

**CAQH Committee on Operating Rules for Information Exchange (CORE)
Eligibility & Benefits Task Group Call #2
Call Summary: Thursday, May 23, 2023, 2:00-3:00 pm ET**

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. Welcome, Antitrust Guidelines, and Roll Call (Doc #1 Slides 1-3)	<ul style="list-style-type: none"> • Nikki Kerkhoff (Trizetto Provider Solutions) opened the call and reviewed the Antitrust Guidelines, noting that they were included in yesterday's call reminder email along with the call documents. • Ms. Kerkhoff reviewed the focus of the call, which was to: <ul style="list-style-type: none"> ○ Level Set. ○ Review Industry Collaboration. ○ Review Feedback Form Results. ○ Discuss Next Steps. • Ms. Kerkhoff reminded participants that the CORE Participant Dashboard will act as a central repository for all documents and resources shared during the Task Group meetings. • Summary of EBTG Discussion: <ul style="list-style-type: none"> ○ No questions or comments were raised by EBTG participants. 	<i>Discussion</i>
2. Task Group Level Set (Doc #1 Slides 4-11)	<ul style="list-style-type: none"> • Margaret Schuler (Aspen Dental) provided a level set of the task group. <ul style="list-style-type: none"> ○ The three co-chairs introduced themselves: Nikki Kerkhoff, Trizetto Provider Solutions; Margaret Schuler, Aspen Dental; and Donna Campbell, Health Care Service Corporation. ○ Ms. Schuler provided an overview of CORE, the Task Group's charter and schedule, and reviewed the existing rule requirements. • Summary of EBTG Discussion: <ul style="list-style-type: none"> ○ No questions or comments were raised by EBTG participants. 	<i>Discussion</i>
3. Industry Collaboration (Doc #1 Slides 12-21)	<ul style="list-style-type: none"> • Rebekah Fiehn (ADA) and Chris Clelland (PDS Health) presented insights into why returning benefit and coverage information for dental benefits is important and how ADA and NDEDIC are collaborating with CORE as part of this joint rule development effort. • Summary of EBTG Discussion: <ul style="list-style-type: none"> ○ No questions or comments were raised by EBTG participants. 	<i>Discussion</i>
4. Feedback Form Results (Doc #1 Slides 22-28)	<ul style="list-style-type: none"> • Donna Campbell (HCSC) provided an analysis of the feedback form responses for questions pertaining to the dental benefits use case. • Summary of EBTG Discussion: <ul style="list-style-type: none"> ○ Ms. Schuler asked how the Task Group can streamline the process of obtaining coverage and benefit information for dental benefits at the procedure level. <ul style="list-style-type: none"> – Phil Kahn (Aspen Dental) added that the Task Group should consider adding terms of coverage as an industry standard. For example, payers should provide information on discounts when the annual maximum is met and when discounts apply for procedures that are 	

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	<p>not covered. Ms. Fiehn noted that there is considerable variation in state laws for discounts.</p> <ul style="list-style-type: none"> ○ Ms. Campbell asked the Task Group to define the essential pieces of information that are required to determine coverage and benefit details for covered dental procedures accurately. <ul style="list-style-type: none"> – Ms. Fiehn commented that all of the areas of the oral cavity need to be noted. For example, the treatment data needs to indicate the teeth, surface arches, quadrants, etc. ○ Ms. Kerkhoff asked the Task Group about potential solutions to enhance transparency and efficiency within the coverage determination process. <ul style="list-style-type: none"> – Melinda King (HCSC Dental) noted that the provider portals are significantly robust and providers can obtain all of the necessary information to file a claim at the code level, but they still receive requests for clinical guidelines. – Nick Radov (Stedi) added that the HL7 FHIR DTR documentation has completed some of this work already. 	
<p>5. Next Steps (Doc #1 Slides 29-30)</p>	<ul style="list-style-type: none"> ● Ms. Kerkhoff reviewed the next steps. <ul style="list-style-type: none"> ○ Straw Poll #2 on dental benefits will be distributed on Monday, June 3rd. ○ The next Task Group call will be held at 2:00 PM EST on Thursday, July 11th, and will focus on a review of the straw poll results and introduce the mental health use case. ● CORE EBTG Co-Chairs & Staff: <ul style="list-style-type: none"> ○ Distribute Straw Poll #2 to participants by Monday, June 3rd, end of day. ○ Draft a call summary for today's call and make it available on the CORE Participant Dashboard for participants to review. ○ Analyze the results of Straw Poll #2 in preparation for Call #3 on Thursday, July 11th. ● EBTG Participating Organizations: <ul style="list-style-type: none"> ○ Complete Straw Poll #2 by Friday, June 21st, end of day. ○ Participate in Call #3 on Thursday, July 11th. 	<p>Action required: Agreed to Next Steps.</p>

Call Documentation
Doc 1: EBTG Call 1 Deck – Dental 5.23.24.pdf

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Kaitlin Powers
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Name	Organization	Attendance
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Rebecca Fiehn	ADA	X
Rambur Jen	Aetna CVS Health	
Jen Rambur	Aetna CVS Health	
Nancy Senato	Aetna CVS Health	
Terrence Cunningham	AHA	X
Andrea Preisler	AHA	
Emma Andelson	AMA	X
Heather McComas	AMA	
Rob Otten	AMA	
Tyler Scheid	AMA	X
Kristina Steece	Ameritas	X
Betsy Freese	Aspen Dental	X
Phil Kahn	Aspen Dental	X
Margaret Schuler	Aspen Dental	X
Wendy Couturier	BCBS Michigan	
Gerald Eggert	BCBS Michigan	X
Teri Findley	BCBS Michigan	X
Amy King	BCBS Michigan	X
Susan Long	BCBS Michigan	
Cindy Monarch	BCBS Michigan	X
Joan Smith	BCBS Michigan	
Tracey Wenturine	BCBS Michigan	X
Sudheer Tummala	BCBS North Carolina	X
Susan Langford	BCBS Tennessee	X
Gail Kocher	Blue Cross Blue Shield Association	X
Tara Rose	Change Healthcare	
Jamie Osborne	Children's Healthcare of Atlanta	
Jeffrey Narog	Cigna	X
Victoria DeLuca	Cleveland Clinic	
Ellie Jachna	Cleveland Clinic	X
Lorraine Doo	CMS	
Rupinder Singh	CMS	X
Nikki Kerkhoff	Cognizant	X
Matt Bramson	Cover My Meds*	
Adam Harbert	Cover My Meds*	
Megan Marchal	Cover My Meds*	
Michael Pattwell	Edifecs	

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Kena Gwinn	Elevance Health	
Mary Perez	Elixir*	
Scott Diamond	Epic Systems	X
Brendan Dowling	Epic Systems	
Joe McGuire	Epic Systems	
Paul Sobanski	Epic Systems	
Megan Soccorso	Gainwell Technologies	
Andrew Flood	GDIT	X
Laura Topor	Granada Health, Inc.*	
Donna Campbell	Health Care Service Corporation	X
Melinda King	Health Care Service Corporation	X
Shannon Loupe	Health Care Service Corporation	X
Mandy Nowacki	Health Care Service Corporation	
Racheal Washburn	Health Care Service Corporation	
Maggie Brown	HealthEdge	
Tonya Lane	HealthEdge	
Jon Fox	Healthenet	
Christopher Gracon	Healthenet	X
Robert Sweigart	Highmark	
Gheisha-Ly Rosario Diaz	Labcorp	X
Sima Gandhi	Lassie	X
Charles Hawley	National Association of Health Data Organizations	
Sandra Garnand	NCPDP	X
Teresa Strickland	NCPDP	X
Margaret Weiker	NCPDP	
Chris Clelland	NDEDIC	X
Teresa Duncan	NDEDIC	X
Jeffrey Falcusan	NDEDIC	X
Eric Kimbauer	NDEDIC	X
Noah Mastel	NDEDIC	X
Nick Sottosanto	NDEDIC	X
Randy Gabel	OhioHealth	
Evert Ford	Optum	X
Marie Becan	PeaceHealth	X
Pooja Babbrah	Point-of-Care Partners	X
Jocelyn Keegan	Point-of-Care Partners	
Lorna Bradley	Sekhmet Advisors	X

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Jackson Menezes	Sekhmet Advisors	
Diana Fuller	State of Michigan Medicaid	
Nick Radov	Stedi	X
Andrew Mellin	Surescripts	
Brian Morris	Surescripts	
Dave Pagel	Surescripts	
Emma Sorteberg	Surescripts	
Tammy Barde Vicari	TCS	X
Josephine Farace	TCS	X
Althea Robinson	TCS	
Shannon Calza	Trizetto Provider Solutions	
Maria Lagoutis	UnitedHealthcare	X
Jason Large	UnitedHealthcare	
Sonya May	UnitedHealthcare	X
Rinku Goldber	UnitedHealthGroup	X
Tom Mort	Vyne Dental	X
Robert Tennant	WEDI	X
Michelle Barry	X12	X
Cathy Sheppard	X12	