CAQH CORE Review Work Group (RWG)

Call #3

October 21, 2021

2:00-3:30 pm ET

Agenda

Time*	Agenda Item	Discussion Item or Action Required
2:00 PM	**1. Antitrust Guidelines**	*Discussion*
2:02 PM	**2. Roll Call and Administrative Items**	*Discussion*
2:05 PM	**3. Summary of 9/23/21 RWG Call** • Reviewed RWG Straw Poll 1 Results • Reviewed Draft Updates to the CAQH CORE Eligibility & Benefits Data Content Rule • Agreed to Next Steps	Action Required: • Approve 09/23/21 Call Summary
2:10 PM	**4. RWG Timeline Level Set**	*Discussion*
2:15 PM	**5. Infrastructure Operating Rule Update:** • Respondent Breakdown and Percent Support for Infrastructure Operating Rule Update Survey questions • Discussion of Additional Updates to the Infrastructure Operating Rule	*Discussion*
3:00 PM	**6. Overview of RWG Straw Poll #2** • Draft Eligibility & Benefit Data Content Rule Update • Follow-up questions to the Infrastructure Operating Rule Update	*Discussion*

3:20 PM
 	
*EDT
	7. RWG Next Steps
	• CAQH CORE Review Work Group:
	   o Participate in the next RWG Call: **Thursday, 11/18/21 at 2:00 PM ET**.
	   o Complete RWG Straw Poll #2 **by end of day Friday, 11/5/21**.
	• CAQH CORE Co-chairs & staff:
	   o Draft a summary for today's call.
	   o Send RWG Straw Poll #2 by, **Friday, 10/22/21**.
		Action Required:
		• Agree to Next Steps

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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.

Review Work Group Call #2 Summary
Motion to Approve

CAQH Committee on Operating Rules for Information Exchange (CORE)
Review Work Group (RWG)
Call #2 Summary: Thursday, September 23, 2021, 2:00-3:30 pm ET Conference Call
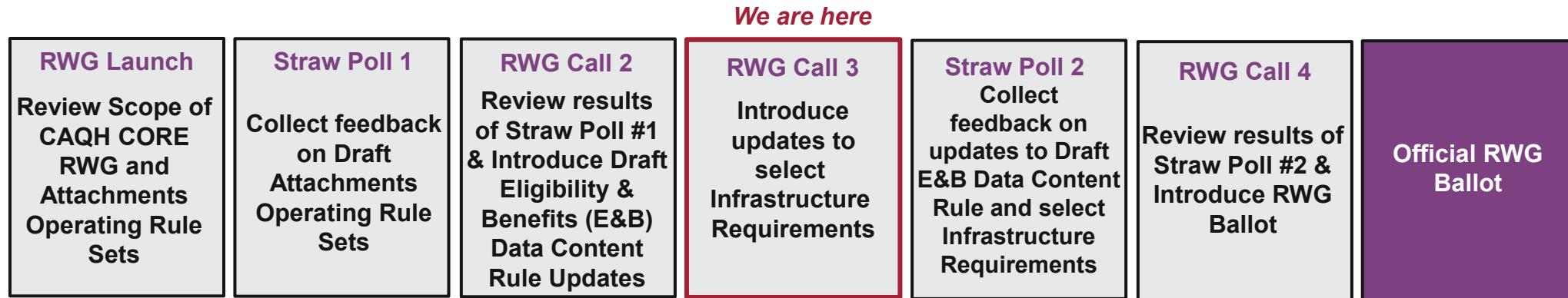
This document contains:
- Agenda items and key discussion points.
- Decisions and actions to be taken.
- Next steps.
- Call attendance.

Agenda Item	Key Discussion Points	Decisions and Actions
1. **Antitrust Guidelines**	• Emily TenEyck (CAQH CORE Manager) opened the call and reviewed the Antitrust Guidelines, noting that they are published on the CAQH CORE Participant Dashboard along with the meeting materials.	*Discussion*

2. **Roll Call and Administrative Items** (Doc #1, Slides 2-4)	• Emily TenEyck reviewed the focus of the call, which was to:
	  o Level Set.
	  o Review Straw Poll #1 results.
	  o Review Draft Updates to the CAQH CORE Eligibility & Benefits Data Content Rule.
	  o Discuss Next Steps.
	• Emily TenEyck reviewed the call documents:
	  o Doc #1: RWG Call 2 Slide Deck 09.23.21
	  o Doc #2 RWG Call 1 Summary 08.26.21
	
	• Emily TenEyck facilitated roll call. [See call participant roster at the end of this meeting summary to view call attendees and affiliated organizations].
	
	• **Summary of RWG Discussion:**
	  o No questions or comments were raised by RWG participants.
		Discussion

3. **Summary of Call #1** (Doc #2)	• **Summary of 08/26/21 RWG Call #1 (Doc #2).**
	  o Reviewed CAQH CORE Attachments Initiative and RWG Scope/Schedule.
	  o Reviewed Draft CAQH CORE Attachment Operating Rules Sets.
	  o Agreed to Next Steps.
	
	• Emily TenEyck asked the group for a motion to approve the call summary.
	• **Summary of RWG Discussion:**
	  o No questions or comments were raised by RWG participants.
		Action Required:
		• Approved 08/26/21 Call Summary (Doc #2)
		• Approved by Dawn Ducheck (TriZetto Corporation) and seconded by Heather Sammons (Blue Cross Blue Shield of North Carolina).

Document #2 CAQH CORE RWG Call #2 09.23.21

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Review Work Group Milestones
Level Set for Today's Call

We are here

RWG Launch	Straw Poll 1	RWG Call 2	RWG Call 3	Straw Poll 2	RWG Call 4	Official RWG Ballot
Review Scope of CAQH CORE RWG and Attachments Operating Rule Sets	Collect feedback on Draft Attachments Operating Rule Sets	Review results of Straw Poll #1 & Introduce Draft Eligibility & Benefits (E&B) Data Content Rule Updates	Introduce updates to select Infrastructure Requirements	Collect feedback on updates to Draft E&B Data Content Rule and select Infrastructure Requirements	Review results of Straw Poll #2 & Introduce RWG Ballot	Official RWG Ballot

Today

- **Review Results of Infrastructure Operating Rule Update Survey**
- **Provide an Overview of Straw Poll #2** addressing the:
  - Draft Eligibility & Benefits Data Content Rule updates
  - Infrastructure Operating Rule Update follow up questions
- **Agree to Next Steps**

Upcoming

- **RWG Straw Poll #2 –** *Friday 10/22 – Friday 11/5*
  - Indicate level of support for Draft CAQH CORE Eligibility & Benefits Data Content updates
  - Indicate level of support and feedback for potential updates to select existing CAQH CORE Infrastructure Operating Rule requirements
- **RWG Call 4 –** *Thursday 11/18*
  - Review results of Straw Poll #2

CAQH CORE

Infrastructure Operating Rule Update: CAQH CORE Participant Survey Results

Donna Campbell
RWG Co-chair, HCSC

Erin Weber
Director, CAQH CORE

Infrastructure Operating Rule Update
Survey Results: Background & Respondents

Survey Background: 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. Many of these requirements were initially developed more than ten years ago during the early phases of CAQH CORE operating rule development.

Survey Purpose: In response to feedback from CAQH CORE Participants and the CAQH CORE Board, in September CAQH CORE surveyed Participating Organizations to determine where there may be consensus to update the CAQH CORE Infrastructure Operating Rule requirements to align with evolving business needs and technology. The survey focused on system availability and response time requirements across all rule sets.

Survey Format:
- Section 1: System Availability
- Section 2: Real Time Processing Mode Response Time
- Section 3: Batch Processing Mode Response Time

Respondents: Responses were received from **42** organizations.

Participating Organizations by Stakeholder Type	42 Participating Organizations
Number of Provider / Provider Association Responses	8 (19% of respondents)
Number of Health Plan / Health Plan Associations	13 (31% of respondents)
Number of Vendor/Clearinghouse Responses	16 (38% of respondents)
Number of Government Responses	2 (5% of respondents)
Number of Other Responses	3 (7% of respondents)

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Infrastructure Operating Rule Update
Reminder: CAQH CORE System Availability Requirements

- **The CAQH CORE Infrastructure Operating Rules require that system availability for both real time and batch processing modes must be no less than 86% per calendar week, allowing for 24 hours of downtime weekly.**
  - System is defined as all necessary components required to process the transaction.
  - Calendar week is defined as 12:01 a.m. Sunday to 12:00 a.m. the following Sunday.

- The rules recognize that stakeholders have a need to exchange data outside of the typical business day and business hours; however, stakeholders may also have a business need to periodically take systems offline to perform required system maintenance.

- The rules also include reporting requirements for scheduled, non-routine, and unscheduled downtime.

All CAQH CORE Infrastructure Operating Rules include system availability requirements:
1. CAQH CORE Eligibility & Benefits (270/271) Infrastructure Rule vEB.1.0
2. CAQH CORE Claim Status (276/277) Infrastructure Rule vCS.1.0
3. CAQH CORE Payment & Remittance (835) Infrastructure Rule vPR.1.0
4. CAQH CORE Prior Authorization & Referrals (278) Infrastructure Rule vPA.2.0
5. CAQH CORE Health Care Claim (837) Infrastructure Rule vHC.1.0
6. CAQH CORE Benefit Enrollment (834) Infrastructure Rule vBE.1.0
7. CAQH CORE Premium Payment (820) Infrastructure Rule vPP.1.0
8. CAQH CORE Attributed Patient Roster (X12 005010X318 834) Infrastructure Rule vAPR.1.0

CAQH CORE

Infrastructure Operating Rule Update
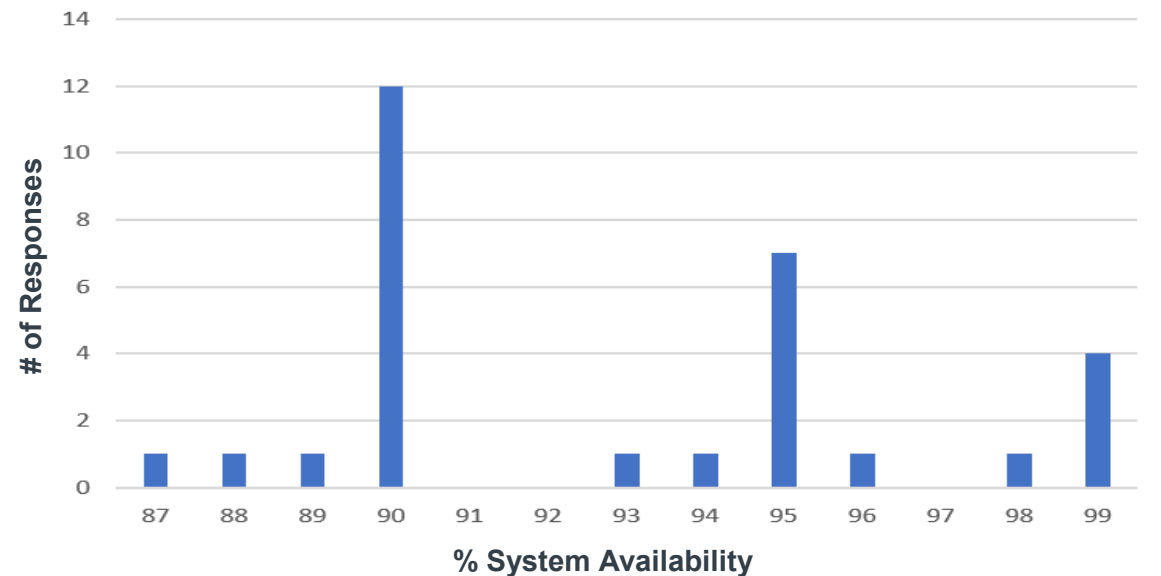*Survey Results: System Availability*

Survey Question Part A: Survey respondents were asked if they support increasing the 86% system availability requirements across all infrastructure rules. **75% of respondents supported increasing system availability requirements.**

	Provider	Health Plan	Vendor/ Clearinghouse	Government	Other	**All Stakeholder Types**
Support	7 (100%)	8 (62%)	12 (80%)	0 (0%)	3 (100%)	**30 (75%)**
Do Not Support	0 (0%)	5 (38%)	3 (20%)	2 (100%)	0 (0%)	**10 (25%)**

* 2 Respondents abstained

Survey Question Part B: Survey respondents who wanted to increase the system availability requirements were asked what level of system availability they would like to see, from 87% to 99%.

The average response from those who would like to see an increase was 93% system availability.

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Infrastructure Operating Rule Update
Survey Results: System Availability

Substantive Comments	**RWG Co-chairs & CORE Staff Response**
1 **System Availability:** Two vendors commented that, in general, all other industries now expect interfaces for exchanging data or services to always be available and healthcare should move towards this expectation.	**1** **For RWG Straw Poll #2:** 75% of Survey Respondents supported increasing system availability requirements.
2 **System Availability:** A health plan and government organization commented that 86% is sufficient for current business processes and that adding availability has the potential to put stress on stakeholder systems.	• A **95%** system availability requirement allows for **8 hours** of system downtime per calendar week. • A **93%** system availability requirement allows for **12 hours** of system downtime per calendar week. Is 8 hours of system downtime per calendar week sufficient (95% system availability)?

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Infrastructure Operating Rule Update
Reminder: Real Time Processing Mode Response Time Requirements

- **The CAQH CORE Infrastructure Operating Rules require the maximum response time when processing in real time mode for the receipt of a transaction from the time of submission must be 20 seconds (or less).**
  - The recommended maximum response time between each participant in the transaction is 4 seconds or less per hop as long as the 20-second total roundtrip requirement is met.

- Conformance with the maximum response time requirement is considered achieved if 90 percent of all required responses are returned within the specified maximum response time, as measured within a calendar month.

- For some transactions, the real time requirements are required only if the health plan offers the transaction in real time (e.g., prior authorization & referrals, health care claims, benefit enrollment, and premium payment).

CAQH CORE Infrastructure Operating Rules with real time processing mode response time requirements:
1. CAQH CORE Eligibility & Benefits (270/271) Infrastructure Rule vEB.1.0
2. CAQH CORE Claim Status (276/277) Infrastructure Rule vCS.1.0
3. CAQH CORE Prior Authorization & Referrals (278) Infrastructure Rule vPA.2.0
4. CAQH CORE Health Care Claim (837) Infrastructure Rule vHC.1.0
5. CAQH CORE Benefit Enrollment (834) Infrastructure Rule vBE.1.0
6. CAQH CORE Premium Payment (820) Infrastructure Rule vPP.1.0

CAQH CORE

Infrastructure Operating Rule Update
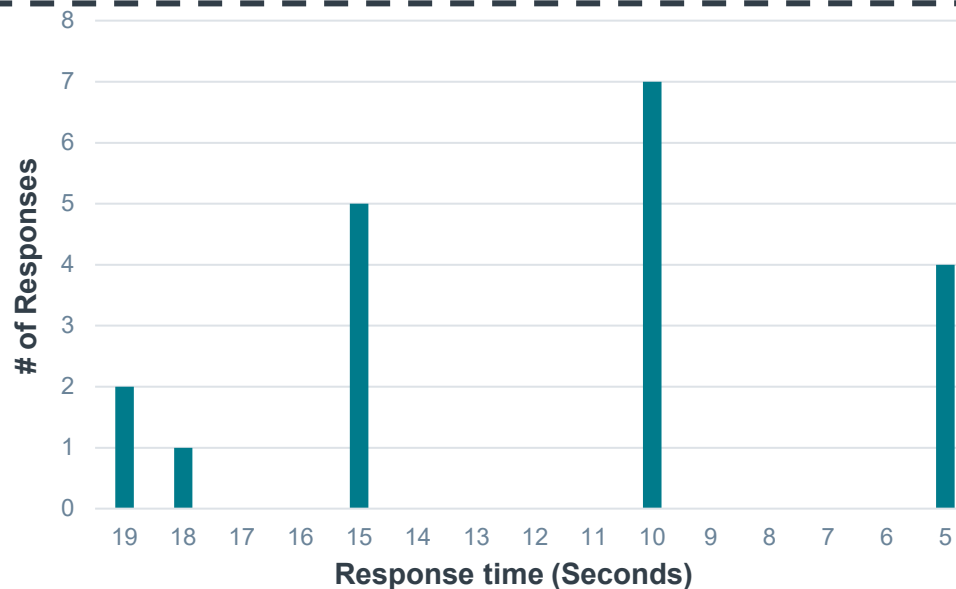## *Survey Results: Real Time Processing Mode Response Time*

Survey Question Part A: Survey respondents were asked if they supported *reducing* the 20-second real time processing mode response time requirement for the six infrastructure rules with real time requirements. **54% of respondents supported reducing the processing mode response time requirement.**

	Provider	Health Plan	Vendor/ Clearinghouse	Government	Other	All Stakeholder Types
Support	6 (86%)	5 (38%)	7 (58%)	0 (0%)	2 (66%)	**20 (54%)**
Do Not Support	1 (14%)	8 (62%)	5 (42%)	2 (100%)	1 (33%)	**17 (46%)**

* 5 Respondents abstained

Survey Question Part B: If survey respondents selected *yes*, they were asked what response time they would support, from 19 seconds to 5 seconds.

The average response from those who supported a reduction in the current processing mode response time was 12 seconds.

NOTE: One Respondent supported reducing the response time but did not select a preferred response time.

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Survey question - Maximum Response Time: Survey respondents were asked if they supported reducing the 20-second real time processing mode response time requirement for the six infrastructure rules with real time requirements.

RWG Co-chairs & CORE Staff Response

1 **For RWG Straw Poll #2:** With no clear consensus on supporting or not supporting a change to the response time requirement, the RWG Co-chairs and staff recommend:

1. Maintaining the 20-second real time processing mode response time when data flows through an intermediary.

2. Adding a 4-second real time processing mode response time requirement for direct connections between providers and health plans.

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Infrastructure Operating Rule Update
Reminder: Batch Processing Mode Response Time Requirements

- The CAQH CORE Infrastructure Operating Rules include batch processing mode response time requirements for transactions conducted via batch mode. The response time varies by transaction.

- Conformance with the maximum response time requirements is considered achieved if 90 percent of all required responses are returned within the specified maximum response time as measured within a calendar month.

- The Eligibility and Claim Status Infrastructure Rules require response time when processing in batch mode for the receipt of a v5010 271 or 277 batch to a v5010 270 or 276 batch submitted by a provider or on a provider's behalf by a clearinghouse/switch by 9:00 pm Eastern time of a business day must be returned by 7:00 am Eastern time the **following business day**.

- Four other infrastructure rules have similar response time requirements for return in two or three business days:

> **CAQH CORE Infrastructure Operating Rules with <u>Two Business Day</u> Batch Response Time Requirement**
> 1. CAQH CORE Prior Authorization & Referrals (278) Infrastructure Rule vPA.2.0
> 2. CAQH CORE Health Care Claim (837) Infrastructure Rule vHC.1.0
>
> **CAQH CORE Infrastructure Operating Rules with <u>Three Business Day</u> Batch Response Time Requirement**
> 1. CAQH CORE Benefit Enrollment (834) Infrastructure Rule vBE.1.0
> 2. CAQH CORE Premium Payment (820) Infrastructure Rule vPP.1.0

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Infrastructure Operating Rules Update
Survey Results: Batch Processing Mode Response Time

Batch Processing Mode Response Time: Health Care Claim Infrastructure Rule

Current Requirement: The Health Care Claim Infrastructure Rule requires "Maximum elapsed time for the availability of an ASC X12C v5010 999 transaction or ASC X12N v5010 277CA transaction to any ASC X12N v5010 837 Claim transaction that is submitted by a provider, or on a provider's behalf by a clearinghouse/switch, by 9:00 pm Eastern Time of a business day must be no later than 7:00 am Eastern Time the **second business day following submission.**"

Survey Question: Survey participants were asked about their support for updating the Health Care Claim Infrastructure Rule batch processing mode response time requirement from the second business day to the following business day or maintaining the two-day requirement.

	Provider	Health Plan	Vendor/ Clearinghouse	Government	Other	All Stakeholder Types
Maintain second business day requirement	1 (14%)	10 (77%)	7 (47%)	1 (100%)	0 (0%)	**19 (49%)**
Change to "the following business day"	6 (86%)	3 (23%)	8 (53%)	0 (0%)	3 (100%)	**20 (51%)**

* 2 Respondents abstained

RWG Co-chairs & CORE Staff Response

1   **Do Not Adjust:** With no clear consensus or support for maintaining the second day requirement or changing it to "the following business day" the RWG Co-chairs and CORE staff recommend not adjusting the batch processing mode response time for claims.

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Infrastructure Operating Rules Update
Substantive Comments – Batch Processing Mode Response Time Requirement

Substantive Comments – Healthcare Claims

1 A vendor commented that batch processing has many significant obstacles that can be expensive to improve, and investments should ultimately be made to transition to real time processing for everything regardless of how the messages arrive.

2 A health plan and government organization commented that modifying response times creates burden/stress on stakeholder systems.

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Infrastructure Operating Rules Update
Survey Results: Batch Processing Mode Response Time

Batch Processing Mode Response Time: Prior Authorization & Referral

Current Requirement: The Prior Authorization & Referral Infrastructure Rule requires initial maximum response time for availability of 5010X217 278 Responses when processing 5010X217 278 Requests submitted in Batch Processing Mode by a provider, or on a provider's behalf by a clearinghouse/switch, must be **no later than the second business day following submission**. Additional response time requirements also address requesting additional documentation and final determination. These response time requirements were updated by CAQH CORE Participants in 2019.

Survey Question: Survey participants were asked about their support for updating the Prior Authorization & Referral Infrastructure Rule batch processing mode response time requirement from the second business day to the following business day or maintaining the two-day requirement.

	Provider	Health Plan	Vendor/ Clearinghouse	Government	Other	All Stakeholder Types
Maintain second business day requirement	0 (0%)	10 (91%)	6 (42%)	1 (100%)	0 (0%)	**17 (49%)**
Change to "the following business day"	6 (100%)	1 (9%)	8 (58%)	0 (0%)	3 (100%)	**18 (51%)**

* 6 Respondents abstained

RWG Co-chairs & CORE Staff Response

1 **Do Not Adjust:** With no clear consensus or support for maintaining the second business day requirement or changing it to "the following business day" and given the rule requirements were recently updated, the RWG Co-chairs and staff recommend not adjusting the batch processing mode response time for prior authorization & referral.

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Infrastructure Operating Rules Update
Substantive Comments – Batch Processing Mode Response Time Requirement

Substantive Comments – Prior Authorization & Referrals

1 A vendor commented that from a "burden" perspective, it should be no greater than 24 hours, but the industry needs to be able to support any rule that comes out.

2 A health plan commented that modifying response times creates burden on stakeholder systems.

3 A government organization commented that their technology level and manual support procedures do not support a reduction in response times.

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Infrastructure Operating Rules Update
Survey Results: Batch Processing Mode Response Time

Batch Processing Mode Response Time: Benefit Enrollment

Current Requirements: The Benefit Enrollment Infrastructure Rule requires Maximum response time for availability of ASC X12C v5010 999 transaction when processing an ASC X12N v5010 834 transaction submitted in Batch Processing Mode by 9:00 pm Eastern Time of a business day by a health plan sponsor, or its agent, must be no later than 7:00 am Eastern Time **the third business day following submission**.

Survey Question: Survey participants were asked about their support for updating the Benefit Enrollment Infrastructure Rule batch processing mode response time requirement to the following business day, the second business day or maintaining the three-day requirement.

	Provider	Health Plan	Vendor/ Clearinghouse	Government	Other	All Stakeholder Types
Maintain the third business day requirement	0 (0%)	7 (54%)	3 (25%)	1 (100%)	0 (0%)	**11 (33%)**
Change to "the second business day"	1 (20%)	3 (23%)	5 (42%)	0 (0%)	1 (50%)	**10 (31%)**
Change to "the following business day"	4 (80%)	3 (23%)	4 (33%)	0 (0%)	1 (50%)	**12 (36%)**

* 8 Respondents abstained

CAQH CORE Co-chairs & Staff Response

1 **For RWG Straw Poll #2:** Given 70% of the survey respondents supported changing the response to either "the following" or "the second" business day, the RWG Co-chairs and staff recommend adjusting the batch processing mode response time for benefit enrollment to "the second business day."

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Infrastructure Operating Rules Update
Substantive Comments – Batch Processing Mode Response Time Requirement

<u>**Substantive Comments – Benefit Enrollment**</u>

1 A vendor commented that incremental progress, e.g., "second business day", option was an important approach.

2 A health plan commented that modifying response times creates burden on stakeholder systems.

3 A government organization commented that their technology level and manual support procedures do not support a reduction in response times.

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Infrastructure Operating Rules Update
Survey Results: Batch Processing Mode Response Time

Batch Processing Mode Response Time: Premium Payment

Current Requirements: The Premium Payment Infrastructure Rule requires Maximum response time for availability of ASC X12C v5010 999 transaction when processing an ASC X12N v5010 820 transaction submitted in Batch Processing Mode by 9:00 pm Eastern Time of a business day by a health plan sponsor, or its agent, must be no later than 7:00 am Eastern Time **the third business day following submission**.

Survey Question: Survey participants were asked about their support for updating the Premium Payment Infrastructure Rule batch processing mode response time requirement to the following business day, the second business day or maintaining the three-day requirement.

	Provider	Health Plan	Vendor/ Clearinghouse	Government	Other	All Stakeholder Types
Maintain the third business day requirement	1 (20%)	7 (54%)	3 (30%)	1 (100%)	0 (0%)	**12 (39%)**
Change to "the second business day"	1 (20%)	3 (23%)	2 (20%)	0 (0%)	1 (50%)	**7 (22%)**
Change to "the following business day"	3 (60%)	3 (23%)	5 (50%)	0 (0%)	1 (50%)	**12 (39%)**

* 10 Respondents abstained

RWG Co-chairs & CORE Staff Response

① **For RWG Straw Poll #2:** Given 61% of the survey respondents supported changing the response to either "the following" or "the second" business day, the RWG Co-chairs and staff recommend adjusting the batch processing mode response time for premium payment to "the second business day."

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Infrastructure Operating Rules Update
Substantive Comments - Batch Processing Mode Response Time

Substantive Comments – Premium Payments

1 A vendor commented that processing payments often involves multiple internal systems so while moving to faster payments is supported, significant investment may be required.

2 A health plan commented that modifying response times creates burden on stakeholder systems.

3 A government organization commented that their technology level and manual support procedures do not support a reduction in response times.

Infrastructure Operating Rule Update: Additional Updates

Robert Bowman
Director, CAQH CORE

Evolution of CAQH CORE Connectivity

The CAQH CORE Connectivity Rules address connectivity and security of administrative and clinical data exchange and establish a national base guiding healthcare communication.

Increased Interoperability and Improved Connectivity & Security

CAQH CORE Connectivity Versions C1 & C2

Federally Mandated for *CAQH CORE Eligibility and Claim Status Operating Rules*

- Standardized transport allowed for greater online access due to uniformity in transport protocols.

- However, requirements were developed more than ten years ago and no longer align with industry best practices for connectivity and security.

- *CAQH CORE will sunset vC1 and vC2 if future versions are federally mandated.*

CAQH CORE Connectivity Version C3

Applies to *CAQH CORE Health Care Claim, Benefit Enrollment, Premium Payment and Prior Authorization Rules*

- Established a single transport and envelope standard to further reduce time spent on implementation and transaction processing.

- Specifies robust authentication, improved security standards and specific metadata.

CAQH CORE Connectivity Version C4

Applies to *all transactions addressed by CAQH CORE Operating Rules including Claim and Prior Authorization Attachment Rules.*

- Supports clinical and administrative data exchange through support for REST and other API technology.

- Updates and aligns CAQH CORE connectivity & security requirements to industry need.

- *The CAQH CORE Board may propose vC4 for federal mandate to replace vC1 and vC2 for eligibility, claim status and ERA and support prior authorization.*

CAQH CORE Participants will continue to **update and maintain the Connectivity Rule at regular intervals** over time to align with current interoperability, privacy and security standards**.**

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Infrastructure Operating Rule Update
Connectivity Requirements

Non-Substantive Connectivity Update: Reference "Most Recent Version"

Per CAQH CORE Certification Policy, CORE-certified entities will be required to comply with the most recent version of CAQH CORE Connectivity within two years of publication. Therefore, by January 1, 2023, CAQH CORE Connectivity vC4.0.0 will be required for all CAQH CORE Infrastructure Operating Rules. To align the rule requirements with this policy, **the connectivity requirement language in all CAQH CORE Infrastructure Rules will be updated to require "the most recent version" of CAQH CORE Connectivity**.

CAQH CORE Infrastructure Operating Rules with a current Connectivity baseline of <u>Optional: v2 or v4</u>
1. CAQH CORE Eligibility & Benefits (270/271) Infrastructure Rule vEB.1.0
2. CAQH CORE Claim Status (276/277) Infrastructure Rule vCS.1.0
3. CAQH CORE Payment & Remittance (835) Infrastructure Rule vPR.1.0

CAQH CORE Infrastructure Operating Rules with a current Connectivity baseline of <u>Optional: v3 or v4</u>
1. CAQH CORE Prior Authorization & Referrals (278) Infrastructure Rule vPA.2.0
2. CAQH CORE Health Care Claim (837) Infrastructure Rule vHC.1.0
3. CAQH CORE Benefit Enrollment (834) Infrastructure Rule vBE.1.0
4. CAQH CORE Premium Payment (820) Infrastructure Rule vPP.1.0

CAQH CORE Infrastructure Operating Rules with a current Connectivity baseline of <u>v4</u>
1. CAQH CORE Attributed Patient Roster (X12 834) Infrastructure Rule vAPR.1.0

NOTE: CAQH CORE will continue to make the federally-mandated versions of all operating rules, including CAQH CORE Connectivity, available on our website to support ongoing compliance.

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Infrastructure Operating Rule Update
Companion Guide

Companion Guide Update: Modifiable X12 Version References

Each of the CAQH CORE Infrastructure Rules require use of the CORE Master Companion Guide. Developed with input from multiple health plans, system vendors, provider representatives and healthcare/HIPAA industry experts, this template organizes information into several simple sections – General Information (Sections 1-9) and Transaction-Specific Information (Section 10) – accompanied by an appendix. The CORE Master Companion Guide template is written in a way that gives health plans the flexibility to tailor the document to meet their needs.

As the companion guide templates are currently written, they are to be used in tandem with the v5010 ASC X12N Implementation Guides and are compliant with both ASC X12 syntax and those guides. **However, as new operating rules have been written, not all operating rules will use the v5010 (Attachments, for example, uses the v6020). To align with this need, references to a specific X12 version will be modifiable in the CAQH CORE Master Companion Guide.**

All CAQH CORE Infrastructure Operating Rules include companion guide requirements:
1. CAQH CORE Eligibility & Benefits (270/271) Infrastructure Rule vEB.1.0
2. CAQH CORE Claim Status (276/277) Infrastructure Rule vCS.1.0
3. CAQH CORE Payment & Remittance (835) Infrastructure Rule vPR.1.0
4. CAQH CORE Prior Authorization & Referrals (278) Infrastructure Rule vPA.2.0
5. CAQH CORE Health Care Claim (837) Infrastructure Rule vHC.1.0
6. CAQH CORE Benefit Enrollment (834) Infrastructure Rule vBE.1.0
7. CAQH CORE Premium Payment (820) Infrastructure Rule vPP.1.0
8. CAQH CORE Attributed Patient Roster (X12 834) Infrastructure Rule vAPR.1.0

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Draft CAQH CORE Attachments Operating Rules
Adjustments to Align with Existing Infrastructure Operating Rule Updates

Given the Attachments Infrastructure Rules for Prior Authorization and Claims are still in draft form, they were not included on the CAQH CORE Participant Survey. The Draft Attachments Infrastructure Rules will be adjusted to align with the updates to the existing CAQH CORE Infrastructure Rules, as agreed upon by the RWG .

Draft Attachments Infrastructure Requirements (Prior Authorization & Claims) Addressed by this Infrastructure Update

1. **Real Time Response Time Requirement:** RWG decisions on real time response times will apply to the Draft CAQH CORE Attachments Infrastructure Rules.

2. **System Availability Requirement:** RWG decisions on system availability will apply to the Draft CAQH CORE Attachments Infrastructure Rules.

3. **Companion Guide Requirement:** The draft requirement will be adjusted to specify use of the updated CAQH CORE Companion Guide Template with modifiable references to the X12 version.

4. **Connectivity Requirement:** *No update required.* The draft requirement already references the "most recent version" of CORE Connectivity, in alignment with this update.

5. **Batch Response Time Requirement:** *No update required.* The draft requirement already specifies a two-day response time, in alignment with RWG Co-chairs and staff recommendation for existing CAQH CORE Infrastructure Rules.

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Review Work Group Next Steps

CAQH CORE Staff

Review Work Group Straw Poll #2
Instructions, Guidelines & Due Date

Objectives: **1. Indicate support for each section of the DRAFT CAQH CORE Eligibility & Benefits Data Content Rule Update**
2. Indicate support for select questions pertaining to existing CAQH CORE Infrastructure Operating Rules

RWG Straw Poll #2 Format

- **Support for Draft CAQH CORE Eligibility & Benefits Data Content Rule Update:** Respondents will be asked to indicate whether their organization supports the updated Draft Section being straw polled.
- **Support for updates to the CAQH CORE Infrastructure Operating Rules requirements:** Respondents will be asked to indicate whether their organization supports select questions pertaining to the existing CAQH CORE Infrastructure Operating Rule requirements.
- If applicable, respondents may provide comments relating to their responses.
- As Always, Respondents may choose to abstain from responding to a given question, if they desire.

Additional Guidance

- Straw Poll #2 responses are due **via the online submission form by Friday, 11/5/21, 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 Kaitlin Powers, CORE Associate, at kpowers@caqh.org.
- **NOTE**: In accordance with CAQH CORE policy, all responses will be kept strictly confidential and will be reported in aggregate at the stakeholder level.

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Review Work Group Next Steps

CAQH CORE Review Work Group Participants:

- Complete Straw Poll #2 **by Friday, 11/5/21, end of day** on the Draft CAQH CORE Eligibility & Benefits Data Content Rule Updates and updates to the existing CAQH CORE Infrastructure Operating Rule requirements.
- Participate in the next CAQH CORE RWG Call, Call 4, on **Thursday, 11/18/21 from 2:00-3:30 PM ET** where the group will review the results of the **Straw Poll #2**.

RWG Co-chairs & CORE Staff:

- Distribute Straw Poll #2 to participants **by Friday, 10/22/21, end of day.**
- Draft a call summary for today's call.

Contact CORE@caqh.org with any questions.

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Appendix

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Today's Call Documents

Document Name
Doc #1 RWG Call 2 Deck 10.21.21
Doc #2 RWG Call 1 Summary 09.23.21

CORE Staff*	Email Address
Bob Bowman, Director, CORE	rbowman@caqh.org
Taha Anjarwalla, Associate Director, CORE	tanjarwalla@caqh.org
Emily TenEyck, Manager, CORE	eteneyck@caqh.org
Kaitlin Powers, Associate, CORE	kpowers@caqh.org
Sara Williams, Associate, CORE	swilliams@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).

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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	▪ 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.
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 potential adjustments to the existing CORE Infrastructure Rules.

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CAQH CORE Review Work Group
Activity Schedule (Continued)

Work Group Activity	Date	Topic
Straw Poll #2 **TOPIC(S):** Infrastructure Update	**Monday 10/22/21 – Friday 11/5/21**	▪ Draft CAQH CORE Eligibility & Benefit Data Content Rule Update. ▪ Select questions pertaining to the existing CAQH CORE Infrastructure Operating Rule requirements.

Work Group Call #4
 	
TOPIC(S):
Eligibility; Attachments
	Thursday 11/18/21
	2:00 – 3:30 PM ET
		▪ Review results of Straw Poll #2 on the:
		   • Draft CAQH CORE Eligibility & Benefits Data Content Rule Update.
		   • Select questions pertaining to existing CAQH CORE Infrastructure Operating Rule requirements.
		▪ Review Next Steps including RWG Ballot.

RWG Ballot	**Monday 11/22/21 – Friday 12/10/21**	▪ Indicate levels of support for CAQH CORE Attachments Operating Rules Package, CAQH CORE Eligibility & Benefits Data Content Rule Update, and CAQH CORE Infrastructure Operating Rules Update.
[*Tentative*] Work Group Call #5 – If Needed **TOPIC(S):** Ballot Review	**Thursday 12/16/21** 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/AIM Specialty Health
Brian Shaw	Anthem/AIM Specialty Health
Kevin McDermott	Anthem/AIM Specialty Health
Melissa Fiore	athenahealth, Inc.
Maeghan Oberoi-Smith	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
Amy Turney	BCBS Michigan

Name	Organization
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
Jamie Osborne	CHOA
Megan Soccorso	Cigna
Nihal Titan	ClaimMD
Dan Medve	Cleveland Clinic
Diane Collins	CMS
Camille Haywood	CMS
Michael Johnson	CMS
Ada Sanchez	CMS
Rupinder Singh	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

Name	Organization
Kathy Letendre	HealthEdge
Christopher Gracon	HEALTHeNET
Sandra Jamison	Humana
Amy Peterson	Humana
Andrea Brannan	Mayo Clinic
William Venhuizen	Mayo Clinic
Jameelah O'Neal	Medical Mutual
Melanie Combs-Dyer	Mettle Solutions
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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