

**CAQH Committee on Operating Rules for Information Exchange (CORE)
Health Care Claims Subgroup Call #1
Call Summary: Thursday, April 13th, 2023, 2 pm - 3 pm ET 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>
1. Introductions, Welcome, and Antitrust Guidelines (Doc #1 Slide 2)	<ul style="list-style-type: none"> • Pete Benziger (Senior Manager, CORE) opened the call and welcomed everyone to the group. • Pete Benziger (Senior Manager, CORE) reviewed the call agenda, roll-call, and antitrust guidelines. 	<i>Discussion</i>
2. Subgroup Level-Set (Doc #1 Slides 3-9)	<ul style="list-style-type: none"> • Bob Bowman (Principal, CORE) provided a high-level overview of CAQH CORE mission, vision, and industry role. • Bob Bowman (Principal, CORE) introduced the Co-Chairs to the group and passed the call for them to introduce themselves to the group. They include Randy Gabel (Ohio Health) Olga Khabinskay (HBMA, WCH), Mahesh Siddanatai (Centene), and Megan Soccorso (Gainwell Technologies). • Bob Bowman (Principal, CORE) reviewed scope, goals, and timelines for the group. • Bob Bowman (Principal, CORE) discussed the approach and progression of operating rule development CAQH CORE deploys for drafting rules. • Bob Bowman (Principal, CORE) reviewed participant expectations and responsibilities for subgroup calls and any additional work, such as straw polling and call preparation. 	<i>Discussion</i>
3. Research Overview (Doc #1 Slides 10-12)	<ul style="list-style-type: none"> • Pete Benziger (Senior Manager, CORE) reviewed a summary of findings and publications from the CAQH CORE Health Care Claims focus groups, industry interviews, and stakeholder polling. • Pete Benziger (Senior Manager, CORE) introduced topic areas for operating rule development. These opportunity areas include telehealth place of service (POS) assignment, value-based payment supplementary diagnosis transmission, coordination of benefits (COB) data content requirements, and improving the use of the claim acknowledgment 277CA transaction. • Pete Benziger (Senior Manager, CORE) also invited participants to share any additional topics that CAQH CORE should consider in future call discussions. 	<i>Discussion</i>
4. Initial Areas of Opportunity (Doc #1 Slides 13-17)	<ul style="list-style-type: none"> • Bob Bowman (Principal, CORE) introduced the topic of aligning industry towards a common approach for telehealth POS claim submission. With the end of the Public Health Emergency (PHE) coming, organizations have expressed concern around losing a common framework for place of service and modifier use for telehealth claim billing. <ul style="list-style-type: none"> ○ Randy Gabel (Ohio Health) spoke to the complications of varying telehealth billing and confusion around billing requirements. He expressed that industry is at risk in losing out on opportunities to provide patients with telehealth services if billing for these services is not properly streamlined. • Bob Bowman (Principal, CORE) introduced the topic of supporting value-based payment with the 837 transaction as a way to align on best practice pathways for supporting supplementary diagnosis submissions. • CAQH CORE is launching a VBP specific subgroup to tackle issue of best practices for VBP related workflows and data exchanges. The work and discussions being held in the health care claims subgroup will help to inform some of the work being done over there, and vice versa. • Bob Bowman (Principal, CORE) introduced the topic of standardizing COB elements within the 837 transaction to 	<i>Discussion</i>

**CAQH Committee on Operating Rules for Information Exchange (CORE)
Health Care Claims Subgroup Call #1
Call Summary: Thursday, April 13th, 2023, 2 pm - 3 pm ET Call**

Agenda Item	Key Discussion Points	Decisions and Actions
	<p>remediate questions on COB payments and care attribution.</p> <ul style="list-style-type: none"> ○ Mahesh Siddanatai (Centene) spoke to the challenges providers are facing when interacting with health plans that have varying COB data requirements for them to process secondary claims. This is a major challenge in the industry today. ● Bob Bowman (Principal, CORE) introduced the topic of improving the utility of the 277CA transaction. He noted that CORE understands this transaction is not universally adopted by the industry and therefore the discussion on the issue may be narrower. Further, he emphasized the importance for providing as much granular detail back to providers on the status of front-end errors with submitted claims. ● Current organizations who do utilize this transaction vary on the use of the associated error reporting codes and their meanings. <ul style="list-style-type: none"> ○ Megan Soccorso (Gainwell Technologies) spoke to the importance of accurate error reporting to get faster, more accurate claims back into a health plans system for quicker revenue cycle windows. 	
5. Rule Development Discussion – Telehealth Claim POS Codes (Doc #1 Slides 18-21)	<ul style="list-style-type: none"> ● Bob Bowman (Principal, CORE) introduced the topic of aligning on an approach to telehealth claim submission. With the end of the Public Health Emergency (PHE) coming, organizations have expressed concern around losing a common framework provided by PHE regulations for place of service and modifier use for telehealth claim billing. ● CAQH CORE recognizes that some of this is dependent on policy, and CAQH CORE does not write rules for policy. However, understanding the policy help to inform the use of data content necessary to successfully transmit these transactions. 	Discussion
6. Next Steps (Doc #1 Slides 22-23)	<ul style="list-style-type: none"> ● Pete Benziger (Senior Manager, CORE) introduced next steps to the group, including action items and timelines. These include: <ul style="list-style-type: none"> ○ Completion of Straw Poll #1 between: April 17 – April 28, 2023 ○ CORE Staff to analyze Straw Poll results and draft call documents: April 28 – May 3, 2023 ○ Next Subgroup call to be held on Thursday, May 4th at 2:00PM EST. ● Summary of CSG Discussion: <ul style="list-style-type: none"> ○ Terrance Cunningham (AHA) asked whether the topic of telehealth POS claims includes only professional claims, or institutional as well. ○ Bob Bowman (Principal, CORE) indicated that this would be indicated more clearly on the Straw Poll. ● Bob Bowman (Principal, CORE) closed out the call as there were no further questions. 	Discussion

Call Documentation
Doc 1: CAQH CORE Health Care Claims Subgroup Meeting 1.pdf
Doc 2: Health Care Claims Subgroup Straw Poll 04.17.23.Final.pdf

**CAQH Committee on Operating Rules for Information Exchange (CORE)
Health Care Claims Subgroup Call #1
Call Summary: Thursday, April 13th, 2023, 2 pm - 3 pm ET Call**

CAQH CORE Contact Information

Pete Benziger
Sr. Manager, CORE
pbenziger@cagh.org

Bob Bowman
Principal, CORE
rbowman@cagh.org

Kayla Cooper
Associate, CORE
kcooper@cagh.org

Tanner Fuchs
Associate, CORE
tfuchs@cagh.org

CAQH CORE Health Care Claims Subgroup Call #1 Attendance Organization	Last Name	First Name	Attendance
Aetna	Morgan	Heather	
Aetna	Davidson	Marianne	
Aetna	Rabuffo	Mark	
Aetna	Hodges	Rose	
AIM Specialty Health	VoHusmann	Thuy	
AIM Specialty Health	Aerabati	Anitha	X
American Hospital Association (AHA)	Cunningham	Terrance	X
American Hospital Association (AHA)	Preisler	Andrea	X
American Medical Association (AMA)	McComas	Heather	X
American Medical Association (AMA)	Spector	Nancy	X
American Medical Association (AMA)	Otten	Rob	
American Medical Association (AMA)	Martin	Erica	X
Ameritas Life Insurance Corp.	Wanless	Scott	
Aultcare	Criswell	Chris	X
Aultcare	Bolam	Kristen	X
Availity	Jordan	Joshua	
Availity	Barber	Leah	X
Availity	Sites	Kathy	X
Availity	Love	Christina	X

**CAQH Committee on Operating Rules for Information Exchange (CORE)
Health Care Claims Subgroup Call #1
Call Summary: Thursday, April 13th, 2023, 2 pm - 3 pm ET Call**

CAQH CORE Health Care Claims Subgroup Call #1 Attendance Organization	Last Name	First Name	Attendance
Availity	Barry	Michelle	X
Availity	Barnes	Rebecca	
Blue Cross and Blue Shield Association (BCBSA)	Kocher	Gail	
Blue Cross Blue Shield of Michigan	Bussone	Jennifer	
Blue Cross Blue Shield of Michigan	Monarch	Cynthia	X
Blue Cross Blue Shield of Michigan	Knapp	Ron	X
Blue Cross Blue Shield of Michigan	Rasegan	Amy	
Blue Cross Blue Shield of Michigan	Sallie	Natasha	X
Blue Cross Blue Shield of Michigan	Siebers	Carl	
Blue Cross Blue Shield of Michigan	Cloutier	Steve	X
Blue Cross Blue Shield of North Carolina	Harris	Betty	
Blue Cross Blue Shield of North Carolina	Sammons	Heather	X
Blue Cross Blue Shield of Tennessee	Langford	Susan	X
Centene Corporation	Siddanati	Mahesh	X
Centers for Medicare and Medicaid Services (CMS)	Rooke	Fred	
Change Healthcare	Denison	Mike	
Children's Healthcare of Atlanta Inc	Osborne	James	X
CIGNA	Narog	Jeff	
Cognizant	Wijtyk	Patricia	X
Cognizant	Carrillo	Vincent	X
Cognizant	Kumaresan	Akila	
Cognizant	Williams	Nichole	
Cognizant	Mason	Tania	X
Cognizant	Rajagopalan	Navin	
Gainwell Technologies	Soccorso	Megan	X

**CAQH Committee on Operating Rules for Information Exchange (CORE)
Health Care Claims Subgroup Call #1
Call Summary: Thursday, April 13th, 2023, 2 pm - 3 pm ET Call**

CAQH CORE Health Care Claims Subgroup Call #1 Attendance Organization	Last Name	First Name	Attendance
Health Care Service Corp	Pickens	Brian	
Healthcare Business Management Association (HBMA)	Khabinskay	Olga	X
Healthedge Software Inc	Sheldon	Dave	X
Healthedge Software Inc	Hanna	Doug	X
Healthedge Software Inc	Lane	Tonya	X
HEALTHeNET	Irvine	Robert	
Horizon Blue Cross Blue Shield of New Jersey	Bandula	Athalage	X
Horizon Blue Cross Blue Shield of New Jersey	Lewnes-King	Penny	X
Kaiser Permanente	Rezai	Pauny	X
Kaiser Permanente	Bigham	Robert	
Laboratory Corporation of America	Rosario Diaz	Gheisha-Ly	
Medical Mutual of Ohio, Inc.	O'Neal	Jameelah	
National Council for Prescription Drug Programs (NCPDP)	Strickland	Teresa	X
New Mexico Cancer Center	Bateman	Tonia	
NextGen Healthcare Information Systems, Inc.	Team	Nancy	X
NextGen Healthcare Information Systems, Inc.	Kay-Rast	Juneko	
NextGen Healthcare Information Systems, Inc.	Moreno	John	
OhioHealth	Gabel	Randy	X
OhioHealth	Alexander	Mary	X
Optum	Milton	Linda	
OptumInsight	Chapple	Lynn	
OptumInsight	Rose	Tara	

**CAQH Committee on Operating Rules for Information Exchange (CORE)
Health Care Claims Subgroup Call #1
Call Summary: Thursday, April 13th, 2023, 2 pm - 3 pm ET Call**

CAQH CORE Health Care Claims Subgroup Call #1 Attendance Organization	Last Name	First Name	Attendance
Point32Health	Werth	Russell	
Point32Health	Patel	Monal	
Point32Health	Sherman	Michael	
St. Joseph's Health	Reed	Linda	
Tata Consultancy Services Ltd	Vicari	Tammy	X
The SSI Group, Inc.	Tillman	Tracey	
TRICARE	Petry	Brian	
TriZetto Corporation, A Cognizant Company	Shulz	Andy	
UnitedHealthGroup	Dean	Laurie	X
UnitedHealthGroup	Mueller	Cynthia	
UnitedHealthGroup	Jarvis	Claire	
UnitedHealthGroup	Fayazdeen	Sofia	
UnitedHealthGroup	Cook	Terri	X
UnitedHealthGroup	Kalluri	Kiran	X
Virginia Mason Medical Center	Chambers	Kevin	X
Virginia Mason Medical Center	Ness	Lisa	
Virginia Mason Medical Center	Wallace	Jenny	X
Work Group for Electronic Data Interchange (WEDI)	Tennant	Robert	X