



CAQH CORE Review Work Group (RWG)

Call #4

November 18, 2021

2:00-3:30 pm ET

Agenda

Time	Agenda Item	Discussion Item or Action Required
2:00 PM	1. Antitrust Guidelines	<i>Discussion</i>
2:02 PM	2. Roll Call and Administrative Items	<i>Discussion</i>
2:05 PM	3. Summary of 10/21/21 RWG Call <ul style="list-style-type: none"> Reviewed potential Infrastructure Operating Rule updates Provided an overview of RWG Straw Poll #2 Agreed to Next Steps 	<u>Action Required:</u> <ul style="list-style-type: none"> Approve 10/21/21 Call Summary
2:10 PM	4. RWG Timeline Level Set	<i>Discussion</i>
2:15 PM	5. Review Results of Straw Poll #2 <ul style="list-style-type: none"> Respondent breakdown Percent support for Eligibility & Benefits Data Content Rule Update Comments received on Eligibility & Benefits Data Content Rule Update Percent support for potential updates to CAQH CORE Infrastructure Operating Rules Comments received on potential updates to CAQH CORE Infrastructure Operating Rules 	<u>Action Required:</u> <ul style="list-style-type: none"> Agree to any adjustments as necessary
3:20 PM	6. RWG Next Steps <ul style="list-style-type: none"> CAQH CORE RWG: <ul style="list-style-type: none"> Participate in the RWG Ballot: <u>Monday, 11/22/21 – Friday, 12/10/21</u> CAQH CORE Co-chairs & staff: <ul style="list-style-type: none"> Draft a summary for today's call Send the RWG Ballot to RWG Participants by Monday 11/22/21, EOD 	<u>Action Required:</u> <ul style="list-style-type: none"> Agree to Next Steps

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 screenshot displays the CAQH CORE Participant Dashboard interface. On the left is a purple sidebar with the CAQH CORE logo and a menu including 'All Work Groups', 'Review Work Group (RWG)', 'Overview', 'Calendar', 'Announcements', 'Documents', 'Group Members', 'Global Calendar', and 'Log out'. The main content area is titled 'Review Work Group (RWG)' and features tabs for 'Overview', 'Calendar', 'Announcements', and 'Documents'. Below the tabs is a section for 'Upcoming Events' with a 'Calendar View' link. A single event is listed: 'RWG Call #1' on August 26th from 2:00 pm to 3:30 pm.

- 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 #3 Summary

Motion to Approve

CAQH Committee on Operating Rules for Information Exchange (CORE)
 Review Work Group (RWG)
 Call #3 Summary: Thursday, October 21, 2021, 2:00-3:30 pm ET Conference Call

This document contains:

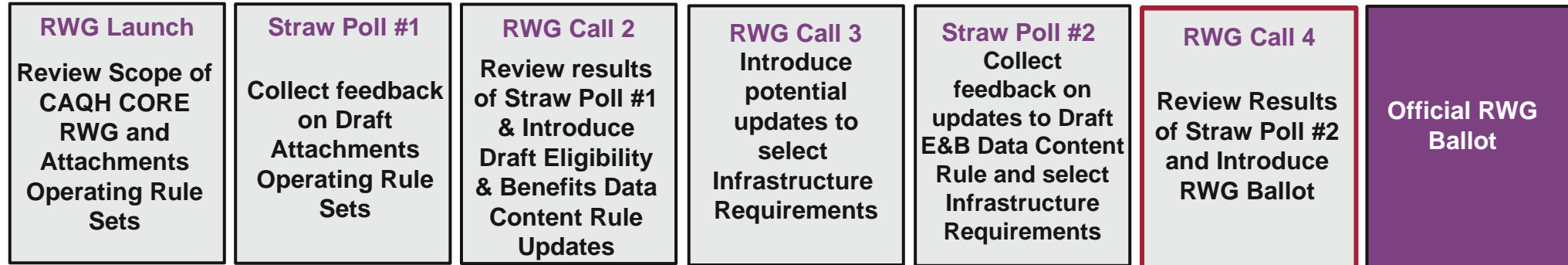
- Agenda items and key discussion points.
- Decisions and actions to be taken.
- Next steps.
- Call attendance.

Agenda Item	Key Discussion Points	Decisions and Actions
1. Antitrust Guidelines	<ul style="list-style-type: none"> • Sara Williams (CAQH CORE Associate) opened the call. • Mahesh Siddanati (Centene) provided an overview of GoToMeeting and administrative items. 	<i>Discussion</i>
2. Roll Call and Administrative Items (Doc #1 slides #1-3)	<ul style="list-style-type: none"> • Sara Williams (CAQH CORE Associate) facilitated roll call. [See call participant roster at the end of this meeting summary to view call attendees and affiliated organizations]. • Mahesh Siddanati (Centene) reviewed the call documents: <ul style="list-style-type: none"> ○ Doc #1: RWG Call 3 Slide Deck 10.21.21. ○ Doc #2: RWG Call 2 Summary 09.23.21. • Mahesh Siddanati (Centene) reviewed the focus of the call, which was to: <ul style="list-style-type: none"> ○ Review results of the CAQH CORE Infrastructure Update Survey. ○ Discuss additional updates to the Infrastructure Operating Rules. ○ Provide an overview of Straw Poll #2. ○ Discuss Next Steps. • Summary of RWG Discussion: <ul style="list-style-type: none"> ○ No questions or comments were raised by RWG participants. 	<i>Discussion</i>
3. Summary of 09/23/21 RWG Call (Doc #1 slides #4-5)	<ul style="list-style-type: none"> • Summary of 09/23/21 RWG Call: <ul style="list-style-type: none"> ○ Reviewed RWG Straw Poll 1 Results ○ Reviewed Draft Updates to the CAQH CORE Eligibility & Benefits Data Content Rule ○ Agreed to next steps • Mahesh Siddanati (Centene) asked the group for motion to approve the call summary. • Summary of RWG Discussion: <ul style="list-style-type: none"> ○ No questions or comments were raised by RWG participants. 	Action Required: <ul style="list-style-type: none"> • Approved 09/23/21 Call Summary Motion to approve by Heather McComas (AMA) • Seconded by Megan Soccorso (CIGNA)
4. Infrastructure Operation Rule Update (Doc #1 slides #6-27)	<ul style="list-style-type: none"> • Donna Campbell (HCSC) oriented the group to the RWG timeline level set and provided an overview of the Infrastructure Operating Rules Update survey results including survey background, purpose, and format. She reviewed the respondent breakdown by stakeholder type noting 71% of RWG participants participated and there were 11 additional CORE Participating Organizations who submitted responses. • Summary of RWG Discussion - Infrastructure Operating Rule Update: <ul style="list-style-type: none"> ○ No questions or comments were raised by RWG participants. 	<i>Discussion</i>

Review Work Group Milestones

Level Set for Today's Call

We are here



Today

- **Review Results of Straw Poll #2** addressing the:
 - Draft CAQH CORE Eligibility & Benefits Data Content Rule Updates
 - Potential updates to select, existing CAQH CORE Infrastructure Operating Rule requirements
- **Agree to Next Steps**

Upcoming

- **CAQH CORE RWG Participants:**
 - Participate in the RWG Ballot: **Monday, 11/22/21 – Friday, 12/10/21**
 - Review the results of the RWG Ballot and RWG Co-chair & CORE Staff recommended adjustments to the draft rules
 - If needed, the RWG will reconvene for a final **RWG Call #5 on Thursday 12/16/21** to discuss any outstanding substantive adjustments raised during the RWG Ballot voting period
- **RWG Co-chairs & CORE Staff:**
 - Distribute the RWG Ballot by **EOD Monday 11/22/21**
 - Share RWG Ballot results and next steps in mid-December

Straw Poll #2 Results - Overview

- Draft Eligibility & Benefits Data Content Rule Update
- CAQH CORE Infrastructure Operating Rule Update

Mahesh Siddanati
RWG Co-chair, Centene

RWG Straw Poll #2 Results

Background – Eligibility & Benefits Data Content Rule Update

Background on CAQH CORE Eligibility & Benefits Data Content Rule Update: In Fall 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.

In Spring 2021, CAQH CORE launched a Task Group to evaluate opportunity areas for operating rule enhancement for the existing CAQH CORE Eligibility & Benefits Data Content Rule. The Task Group evaluated numerous opportunities and after discussion and feedback among Task Group participants, drafted updated operating rule requirements for the following areas:

- **Telemedicine:** Addressed the emergent need to communicate telemedicine-specific eligibility and benefit information
- **Service Type Codes:** Added additional STC codes beyond the current 52 CORE-required STC codes
- **Remaining Coverage Benefits:** Supported the communication of the number of remaining visits/services left on a benefit
- **Procedure Codes:** Added the ability to respond to eligibility and benefit requests at the procedure level (e.g., CPT, HCPCS)
- **Prior Authorization/Certification:** Added the ability to communicate if a prior authorization/certification is required for a specific procedure or service
- **Tiered Benefits:** Specified more granular level data for members of tiered benefit plans

On its 09/23/21 call, the RWG reviewed the updates to the Draft CAQH CORE Eligibility & Benefit Rule in preparation for this straw poll.

RWG Straw Poll #2 Results

Background – Infrastructure Operating Rules

Background on CAQH CORE Infrastructure Operating 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. Many of these requirements were developed more than ten years ago during the early phases of CAQH CORE operating rule development.

In response to feedback from CAQH CORE Participants and the CAQH CORE Board, a survey was sent to all CAQH CORE Participants to identify areas where there may be consensus to update the infrastructure requirements across the CAQH CORE Infrastructure Rules with a focus on system availability and processing mode response times:

- [CAQH CORE Eligibility & Benefits \(270/271\) 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 \(X12 005010X318 834\) Infrastructure Rule vAPR.1.0](#)

The Infrastructure Operating Rules Update Survey was distributed in September. On its 10/21/21 call, the RWG reviewed the results and discussed comments received in preparation for the RWG Straw Poll #2.

RWG Straw Poll #2 Results

Respondent Breakdown

Respondent Breakdown: Responses were received from **34** respondents representing **74%** of RWG Participating Organizations.

Number of RWG Participating Organizations	34 (74% of the RWG)
Number of Provider/Provider Association Responses	6 (18% of responses)
Number of Health Plan/Health Plan Association Responses	13 (38% of responses)
Vendor/Clearinghouse Responses	8 (23% of responses)
Number of Government Responses	2 (6% of responses)
Number of 'Other' Responses (includes SDOs)	5 (15% of the RWG)

RWG Straw Poll #2

Comment Categorization

Comments received on the RWG Straw Poll were grouped into three categories:

- **Substantive Comments** – May impact rule requirements; some comments require Work Group discussion on potential adjustments to the draft requirements.
- **Points of Clarification** – Pertain to areas where more explanation for the Work Group is required; *may* require adjustments to the rule which do not change rule requirements.
- **Non-substantive Comments** – Pertain to typographical/grammatical errors, wordsmithing, clarifying language, addition of references; do not impact rule requirements.

On today's call, we will discuss comments received that may **require adjustments to the draft rules or where additional explanation is required** before proceeding with adjustments. All comments received were summarized in a separate document for offline review (*Doc 3 RWG Straw Poll #2 Results*). RWG participants are encouraged to review this document as there may be additional non-substantive adjustments for clarity recommended by straw poll respondents that will not be discussed on the call today.

Straw Poll #2 Results:

- **Draft Eligibility & Benefits Data Content Rule Update**
- **CAQH CORE Infrastructure Operating Rule Update**

Bob Bowman
Director, CAQH CORE

Straw Poll #2 Results: Draft Eligibility & Benefits Data Content Rule Update

Percent Support for Each Draft Requirement

When RWG Straw Poll #2 closed on Monday 11/08/21, each updated section of the Draft CAQH CORE Eligibility & Benefits Data Content Rule received at least **83%** support from RWG Straw Poll Respondents.

#	Draft Requirement	% Support		
		Support (%)	Do Not Support (%)	Abstain
1	§1.1 Issue to be Addressed and Business Requirement Justification	29 (97%)	1 (3%)	3
2	§1.2 Scope	28 (90%)	3 (10%)	2
3	§1.3 Service Type Codes: Electronic Delivery of Patient Financial Information and Benefit Information Rule Requirements	25 (83%)	5 (17%)	3
4	§1.4 Procedure Codes: Electronic Delivery of Patient Financial and Benefit Information Rule Requirements	24 (83%)	5 (17%)	4
5	§1.5 Tiered Benefits	22 (88%)	3 (12%)	8
6	§5 Appendix	28 (93%)	2 (7%)	3

Straw Poll #2 Results: Draft Eligibility & Benefits Data Content Rule Update

Comments Received

Summarized Comments

1 1.3 Service Type Codes: One entity noted that there are more values other than IND or FAM that can be returned in the EB02 segment and that they are not required to return an element in the EB02 segment.

2 1.3 Service Type Codes - Telemedicine: One entity suggested that Place of Service Code 10 = Telehealth Provided in Patient's Home should also be included as part of the rule requirement, in addition to Place of Service Code 02 = Telehealth Provided Other than in Patient's Home.

3 1.3 Service Type Codes - Telemedicine: One entity noted that Telehealth can be used for PCP office visits and/or mental health office visits and asked for clarification on which STCs are allowable per rule requirements to identify Telemedicine coverage.

CAQH CORE RWG Co-chair & Staff Response

1 Do not adjust. CAQH CORE Operating Rules require the use of the EB02 segment for individual and family deductibles, when applicable.

2 Agree to adjust. RWG Co-chairs and CORE staff recommend including Place of Service Code 10 to the draft rule update, as it was recently added to Centers for Medicare and Medicaid Place of Service (POS) Codes for Telehealth in October 2021.*

*See: [New/Modifications to the Place of Service \(POS\) Codes for Telehealth](#)

3 CAQH CORE Operating Rules for Telehealth allow health plans to use any applicable Service Type Code (STC) available for Telemedicine.

Straw Poll #2 Results: Draft Eligibility & Benefits Data Content Rule Update

Comments Received

Summarized Comments

4 **1.3 Service Type Codes - Telemedicine:** One entity pointed out that the language used in the draft telemedicine rule requirement is still under review by X12 in the Draft RFI #2486.

5 **1.3 Service Type Codes – Remaining Coverage Benefits:** One entity expressed concerns over the Remaining Benefit with Date ranges and suggested extending the date range for the future.

CAQH CORE RWG Co-chair & Staff Response

4 **Do not adjust.** X12 has drafted an RFI, Draft RFI #2486, which addresses the codification of Telemedicine to replace RFIs #1957 and #2136. While the RFI is still under review within the X12 RFI process, CAQH CORE can provide guidance to the industry by aligning operating rules to the draft RFI for addressing telemedicine in the X12 v5010 270/271.

Further, on EBTG Straw Poll #1, 90% of organizations supported the approach of using a codifiable method to communicate telemedicine benefit information via the X12 v5010 271 Response for a specific STC.

5 **Do not adjust.** CAQH CORE Operating Rules aim to establish a floor and not a ceiling. At a minimum, health plans are required to support coverage information for 12 months into the past or in the future to end of the current month. Rule requirements do not preclude health plans from returning eligibility and benefit information outside of these date ranges.

Straw Poll #2 Results: Draft Eligibility & Benefits Data Content Rule Update

Comments Received

Summarized Comments

6 **1.4 Procedure Codes:** One entity commented that Surgery is too generic of a category and that it should be specific to a surgery procedure code.

CAQH CORE RWG Co-chair & Staff Response

6 Categories of Service refer to the business grouping of healthcare services or benefits. Service Type Codes, Procedure Codes, Revenue Codes, and Diagnosis Codes can all be grouped into categories of service. The approach of classifying procedure codes via categories of service was used when drafting the CAQH CORE Prior Authorization Data Content Rule.

The categories of service requirements are placed on health plans to process a limited set of use cases for when a particular CPT or HCPCS code falls into a set of categories identified in the rule. When those CPT or HCPCS codes fall outside these categories of service the rule requirements do not apply.

The rule requirements would be analogous to how the existing CAQH CORE Eligibility & Benefits (270/271) Data Content Rule addresses requirements for STCs. For example, if a health plan receives an explicit procedure code inquiry, and the procedure code falls into a CORE-required Category of Service, the health plan must return a response for the Procedure Code received.

Straw Poll #2 Results: Draft Eligibility & Benefits Data Content Rule Update

Comments Received

Summarized Comments

- 7 1.4 Procedure Codes:** Two entities commented on the inclusion of Service Categories and Procedure Codes.
- One entity asked why PT, OT, Imaging, and Surgery were only included as Service Categories.
 - Another noted that they do not support procedure codes on inquires and responses and suggested that the rule should not be mandatory.

- 8 1.5 Tiered Benefits:** One entity noted that providing tiered benefit information should only be enforced with a codified system and that allowing varying values to be used in the MSG segment to indicate the type of tier could create confusion. They further noted that the only way network status can be identified in an X12 v5010 271 Response is if a provider is included in an X12 v5010 270 Inquiry.

CAQH CORE RWG Co-chair & Staff Response

- 7** Given 83% of RWG Participants supported Section 1.4 Procedure Codes, as written, RWG Co-chairs and CORE Staff do not recommend adjusting the Service Categories or Procedure Codes. Additionally, EBTG Participants engaged in consensus-building via calls, feedback forms, and straw polls and received high levels of support to include this limited set of Categories of Service that health plans should be required to return coverage and benefit information on an X12 v5010 271 Response when a Procedure Code is received on v5010 270 Inquiry. These requirements are not mandated under HIPAA.

- 8** In reference to how required tiered benefit information should be communicated, it is recommended that operating rule implementers follow guidance from X12 RFI #1767. As the X12 v5010 270/271 does not currently address tiered benefits, implementers may have to use a combination of codifiable approaches and the MSG segment.

Straw Poll #2 Results: Draft Eligibility & Benefits Data Content Rule Update

Comments Received

Summarized Comments

9 **1.5 Tiered Benefits:** One entity asked for clarification on the differences between 1.5.1. *Member Tiered Benefit Coverage* and 1.5.2. *Provider Tiered Benefit Reimbursement*.

10 **1.5 Tiered Benefits:** One entity suggested adding specificity as to what the MSG segment content must begin with; they requested boilerplate language for clarity.

11 **5 Appendix:** Two entities noted that they do not support the inclusion of Transplant as a mandatory STC.

CAQH CORE RWG Co-chair & Staff Response

9 Member Tiered Benefit refers to the communication of coverage information (deductible, co-payment, co-insurance, coverage level, etc.) specific to the member in relationship to a corresponding benefit tier.

Provider Network Reimbursement refers to the communication of a provider's tier status (in-network, out-of-network, exclusive/preferred, etc.) and return of coverage information specific to a patient's benefit.

10 **Agree to adjust.** RWG Co-chairs and CORE staff recommend updating the rule requirement for the MSG segment when a tiered benefit cannot be determined to include: **"MSG*Benefit Tier cannot be determined."**

11 Given 93% of RWG Participants supported the Appendix, as written, RWG Co-chairs and CORE Staff do not recommend removing Transplant as a mandatory STC. Additionally, EBTG Participants engaged in consensus-building via calls, feedback forms, and straw polls and had high levels of support in identifying which STCs should be added to the CORE-Required STC List for mandatory and discretionary reporting.

Straw Poll #2 Results:

- Draft Eligibility & Benefits Data Content Rule Update
- **CAQH CORE Infrastructure Operating Rule Update**

Erin Weber
Director, CAQH CORE

Straw Poll #2 Results: Infrastructure Operating Rule Update

Percent Support for Potential Infrastructure Requirement Updates

RWG Straw Poll #2 asked RWG Participants follow-up questions to the Infrastructure Rules Update Survey completed by CAQH CORE Participants in September. Respondents selected infrastructure requirements options for potential system availability and response time updates.

CAQH CORE Infrastructure Operating Rule Update - Select Requirements

Requirements	86%	90%	93%	95%	Abstain	
7. Weekly System Availability (All Infrastructure Rules)	13 (42%)	6 (19%)	4 (13%)	8 (26%)	3	
	8 hrs	12 hrs	18 hrs	24 hrs	Abstain	Do Not Support
8. Quarterly System Downtime Requirements* (All Infrastructure Rules)	4 (14%)	5 (17%)	2 (7%)	14 (48%)	5	4 (14%)
	15 seconds	20 seconds			Abstain	
9. Real Time Processing Mode Response Time (All Infrastructure Rules w/ Real Time Requirements)	9 (27%)	24 (73%)			1	
	2nd Business Day	3rd Business Day			Abstain	
10. Batch Processing Mode Response Time (Benefit Enrollment Infrastructure Rule)	12 (41%)	17 (59%)			5	
11. Batch Processing Mode Response Time (Premium Payment Infrastructure)	13 (43%)	17 (57%)			4	

NOTE: On its 10/21/21 call, the RWG discussed various options to update system availability downtime. RWG participants recommended adding an option for additional quarterly system downtime *if the weekly system availability requirement was increased*, to accommodate system migrations, mitigation, and more integrated system needs.

Straw Poll #2 Results: Infrastructure Operating Rule Update

Percent Support for System Availability – Weekly Downtime

The existing CAQH CORE Infrastructure Operating Rules require that system availability for both Real Time and Batch Processing Mode must be **no less than 86% per calendar week, allowing for 24 hours of downtime weekly**. RWG Straw Poll #2 asked respondents to indicate their organization’s support for different levels of system availability. **58%** of RWG Straw Poll Respondents supported an increase in system availability.

Weekly System Availability Requirement	Provider (%)	Health Plan (%)	Vendor/ Clearinghouse (%)	Government (%)	Other (%)	All Stakeholder Types (%)
86%	0 (0%)	6 (55%)	3 (38%)	2 (100%)	2 (50%)	13 (42%)
90%	1 (17%)	2 (18%)	2 (25%)	0 (0%)	1 (25%)	6 (19%)
93%	1 (17%)	2 (18%)	1 (12%)	0 (0%)	0 (0%)	4 (13%)
95%	4 (67%)	1 (9%)	2 (25%)	0 (0%)	1 (25%)	8 (26%)
Abstain	0	1	0	0	2	3

RWG Co-chairs & CAQH CORE Staff Recommendation

UPDATE: 90% Weekly System Availability (with additional quarterly downtime). The RWG Co-chairs and CORE staff recommend increasing weekly system availability to 90% per calendar week across all transactions as the majority of Straw Poll #2 respondents supported increasing system availability.

NOTE: 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.

Straw Poll #2 Results: Infrastructure Operating Rule Update

Percent Support for System Availability – Quarterly Downtime

RWG Straw Poll #2 asked respondents to indicate *if the weekly system availability requirement was increased*, would their organization support an **additional quarterly system downtime requirement** to accommodate system migrations, mitigation, and more integrated system needs – a need discussed by RWG participants on its last call. **48%** of RWG Straw Poll Respondents supported **24** hours quarterly system downtime, the highest of all options.

Quarterly System Availability Requirement	Provider (%)	Health Plan (%)	Vendor/ Clearinghouse (%)	Government (%)	Other (%)	All Stakeholder Types (%)
8 hours	1 (20%)	1 (10%)	1 (14%)	0 (0%)	1 (20%)	4 (14%)
12 hours	2 (40%)	0 (0%)	2 (29%)	0 (0%)	1 (20%)	5 (17%)
18 hours	0 (0%)	0 (0%)	1 (14%)	0 (0%)	1 (20%)	2 (7%)
24 hours	1 (20%)	8 (80%)	2 (29%)	1 (50%)	2 (40%)	14 (48%)
Do Not Support	1 (20%)	1 (10%)	1 (14%)	1 (50%)	0 (0%)	4 (14%)
Abstain	1	2	1	0	1	5

RWG Co-chairs & CORE Staff Recommendation

NEW: Quarterly System Downtime Requirement – 24 Hours. Given weekly system availability will be increased to 90% per calendar week, and 86% of Straw Poll #2 respondents supported adding an additional quarterly system downtime requirement to address system migrations, mitigation, and more integrated system needs, RWG Co-chairs and CORE staff recommend adding an additional requirement for 24 hours of quarterly system downtime.

Straw Poll #2 Results: Infrastructure Operating Rule Update

General Comments

Summarized Comments

- 1 One entity recommended waiting to update the CAQH CORE Infrastructure Requirements until the new HIPAA standards are released and implemented, given the new standards may increase the need for system downtime.

NOTE: This comment was repeated throughout the Infrastructure Update questions.

CAQH CORE RWG Co-chair & Staff Response

- 1 The intent of the CAQH CORE Infrastructure Rule Update is to align requirements to evolving business needs and technology that may have matured in the years since initial development of the requirements. As such, RWG Co-chairs and CORE staff recommend moving forward with the infrastructure updates that CORE Participants and RWG Straw Poll respondents voted to pursue, including weekly and quarterly system availability adjustments.

CAQH CORE has a detailed maintenance process to update CAQH CORE Operating Rules when new versions and standards are made available and when HHS designates them for mandate. Additionally, CAQH CORE plans to consider updates to the CAQH CORE Infrastructure Rules on a regular basis to continue to ensure alignment with technological advancements in the industry.

Straw Poll #2 Results: Infrastructure Operating Rule Update

Comments Received: System Availability – Weekly Downtime

Summarized Comments

2 Two entities commented that vendor systems are interdependent, making it difficult for the industry to meet more stringent system availability requirements.

3 One entity suggested that system availability requirements could be different for Batch and Real Time Processing Modes and suggested increasing system availability for Batch Processing while keeping Real Time at 86% system availability per calendar week.

CAQH CORE RWG Co-chair & Staff Response

2 Increasing system availability to 90% across all transactions per calendar week with 24 hours of quarterly downtime represents a step towards increasing total system availability, while understanding that the industry may not be ready for the higher system availability percentages per calendar week under consideration.

3 RWG Co-chairs and CORE staff recommend this suggestion be researched and considered during the next infrastructure requirement update review. CAQH CORE will conduct an environmental scan to obtain additional data to share and for future work group review. Separate requirements may make better business sense as we move to a more API driven interaction between providers and health plans in the coming years.

Straw Poll #2 Results: Infrastructure Operating Rule Update

Percent Support for Real Time Processing Mode Response Times

RWG Straw Poll #2 asked respondents to select the Real Time Processing Mode response time their organization supports for the six operating rules that include Real Time Processing Mode requirements. **73%** of RWG Straw Poll Respondents supported **maintaining the existing 20-second** response time requirement.

Real Time Response Time Requirement	Provider (%)	Health Plan (%)	Vendor/ Clearinghouse (%)	Government (%)	Other (%)	All Stakeholder Types (%)
20 Seconds – Existing Requirement	3 (50%)	12 (100%)	5 (63%)	2 (100%)	2 (40%)	24 (73%)
15 Seconds	3 (50%)	0 (0%)	3 (37%)	0 (0%)	3 (60%)	9 (27%)
Abstain	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (20%)	1

RWG Co-chairs & CAQH CORE Staff Recommendation

Do Not Adjust: Given 73% of RWG Straw Poll #2 respondents supported maintaining the 20-second Real Time Processing Mode Response Time requirement, RWG Co-chairs and CORE staff recommend maintaining the existing requirement.

Reminder:

- Conformance with the maximum response time requirement is considered achieved if 90% 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).

Straw Poll #2 Results: Infrastructure Operating Rule Update

Comments Received: Real Time Processing Mode Response Time

Summarized Comments

- 4 Two entities noted that file size should be taken into consideration when deciding Real Time Processing Mode Response Times, as large file sizes would present a barrier to the adoption of Real Time Processing for certain transactions.

CAQH CORE RWG Co-chair & Staff Response

- 4 Given 73% of RWG Straw Poll respondents voted to maintain the existing requirement, RWG Co-chairs and CORE staff do not recommend adjusting the existing Real Time Processing requirement of 20-seconds or less but suggest file size should be considered for future updates to the requirement.

Straw Poll #2 Results: Infrastructure Operating Rule Update

Percent Support for Batch Processing Mode Response Times

RWG Straw Poll #2 asked respondents to select the Batch Processing Mode Response Time their organization supports for the two operating rules that specify a three-business day response time. For both Benefit Enrollment and Premium Payments, **Straw Poll respondents supported maintaining the 3rd business day requirement.**

Batch Response Time Requirement	Provider (%)	Health Plan (%)	Vendor/ Clearinghouse (%)	Government (%)	Other (%)	All Stakeholder Types (%)
Batch Processing Mode Response Time Requirement – Benefit Enrollment						
3rd Business Day – Existing Requirement	1 (25%)	10 (91%)	2 (25%)	2 (100%)	2 (50%)	17 (59%)
2nd Business Day	3 (75%)	1 (9%)	6 (75%)	0 (0%)	2 (50%)	12 (41%)
Abstain	2	1	0	0	2	5
Batch Processing Mode Response Time Requirement – Premium Payment						
3rd Business Day – Existing Requirement	0 (0%)	10 (91%)	3 (38%)	2 (100%)	2 (50%)	17 (57%)
2nd Business Day	5 (100%)	1 (9%)	5 (62%)	0 (0%)	2 (50%)	13 (43%)
Abstain	1	1	0	0	2	4

RWG Co-chairs & CAQH CORE Staff Recommendation

Do Not Adjust: At least 57% of RWG Straw Poll #2 Respondents supported maintaining the existing three business day response time requirement for both Benefit Enrollment and Premium Payment. As such, the RWG Co-chairs and staff do not recommend changes to the existing requirements.

Straw Poll #2 Results: Infrastructure Operating Rule Update

Comments Received: Batch Processing Mode Response Time

Summarized Comments

- 5 Batch Processing Mode Response Time - Premium Payment:** One entity recommended the group consider adoption of the current CMS eight day required response time for Batch Processing of Premium Payments.

CAQH CORE RWG Co-chair & Staff Response

- 5** The current requirement specifies a response by the third business day when using Batch Processing for premium payments. The intent of the CAQH CORE Infrastructure Update is to move the industry forward to align with evolving technology and business needs. As such, adjusting the response time requirement to allow for an eight-business day response time does not support the goal of increasing efficiency and reducing time to payment and patient care within the healthcare industry.

CAQH
CORE

RWG Next Steps

Emily TenEyck
Manager, CAQH CORE

Review Work Group Ballot

Instructions, Guidelines & Due Date

Objectives: The RWG Ballot allows each CAQH CORE RWG Participating Organization to indicate whether they approve each new draft operating rule and updated requirements being balloted. Per the [CAQH CORE Voting Process](#), the following must occur at the Work Group level for approval of the new and updated operating rules:

- **Quorum Required for Ballot:** 60% of the Work Group
- **Approval Required for Ballot:** Simple majority vote (50%)

RWG Ballot Format: Draft items to review, listed in order that they appear in the Ballot, include the following:

1. NEW: Draft CAQH CORE Attachments (275/278) Prior Authorization Rule Package

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

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

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

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

4. UPDATED: Select CAQH CORE Infrastructure Operating Rule Requirements

Review Work Group Next Steps

Additional Ballot Guidance

- The RWG Ballot responses are due **via the online submission form by Friday, 12/10/21, 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 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.



CAQH CORE Review Work Group Participants:

- Complete RWG Ballot **by Friday, 12/10/21, end of day.**
- Review the results of the RWG Ballot and RWG Co-chair & CORE Staff recommended adjustments to the draft rules and updated requirements.
- If needed, the RWG will reconvene to for a **final RWG Call #5 on Thursday 12/16/21** to discuss any outstanding substantive adjustments raised during the RWG Ballot voting period.



RWG Co-chairs & CORE Staff:

- Implement adjustments to the Draft CAQH CORE Eligibility & Benefits Data Content Rule and select CAQH CORE Infrastructure Rule requirements based on RWG discussion and comments.
- Distribute RWG Ballot to participants **by Monday, 11/22/21, end of day.**
- Draft a call summary for today's call.

CAQH CORE

Appendix

Today's Call Documents

Document Name
Doc #1 RWG Call 4 Deck 11.18.21
Doc #2 RWG Call 3 Summary 10.21.21
Doc #3 RWG Straw Poll #2 Results 11.18.21

CORE Staff*	Email Address
Erin Weber, Director, CORE	eweber@caqh.org
Bob Bowman, Director, CORE	rbowman@caqh.org
Taha Anjarwalla, Associate Director, CORE	tanjarwalla@caqh.org
Emily TenEyck, Manager, CORE	eteneyck@caqh.org
Sara Williams, Associate, CORE	swilliams@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 & Benefits; Infrastructure Update	Thursday 8/26/21 2:00 – 3:30 PM ET	<ul style="list-style-type: none"> ▪ RWG Scope <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ Collect feedback from CAQH CORE Participants on priority topics for CAQH CORE Infrastructure Update.
Work Group Call #2 TOPIC(S): Attachments; Eligibility & Benefits	Thursday 9/23/21 2:00 – 3:30 PM ET	<ul style="list-style-type: none"> ▪ 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.
Work Group Call #3 TOPIC(S): Infrastructure Update	Thursday 10/21/21 2:00 – 3:30 PM ET	<ul style="list-style-type: none"> ▪ Review CAQH CORE Infrastructure Update Survey Results on CAQH CORE Infrastructure Operating Rules. ▪ Discuss potential adjustments to the existing CORE Infrastructure Rules. ▪ Next Steps including RWG Straw Poll #2.

CAQH CORE Review Work Group

Activity Schedule (Continued)

Work Group Activity	Date	Topic
Straw Poll #2 TOPIC(S): Eligibility & Benefits; Infrastructure Update	Monday 10/22/21 – Friday 11/5/21	<ul style="list-style-type: none"> ▪ 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 & Benefits; Infrastructure Update	Thursday 11/18/21 2:00 – 3:30 PM ET	<ul style="list-style-type: none"> ▪ Review results of Straw Poll #2 on the: <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> ▪ Indicate level of support for CAQH CORE Attachments Operating Rules Packages, 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	<ul style="list-style-type: none"> ▪ Review results of Ballot and agree to any substantive adjustments prior to forwarding to Final CORE Vote, as needed.

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
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.
Michelle Barry	Availity/X12
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
Heather Sammons	BCBS North Carolina
Deborah Swain	BCBS North Carolina

Name	Organization
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
Nick Dahl	Cognizant
Dawn Sprague	Cognizant
Bettina Vanover	Cognizant
Daniel Saunders	Cognosante
Shilesh Nair	CSRA
Cristina Boincean	Edifecs
Michael Jacus	Epic
Nancy Buckley	Harvard Pilgrim Health Care
Gary Cole	Harvard Pilgrim Health Care
Rhonda Starkey	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
Sandra Jamison	Humana

Name	Organization
Amy Peterson	Humana
Gheisha-Ly Rosario Diaz	LabCorp
Linda Jeager	LabCorp
Andrea Brannan	Mayo Clinic
William Venhuizen	Mayo Clinic
Jameelah O'Neal	Medical Mutual
Melanie Combs-Dyer	Mettle Solutions
Kelsey Haag	MGMA
Diana Fuller	Michigan Medicaid
Chuck Veverka	Michigan Medicaid
Margaret Weiker	NCPDP
David Delano	NEHEN
Tonia Bateman-Wold	New Mexico Cancer Center
Barbara McAneny	New Mexico Cancer Center
Nancy Team	NextGen Healthcare
Randy Gabel	OhioHealth
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	UnitedHealthGroup
Sonya May	UnitedHealthGroup
Kiran Kalluri	UnitedHealthGroup
Janell Shamsideen	UnitedHealthGroup
Barbara Vonasek	UnitedHealthGroup
Robert Tennant	WEDI
June St John	Wells Fargo Bank, N.A.