

Background: CAQH CORE Infrastructure Rules Update

Each set of CAQH CORE Operating Rules includes an Infrastructure Rule addressing expectations for system availability, processing modes, response times, connectivity, etc., with many of these requirements developed more than a decade ago. In response to requests from the industry and CAQH CORE Board to adjust requirements to align with updated technology and evolving business needs, CAQH CORE Participants were surveyed to identify specific infrastructure requirements to update. Clear consensus emerged to update the **system availability requirements** across all eight CAQH CORE Infrastructure Rules.*

Additionally, **non-substantive updates** for references to CAQH CORE Connectivity and the CAQH CORE Master Companion Guide Template were made across all eight CAQH CORE Infrastructure Rules to clarify existing rule requirements.

Spotlight: Substantive Updates to the Existing CAQH CORE Infrastructure Rules

	Existing Requirements	Updated/New Requirements
System Availability	EXISTING: Weekly System Availability <ul style="list-style-type: none"> 86% per calendar week. 	UPDATED: Weekly System Availability <ul style="list-style-type: none"> 90% per calendar week.
	N/A: Quarterly System Availability <ul style="list-style-type: none"> Current CAQH CORE Infrastructure Rules do not include a quarterly system availability requirement. 	NEW: Quarterly System Availability <ul style="list-style-type: none"> Health plans and their agents may use 24 additional hours of system downtime per calendar quarter for system migrations, mitigation, and more integrated system needs that may require downtime in excess of the allowable weekly system downtime.

Non-Substantive Updates to the Existing CAQH CORE Infrastructure Rules

- UPDATED: Reference “Most Recent Version” of CORE Connectivity.** Per CAQH CORE Certification Policy, all CORE-certified entities will be required to comply with the most recent version of the CAQH CORE Connectivity Rule. The Connectivity requirement language in the CAQH CORE Infrastructure Rules was updated to require **‘the most recent version’ of CAQH CORE Connectivity.**
- UPDATED: CAQH CORE Companion Guide Reference.** Each Infrastructure Rule requires the use of the CORE Master Companion Guide and as written, all currently reference ASC X12 v5010 syntax. To accommodate newer operating rules that do not use the v5010, references to specific x12 versions will be removed, making the companion guide version agnostic.

* Existing CAQH CORE Infrastructure Rules

- CAQH CORE Eligibility & Benefit (270/271) Infrastructure Rule vEB.1.0
- CAQH CORE Claim Status (276/277) Infrastructure Rule vCS.1.0
- CAQH CORE Payment & Remittance (835) Infrastructure Rule vPR.1.0
- CAQH CORE Prior Authorization & Referrals (278) Infrastructure Rule vPA.2.0
- CAQH CORE Health Care Claim (837) Infrastructure Rule vHC.1.0
- CAQH CORE Benefit Enrollment (834) Infrastructure Rule vBE.1.0
- CAQH CORE Premium Payment (820) Infrastructure Rule vPP.1.0
- CAQH CORE Attributed Patient Roster (X318 834) Infrastructure Rule vAPR.1.0