
Introduction & Background

CAQH CORE Eligibility & Benefits Task Group Straw Poll #3 - Draft CAQH CORE Eligibility & Benefits Data Content Rule

Straw Poll Purpose

The purpose of this straw poll is to collect feedback from CAQH CORE Eligibility & Benefits Task Group Participants on their organization's level of support for each section of the Draft CAQH CORE Eligibility & Benefit Data Content Rule that aligns with the updated requirements.

Background

In 2020, CAQH CORE Participants identified the eligibility and benefits business process as an area for CAQH CORE to prioritize for operating rule enhancement in 2021. The following opportunity areas were recommended for CAQH CORE to evaluate:

1. Addressing the emergent need to communicate **telemedicine**-specific eligibility and benefits information.
2. Including **additional STC Codes** beyond the current 52 CORE-required STC Codes.
3. Providing more granular level data for members of **tiered benefit** plans.
4. Responding to eligibility requests at the **procedure/diagnosis level**.
5. Requiring the communication of the **number of remaining visits/services** left on a benefit.
6. Leveraging standard cost sharing transaction data for **patient data sharing** applications.
7. Adding support for **dental-specific** eligibility and benefit requirements.
8. Communicating if **prior authorization or certification** is required for a specific procedure or service.

The Eligibility & Benefits Task Group (EBTG) launched in April 2021 with a **focus on updating the CAQH CORE Eligibility & Benefits Data Content Rule to enhance the exchange of eligibility information between health plans and providers** based on the above opportunity areas. Prior to the launch, task group members were asked to complete an environmental scan prioritizing these areas for task group consideration.

On its 04.28.21 call, the EBTG reviewed the current CAQH CORE Eligibility & Benefits Data Content Rule as well as the environmental scan results in preparation to complete the first EBTG Feedback Form.

The Feedback Form asked participants to provide further insights into the feasibility and impact of the potential opportunity areas and rule options for the task group to consider as it worked to develop draft requirements.

On its 05.26.21 call, the EBTG reviewed the results of the feedback form and dropped Dental as an area to pursue based on low support from task group members. The EBTG continued to review other opportunity areas in preparation for Straw Poll #1.

Straw Poll #1, participants indicated their organization's level of support, implementation complexity, and provided feedback on potential rule options/high-level rule requirements for each of the opportunity areas and considered additional opportunity areas: Coordination of Benefits, AAA Error Code Reporting, and Provider Network Status.

On its 06.23.21 call, the EBTG reviewed the results of the straw poll and dropped Diagnosis Codes and Patient Data Sharing from the list of areas for the task group to consider. The EBTG continued to review other opportunity areas in preparation for Straw Poll #2.

Straw Poll #2, participants indicated their level of support and provided feedback on draft rule requirement for the CAQH CORE Eligibility & Benefits Rule update.

On its 08.04.21 call, the EBTG reviewed the results of the straw poll, in which all draft rule requirements received high support, and prepared for Straw Poll #3.

This straw poll is the final one for the EBTG and asks participants to provide their organization's level of support for each section of the Draft CAQH CORE Eligibility & Benefit Data Content Rule that aligns with the updated requirements.

Straw Poll Format & Instructions

Items to review in the DRAFT CAQH CORE Eligibility & Benefit Data Content Rule, listed in the order that they appear in the straw poll, include the following:

§1.2 Scope

- §1.2.2. When the Rule Applies
- §1.2.4. Applicable Loops & Data Elements
- §1.2.7. Abbreviations and Definitions Used in this Rule

§1.3 Service Type Codes: Electronic Delivery of Patient Financial Information and Benefit Information Rule Requirements

- §1.3.2.11. Specifying Telemedicine Benefits
- §1.3.2.12. Specifying Remaining Coverage Benefits (includes §1.3.2.12.1, §1.3.2.12.2, §1.3.2.12.2.1)
- §1.3.2.13. Specifying Authorization/Certification

§1.4 Procedure Codes: Electronic Delivery of Patient Financial and Benefit Information Rule Requirements

- §1.4.1. Basic Requirements for Submitters (Providers, Provider Vendors and Information Receivers)
- §1.4.2. Basic Requirements for Health Plans and Information Sources (includes §1.4.2.1, §1.4.2.2)
 - §1.4.2.3. Requirements for a Response to an Explicit Inquiry for a CORE Required Procedure Code
 - §1.4.2.4. Specifying Status of Health Benefits Coverage
 - §1.4.2.5. Patient Financial Responsibility
 - §1.4.2.6. Specifying Deductible Amounts (includes §1.4.2.6.1, §1.4.2.6.2)
 - §1.4.2.7. Specifying Co-Pay Amounts
 - §1.4.2.8. Specifying Co-Insurance Amounts
 - §1.4.2.9. Specifying Procedure Code-specific Base Deductible Dates
 - §1.4.2.10. Specifying Authorization/Certification

§1.5 Tiered Benefits

- §1.5.1. Member Tiered Benefit Coverage
- §1.5.2. Provider Tiered Benefit Reimbursement

§5 Appendix

- §5.1. Eligibility & Benefits CORE Service Type Codes
- §5.2. CORE Recommended Time Period Qualifier Codes

Note:

- Substantive updates or the addition of new rule requirements are highlighted in **grey** in the DRAFT CAQH CORE Eligibility & Benefits Data Content Rule.

- Sections of the data content rule that have had no adjustments or areas with non-substantive edits (e.g. updates to section #s and addition of clarifying language that do not impact rule requirements) will not be surveyed on the straw poll.
- The following sections of the CAQH CORE Eligibility & Benefits Data Content Rule are out of scope for the Task Group and will not be surveyed: §2 Normalizing Patients Last Name, §3 AAA Error Code Reporting, and §4 Conformance Requirements.

Instructions

Please indicate your organization's "Support" or "Non-support" for the draft language for each section of the Draft Eligibility & Benefits Data Content Rule.

In all parts of the straw poll, respondents may provide comments relating to their responses, if applicable. Respondents may support the draft rule language, and still provide comments, feedback and/or suggested revisions. As always, respondents may also choose to abstain from responding to a question.

Additional Guidance

- Submit your response via the online [link](#) (not via the fillable PDF) **by day, 09/09/21 end of day.**
- Participants should reference the Draft CAQH CORE Eligibility & Benefits Data Content Rule and the EBTG Call #4 Slide Deck 08.04.21 (included in the email sent and on the [Participant Dashboard](#)) while completing the straw poll.
- The language included in the Draft CAQH CORE Eligibility & Benefits Data Content Rule Set is a draft. Task Group feedback and input will be necessary to refine and perfect the language. *Each organization's response to this straw poll is critical to understanding the impact and effectiveness of these requirements in the industry.*
- This straw poll is to be completed by EBTG Participating Organizations only. Please coordinate within your organization to submit **one** response per organization. Respondents may consult with other subject matter experts within their organization, as needed. To support coordination prior to submitting the final response via the online link, a copy of the online form in a fillable PDF was provided to you via email.
- Questions should be directed to Kaitlin Powers, CORE Associate, at kpowers@caqh.org.

NOTE: In accordance with CAQH CORE policy, all responses will be kept strictly confidential.

CAQH CORE Eligibility & Benefits (EBTG) Participation Information

Please coordinate within your organization to submit only **one** response for your organization. Multiple responses from the same organization will not be tabulated.

First Name	<input type="text"/>
Last Name	<input type="text"/>
Position Title	<input type="text"/>
Name of CAQH CORE Participating Organization	<input type="text"/>
E-Mail Address	<input type="text"/>
Phone Number	<input type="text"/>

Respondent Stakeholder Type

Please identify as one of the following stakeholder types:

	Provider/ Provider Association	Health Plan/Health Plan Association	Vendor or Clearinghouse	Government	Other (Includes Standards Organizations)
Select Stakeholder Type	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 1.2 Scope

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This Part of the straw poll asks respondents to review Section 1.2 Scope of the Draft CAQH CORE Eligibility & Benefits Data Content Rule, including all sub-sections (e.g., Section 1.2.2. When the Rule Applies, etc.), and provide your organization's support/non-support for the draft section.

1. Does your organization support **Section 1.2.2 When the Rule Applies** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

2. Does your organization support **Section 1.2.4 Applicable Loops & Data Elements** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

3. Does your organization support **Section 1.2.7 Abbreviations and Definitions Used in this Rule** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

Section 1.3 Service Type Codes

Section 1.3 Service Type Codes: Electronic Delivery of Patient Financial and Benefit Information Rule Requirements

This Part of the straw poll asks respondents to review Section 1.3 Service Type Codes: Electronic Delivery of Patient Financial and Benefit Information of the Draft CAQH CORE Eligibility & Benefits Data Content Rule, including all sub-sections (e.g., Section 1.2.2. When the Rule Applies, etc.), and provide your organization's support/non-support for the draft section.

4. Does your organization support **Section 1.3.2.11. Specifying Telemedicine Benefits** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

5. Does your organization support **Section 1.3.3.12. Specifying Remaining Coverage Benefits** (includes §1.3.2.12.1, §1.3.2.12.2, §1.3.2.12.2.1) of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s)**

for any comments provided.

6. Does your organization support **Section 1.3.2.13. Specifying Authorization/Certification** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

Section 1.4 Procedure Codes

Section 1.4 Procedure Codes: Electronic Delivery of Patient Financial and Benefit Information Rule Requirements

This Part of the straw poll asks respondents to review Section 1.4 Procedure Codes: Electronic Delivery of Patient Financial and Benefit Information of the Draft CAQH CORE Eligibility & Benefits Data Content Rule, including all sub-sections (e.g., Section 1.2.2. When the Rule Applies, etc.), and provide your organization's support/non-support for the draft section.

7. Does your organization support **Section 1.4.1. Basic Requirements for Submitters (Providers, Provider Vendor and Information Receivers)** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

8. Does your organization support **Section 1.4.2. Basic Requirements for Health Plans and Information Sources** (includes §1.4.2.1, §1.4.2.2) of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

9. Does your organization support **Section 1.4.2.3. Requirements for a Response to an Explicit Inquiry for a CORE Required Procedure Code** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

10. Does your organization support **Section 1.4.2.4. Specifying Status of Health Benefits Coverage** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

11. Does your organization support **Section 1.4.2.5. Patient Financial Responsibility** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support



Do Not Support



Abstain



If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

12. Does your organization support **Section 1.4.2.6. Specifying Deductible Amounts** (*includes §1.4.2.6.1, §1.4.2.6.2*) of the Draft Eligibility & Benefits Data Content Rule, as written?

Support



Do Not Support



Abstain



If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

13. Does your organization support **Section 1.4.2.7. Specifying Co-Pay Amounts** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support



Do Not Support



Abstain



If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

14. Does your organization support **Section 1.4.2.8. Specifying Co-Insurance Amounts** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support



Do Not Support



Abstain



If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

15. Does your organization support **Section 1.4.2.9. Specifying Procedure Code-specific Base Deductible Dates** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

16. Does your organization support **Section 1.4.2.10. Specifying Authorization/Certification** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

Section 1.5 Tiered Benefits

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This Part of the straw poll asks respondents to review Section 1.5 Tiered Benefits of the Draft CAQH CORE Eligibility & Benefits Data Content Rule, including all sub-sections (e.g., Section 1.2.2. When the Rule Applies, etc.), and provide your organization's support/non-support for the draft section.

17. Does your organization support **Section 1.5.1. Member Tiered Benefit Coverage** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

18. Does your organization support **Section 1.5.2. Provider Tiered Benefit Reimbursement** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

Section 5 Appendix

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This Part of the straw poll asks respondents to review Section 5 Appendix of the Draft CAQH CORE Eligibility & Benefits Data Content Rule, including all sub-sections (e.g., Section 1.2.2. When the Rule Applies, etc.), and provide your organization's support/non-support for the draft section.

19. Does your organization support **Section 5.1. Eligibility & Benefits CORE Service Type Codes** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

20. Does your organization support **Section 5.2. CORE Recommended Time Period Qualifier Codes** of the Draft Eligibility & Benefits Data Content Rule, as written?

Support

Do Not Support

Abstain

If applicable, please provide comments as to why you support or do not support this section of the rule. You may support a section of the draft rule and still provide comments, suggested revisions, etc. **Please refer to the specific line number(s) for any comments provided.**

End of Straw Poll

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Thank you for completing EBTG Straw Poll #3.