Certifying State and Local Medicaid Plans

Voluntary CORE Certification with San Francisco Health Plan

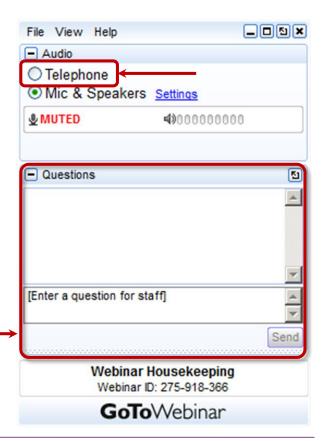Wednesday, June 29th, 2016

1:00 PM ET

Logistics
Presentation Slides & How to Participate in Today's Session

- Download a copy of today's presentation slides at caqh.org/core/events

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- The phones will be muted upon entry and during the presentation portion of the session

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Thank You Speakers!

CAQH CORE would like to thank our guest presenter for today's webinar.

SAN FRANCISCO HEALTH PLAN™

Here for you

Van Wong
Director,
Business Systems Integration

Session Outline

- Welcome and Introduction

- Voluntary CORE Certification Background

- San Francisco Health Plan – Company Profile

- Virtual Dialog with San Francisco Health Plan

- Available Resources

- Audience Q&A

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Voluntary CORE Certification Background for State and Local Medicaids

Matthew Albright
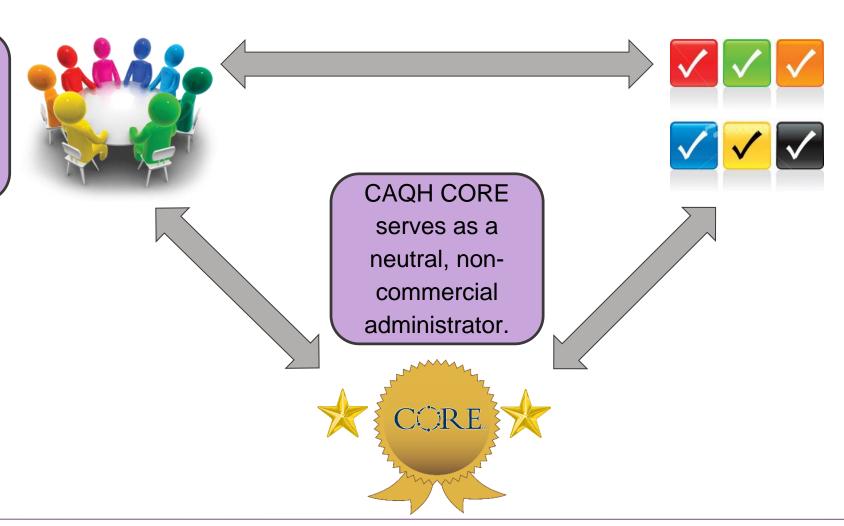CAQH CORE Senior Manager

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CORE Certification
Conformance is Defined BY Industry, FOR Industry

CORE Certification is the most robust and widely-recognized industry program of its kind.

Requirements developed by broad, multi-stakeholder representation.

Conformance testing by an independent third party testing vendor.

CAQH CORE serves as a neutral, non-commercial administrator.

Voluntary CORE Certification is Good for Business

HEALTH PLANS	PROVIDERS	CLEARINGHOUSES	VENDOR SOLUTIONS
Conduct secure, timely, and streamlined electronic transactions.	Eliminate time-consuming calls/paperwork	Add value for current customers and attract new customers.	
Demonstrate conformance with federally mandated operating rules and underlying standards.	Increase patient satisfaction through efficient patient services	Meet expectations: CORE Certification is becoming a trading partner contract expectation by health plans and providers.	
Show that you are maximizing the efficiencies afforded by the operating rules and underlying standards.	Show that you are maximizing the efficiencies afforded by the operating rules and underlying standards.	Guarantee that your systems, products, or services are conformant with the operating rules and underlying standards.	
		Help your customers: CORE Certification allows your customers the value-add of "drafting" behind your certification and also becoming CORE-certified.	
Achieve these goals through CORE Certification, a process that uses industry-developed conformance requirements, a third-party tester, and a neutral, non-commercial administrator.			

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CORE Certifications Awarded by Stakeholder Type

Nearly 300 CORE Certifications to date!

Health Plans	Gold Coast Health Plan	San Francisco Health Plan	UPMC Health Plan	HealthPlan of San Mateo	OMES (Oklahoma)	Kaiser Permanente
Providers	Department of Veterans Affairs	Mayo Clinic	Montefiore Medical Center	Wake Forest University Health Sciences	Summit Group Medical	Spectrum Laboratory Network
Clearinghouses	TriZetto Provider Solutions	PostnTrack	SSI	Optum	Change Healthcare	InstaMed
Vendor Solutions	Meditech	NextGen Healthcare	GE Healthcare	PNC Healthcare	athenahealth	RelayHealth

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Entities that Can Become CORE-Certified

Health Plan Stakeholder Types	Provider Stakeholder Types	Clearinghouse Stakeholder Types	Vendor Solutions or Products
HIPAA-covered Health Plan	HIPAA-covered Provider	Clearinghouse as defined by HIPAA	Health Plan vendor service
Third Party Administrators	Physicians	Clearinghouse (not covered by HIPAA)	Health Plan vendor product
Health Insurance Issuer	Hospitals	Health Information Exchange	Provider vendor service
Government Payers, including Medicaid Plans	Provider's agent	Health Insurance Marketplaces or Exchanges	Provider vendor plan product
Group Health Plan	Independent Physician Association	Financial Institution	
Health Plan Agent			

All Trading Partners are strongly encouraged to become CORE-certified!

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Impact of Voluntary CORE Certification
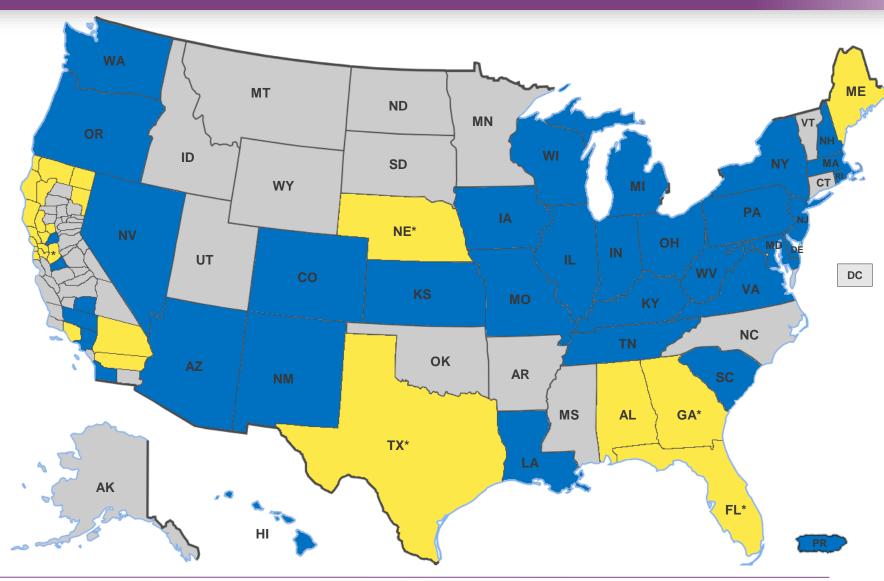## *State and Local Medicaid Agencies see value in pursuing CORE Certification*

Medicaid Agency is CORE-certified (*At least one Managed Medicaid Plan is also CORE-Certified)	
At Least One Managed Medicaid Plan is CORE-certified (Medicaid Agency is not CORE-certified)	
No CORE-certified Medicaid Agency or Managed Medicaid Plan	

Note: A total of 18 Medicaid agencies are currently engaged with CORE Certification at various stages. Map only reflects Medicaids that have been awarded the CORE Certification Seal.

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Voluntary CORE Certification: Benefits for Medicaids

Key benefits for State and Local Medicaids to pursue CORE Certification:

- Positions Medicaids as leaders in administrative efficiencies.

- Ensures real-time access to eligibility information for Medicaid beneficiaries.

- Allows hospitals and doctors to improve their revenue cycles by standardizing claim adjustment code combinations and making it easier to receive payments via EFT.

- Lowers cost within claim processing systems, including costly and cumbersome paper checks.

- Enhances opportunity for interoperability between providers and Medicaids.

- Improves relationships with hospitals and other providers.

- Gives assurance of conformance with federally mandated operating rules.

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Voluntary CORE Certification: Unique Considerations for Medicaids

Unique State and Local Medicaid considerations in pursuing CORE Certification:

- Coordinating with other State/Federal Agencies (such as working with Treasury department on EFT operating rules)

- Patient financial responsibility, such as co-pays and deductibles

- Benefit-level eligibility

- Determination of test bed data

- Continuous search for innovation and efficiency

- Coordinating with vendors to become CORE-certified.

- Opportunities to coordinate and even pool resources with other state and local Medicaids.

- CORE Certification application fee is waived for government entities.

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Polling Question #1

Do you anticipate your organization will become CORE certified in 2016?

- Yes

- Unsure

- No

- Not applicable to my stakeholder type

- Already CORE-certified
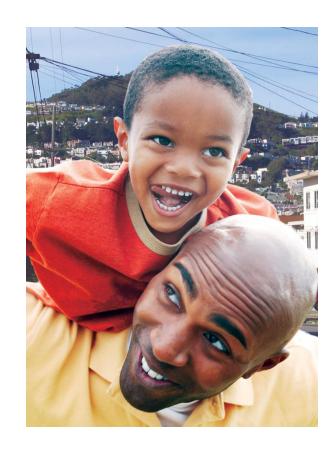
San Francisco Health Plan

2016

Who We Are

- SFHP is a public health plan founded in 1997

- We serve low income individuals in the city & county of San Francisco

- SFHP is the Local Initiative – LI in S.F. County.
  - LI comprises ~ 5.7 million Medicaid lives in CA
  - 16 California local health plans (see www.lhpc.org)
  - LHPC's are non-for-profit, publicly governed managed care org that do not compete against each other

- SFHP Medi-Cal Market Share 86% - #2 for Local Initiatives

California Medi-Cal Managed Care
6 Models

- Two-Plan Model (Local Initiative – LI) 5.7 Million
  - Temporary Aid for Needy Families (TANF) family members must enroll in managed care
  - Seniors and Persons with Disability (SPDs) mandatorily moved to managed care (June 11 – May 12)
  - Duals remain in Fee-for-Service (FFS)
  - One Local Public Plan and one Commercial Plan
- County Organized Health System (COHS) 1.9 Million
  - All Medi-Cal members must enroll in just a public plan
- Geographic Managed Care (GMC) 920,000
  - Multiple for profit and non profit health plans (other rules similar to 2 plan model)
- Regional 230,000
  - 2 Commercial plans (other rules similar to 2 plan model)
- Imperial 60,000
  - 2 Commercial plans (other rules similar to 2 plan model)
- San Benito 7,000
  - 1 Commercial Plan and members can still pick FFS

Why We Exist

1. Provide high quality health care to low-income members in San Francisco

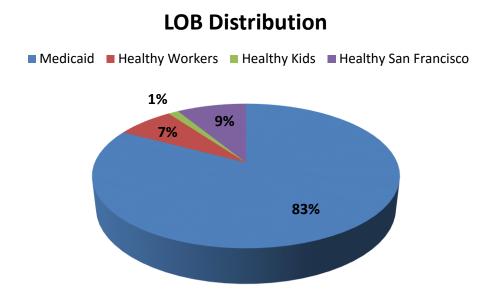2. Lower Federal/State/City costs

3. Protect Safety-Net Providers

Our Business By the #s

LINE OF BUSINESS	# OF LIVES
Medicaid	131,523
Healthy Workers	11,388
Healthy Kids	2,046
Healthy San Francisco	13,895
	158,852

LOB Distribution

■ Medicaid ■ Healthy Workers ■ Healthy Kids ■ Healthy San Francisco

1%
9%
7%
83%

Data Exchange

DATA TYPE	# OF TRADING PARTNERS	FORMAT TYPE
Medical Claims/ Encounters	42	Proprietary, 837I & P
Pharmacy Encounters	8	Proprietary, NCDPD
Dental Encounters	1	837D
Vision Encounters	1	837P
Enrollment	22	Proprietary, 834
Eligibility	0	272
Providers	3	Proprietary, 274
Lab	7	Proprietary, Calinx
Remittance Advice	42	Paper, 835
Claims Acknowledgement	2	277CA, 277

SFHP's Future: Growth and Manage the Care

- 2016
  - Behavioral Health Therapy
  - Medi-Cal Expansion to Undocumented Children; Healthy Kids Transition
  - Telemedicine: office visits & behavioral health appointments
- 2017
  - NCQA Accreditation
  - Health Homes: comprehensive care coordination for chronic conditions
- 2019 and beyond
  - Possible Duals Integration
    - Medicare Special Needs Plan
    - Long Term Care Service
    - In Home Supportive Services (IHSS)
  - California Children's Services (CCS) transition to managed care

Virtual Dialog with

SAN FRANCISCO HEALTH PLAN

Here for you

Moderator
Jessica Porras
CAQH CORE Senior Manager

CAQH CORE

Virtual Dialog with San Francisco Health Plan

Panelists

Van Wong
Director, Business
Systems Integration

Matthew Albright
CAQH CORE
Senior Manager

Taha Anjarwalla
CAQH CORE
Senior Associate

Moderator

Jessica Porras
CAQH CORE
Senior Manager

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Polling Question #2

How many of your business partners or the products/services you use are CORE certified?
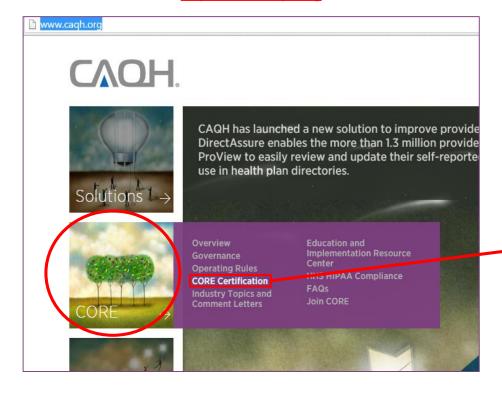
- All

- Some

- None

- I don't know

- Not applicable

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Voluntary CORE
Certification Resources

Taha Anjarwalla
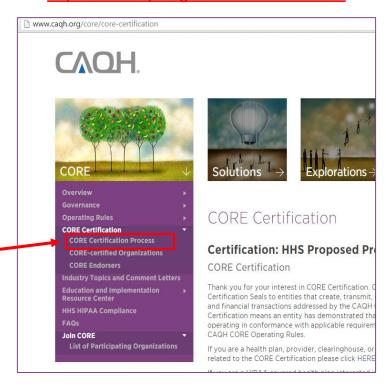CAQH CORE Senior Associate

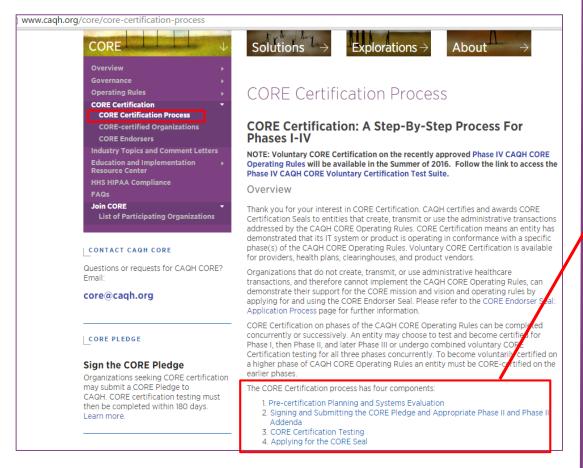# Navigation from CAQH Website to CORE Certification Page

http://www.caqh.org

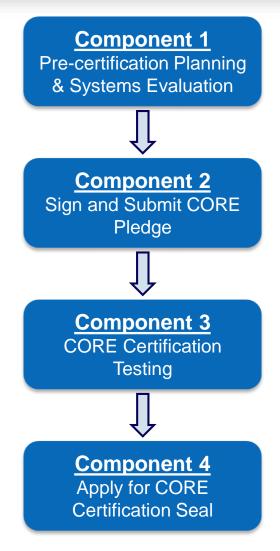http://www.caqh.org/core/core-certification

CORE Certification's Four Component Process
Navigation on the CORE Certification Process Page

http://www.caqh.org/core/core-certification-process

Component 1
Pre-certification Planning & Systems Evaluation

Component 2
Sign and Submit CORE Pledge

Component 3
CORE Certification Testing

Component 4
Apply for CORE Certification Seal

CAQH CORE Analysis & Planning Guide
Understand the applicability of rules to systems and trading partners that conduct the transactions
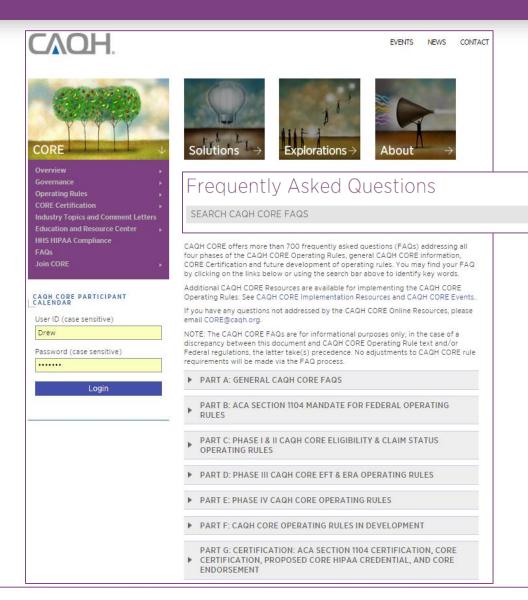
CAQH CORE Analysis and Planning Guide

Planning Guide should be used by project staff to:

Understand applicability of the CAQH CORE Operating Rule requirements to organization's systems and processes that conduct the transactions.

Identify all impacted external and internal systems and outsourced vendors that process the transactions.

Conduct detailed rule requirements gap analysis to identify system(s) that may require remediation and business processes which may be impacted.

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Frequently Asked Questions (FAQs)

CAQH CORE FAQ Website

Includes hundreds of CAQH CORE Operating Rule FAQs, from general concepts to technical questions

FAQs are updated and added every month!

Voluntary CAQH CORE Certification
Need some help? Have a question? Contact us!

CAQH CORE staff support
via phone and email
(202) 517-0375
CORE@CAQH.org

Free resources from Edifecs, the
CORE-authorized Testing Vendor
Info.CoreCertification@edifecs.com

Phase IV CORE Certification

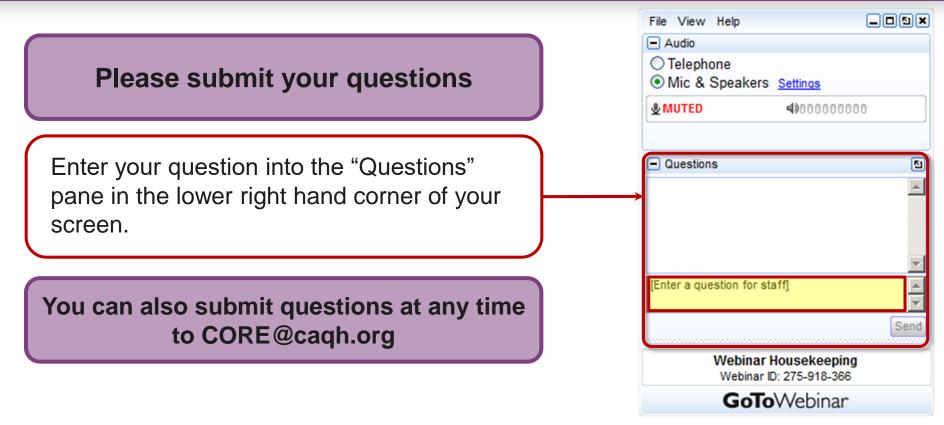**Be an industry leader and become Phase IV Certified in 2016!**

As in previous Phases

- Health plans
- Clearinghouses
- Providers
- Vendor products
- Vendor solutions

can become CORE-Certified for Phase IV

If you're a health plan, clearinghouse, provider, or if you have a product or solution that helps those entities conduct transactions, **be the first** of your competitors to be CORE-certified in the Phase IV CAQH CORE Operating Rules in late summer 2016!

Contact CORE@CAQH.org if you're interested, or if you have further questions about CORE Certification.

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Audience Q&A

Please submit your questions

Enter your question into the "Questions" pane in the lower right hand corner of your screen.

You can also submit questions at any time to CORE@caqh.org

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Resources
- Presentation Slides

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Key Takeaways

- CORE Certification gives assurance that entities are transacting healthcare data exchange efficiently and effectively and that they are conformant with the operating rules and underlying standards.

- State and local Medicaids have unique considerations and achieve key benefits from CORE Certification.

- If you are considering CORE Certification, talk to other Medicaids, Medi-Cals or local government health plans and learn from their challenges and best practices.

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Upcoming CAQH CORE Education Sessions

> **CAQH CORE Town Hall National Webinar**
> WEDNESDAY, AUGUST 24, 2016 – 2 PM ET

> **Dialog with Post-N-Trak: How a Healthcare Clearinghouse Successfully Implemented the CAQH CORE Operating Rules**
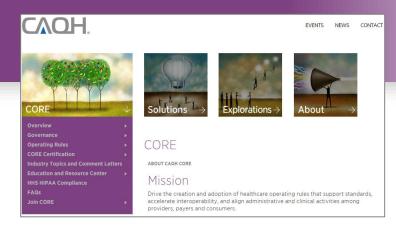> TUESDAY, SEPTEMBER 13, 2016 – 2 PM ET

To register, please go to **www.caqh.org/core/events**

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Engage With Us!

Visit us at the CAQH CORE Website or contact us at CORE@CAQH.org

Participate in the CAQH CORE Code Combinations Task Group (CCTG) or the Enrollment Data Task Group

Become a CAQH CORE Participating Organization

Explore Voluntary CORE Certification

Register for upcoming webinars

Dedicated webpages:

✓ Code Combination Maintenance

✓ EFT/ERA Enrollment Maintenance

✓ Voluntary CORE Certification

✓ CAQH CORE Phase IV Operating Rules

Thank you for joining us!

Website: www.CAQH.org/CORE

Email: CORE@CAQH.org

@CAQH

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