CAQH CORE

Voluntary CORE Certification with Texas Medicaid

March 30, 2017

2:00 – 3:00 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.**

    - Navigate to the Resources section for today's event to find a PDF version of today's presentation slides.

    - Also, a copy of the slides and the webinar recording will be emailed to all attendees and registrants in the next 1-2 business days.

- At any time throughout the session, you may communicate a question via the web.

Questions can be submitted *at any time* with the **Questions panel on the right side of the GoToWebinar desktop.**

Resources

- Presentation Slides

File View Help

Audio
- Telephone
- Mic & Speakers Settings
- MUTED 000000000

Questions

[Enter a question for staff]

Send

Webinar Housekeeping
Webinar ID: 275-918-366

GoToWebinar

CAQH
CORE

Thank You Speakers!

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

Tabatha Harbers
Texas CORE Implementation Project Manager
Accenture (Fiscal Agent)

Mark Meisetschlaeger
Texas CORE Implementation Solution Architect
Accenture (Fiscal Agent)

Mayank Shah
Texas CORE Implementation Technical Architect
Accenture (Fiscal Agent)

Marty Coleman
Texas CORE Implementation Project Stakeholder
Texas Health and Human Service Commission

Session Outline

- Voluntary CORE Certification Background

- Texas Medicaid Profile

- Dialogue with Texas Medicaid

- CAQH CORE Certification Resources

- Q&A

Voluntary CORE Certification

Robert Bowman
CAQH CORE Associate Director

Voluntary CORE Certification
Developed BY Industry, FOR Industry

CORE Certification is the most robust and widely-recognized industry program of its kind – the Gold Standard. Its approach assures an independent, industry-developed confirmation of conformance with operating rules and underlying standards.

	Requirements are developed by broad, multi-stakeholder industry representation via transparent discussion and polling processes.
	Required conformance testing is conducted by third party testing vendors that are experts in EDI and testing.
	CAQH CORE serves as a neutral, non-commercial administrator.

Authorizes the conformance testing vendors.	**Reviews and approves the Certification applications, e.g. trading partner dependencies, number of platforms,** and conformance test reports before a Certification Seal is awarded.

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.

CAQH CORE

CORE Certifications

310 Certifications Have Been Awarded Since the Program's Inception

Most Recent Medicaid Certifications

Texas Medicaid (Phases I – III)

TEXAS Health and Human Services

MaineCare (Phase III)

DEPARTMENT OF HEALTH AND HUMAN SERVICES
Office of MaineCare Services
STATE OF MAINE

New Hampshire Medicaid (Phase I & II)

dhhs New Hampshire Department of HEALTH AND HUMAN SERVICES

Other Recent Certifications

Boston Medical Center HealthNet Plan (Phase I & II)

BOSTON MEDICAL CENTER
HealthNet Plan

Cooperative Managed Care Services (Phase I – III)

Cooperative MANAGED CARE SERVICES LLC

Eligible (Phases I – III)

☑ ELIGIBLE

HIPAAsuite (Phase III)

HIPAA SUITE

Aetna (Phase III)

aetna

CAQH CORE

Phase IV CORE Certification is Here!

Participation in Phase IV Certification can enable your organization to:

Establish its role as a leader in the industry as an early adopter.

Begin driving more value from the transactions addressed in Phase IV.
- CAQH CORE 450: Health Claim (837) Infrastructure Rule.
- CAQH CORE 452: Health Care Services Review – Request for Review & Response (278) Infrastructure Rule.
- CAQH CORE 454: Benefit Enrollment & Maintenance (834) Infrastructure Rule.
- CAQH CORE 456: Premium Payment (820) Infrastructure Rule.
- CAQH CORE 470: Connectivity Rule.

Publicly demonstrate commitment to administration simplification.

Build on work that has been implemented in previous certification phases.

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

CAQH CORE Market Reach Progress Report

CAQH CORE has a new, dedicated webpage on the first market reach report of the CAQH CORE Operating Rules and voluntary CORE Certification. The report has two parts.

Part One - Health Plans: Number of Covered Lives Benefiting from CORE Certification (Complete).
Part Two - Providers: Volume of Data Exchange Benefiting from CORE Certification (In Progress).

High level findings:

CORE-certified health plans cover approximately 64% of totally US insured lives. Specifically, for Phase I and Phase II, 76% of the commercially insured and 44% of the publicly insured are covered by CORE-certified health plans. For Phase III, adoption is growing but not as strong—27% of the commercially insured and 25% of the publicly insured are covered by certified plans.

Health plans and their trading partners are experiencing the efficiencies from the CAQH CORE Operating Rules enabling them to save time, money, and evolve work flows.

There is still work to be done with health plan market share, especially Phase III. Vendor engagement is still needed to track and measure provider-facing transactions.

These measures capture the reach and full impact of CAQH CORE Operating Rules on both sides of the healthcare system – both payers and providers.

Click here for information on reach of Voluntary CORE Certification webpage.

Sources: AISHealth | United States Census Bureau | THE HENRY J. KAISER FAMILY FOUNDATION

CAQH CORE

Voluntary CORE Certification: Benefits for Medicaids

Key benefits for Medicaid programs 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.

Voluntary CORE Certification and Medicaid Entities

States highlighted in purple have at least one Medicaid entity that is CORE-certified.*

Click here to explore the interactive map.
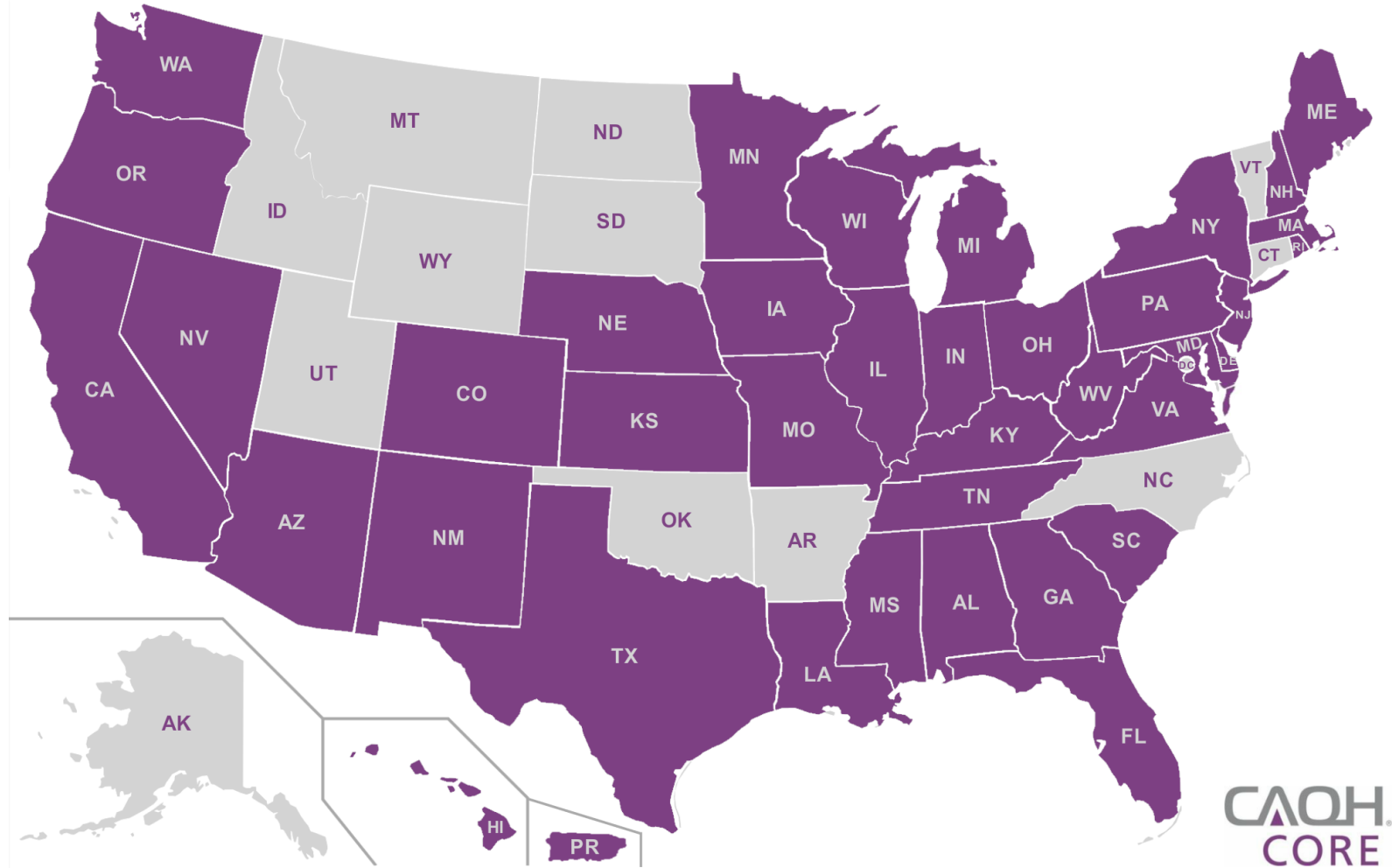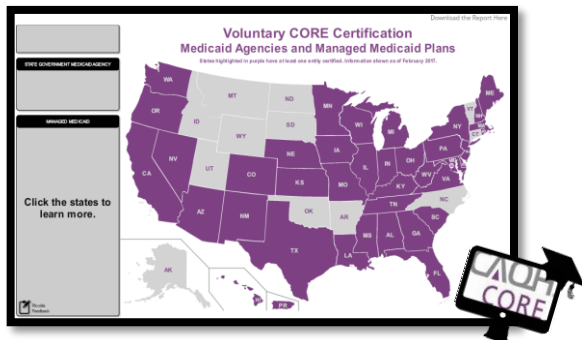
*Entities include State Medicaid Agencies, County Medicaid Agencies, and Managed Medicaid Plans.

CAQH CORE

Voluntary CORE Certification: Unique Considerations for Medicaids

Unique Medicaid considerations in pursuing CORE Certification:

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

Benefit-level eligibility.

Determination of test bed data.

Search for innovation and efficiency opportunities to improve program.

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 federal, state, and county government entities.

Patient financial responsibility, such as co-pays.

Audience Poll #1

Do you anticipate your organization will become CORE-certified in 2017?

1. Yes, Phases I, II or III.

2. Yes, Phase IV.

3. Unsure.

4. No.

5. Not Applicable/Already Certified.

CAQH
CORE

Texas Medicaid Profile

Tabatha Harbers
Texas CORE Implementation Project Manager
Accenture (Fiscal Agent)

Mark Meisetschlaeger
Texas CORE Implementation Solution Architect
Accenture (Fiscal Agent)

Mayank Shah
Texas CORE Implementation Technical Architect
Accenture (Fiscal Agent)

Marty Coleman
Texas CORE Implementation Project Stakeholder
Texas Health and Human Service Commission

Texas Medicaid Provider & Client Population

Enrolled Providers	
FFS Medicaid:	273,716 (linked to 102,804 NPIs)
Long Term Care:	5,352 NPIs (linked to 8,629 active contracts)

Enrolled Clients	
FFS Medicaid & Managed Care:	4,058,618
Long Term Care	265,032 (active LTC service auth)
Other	2,033 (Children with Special Healthcare Needs – CSHCN)

CAQH
CORE

Texas Medicaid CAQH CORE Impacted Transaction Statistics

Number of 270/271Transactions Processed Annually – 4,142,382,352	
270/271 Batch - FFS	3,345,093,819
270/271 Real time - FFS	153,936,293
270/271 Batch – LTC	633,924,721
270/271 Real time - LTC	9,427,521

Number of 835 Transactions Processed Annually – 615,198	
835 – FFS	468,088
835 – Acute Care	147,110

Number of 276/277 Transactions Processed Annually – 4,789,793	
276/277 Batch - FFS	4,789,374
276/277 Real time - FFS	409
276/277 Batch – LTC	10
276/277 Real time - LTC	0

CAQH CORE

Texas Medicaid Implementation of CAQH CORE Operating Rules

- Implemented CAQH CORE Phase I-III Operating Rules with single project across multiple deployments.

- Implementation of CAQH CORE Phase IV Operating Rules in progress.

December 2013	January 2014	August 2014	December 2014
Rule 152 – Companion Guides Rule 157 – System Availability & associated SOP	Rule 155 – Batch Response Time Rule 258 – 270/271 Normalized Patient Last Name Rule 259 – 270/271 AAA Error Code Reporting	Rule 260 – 270/271 Data Content (Explicit Benefit) and associated SOP Rule 350 – 835 Infrastructure Rule Rule 360 – Uniform Use of CARCs and RARCs Rule 370 – Claims System and Pay and Warrant file changes	Rule 153 – Connectivity (Safe Harbor) Rule 154 – 270/271 Data Content Rule 155 – 270/271 Batch Response Time Rule 156 – 270/271 Real Time Response Rule 157 – 270/271 System Availability Rule 250 – 276/277 Claim Status Rule Rule 270 – 270/271 & 276/277 Connectivity (Safe Harbor) Rule 350 – 835 Infrastructure Rule Rule 360 – Uniform Use of CARCs and RARCs Rule 370 – EFT and ERA Re-association Rule 380 – EFT Enrollment Data Rule 382 – ERA Enrollment Data

CAQH CORE

Texas Medicaid CORE Certification Testing for Phases I-III

- ## Testing Key Dates.
  - Pre-Testing Activities – March 2015 – April 2015.
  - Test Execution Activities with Edifecs – October 2015 –December 2015.
  - Submission of CORE Pledge – October 2015.
  - CORE Certification Seal Received – January 2016.

CORE Certification Lessons Learned

CORE Certification Process Lessons Learned & Considerations

- View CAQH CORE Operating Rules as "HIPAA Plus."

- Use the Test Suite earlier in the process to identify gaps.

- Integrate Product and Certification testing wherever possible.

- Prioritize Connectivity and Data Content Rules.

- Maintain communication with CAQH CORE throughout testing.

- Test as many business scenarios as practical.

CAQH
CORE

Dialogue with Texas Medicaid

Robert Bowman
CAQH CORE Associate Director

Jessica Porras
CAQH CORE Senior Manager
MODERATOR

Tabatha Harbers
Texas CORE Implementation
Project Manager
Accenture (Fiscal Agent)

Mark Meisetschlaeger
Texas CORE Implementation
Solution Architect
Accenture (Fiscal Agent)

Mayank Shah
Texas CORE Implementation
Technical Architect
Accenture (Fiscal Agent)

Marty Coleman
Texas CORE Implementation Project
Stakeholder
Texas Health and Human Service
Commission

Audience Poll #2

Which benefit of CORE Certification is most important to your organization? (This question is for implementers)

1. Demonstrates conformance with the operating rules.

2. Improves business processes leading to greater efficiencies for our customers (for example, requires real-time patient financials for providers).

3. Provides an objective assessment of our systems through the use of a third-party tester (CORE-authorized) and industry-supported certification organization (CAQH CORE).

4. Ensures my business partners/fiscal agents are functioning as efficiently as possible and are conformant with operating rules.

5. It is a useful marketing tool.

CAQH
CORE

Voluntary CORE Certification Resources

Robert Bowman
CAQH CORE Associate Director

Navigation from CAQH Website to CORE Certification Page

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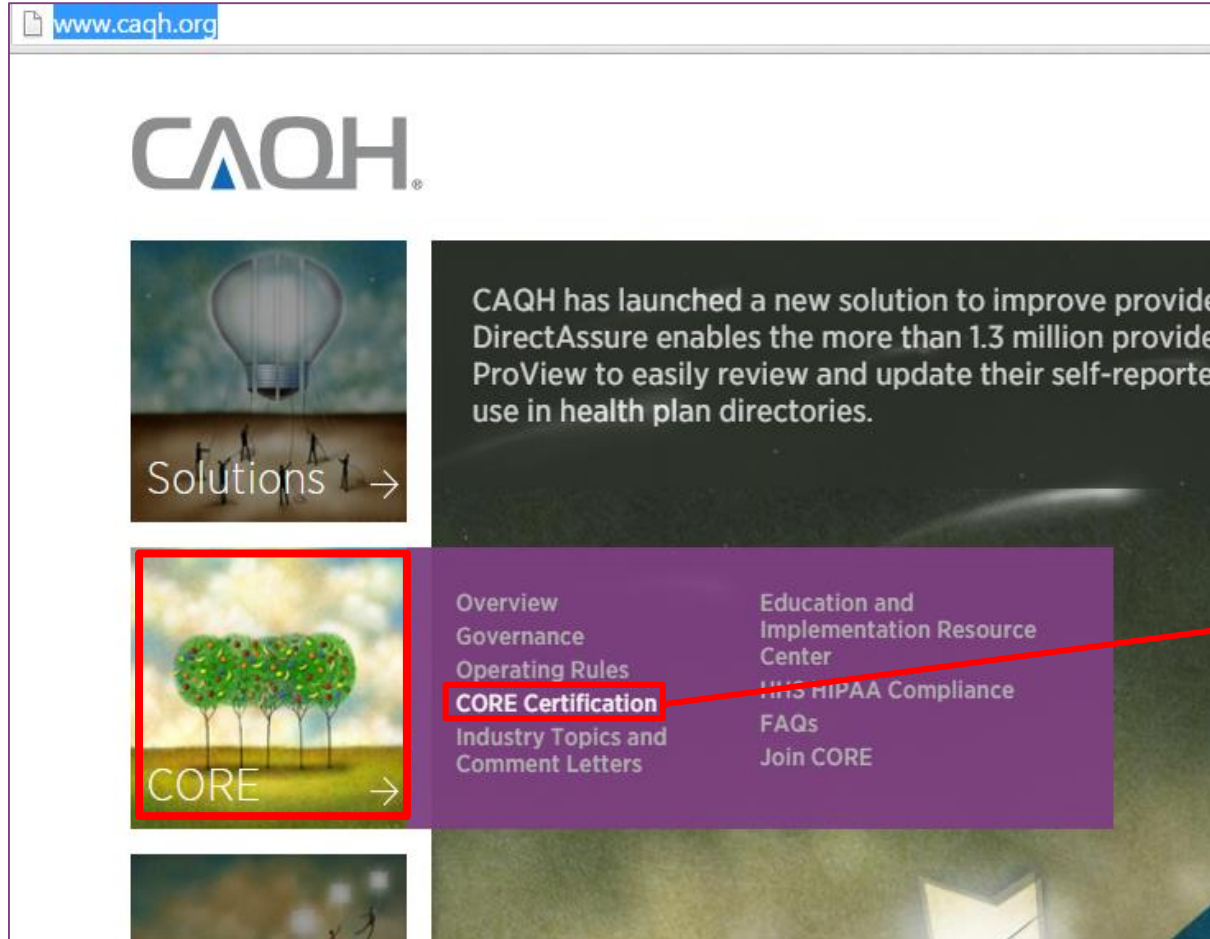
http://www.caqh.org/core/core-certification

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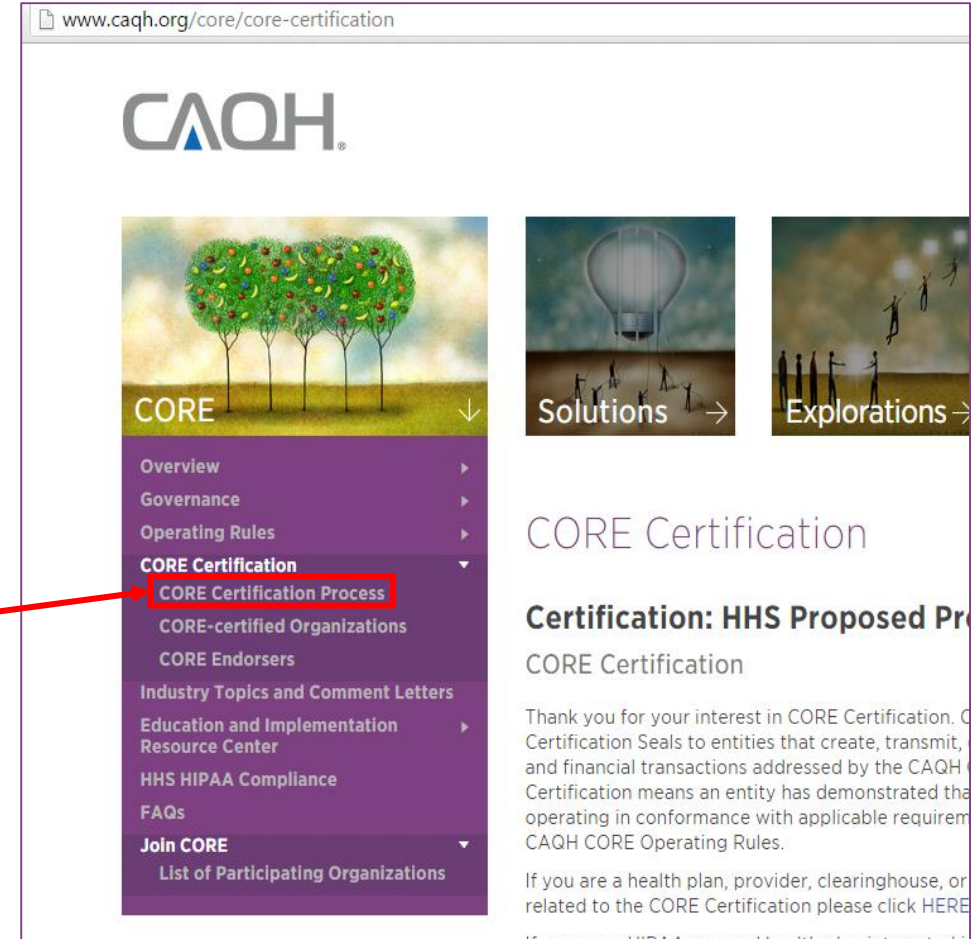
CORE Certification's Four Component Process
Navigation on the CORE Certification Process Page

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
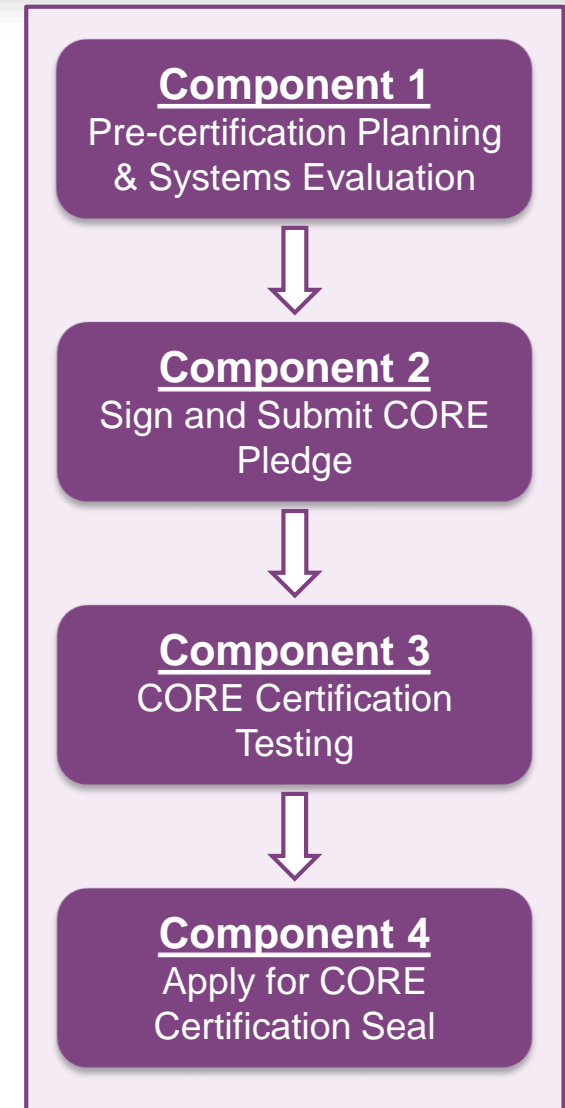
CORE Certification's Four Component Process
An E-Learning Resource from CAQH CORE

Find this and other e-learning tools at
www.caqh.org/core/elearning-resources

CAQH CORE Analysis & Planning Guides

CAQH CORE Analysis and Planning Guides

Guides should be used by project staff to:
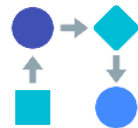
Understand applicability of the CAQH CORE Operating Rule requirements to organization's systems and processes that conduct the transactions.

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.

CAQH CORE

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!

The NEW CORE Certification Application Portal

The application portal allows entities to electronically submit the CORE Pledge, CORE HIPAA Attestation, CORE Seal Application, and CORE Certification Fee.

The application portal also tracks an entity's progress through CORE Certification and provides automated updates on the status of forms and the application.

Come learn about the new application portal!

Click HERE for an interactive tutorial on how to use the new CORE Certification Application Portal.

CAQH CORE

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

Audience Poll #3

If you are with a Medicaid agency, what barriers do you face when working to implement the operating rules or pursue Voluntary CORE Certification? (Select all that apply)

1. Cost of system remediation/application enhancements.

2. Executive approval.

3. Limited IT or business resources.
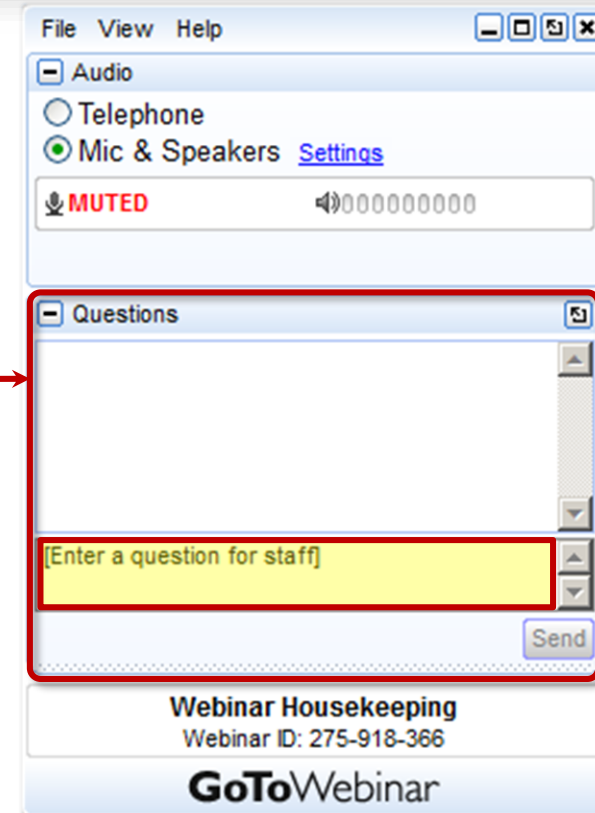
4. Competing initiatives.

5. Other.

If you answered "Other" let us know in the post-webinar survey or contact us at core@caqh.org.

CAQH
CORE

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

File   View   Help

Audio
- Telephone
- Mic & Speakers   Settings

🎤 **MUTED**   🔊 000000000

Questions

[Enter a question for staff]

Send

Webinar Housekeeping
Webinar ID: 275-918-366

GoToWebinar

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

- Navigate to the Resources section for today's event to find a PDF version of today's presentation slides
- Also, a copy of the slides and the webinar recording will be emailed to all attendees and registrants in the next 1-2 business days

Resources
- Presentation Slides

CAQH CORE

Become a CAQH CORE Participating Organization to Maximize Benefits!

**Healthcare administration is rapidly changing.
Be a part of CAQH CORE's mission to drive the creation and adoption of new healthcare operating rules.**

Represent your organization.

Work with others around the industry.

VIP

Communicate to industry partners and with your organization's leadership.

Present on CAQH CORE education sessions.

2017 Priorities – special content available only to CAQH CORE Participating Organizations.

VPB | ATTACHMENTS | PRIOR AUTH. | MAINTENANCE

Click here for more information on joining CAQH CORE as well as a complete list of Participating Organizations.

CAQH
CORE

Thank you for joining us!

 @CAQH

Website: www.CAQH.org/CORE

Email: CORE@CAQH.org

The CAQH CORE Mission
Drive the creation and adoption of healthcare operating rules that support standards, accelerate interoperability, and align administrative and clinical activities among providers, payers and consumers.

CAQH
CORE