

**CAQH Committee on Operating Rules for Information Exchange (CORE)  
Review Work Group (RWG)  
Call #4 Summary: Thursday, November 18, 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.

<i>Agenda Item</i>	<i>Key Discussion Points</i>	<i>Decisions and Actions</i>
<b>1. Antitrust Guidelines</b>	<ul style="list-style-type: none"> <li>• Sara Williams (CAQH CORE Associate) opened the call and provided an overview of GoToMeeting and administrative items.</li> </ul>	<i>Discussion</i>
<b>2. Roll Call and Administrative Items</b> (Doc #1 slides #1-3)	<ul style="list-style-type: none"> <li>• 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].</li> <li>• <b>Sara Williams (CAQH CORE Associate) reviewed the call documents:</b> <ul style="list-style-type: none"> <li>○ <b>Doc 1:</b> RWG Call 4 Slide Deck 11.18.21.pdf</li> <li>○ <b>Doc 2:</b> RWG Call 3 Summary 10.21.21.pdf</li> <li>○ <b>Doc 3:</b> RWG Straw Poll #2 Results 11.18.21.pdf</li> </ul> </li> <li>• <b>Sara Williams (CAQH CORE Associate) reviewed the focus of the call, which was to:</b> <ul style="list-style-type: none"> <li>○ Provide a level set of RWG milestones and timeline</li> <li>○ Review the results of Straw Poll #2</li> <li>○ Discuss next steps, including how to submit the RWG Ballot</li> </ul> </li> <li>• <b>Summary of RWG Discussion:</b> <ul style="list-style-type: none"> <li>○ No questions or comments were raised by RWG participants.</li> </ul> </li> </ul>	<i>Discussion</i>
<b>3. Summary of 10/21/21 RWG Call</b> (Doc #1 slide #4)	<ul style="list-style-type: none"> <li>• <b>Summary of 10/21/21 RWG Call:</b> <ul style="list-style-type: none"> <li>○ Reviewed results of the CAQH CORE Participant Infrastructure Survey</li> <li>○ Reviewed Draft Updates to the CAQH CORE Eligibility &amp; Benefits Data Content Rule</li> <li>○ Agreed to next steps</li> </ul> </li> <li>• <b>Sara Williams (CAQH CORE Associate) asked the group for a motion to approve the call summary.</b></li> <li>• <b>Summary of RWG Discussion:</b> <ul style="list-style-type: none"> <li>○ No questions or comments were raised by RWG participants.</li> </ul> </li> </ul>	<b>Action Required:</b> <ul style="list-style-type: none"> <li>• Approved 10/21/21 Call Summary.</li> <li>• Motion to approve by Megan Soccorso (Cigna)</li> <li>• Seconded by Racheal Washburn (Health Care Service Corp)</li> </ul>
<b>4. RWG Timeline Level Set</b> (Doc #1 slide #5)	<ul style="list-style-type: none"> <li>• <b>Mahesh Siddanati (Centene) provided an overview of the Review Work Group Timeline.</b> <ul style="list-style-type: none"> <li>○ Mahesh Siddanati (Centene) reviewed the RWG timeline and milestones, showing work that has been completed, and upcoming activities.</li> <li>○ Mahesh Siddanati (Centene) asked if there were any questions regarding the RWG timeline.</li> </ul> </li> <li>• <b>Summary of RWG Discussion:</b></li> </ul>	<i>Discussion</i>

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<p><b>5. Review Results of Straw Poll 2</b> (Doc #1 slides #6-27)</p>	<ul style="list-style-type: none"> <li>○ No questions or comments were raised by RWG participants.</li> <li>● <b>Mahesh Siddanati (Centene) provided background on RWG Straw Poll #2:</b> <ul style="list-style-type: none"> <li>○ Straw Poll #2 received 34 responses, representing 74% of RWG participating organizations. He reminded the group that the straw poll asked for levels of support on each updated section of the Draft CAQH CORE Eligibility &amp; Benefits Data Content Rule and for feedback on the potential updates to the existing CAQH CORE Infrastructure Operating Rules.</li> </ul> </li> <li>● <b>Bob Bowman (CAQH CORE Director) discussed the straw poll results regarding Draft Eligibility &amp; Benefits Data Content Rule Update and CAQH CORE’s RWG Co-chair and Staff Responses:</b> <ul style="list-style-type: none"> <li>○ Bob Bowman (CAQH CORE Director) noted that the lowest support still received 83% agreement.</li> <li>○ No questions or comments were raised by RWG participants.</li> </ul> </li> <li>● <b>Summary of RWG Discussion:</b> <ul style="list-style-type: none"> <li>○ Heather McComas (AMA) commented on the tiered benefits comment submitted by one respondent, which stated that tiered benefit information should only be enforced with a codified system to avoid confusion. She recommended the inclusion of additional boiler plate language pertaining to tiered benefits messaging.</li> <li>○ Bob Bowman (CAQH CORE Director) responded to Heather McComas’ (AMA) comment, noting that draft boiler plate language does exist for reporting on individual tiers, which was not included in the initial document.</li> <li>○ Rachel Washburn (HCSC) asked about the codes in the Appendix Table of the draft rule update; specifically, whether the mental health Service Type Codes (STCs) were diagnosis-driven instead of categories of service.</li> <li>○ Bob Bowman (CAQH CORE Director) noted that CORE staff will re-examine the appendix table before sending out the RWG Ballot.</li> </ul> </li> <li>● <b>Erin Weber (CAQH CORE Director) discussed the straw poll results and comments received on the potential updates to existing CAQH CORE Infrastructure Operating Rules Update and CAQH CORE’s RWG Co-chair and Staff Responses:</b> <ul style="list-style-type: none"> <li>○ Heather McComas (AMA) noted trends in the stakeholder responses to the straw poll regarding percent support for system availability weekly downtime. Heather also inquired about how CORE may encourage organizations to go above recommended operating rules and how entities applying for CORE certification are evaluated during the certification test.</li> <li>○ Erin Weber (CAQH CORE Director) responded that all operating rule requirements are meant for organizations to go above and beyond. She suggested CAQH CORE Staff create an FAQ to address this point. Erin also noted that efficiency metrics would be built into the certification program.</li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>○ Bob Bowman (CAQH CORE Director) added that entities are required to generate system reports during the certification process and share the data with CAQH CORE.</li> </ul>	
<b>6. RWG Next Steps</b> (Doc #1 slides #28-35)	<ul style="list-style-type: none"> <li>● Emily TenEyck (CAQH CORE Manager) discussed the upcoming RWG ballot including deadline and how to submit.</li> <li>● She also summarized CAQH CORE RWG Co-chairs and CORE staff next steps, including:             <ul style="list-style-type: none"> <li>○ Draft a call summary of today's call and make available on the CAQH CORE Participant Dashboard for participant review.</li> <li>○ Send the RWG Ballot to RWG Participants by Monday, 11/22/21, EOD.</li> </ul> </li> <li>● Emily reviewed the RWG Participating Organizations next steps, including:             <ul style="list-style-type: none"> <li>○ Submit the RWG Ballot by Friday 12/10/21.</li> <li>○ Attend the tentative RWG call #5, scheduled for 12/16/21.</li> </ul> </li> <li>● <b>Summary of RWG Discussion:</b></li> <li>● Susan Langford (BCBS Tennessee) recommended extending the RWG ballot voting period given the volume of content participants need to review.</li> <li>● Erin Weber (CAQH CORE Director) agreed and responded that CAQH CORE staff would look at the calendar and propose an extended due date.</li> </ul>	<p><b>Action Required:</b></p> <ul style="list-style-type: none"> <li>● Agreed to extend the RWG ballot period to Friday 12/17/21.</li> <li>● Cancelled RWG Call #5 on 12/16/21 to allow for the extended RWG ballot period.</li> </ul>

Call Documentation
<ul style="list-style-type: none"> <li>● <b>Doc 1:</b> RWG Call 4 Slide Deck 11.18.21.pdf</li> <li>● <b>Doc 2:</b> RWG Call 3 Summary 10.21.21.pdf</li> <li>● <b>Doc 3:</b> RWG Straw Poll #2 Results 11.18.21.pdf</li> </ul>

**CAQH CORE Contact Information**

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**Review Work Group (RWG) Call #4 Attendance**

Organization	Last Name	First Name	Attended
Aetna	Bakos	Janice	
Aetna	Bellefeuille	Bruce	X
Aetna	Senato	Nancy	
Aetna	Rabuffo	Mark	X
Aetna	Stine	Merri-Lee	X
Aetna	Hodges	Rose	
Aetna	Bakos	Janice	
Aetna	Bellefeuille	Bruce	
AIM Specialty Health	Shaw	Brian	
AIM Specialty Health	McDermott	Kevin	
AIM Specialty Health	Grubert	Shaun	
American Medical Association (AMA)	Lefebvre	Celine	X
American Medical Association (AMA)	McComas	Heather	X
American Medical Association (AMA)	Reese	Molly	
American Medical Association (AMA)	Scheid	Tyler	X
Ameritas	Steece	Kristina	X
Anthem Inc.	Green	Christol	
Anthem Inc.	Gwinn	Kena	
Anthem Inc.	Bushman	Mary Lynn	
Athenahealth	Iluri	Nora	
Athenahealth	Fiore	Melissa	
Availity, Inc.	Barry	Michelle	X
Availity, Inc.	Beck	Brian	
Availity, Inc.	Silva	Steffi	X
Availity, Inc.	Mort	Thomas	
Availity, Inc.	Sacks	Jeremy	
Availity, Inc.	Howe	Justin	
Availity, Inc.	Greer	Justin	
Blue Cross and Blue Shield Association (BCBSA)	Kocher	Gail	X

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Blue Cross Blue Shield of Michigan	Lippert	Susan	X
Blue Cross Blue Shield of Michigan	Monarch	Cindy	
Blue Cross Blue Shield of Michigan	Turney	Amy	
Blue Cross Blue Shield of North Carolina	Tummala	Sudheer	X
Blue Cross Blue Shield of North Carolina	Sammons	Heather	X
Blue Cross Blue Shield of North Carolina	Swain	Debra	X
Blue Cross Blue Shield of Tennessee	Langford	Susan	X
Centene	Siddanati	Mahesh	X
Centene	Bernard	Alexandra	
Centers for Medicare and Medicaid Services (CMS)	Haywood	Camille	
Centers for Medicare and Medicaid Services (CMS)	Singh	Rupinder	
Centers for Medicare and Medicaid Services (CMS)	Collins	Diane	
Change Healthcare	McCachern	Deborah	X
Childrens Healthcare of Atlanta	Osborne	Jamie	
Claim MD	Titan	Nihal	X
CIGNA	Soccorso	Megan	X
Cleveland Clinic	Medve	Dan	
Cognizant	Sprague	Dawn	X
Cognizant	Vanover	Bettina	
CSRA	Nair	Shilesh	
Edifecs	Boincean	Cristina	
Epic	Donaldson	Nate	
CSRA	Nair	Shilesh	X
Harvard Pilgrim	Buckley	Nancy	
Harvard Pilgrim	Starkey	Rhonda	
Harvard Pilgrim	Cole	Gary	X
Health Care Service Corp (HCSC)	Campbell	Donna	X
Health Care Service Corp (HCSC)	Washburn	Rachel	X
HealthEdge	Brown	Maggie	
HealthEdge	Desai	Parag	X

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HealthEdge	Hanna	Douglas	X
HealthEdge	Letendre	Kathy	
HEALTHeNET	Gracon	Christopher	
Humana	Jamison	Sandra	
Humana	Peterson	Amy	
HEALTHeNET	Gracon	Christopher	X
LabCorp	Jaeger	Linda	X
LabCorp	Rosario Diaz	Gheisha-Ly	X
NEHEN	Delano	David	X
Mayo Clinic	Venhuizen	BJ	X
Mayo Clinic	Brannan	Andrea	
Medical Mutual of Ohio, Inc.	Oby	Jean	
Medical Mutual of Ohio, Inc.	O'Neal	Jameelah	
MGMA	Haag	Kelsey	
Michigan Department of Community Health	Fuller	Diana	X
Michigan Department of Community Health	Veverka	Chuck	
National Council for Prescription Drug Programs (NCPDP)	Weiker	Margaret	X
NextGen Healthcare Information Systems, Inc.	Team	Nancy	X
New Mexico Cancer Center/NMOHC	Bateman	Tonia	X
New Mexico Cancer Center/NMOHC	McAneny	Barbara	
New England HealthCare Exchange Network (NEHEN)	Delano	David	
Ohio Health	Gabel	Randy	X
Ohio Health	Tummalapalli	Krishna	
Ohio Hospitals	Weaver	Quyen	
PriorAuthNow	Blasinski	Jeffrey	X
Security Health	Koch	Steven	X
Tata Consulting Services	Robinson	Althea	
The SSI Group, Inc.	Tillman	Tracey	
TrialCard	Randall	Dean	X
UnitedHealthGroup	Kalluri	Kiran	

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UnitedHealthGroup	Lagoutis	Maria	X
UnitedHealthGroup	May	Sonya	X
UnitedHealthGroup	Shamsideen	Janell	
UnitedHealthGroup	Vonasek	Barbara	X
UC Davis Health	Marchant	Michael	
WEDI	Tennant	Robert	
Wells Fargo	St John	June	X