

**CAQH Committee on Operating Rules for Information Exchange (CORE)
Health Care Claims Subgroup Call #4
Call Summary: Thursday, July 27th, 2023, 2pm-3pm 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, Antitrust Guidelines, and Participant Dashboard (Doc #1 Slides 1-2)	<ul style="list-style-type: none"> • Olga Khabinskay (HBMA) opened the call and welcomed everyone to the group. Olga also reviewed the antitrust guidelines, conducted roll call, and reviewed the agenda items. <ul style="list-style-type: none"> ○ [See call participant roster at the end of this meeting summary to view call attendees and affiliated organizations]. 	<i>Discussion</i>
2. Straw Poll #3 Background and Purpose (Doc #1 Slides 3-5)	<ul style="list-style-type: none"> • Megan Soccorso (Gainwell Technologies) reviewed the background and purpose of Straw Poll #3. <ul style="list-style-type: none"> ○ Megan highlighted the distribution of responses on the straw poll, noting that 23 responses were received accounting for 51% of Subgroup participating organizations. • Megan Soccorso (Gainwell Technologies) reviewed how CORE categorizes straw poll comments, and how CORE works to adjudicate comments received. <ul style="list-style-type: none"> ○ Noted that substantive and point of clarification comments would be reviewed on the call. Non-substantive comments and typographical comments will be available for review offline before the next call. 	<i>Discussion</i>
3.Straw Poll #3 Results – 277CA Error Reporting (Doc #1 Slides 6-13)	<ul style="list-style-type: none"> • Megan Soccorso (Gainwell Technologies) handed the call over to Bob Bowman (Principal, CORE) to introduce the first set of straw poll results related to 277CA error reporting. • Bob Bowman (Principal, CORE) introduced the straw poll results starting with support levels for the development of operating rule language for uniform use of 277CA Claim Status Category Code (CCSC) + Claim Status Code (CSC) combinations. <ul style="list-style-type: none"> ○ Results indicated generally high levels of support . No organizations responded with either partially do not support or do not support. • Bob Bowman (Principal, CORE) introduced the straw poll results for the development of CSCC + CSC code combinations for the provided business scenarios. <ul style="list-style-type: none"> ○ Results showed high levels of support for CSCC A3, CSCC A4, CSCC A6, CSCC A7, and CSCC A8 as the business scenarios to guide the matching of CSC codes. ○ CSCC E0 will be dropped as it did not receive more than 50% support from the group. • Bob Bowman (Principal, CORE) reviewed substantive and point of clarification comments related to 277CA CSCC + CSC business scenarios. <ul style="list-style-type: none"> ○ Bob Bowman acknowledged the group’s concern for the appropriateness of utilizing the 277CA vs other claim status transactions for some of the business scenarios as seen in the comments. CORE will be conducting additional environmental scanning related specifically to claim status. ○ Heather McComas (AMA) echoed the concern that there may be better transactions suited for some of the proposed business scenarios. Concern that this may create multiple ways to approach a use case, creating additional industry confusion. <ul style="list-style-type: none"> • Bob Bowman agreed and mentioned that the next straw poll will drill down a bit more into each of the business scenarios to allow for the group to identify appropriate uses of 	<i>Discussion</i>

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	<p style="text-align: center;">the code combinations for the 277CA transaction.</p> <ul style="list-style-type: none"> • Bob Bowman (Principal, CORE) introduced the straw poll results for support levels on what data elements could be used to match 277CA and 837 transactions. <ul style="list-style-type: none"> ○ Results showed high levels of support for developing a minimum set of data to match 277CA and 837 transactions. No organization responded with Partially Do Not Support or Do Not Support. • Bob Bowman (Principal, CORE) reviewed substantive and point of clarification comments related to data elements that could be used to match 277CA and 837 transactions. <ul style="list-style-type: none"> ○ Megan Soccorso (Gainwell Technologies) commented that when claims are either bundled or split, utilizing the service line reference IDs would be a great way to reassociate service lines, as this data element would need to be returned by the payer and included on both the 837 and 277CA. • Bob Bowman (Principal, CORE) introduced the straw poll results regarding support levels on what data elements could be used to match 277CA error codes and 837 charge items. <ul style="list-style-type: none"> ○ Results showed high levels of support for developing rule requirements specifying the connection between 277CA error codes and their corresponding 837 charge items. No organizations responded with Partially Do Not Support or Do Not Support. • Bob Bowman (Principal, CORE) reviewed substantive and point of clarification comments related to data elements that could be used to match 277CA and 837 transactions. <ul style="list-style-type: none"> ○ No additional comments for this section from Subgroup participants. • 277CA error reporting next steps: <ul style="list-style-type: none"> ○ CORE staff to develop a matrix to highlight the appropriate CSC codes with their corresponding CSCC business scenario for Subgroup review on the next straw poll. ○ CORE Staff and Co-chairs to draft a list of data elements that could be used to match 277CA and 837 transactions review and approval to be drafted into draft rule language. ○ CORE Staff and Co-chairs to continue assessing levels of support and appropriate data elements for matching 277CA error codes and the 837 charge items in the next straw poll. 	
<p>4.Straw Poll Results – COB Claim Submission (Doc #1 Slides 14-20)</p>	<ul style="list-style-type: none"> • Bob Bowman (Principal, CORE) handed the call over to Pete Benziger (Sr. Manager, CORE) to introduce straw poll results related to coordination of benefits (COB) claim submission. • Pete Benziger (Sr. Manager, CORE) introduced the straw poll results for the development of a minimum set of data elements for COB claim submission. <ul style="list-style-type: none"> ○ Results showed high levels of support for each matching data element provided. Adjustment Group Code was the only data element with a Partially Do Not Support or Do Not Support response (4%). • Pete Benziger (Sr. Manager, CORE) reviewed substantive and point of clarification comments related the development of a minimum set of data elements for COB claim submission. <ul style="list-style-type: none"> ○ No additional comments for this section from Subgroup participants. • Pete Benziger (Sr. Manager, CORE) introduced the straw poll results for updating the CAQH CORE Master Companion Guide Template to include requirements for locating COB information. <ul style="list-style-type: none"> ○ Results indicated high levels of support for this topic. Only 4% of responses were Partially Do Not Support or Do Not Support. • Pete Benziger (Sr. Manager, CORE) introduced the straw poll results for establishing guidance via operating rule requirements for service level agreements between health plans for communicating data requirements and payment timelines. <ul style="list-style-type: none"> ○ Results showed mixed level of support for this requirement with a high level of neutral responses. ○ After additional discussion on the results and comments here, CORE Staff and Co-chairs have decided to defer this topic as it falls outside of the Subgroup's scope. CORE will continue research 	Discussion

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	<p>and further evaluation of this topic.</p> <ul style="list-style-type: none"> • Pete Benziger (Sr. Manager, CORE) introduced the straw poll results regarding drafting operating rule requirements for determining health plan primacy. <ul style="list-style-type: none"> ○ Results showed mixed level of support for this requirement with a high level of neutral responses. ○ After additional discussion on the results and comments here, CORE Staff and Co-chairs have decided to defer this topic as it falls outside of the Subgroup's scope. CORE will continue research and further evaluation of this topic. • Pete Benziger (Sr. Manager, CORE) introduced the straw poll results regarding drafting operating rule requirements specifying the method of transmission for claims moving from primary to secondary plans. <ul style="list-style-type: none"> ○ Results showed mixed level of support for this requirement with a high level of neutral responses. ○ After additional discussion on the results and comments here, CORE Staff and Co-chairs have decided to defer this topic as it falls outside of the Subgroup's scope. CORE will continue research and further evaluation of this topic. • COB Claim next steps: <ul style="list-style-type: none"> ○ CORE Staff and Co-chairs to draft a set of minimum data elements for COB claim submission to include on the next straw poll. This would then be included in draft straw poll depending on approval levels. 	
<p>5. Straw Poll Results – Telehealth (Doc #1 Slides 21-25)</p>	<ul style="list-style-type: none"> • Pete Benziger (Sr. Manager, CORE) handed the call over to Bob Bowman (Principal, CORE) to introduce straw poll results related to Telehealth. • Bob Bowman (Principal, CORE) introduced the straw poll results for the development of a minimum set of data elements for COB claim submission. <ul style="list-style-type: none"> ○ Results showed high levels of approval for the provided CORE POS + modifier definitions and example use cases. ○ Comments received will inform any revision to the definitions and example use cases that will be reflected in the next version of the language included in the draft rule. • Bob Bowman (Principal, CORE) reviewed substantive and point of clarification comments related to the draft CORE POS + modifier definitions and example use cases. <ul style="list-style-type: none"> ○ Noted that the drafted POS + modifier definitions and example use cases are intended to give direction and guidance for organizations when using POS code 02 and 10. This is not saying that POS code 02 or 10 needs to be used in every telehealth billing situation. ○ Heather McComas (AMA) commented that there may be continued concern for denials or issues related to billing certain CPT codes that are tied to specific POS codes. Additionally, Heather asked the group how organizations will be handling the use of POS 02 and 10 as we are moving out of pandemic era billing practices in the future. ○ Bob mentioned that any information brought to CORE via offline conversation or communication will be brought to the group at large to inform discussion. ○ No additional comments or feedback from subgroup participants. • Bob Bowman (Principal, CORE) introduced the straw poll results for the draft rule language for Specifying Telehealth Billing <ul style="list-style-type: none"> ○ Results showed 64% support for the rule language as it is written. CORE received some comments for edits to the language that will be incorporated for review by the group in the draft rule. • Bob Bowman (Principal, CORE) reviewed substantive and point of clarification comments related 	<p><i>Discussion</i></p>

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	<p>to the draft rule language for Specifying Telehealth Billing.</p> <ul style="list-style-type: none"> ○ No additional comments from the Subgroup participants. 	
<p>6. Next Steps (Doc #1 Slides 26-27)</p>	<ul style="list-style-type: none"> • Olga Khabinskay (HBMA) reviewed the next steps and expressed the importance of straw poll completion in guiding the discussions and rule requirement development. Straw Poll #4 will be distributed on Monday, July 31st. The next Subgroup call will be held at 2:00PM EST on Thursday, August 24th. <ul style="list-style-type: none"> ○ <i>CORE Health Care Claims Co-Chairs & Staff:</i> <ul style="list-style-type: none"> • Distribute Straw Poll #4 to participants by Monday, 07/31/2023, end of day. • Draft a call summary for today's subgroup call and make it available on the CORE Participant Dashboard for participants to review. • Analyze the results of Straw Poll #4 in preparation for Health Care Claims Subgroup Call #5 on Thursday, August 24th. ○ <i>Health Care Claims Subgroup Participating Organizations:</i> <ul style="list-style-type: none"> • Complete Straw Poll #4 by Friday, August 18th EOD. • Participate in the Health Care Claims Subgroup Call #5 on Thursday, August 24th from 2:00-3:30PM EST 	<p>Action required: <i>Agreed to Next Steps.</i></p>

<i>Call Documentation</i>
Doc 1: CAQH CORE Health Care Claims Subgroup Meeting 4 07.27.2023.pdf
Doc 2: Health Care Claims Subgroup Straw Poll #4 07.27.23.Final.pdf
Doc 3: Health Care Claims Subgroup Call #3 Summary 06.22.23.pdf

CAQH CORE Contact Information

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Kayla Cooper
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Tanner Fuchs
Associate, CORE
tfuchs@caqh.org

CAQH CORE Subgroup Call #4 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	
American Hospital Association (AHA)	Cunningham	Terrance	Y
American Hospital Association (AHA)	Preisler	Andrea	Y
American Medical Association (AMA)	McComas	Heather	Y
American Medical Association (AMA)	Spector	Nancy	Y
American Medical Association (AMA)	Otten	Rob	
American Medical Association (AMA)	Martin	Erica	Y
Ameritas Life Insurance Corp.	Wanless	Scott	
Aspen Dental	Schuler	Margaret	Y
Athenahealth	Cullen	Elly	
Athenahealth	Illuri	Nora	
Athenahealth	MacNulty	Ani	
athenahealth	DePina	Emidio	
Aultcare	Criswell	Chris	
Aultcare	Bolam	Kristen	

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Organization	Last Name	First Name	Attendance
Availity	Jordan	Joshua	
Availity	Barber	Leah	
Availity	Sites	Kathy	
Availity	Love	Christina	
Availity	Barry	Michelle	Y
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	
Blue Cross Blue Shield of Michigan	Knapp	Ron	
Blue Cross Blue Shield of Michigan	Rasegan	Amy	
Blue Cross Blue Shield of Michigan	Sallie	Natasha	
Blue Cross Blue Shield of Michigan	Siebers	Carl	
Blue Cross Blue Shield of Michigan	Cloutier	Steve	
Blue Cross Blue Shield of North Carolina	Harris	Betty	
Blue Cross Blue Shield of North Carolina	Sammons	Heather	
Blue Cross Blue Shield of Tennessee	Langford	Susan	Y
Centene Corporation	Siddanati	Mahesh	
Centers for Medicare and Medicaid Services (CMS)	Rooke	Fred	
Change Healthcare	Morris	Genevieve	Y
Children's Healthcare of Atlanta Inc	Osborne	James	
CIGNA	Narog	Jeff	Y
CIGNA	Ray	Meredith	Y
Cleveland Clinic	Suri	Sanjeev	
Cleveland Clinic	Jones	Robert	
Cleveland Clinic	Medina	Michelle	

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Cognizant	Wijtyk	Patricia	
Cognizant	Carrillo	Vincent	
Cognizant	Kumaresan	Akila	
Cognizant	Williams	Nichole	Y
Cognizant	Mason	Tania	Y
Cognizant	Rajagopalan	Navin	
Epic	Habermann	James	
Epic	Tarmann	Benjamin	Y
Gainwell Technologies	Soccorso	Megan	Y
Health Care Service Corp	Pickens	Brian	Y
Healthcare Business Management Association (HBMA)	Khabinskay	Olga	Y
Healthcare Financial Management Association (HFMA)	Stack	Shawn	Y
Healthedge Software Inc	Sheldon	Dave	Y
Healthedge Software Inc	Hanna	Doug	
Healthedge Software Inc	Lane	Tonya	Y
HEALTHeNET	Irvine	Robert	
Horizon Blue Cross Blue Shield of New Jersey	Bandula	Athalage	Y
Horizon Blue Cross Blue Shield of New Jersey	Lewnes-King	Penny	Y
Kaiser Permanente	Rezai	Pauny	
Kaiser Permanente	Bigham	Robert	
Laboratory Corporation of America	Rosario Diaz	Gheisha-Ly	Y
Medical Mutual of Ohio, Inc.	O'Neal	Jameelah	
Montefiore Medical Center	Miller	Erin	
National Council for Prescription Drug Programs (NCPDP)	Strickland	Teresa	Y

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New Mexico Cancer Center	Bateman	Tonia	
NextGen Healthcare Information Systems, Inc.	Team	Nancy	
NextGen Healthcare Information Systems, Inc.	Kay-Rast	Juneko	
NextGen Healthcare Information Systems, Inc.	Moreno	John	
OhioHealth	Gabel	Randy	Y
OhioHealth	Alexander	Mary	Y
Optum	Milton	Linda	
OptumInsight	Chapple	Lynn	
OptumInsight	Rose	Tara	
OSF Healthcare	Utley	Rene	Y
PeaceHealth	Mallory	Cheryl	
PeaceHealth	Becan	Marie	
Point32Health	Werth	Russell	
Point32Health	Patel	Monal	Y
Point32Health	Sherman	Michael	
St. Joseph's Health	Reed	Linda	
Tata Consultancy Services Ltd	Vicari	Tammy	Y
Tata Consultancy Services Ltd	Williams-Woods	Nikita	
The SSI Group, Inc.	Tillman	Tracey	Y
TRICARE	Petry	Brian	
TriZetto Corporation, A Cognizant Company	Shulz	Andy	
UnitedHealthGroup	Dean	Laurie	
UnitedHealthGroup	Mueller	Cynthia	
UnitedHealthGroup	Jarvis	Claire	
UnitedHealthGroup	Fayazdeen	Sofia	
UnitedHealthGroup	Cook	Terri	

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UnitedHealthGroup	Kalluri	Kiran	
Virginia Mason Medical Center	Chambers	Kevin	
Virginia Mason Medical Center	Ness	Lisa	
Virginia Mason Medical Center	Wallace	Jenny	
Work Group for Electronic Data Interchange (WEDI)	Tennant	Robert	Y