rules:** Attachments (PA and Claims Use Case), Eligibility & Benefits, Infrastructure **Test Suites**	**RWG Call #7** *if needed* **Review results of Ballot** *Agree to adjustments, if applicable* **FINAL CORE Vote** *if needed*

FINAL CORE VOTE

CORE BOARD VOTE

*Schedule subject to adjustments based on RWG needs.

CAQH CORE

CAQH CORE Voting Process

CAQH CORE Body*	CAQH CORE Requirements for Operating Rules Approval
Level 1: **Subgroups & Task Groups**	Formal vote is not required, but consensus is assessed via straw polls and must be achieved prior to moving to the next level of voting.
Level 2: **Work Groups**	Work Groups require for a quorum that 60% of all organizational participants are voting. Simple majority vote (greater than 50%) by this quorum is needed to approve a rule.
Level 3: **Full Voting Membership**	Full CAQH CORE Voting Membership vote requires for a quorum that 60% of all Full CORE Voting Member organizations (i.e., CAQH CORE Participants that create, transmit, or use transactions) vote on the proposed rule at this stage. With a quorum, a 66.67% approval vote is needed to approve a rule.
Level 4: **CAQH CORE Board**	The CAQH CORE Board's normal voting procedures would apply. If the Board does not approve any proposed Operating Rule, the Board will issue a memorandum setting forth the reasons it did not approve the proposed Operating Rule and will ask the CORE Subgroups and Work Groups to revisit the proposed Operating Rule.

*NOTES: Neither the CAQH CORE Board nor CAQH has veto or voting power over the CAQH CORE Operating Rules. Any entity that is a CAQH CORE participant per the CAQH CORE application process has a right to vote on the rules, understanding that at Level 3 only entities that will implement the rules vote on the rules.

CAQH CORE

Review Work Group Participants
Expectations & Responsibilities

- **Become familiar with CAQH CORE's work and processes, including:**
  - CAQH CORE Rules supporting the **Attachments Rule Development Effort**: CAQH CORE Prior Authorization Operating Rules; CAQH CORE Health Care Claims Operating Rules
  - **CAQH CORE Eligibility & Benefits Rule for Update**: CAQH CORE Eligibility & Benefits Data Content Operating Rule
  - **CAQH CORE Infrastructure Rules for Update**: Claim Status Infrastructure Rule, Payment & Remittance Infrastructure Rule, Benefit Enrollment Infrastructure Rule, Premium Payment Infrastructure Rule, Attributed Patient Roster Infrastructure Rule, Eligibility & Benefits Infrastructure Operating Rule, Prior Authorization and Referrals Infrastructure Rule, Health Care Claims Infrastructure Rule
  - CAQH CORE Guiding Principles, Board Evaluation Criteria, and Voting Process

- **Attend and actively participate in calls.**
  - Read materials ahead of time whenever possible.
    - CAQH CORE staff assist Work Group Co-chairs with drafting call documents and ensure they are made available on the CAQH CORE Participant Dashboard.
    - Call summaries are created after each call and approved by the participants.

- **Participate in straw polls/ballots and cast votes, as appropriate.**
  - Participating organizations may have any number of participants in the Work Group, but each organization has only one vote on straw polls and ballots.

CAQH CORE

CAQH CORE Review Work Group: Scope

CAQH CORE Review Work Group
Scope

The CAQH CORE RWG will further review and refine **both Draft CAQH CORE Attachments Operating Rule Sets** to ensure uniformity and cohesion across the prior authorization and claims use cases. Additionally, the RWG will review updates to the **CAQH CORE Eligibility & Benefits Data Content Rule** and update key requirements included in the existing **CAQH CORE Infrastructure Operating Rules.**

Updated and Newly Drafted Operating Rules for RWG Review

1. NEW: Draft CAQH CORE Attachments (275/278) Prior Authorization Operating Rules

- Draft CAQH CORE Attachments (275/278) Prior Authorization Infrastructure Rule
- Draft CAQH CORE Attachments (275/278) Prior Authorization Data Content Rule

3. UPDATE: Draft CAQH CORE Eligibility & Benefits Data Content Rule

- Draft CAQH CORE Eligibility & Benefits Data Content Rule Update

4. UPDATE: Draft CAQH CORE Infrastructure Rules Update

- Requirements under consideration for the update will depend on Infrastructure Survey results*

2. NEW: Draft CAQH CORE Attachments (275/837) Health Care Claims Operating Rules

- Draft CAQH CORE Attachments (275/837) Health Care Claims Infrastructure Rule
- Draft CAQH CORE Attachments (275/837) Health Care Claims Data Content Rule

CAQH CORE Participant Infrastructure Update Survey launches Wednesday, 09/01/21.

CAQH CORE

CAQH CORE Attachments Initiative

- **Background**
- Draft CAQH CORE Attachments Operating Rules
  - Scope
  - Requirements

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CAQH CORE Attachments Initiative

> **Attachments** refer to the exchange of patient-specific **medical information or supplemental documentation** to support an administrative healthcare transaction and are a **bridge between clinical and administrative data.**

- Attachments are exchanged electronically, partially electronically, and manually; however, exchanging medical documentation for prior authorization is **often highly manual** and a source of significant administrative burden.

- A range of **standards and specifications currently support the exchange of attachments** (e.g., X12 275, HL7 C-CDA, HL7 FHIR, SOAP, REST, etc.)

- **A HIPAA-mandated standard for attachments has not been named**, resulting in lack of industry direction on a uniform approach in the supporting clinical documentation requested by health plans.

- CAQH CORE launched its Attachments Advisory Group in 2019 as an industry collaborative to guide the development of common approaches for the exchange of attachments to reduce administrative burden.

- The Attachments Subgroup launched in July 2020 and drafted requirements based on **opportunity areas identified in [Attachments White Paper](#) and prioritized by the CAQH CORE Attachments Advisory Group.**

- Draft requirements address the **Prior Authorization Attachments Use Case and Claims Attachments Use Case.**

NOTE: The HHS Unified Agenda announced that an [Attachments NPRM](#) may be published in 2021. The NPRM is expected to adopt standards for health care attachments transactions and electronic signature used with the transaction, among other standard and operating rule adoptions.

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CAQH CORE Attachments Initiative
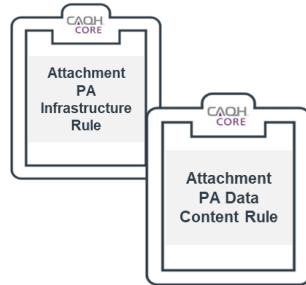*High Engagement in Attachments Subgroups*

Attachments Subgroup – Prior Authorization Use Case

Nearly **150 individuals** from **over 50 unique CAQH CORE Participating Organizations** participated.

The group participated in **6 subgroup calls, 1 feedback form, and 2 straw polls** with a **73% average response rate** across feedback forms and straw polls.

Resulted in **two draft attachments** rules to be forwarded to the RWG for further review and refinement:

- DRAFT CAQH CORE Attachments (275/278) Prior Authorization Infrastructure Rule
- DRAFT CAQH CORE Attachments (275/278) Prior Authorization Data Content Rule

Attachments Subgroup – Claims Use Case

Over **90 individuals** from **nearly 50 unique CAQH CORE Participating Organizations** participated.

The group participated in **3 subgroup calls, 1 feedback form, and 1 straw poll** with a **70% average response rate** across feedback forms and straw polls.

Resulted in **two draft attachments** rules to be forwarded to the RWG for further review and refinement:

- DRAFT CAQH CORE Attachments (275/837) Health Care Claims Infrastructure Rule
- DRAFT CAQH CORE Attachments (275/837) Health Care Claims Data Content Rule

CAQH CORE

CAQH CORE Attachments Initiative

- **Background**

- **Draft CAQH CORE Attachments Operating Rules**
  - Scope
  - Requirements

CAQH CORE Attachments Operating Rules
Scope: X12 Transactions

In-scope X12 Transactions for the Draft Attachments Rules*

Prior Authorization Use Case

- ✓ **v5010X217 278** Health Care Services Review – Request for Review and Response
- ✓ **v6020X316 275** Additional Information to Support a Health Care Services Review
- ✓ **v6020X257 824** Application Advice
- ✓ **v6020X290 999** Functional Acknowledgment

Claims Use Case

- ✓ **v5010 837** Institutional, Professional and Dental Health Care Claims
- ✓ **v6010X313 277** Health Care Claim Request for Additional Information
- ✓ **v6020X314 275** Additional Information to Support Health Care Claim
- ✓ **v6020X257 824** Application Advice
- ✓ **v6020X290 999** Functional Acknowledgment

*The draft rule optionally applies to other payload types including HL7 C-CDA, FHIR resources, .pdf, etc.

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CAQH CORE Attachments Operating Rules
Scope: Methods to Submit Additional Documentation

While additional exchange methods are emerging within the industry, including the use of HL7 FHIR, the **scope of the Draft CAQH CORE Attachments Operating Rules address the following two scenarios** for sending attachments/additional documentation:

1. **Using the X12 275:** Defined as the use of **CORE Connectivity** as the payload exchange method + **X12 v6020 275** attachment payload format

2. **Without Using the X12 275:** Defined as the use of **CORE Connectivity** as the payload exchange method **without an X12 v6020 275** payload format. In this scenario, the additional information or documentation is contained within the specific payload type.

#		Use of X12 275: CORE Connectivity + X12 275	Without Using X12 275: CORE Connectivity Only
1	Payload Exchange Method	CORE Connectivity vC4.0.0	CORE Connectivity vC4.0.0
2	Payload Format	X12 v6020 275	N/A
3	Payload Type	HL7 C-CDA; FHIR Resource; BDS Segment; .PDF; .docx; .jpeg, etc.	HL7 C-CDA; FHIR Resource; .PDF; .docx; .jpg, etc.

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CAQH CORE Attachments Initiative – Prior Authorization Use Case
Summary of Draft Rule Requirements

Scope: CAQH CORE Prior Authorization Attachment Operating Rule Requirements

Payload Formats include both the X12 275 and Non-X12 275 (HL7 C-CDA, FHIR, .pdf, etc.).

Attachment PA Infrastructure Rule
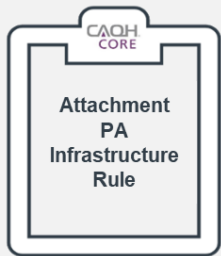
- ✓ **Electronic standard method for acknowledging** receipt of an X12 v6020X316 275 attachment and **maximum response times (Real-time**: 20 seconds **| Batch**: Two business days).
- ✓ **Minimums for document size and amount of data** that must be supported and accepted by systems (64MB).
- ✓ **Standard method and response time** for receiving system to return errors to the provider (X12 v6020 824).
- ✓ **System availability** must be no less than 86% per calendar week; health plans must publish downtimes.
- ✓ **Common format and flow of information** for implementation of attachment transactions in Companion Guides.

Attachment PA Data Content Rule

- ✓ **Reassociation** requirements for X12 275 and non-X12 275 payload formats including use of **Code EL**.
- ✓ **Consistent reference data** between the prior authorization Requests & associated attachment(s).

Benefits: The Draft Prior Authorization Attachment Operating Rules ease the burden of exchanging additional documentation by building on existing CAQH CORE Prior Authorization Rules and CORE Connectivity vC4.0.0.0 to address common hurdles such as how to connect (or reassociate) attachments to the appropriate X12 278 Request and establishing consistency around infrastructure requirements.

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CAQH CORE Attachments Initiative –Claims Use Case
Summary of Draft Rule Requirements

Scope: CAQH CORE Claims Attachment Operating Rule Requirements

Payload Formats include both the X12 275 and Non-X12 275 (HL7 C-CDA, FHIR, .pdf, etc.).

Attachment Claims Infrastructure Rule

- ✓ Builds upon the CAQH CORE Health Care Claims (837) Infrastructure Rule and aligns with the Draft Prior Authorization Attachment Infrastructure Requirements to include **support for real-time and batch response time, system availability, and companion guide requirements, etc**.
- ✓ Establishes **electronic policy access** requirements.
- ✓ Specifies **support for multiple electronic attachments** to support a single claim submission.

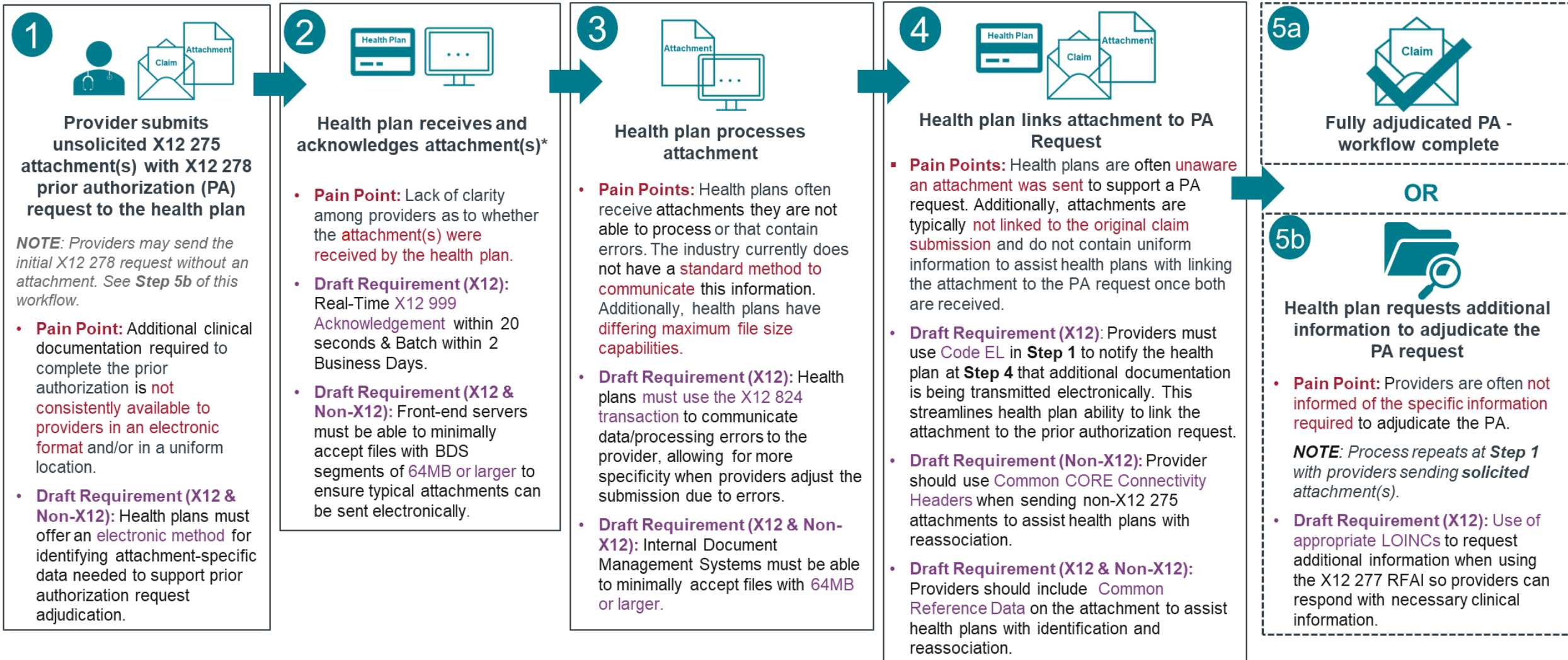**Attachment Claims Data Content Rule**

- ✓ **Aligns with the Draft Prior Authorization Attachment Data Content Requirements** to include support for specific codes to reassociate X12 275 attachments to X12 837 Claims submissions, including **Code EL**, and establishes common reference data used to connect X12 and non-X12 attachments with X12 837 Claim submissions.
- ✓ Requires health plans to use appropriate **LOINCs to request most specific additional information.**

Benefits: The Draft Attachments Claims Operating Rules ease the burden of exchanging additional documentation by establishing key requirements specific to the claims-use case workflow including health plan support for consistent electronic policy access and seamlessly aligning with existing CORE Operating Rules and the Draft Prior Authorization Attachment Operating Rules.

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1 — Provider submits unsolicited X12 275 attachment(s) with X12 278 prior authorization (PA) request to the health plan

*NOTE: Providers may send the initial X12 278 request without an attachment. See **Step 5b** of this workflow.*

- **Pain Point:** Additional clinical documentation required to complete the prior authorization is not consistently available to providers in an electronic format and/or in a uniform location.
- **Draft Requirement (X12 & Non-X12):** Health plans must offer an electronic method for identifying attachment-specific data needed to support prior authorization request adjudication.

2 — Health plan receives and acknowledges attachment(s)*

- **Pain Point:** Lack of clarity among providers as to whether the attachment(s) were received by the health plan.
- **Draft Requirement (X12):** Real-Time X12 999 Acknowledgement within 20 seconds & Batch within 2 Business Days.
- **Draft Requirement (X12 & Non-X12):** Front-end servers must be able to minimally accept files with BDS segments of 64MB or larger to ensure typical attachments can be sent electronically.

3 — Health plan processes attachment

- **Pain Points:** Health plans often receive attachments they are not able to process or that contain errors. The industry currently does not have a standard method to communicate this information. Additionally, health plans have differing maximum file size capabilities.
- **Draft Requirement (X12):** Health plans must use the X12 824 transaction to communicate data/processing errors to the provider, allowing for more specificity when providers adjust the submission due to errors.
- **Draft Requirement (X12 & Non-X12):** Internal Document Management Systems must be able to minimally accept files with 64MB or larger.

4 — Health plan links attachment to PA Request

- **Pain Points:** Health plans are often unaware an attachment was sent to support a PA request. Additionally, attachments are typically not linked to the original claim submission and do not contain uniform information to assist health plans with linking the attachment to the PA request once both are received.
- **Draft Requirement (X12):** Providers must use Code EL in **Step 1** to notify the health plan at **Step 4** that additional documentation is being transmitted electronically. This streamlines health plan ability to link the attachment to the prior authorization request.
- **Draft Requirement (Non-X12):** Provider should use Common CORE Connectivity Headers when sending non-X12 275 attachments to assist health plans with reassociation.
- **Draft Requirement (X12 & Non-X12):** Providers should include Common Reference Data on the attachment to assist health plans with identification and reassociation.

5a — Fully adjudicated PA - workflow complete

OR

5b — Health plan requests additional information to adjudicate the PA request

- **Pain Point:** Providers are often not informed of the specific information required to adjudicate the PA.
- *NOTE: Process repeats at **Step 1** with providers sending **solicited** attachment(s).*
- **Draft Requirement (X12):** Use of appropriate LOINCs to request additional information when using the X12 277 RFAI so providers can respond with necessary clinical information.

*Receipt and acknowledgement of the X12 278 is addressed in existing CAQH CORE 278 Prior Authorization Infrastructure Rule & aligns with this draft requirement.

CAQH CORE

Draft CAQH CORE Attachments Operating Rules
Key Takeaways

DRAFT RULE

Attachments Operating Rules

Key Takeaways

- **The Draft CAQH CORE Attachments Operating Rule requirements target** key infrastructure requirements, exchange standards, and one of the most significant problem areas in the attachment's workflow process: reassociation of an attachment to the original PA request or claim submission.

- These **enhancements reduce the unnecessary back and forth** between providers and health plans and **enable shorter adjudication timeframes and reduced staff resources** spent on manual follow-up.

- **The rule requirements reduce barriers to adoption by**:
  - Strengthening the data submitted by the provider to inform the health plan an attachment has been sent electronically.
  - Providing additional guidance to communicate data and processing errors, allowing for more specificity when providers adjust the submission due to errors.
  - Establishing key infrastructure requirements that align with existing CAQH CORE Infrastructure Rules and provide the information necessary to electronically send attachments uniformly and consistently.

CAQH CORE

CAQH CORE Eligibility & Benefits Data Content Rule Update

CAQH CORE Eligibility & Benefits Data Content Rule
Overview of Existing Rule Requirements

The **CAQH CORE Eligibility & Benefits Data Content Rule** requires the submission and return of certain uniform data elements in real time for electronic eligibility, coverage, and benefit transactions.

- Support requests for benefit information **at least 12 months into the past and up to the end of the current month**.

- Inclusion of the following in response to both generic and explicit inquires:
  - **Name of the health plan** covering the individual.
  - Patient financials for **co–insurance**, **co–payment, and base and remaining deductibles**.
  - If financial responsibility is different for **in-network** vs. **out-of-network**, both amounts must be returned.

- Return of CORE-required eligibility & benefits data for **51 specific Service Type Codes**.

- Requires health plans and providers to uniquely identify patients (subscribers, members, beneficiaries) for the purpose of ascertaining the eligibility of the patient for health plan benefits via **last name normalization**

- Defines a standard way for health plans to report errors in the event they are not able to respond to a provider with eligibility information for the requested patient or subscriber through **AAA error code reporting requirements**.

- Vendors must be able to **detect and extract all data elements** to which the data content rule applies as returned by the health plan in the X12 271 response.

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CAQH CORE Eligibility & Benefits Data Content Rule Update
Scope

The **Draft CAQH CORE Eligibility & Benefits Data Content Rule Update** enhances the exchange of eligibility information between health plans and providers through requirements including providing financial information, especially co-insurance, co-payment, deductible, remaining deductible amounts, and coverage information for a set of service types in real time.

- In Fall 2020, CAQH CORE participants identified the eligibility and benefits business process as an area for CAQH CORE to prioritize for operating rule development in 2021 given evolving business needs since rule was first developed.

- In Spring 2021, CAQH CORE launched a Task Group to evaluate opportunity areas for operating rule enhancement for the CAQH CORE Eligibility & Benefits Data Content Rule. The Task Group evaluated numerous opportunity areas and drafted operating rules for the following areas:
  1. **Telemedicine:** Address the emergent need to communicate telemedicine-specific eligibility and benefit information
  2. **Service Type Codes:** Include adding additional SCT Codes beyond the current 52 CORE-required STC codes
  3. **Remaining Coverage Benefits:** Support the communication of the number of remaining visits/services left on a benefit
  4. **Procedure Codes:** Ability to respond to eligibility and benefit requests at the procedure level (e.g., CPT, HCPCS)
  5. **Prior Authorization/Certification:** Ability to communicate if prior authorization/certification is required for a specific procedure or service
  6. **Tiered Benefits:** Provision of more granular level data for members of tiered benefit plans

NOTE: The CAQH CORE Eligibility & Benefits Task Group is currently reviewing and refining these updated requirements prior to sending to the Review Work Group. While in the review process, draft rule requirements are subject to change.

CAQH CORE

CAQH CORE Eligibility and Benefits Task Group
*Timeline**

The **CAQH CORE Eligibility & Benefits Task Group** is currently in the final stages of developing the updated requirements. Following EBTG Straw Poll #3, the task group will send the draft updates to this Review Work Group for further refinement.

EBTG is here

03/18/21 – 04/02/21
Opportunity Area Survey

Research
Identify opportunity areas and potential rule options for operating rule update.

06/23/21
Task Group Call #3

06/28/21 – 08/02/21
Straw Poll #2

8/26/21 – 1/27/22
Review Work Group

08/26/21 – 09/09/21
Straw Poll #3

VOTE

| Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan 2022 | Feb 2022 |

04/28/21
Task Group Call #1

05/28/21 – 06/11/21
Straw Poll #1

08/04/21
Task Group Call #4

09/22/21
FINAL Task Group Call #5

| Mar | Apr | May |

04/30/21 – 05/17/21
Feedback Form

05/26/21
Task Group Call #2

*Timeline subject to adjustments based on task group needs.

CAQH CORE

Updates to CAQH CORE Infrastructure Operating Rules

Enhancements to Existing CAQH CORE Infrastructure Rules

Each set of CAQH CORE Operating Rules includes an infrastructure rule with requirements for processing mode, response time, system availability, connectivity, acknowledgements, and companion guides, by transaction.

- In response to feedback from CAQH CORE Participants and the CAQH CORE Board, the RWG will also address **updates to the existing CAQH CORE Infrastructure Operating Rule requirements** across all rule sets to align with evolving business needs and technology.

- CAQH CORE is launching a brief **Infrastructure Operating Rules Update Survey** <u>Wednesday 09/01/21</u> to further inform the scope of this work by gathering feedback from CAQH CORE Participating Organizations on updates to the system availability and response time requirements across all CAQH CORE Infrastructure Rules.

- This RWG will review the results of the survey and agree on specific adjustments as the first step in the formal CAQH CORE rule development and maintenance process.

- The RWG may also consider changes to the infrastructure requirements beyond the areas included in the survey.

NOTE: CAQH CORE Infrastructure Rules are listed on Slide 6 for reference.

CAQH CORE

Work Group Next Steps

Review Work Group Straw Poll#1
Instructions, Guidelines & Due Date

Objectives: 1. Indicate support for each section of the Draft CAQH CORE Attachments Operating Rules.
2. Indicate support for each of the Draft CAQH CORE Attachments Certification Test Scenarios.

RWG Straw Poll #1 Format

- **Support for Draft CAQH CORE Attachments Operating Rules:**
  - Draft CAQH CORE Attachments (275/278) Prior Authorization Infrastructure & Data Content Rules
  - Draft CAQH CORE Attachments (275/837) Health Care Claims Infrastructure & Data Content Rules
- **Support for Draft CAQH CORE Attachments Certification Test Scenarios:**
  - Draft CAQH CORE Attachments (275/278) Prior Authorization Test Scenarios
  - Draft CAQH CORE Attachments (275/837) Health Care Claims Test Scenarios
- For every section, respondents will be asked to indicate whether their organization supports the Section of the Draft Rule or Test Scenarios being straw polled. Respondents may choose to abstain from responding to a given question, if they desire.
- If applicable, respondents may provide comments relating to their responses. When providing comments, please indicate the **specific Subsection and line number(s)** to which your organization's comments apply.

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Additional Guidance

- Straw Poll #1 responses are due **via the online submission form by Friday, 09/10/21, end of day**.
- The form is to be completed by CAQH CORE RWG Participants only; **please coordinate to submit one response for your organization.**
- Questions should be directed to Marianna Singh, CORE Senior Associate, at msingh@caqh.org.

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Review Work Group Next Steps

CAQH CORE Review Work Group Participants:

- – Complete Straw Poll #1 **by Friday, 09/10/21, end of day.**
- – Participate in the next CAQH CORE RWG Call on **Thursday, 09/23/21 from 2:00-3:30 PM ET.**

CAQH CORE Staff & Co-Chairs:

- – Distribute Straw Poll #1 to participants **by Monday, 08/30/21, end of day.**
- – Draft a call summary for today's call.
- – Analyze responses from RWG Straw Poll #1 in preparation for RWG Call #2 on Thursday 09/23/21.

Contact CORE@caqh.org with any questions.

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Appendix

Today's Call Documents

Document Name
Doc 1: RWG Call 1 Deck 08.26.21

CORE Staff*	Email Address
Bob Bowman, *Director,* CORE	rbowman@caqh.org
Emily TenEyck, *Manager*, CORE	eteneyck@caqh.org
Marianna Singh, *Senior Associate,* CORE	msingh@caqh.org
Kaitlin Powers, *Associate,* CORE	kpowers@caqh.org

*CAQH CORE Staff supporting each RWG call may be adjusted based on the primary topic(s) covered on the call (e.g., Attachments, Eligibility & Benefits, Infrastructure Update).

CAQH CORE Review Work Group
Activity Schedule

Work Group Activity	Date	Topic

Work Group Call #1
 	
TOPIC(S): Attachments; Eligibility; Infrastructure
	Thursday 8/26/21 2:00 – 3:30 PM ET	▪ Level Set
		▪ RWG Scope
		   • Draft CAQH CORE Attachments Rules (Prior Authorization and Claims Use Cases) and Draft CAQH CORE Eligibility Data Content Update.
		   • CAQH CORE Infrastructure Update
		▪ Next Steps including RWG Straw Poll #1.

Work Group Straw Poll #1 **TOPIC(S):** Attachments	**Monday 8/30/21 – Friday 9/10/21**	▪ Indicate level of support for Draft CAQH CORE Attachments Operating Rules & Test Scenarios (Prior Authorization and Claims Use Cases).
CAQH CORE Infrastructure Update Survey	**Wednesday 9/1/21 – Friday 9/17/21**	▪ Collect feedback from CAQH CORE Participants on priority topics for CAQH CORE Infrastructure Update.
Work Group Call #2 **TOPIC(S):** Attachments; Eligibility; Infrastructure Update	**Thursday 9/23/21** 2:00 – 3:30 PM ET	▪ Review results of Straw Poll #1 on Draft CAQH CORE Attachments Rules & Test Scenarios. ▪ Review updates to Draft CAQH CORE Eligibility & Benefits Data Content Requirements. ▪ Discuss high-level results of CAQH CORE Participant Infrastructure Update Survey. ▪ Next Steps including RWG Straw Poll #2.
Straw Poll #2 **TOPIC(S):** Eligibility	**Friday 10/8/21 – Friday 10/22/21**	▪ Indicate level of support for Draft CAQH CORE Eligibility & Benefits Data Content Rule Update.

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CAQH CORE Review Work Group
Activity Schedule (Continued)

Work Group Activity	Date	Topic
Work Group Call #3 **TOPIC(S):** Infrastructure Update	**Thursday 10/21/21** 2:00 – 3:30 PM ET	▪ Review CAQH CORE Infrastructure Update Survey Results on CAQH CORE Infrastructure Operating Rules. ▪ Discuss scope and recommended adjustments for CAQH CORE Infrastructure Update. ▪ Next Steps including RWG Straw Poll #3.
Straw Poll #3 **TOPIC(S):** Infrastructure Update	**Monday 10/25/21 – Friday 11/5/21**	▪ Indicate level of support for adjustments to CAQH CORE Infrastructure Rules.
Work Group Call #4 **TOPIC(S):** Eligibility; Attachments	**Thursday 11/4/21** 2:00 – 3:30 PM ET	▪ Review results of Straw Poll #2 on Draft CAQH CORE Eligibility & Benefits Data Content Rule Updates and potential additional Attachments Infrastructure adjustments. ▪ Discuss next steps.
Work Group Call #5 **TOPIC(S):** Infrastructure Update	**Thursday 11/18/21** 2:00 – 3:30 PM ET	▪ Review results of Straw Poll #3 on CAQH CORE Infrastructure Operating Rules. ▪ Next Steps including RWG Straw Poll #4.
Straw Poll #4 **TOPIC(S):** Infrastructure Update	**Friday 11/19/21 – Wednesday 12/08/21**	▪ Indicate level of support for adjustments to CAQH CORE Infrastructure Rules.

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CAQH CORE Review Work Group
Activity Schedule (Continued)

Work Group Activity	Date	Topic
Work Group Call #6 **TOPIC(S):** Infrastructure Update & Ballot	**Thursday 12/16/21** 2:00 – 3:30 PM ET	▪ Review results of Straw Poll #4 on CAQH CORE Infrastructure Operating Rules. ▪ Review Next Steps including RWG Ballot.
Ballot	**Wednesday 12/22/21 – Wednesday 1/19/22**	▪ Indicate levels of support for CAQH CORE Attachments Operating Rules Package, CAQH CORE Eligibility and Benefits Operating Rules Package, and CAQH CORE Infrastructure Operating Rules Update.
Work Group Call #7 – *if needed* **TOPIC(S):** Ballot Results	**Thursday 1/27/22** 2:00 – 3:30 PM ET	▪ Review results of Ballot and agree to any substantive adjustments prior to forwarding to Final CORE Vote.

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CAQH CORE Review Work Group
Roster

Name	Organization
Janice Bakos	Aetna
Bruce Bellefeuille	Aetna
Rose Hodges	Aetna
Mark Rabuffo	Aetna
Merri-Lee Stine	Aetna
Nancy Senato	Aetna CVS Health
Heather McComas	AMA
Molly Reese	AMA
Kristina Steece	Ameritas
Mary Lynn Bushman	Anthem
Christol Green	Anthem
Shaun Grubert	Anthem
Brian Shaw	Anthem
Kevin McDermott	Anthem/AIM Specialty Health
Melissa Fiore	athenahealth, Inc.
Michelle Barry	Availity
Brian Beck	Availity
Justin Greer	Availity
Justin Howe	Availity
Thomas Mort	Availity
Jeremy Sacks	Availity
Steffi Silva	Availity
Susan Lippert	BCBS Michigan
Cindy Monarch	BCBS Michigan
Molly O'Malley	BCBS Michigan

Name	Organization
Amy Turney	BCBS Michigan
Heather Sammons	BCBS North Carolina
Deborah Swain	BCBS North Carolina
Sudheer Tummala	BCBS North Carolina
Susan Langford	BCBS Tennessee
Alexandra Bernard	Centene
Mahesh Siddanati	Centene
Deb McCachern	Change Healthcare
Megan Soccorso	Cigna
Dan Medve	Cleveland Clinic
Diane Collins	CMS
Camille Haywood	CMS
Nick Dahl	Cognizant
Dawn Sprague	Cognizant
Bettina Vanover	Cognizant
Shilesh Nair	CSRA
Cristina Boincean	Edifecs
Nancy Buckley	Harvard Pilgrim Health Care
Gary Cole	Harvard Pilgrim Health Care
Donna Campbell	Health Care Service Corp
Racheal Washburn	Health Care Service Corp
Parag Desai	HealthEdge
Doug Hanna	HealthEdge
Kathy Letendre	HealthEdge
Christopher Gracon	HealtheNet

Name	Organization
Sandra Jamison	Humana
Amy Peterson	Humana
Andrea Brannan	Mayo Clinic
William Venhuizen	Mayo Clinic
Jameelah O'Neal	Medical Mutual
Drew Voytal	MGMA
Diana Fuller	Michigan Medicaid
C Veverka	Michigan Medicaid
Margaret Weiker	NCPDP
David Delano	NEHEN
Nancy Team	NextGen Healthcare
Jeffrey Blasinski	PriorAuthNow
Steven Koch	Security Health Plan of Wisconsin, Inc.
Althea Robinson	Tata Consultancy Services
Tracey Tillman	The SSI Group
Dean Randall	TrialCard
Michael Marchant	UC Davis Health
Maria Lagoutis	Unitedhealthcare
Sonya May	UnitedHealth Group
Kiran Kalluri	UnitedHealth Group
Janell Shamsideen	UnitedHealth Group
Barbara Vonasek	UnitedHealth Group
Robert Tennant	WEDI
June St John	Wells Fargo Bank, N.A.

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CAQH CORE Report on Attachments

The CAQH CORE Report on Attachments: A Bridge to a Fully Automated Future to Share Medical Documentation, published in May 2019 examines challenges associated with the exchange of medical information and supplemental documentation used for healthcare administrative transactions. The report identifies five areas to improve processes and accelerate the adoption of electronic attachments.

Full Report

Executive Summary

Press Release