



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](#)

The screenshot displays the GoToWebinar desktop interface. At the top, there is a menu bar with 'File', 'View', and 'Help'. Below this, the 'Audio' panel is visible, showing options for 'Telephone' and 'Mic & Speakers' (selected), with a 'MUTED' indicator and a volume slider. The 'Questions' panel is highlighted with a red border and contains a text input field with the placeholder text '[Enter a question for staff]' and a 'Send' button. At the bottom of the interface, the text 'Webinar Housekeeping' and 'Webinar ID: 275-918-366' is displayed, along with the 'GoToWebinar' logo.

Thank You Speakers!

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



Tabatha Harbers

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Accenture (Fiscal Agent)

Mark Meisetschlaeger

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Accenture (Fiscal Agent)

Mayank Shah

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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

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

CORE Certifications

310 Certifications Have Been Awarded Since the Program's Inception

Most Recent Medicaid Certifications

Texas Medicaid (Phases I – III)



MaineCare (Phase III)



New Hampshire Medicaid (Phase I & II)



Other Recent Certifications

Boston Medical Center HealthNet Plan (Phase I & II)



Cooperative Managed Care Services (Phase I – III)



Eligible (Phases I – III)



HIPAAsuite (Phase III)



Aetna (Phase III)



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

Voluntary CORE Certification: Benefits for Medicaid

Key benefits for Medicaid programs to pursue CORE Certification:



Positions Medicaid 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 Medicaid.



Improves relationships with hospitals and other providers.

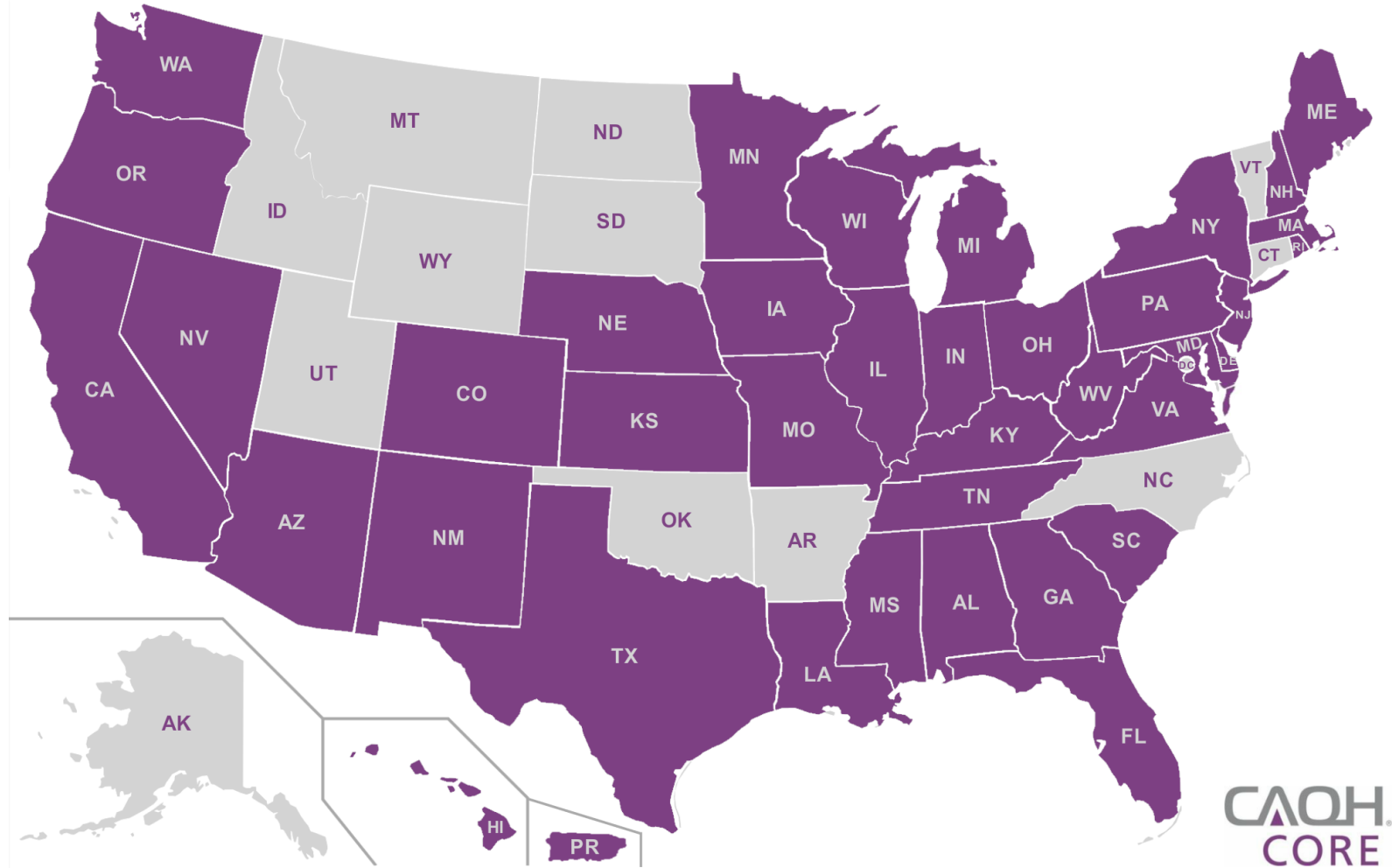
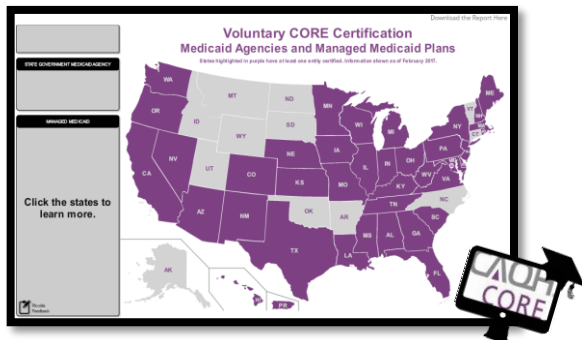


Gives assurance of conformance with federally mandated operating rules.

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.

Voluntary CORE Certification: Unique Considerations for Medicaid

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 Medicaid.



CORE Certification application fee is waived for federal, state, and county government entities.



Patient financial responsibility, such as co-pays.

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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.

Texas Medicaid Profile



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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)

Texas Medicaid CAQH CORE Impacted Transaction Statistics

Number of 270/271 Transactions 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

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

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 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.

Dialogue with Texas Medicaid



Robert Bowman

CAQH CORE Associate Director

Jessica Porras

CAQH CORE Senior Manager

MODERATOR

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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.

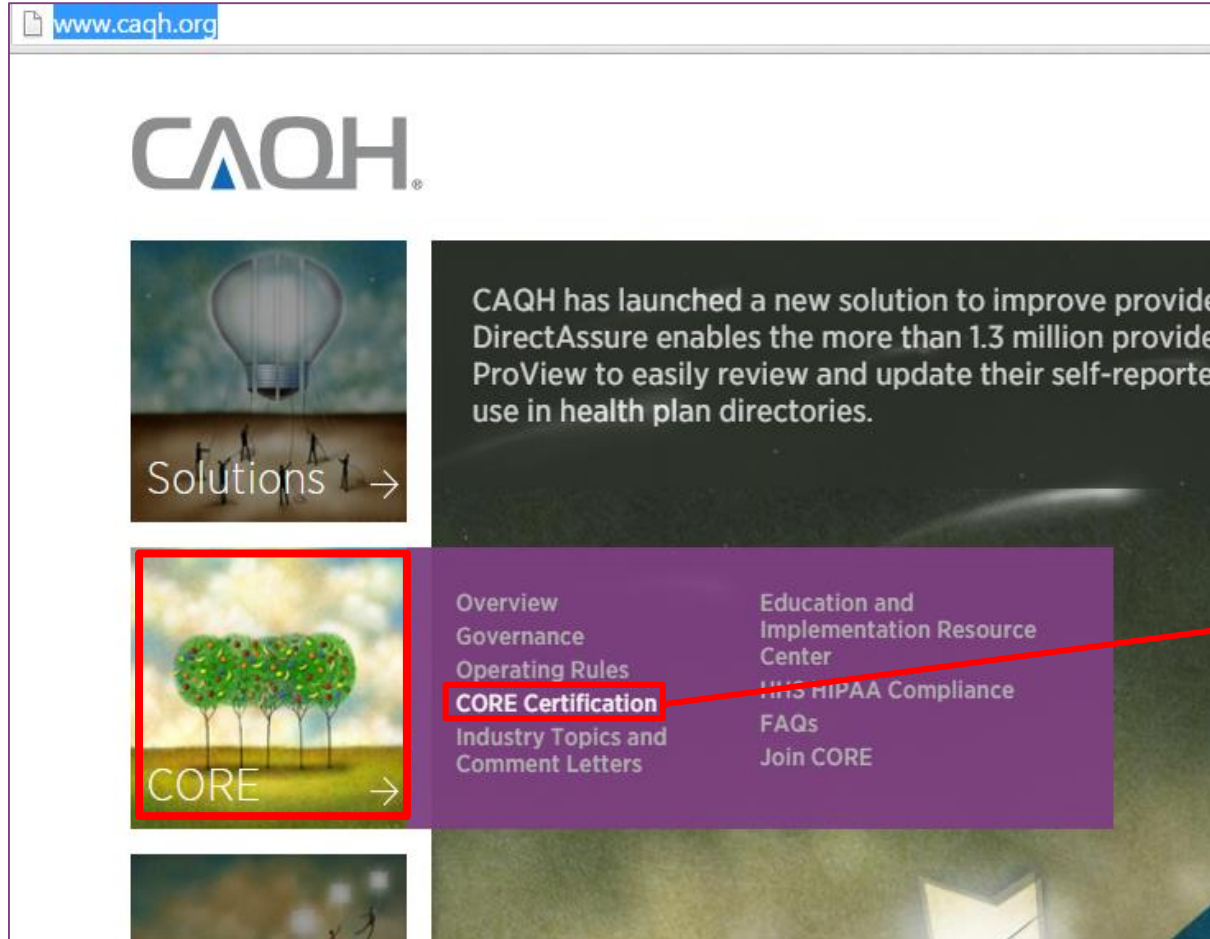
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Voluntary CORE Certification Resources

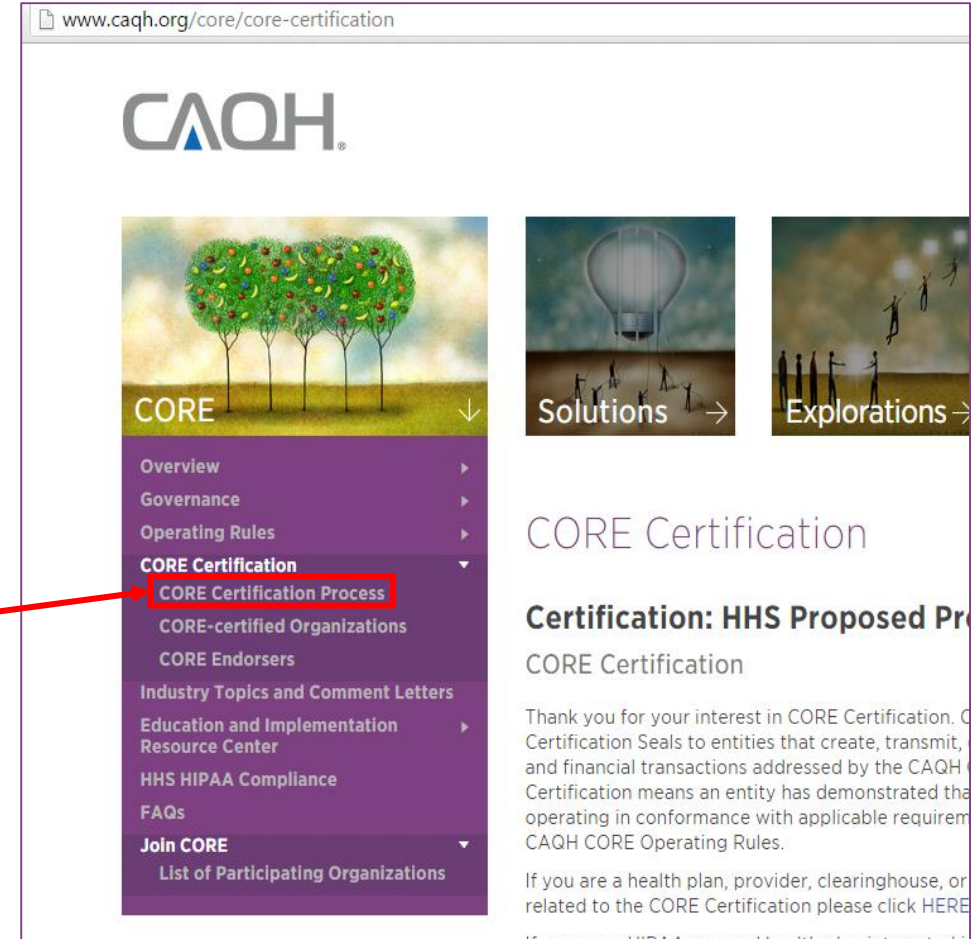
Robert Bowman
CAQH CORE Associate Director

Navigation from CAQH Website to CORE Certification Page

http://www.caqh.org



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

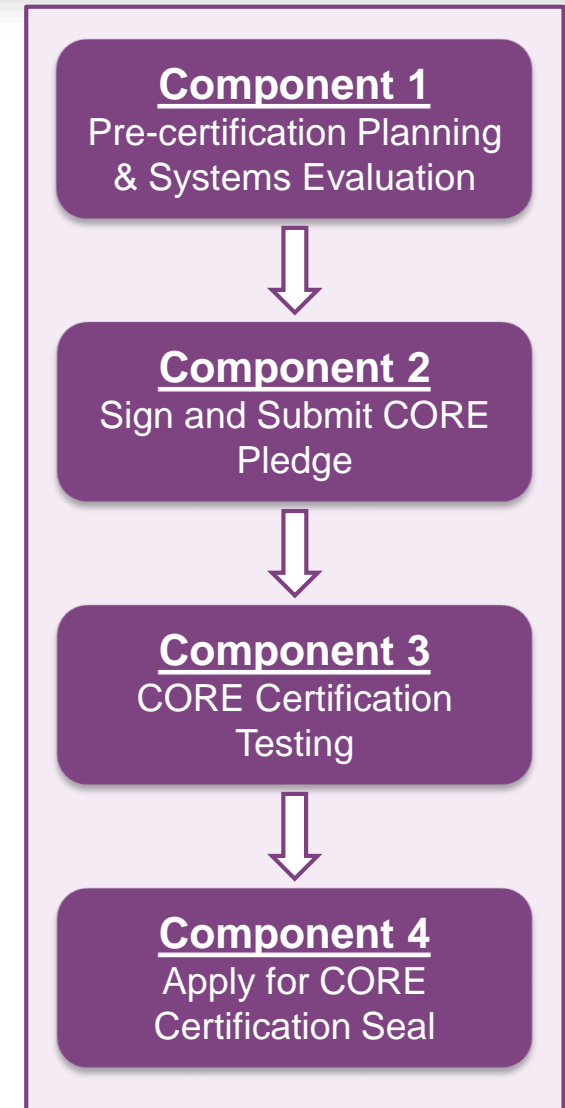


CORE Certification's Four Component Process

Navigation on the CORE Certification Process Page

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

The screenshot shows the website's navigation menu with 'CORE Certification Process' highlighted. The main content area is titled 'CORE Certification Process' and includes a sub-header 'CORE Certification: A Step-By-Step Process For Phases I-IV'. A note mentions that voluntary CORE Certification on the recently approved Phase IV CAQH CORE Operating Rules will be available in the Summer of 2016. Below this, an 'Overview' section explains that CAQH certifies and awards CORE Certification Seals to entities that create, transmit, or use administrative transactions. It also states that organizations that do not create, transmit, or use administrative healthcare transactions can demonstrate their support for the CORE mission and vision by applying for and using the CORE Endorser Seal. The text further explains that CORE Certification on phases of the CAQH CORE Operating Rules can be completed concurrently or successively. A red box highlights a list of four components: 1. Pre-certification Planning and Systems Evaluation, 2. Signing and Submitting the CORE Pledge and Appropriate Phase II and Phase III Addenda, 3. CORE Certification Testing, and 4. Applying for the CORE Seal. A red arrow points from this list to the flowchart on the right.



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

The Four Components of Voluntary CORE Certification

Click the icons to learn more.

- 1 Pre-certification Planning & Systems Evaluation
- 2 Sign & Submit CORE Pledge
- 3 CORE Certification Testing
- 4 Apply for CORE Certification Seal

Why CORE Certify?

[in](#) CAQH CORE Homepage
 [Twitter](#)
[Feedback](#)

Your organization should first understand the requirements of the CAQH CORE Operating Rules and the scope of your internal efforts to adopt and implement the operating rules.

Component 1: Pre-certification Planning and Systems Evaluation

1. Obtain and review the Rules and Policies
 - Phase I - CORE Rules and Policies Version 1.0
 - Phase II - CORE Rules and Policies Version 2.0
 - Phase III - CORE Rules and Policies Version 3.0
2. Obtain and review the Certification Policy
 - Phase I - CORE I02 Certification Policy Version 1.0
 - Phase II - CORE I02 Certification Policy Version 2.0
 - Phase III - CORE I02 Certification Policy Version 3.0
3. Obtain and review the Testing Policy
 - Phase I - CORE I04 Testing Policy Version 1.0
 - Phase II - CORE I04 Testing Policy Version 2.0
 - Phase III - CORE I04 Testing Policy Version 3.0
4. Obtain and review the Master Test Suite
 - Phase I - CORE Master Test Suite Version 1.0
 - Phase II - CORE Master Test Suite Version 2.0
 - Phase III - CORE Master Test Suite Version 3.0
5. Obtain and review the Master Test Bed Data of completing Phase I or Phase II CORE Certification
 - Phase I - CORE Master Test Bed Data Version 1.0
 - Phase II - CORE Master Test Bed Data Version 2.0
6. Gauge your organization's ability to adopt and become compliant with the CORE rules by identifying system/software gaps. CAQH CORE offers Analysis 9: Planning Guides that can help entities to identify system/software gaps and create a project plan to complete any necessary system remediation.
 - Analysis 9: Planning Guide for CAQH CORE Eligibility & Claim Status Operating Rules
 - Analysis 9: Planning Guide for CAQH CORE EFT & ERA Operating Rules
7. Consider requesting a call with CAQH CORE Staff, who can provide tools to help with your analysis.
8. Create a project plan to eliminate any gaps found between CORE rule requirements and your organization's current systems capabilities. All gaps should be closed prior to the start of CORE certification testing. (See F above for a tool that can be used to develop a project plan.)
9. Determine if your organization is eligible for the CORE Health Plan IT System Exemption by reviewing the appropriate Exemption Policy (Phase I, Phase II, or Phase III). This exemption allows a health plan that has a scheduled migration of an existing IT system(s) to delay certification of that component of its systems until the new one is in place. Migration must be scheduled for completion no later than 12 months from the date of when the health plan is granted CORE Certification.
 - If your organization qualifies for this exemption, obtain and complete the Health Plan IT Exemption Request Form (Phase I, Phase II or Phase III). This completed form (signed by an authorized senior executive) must be submitted with your organization's signed CORE Seal Application (Phase I, Phase II, or Phase III).
10. Determine when your organization is ready to sign the CORE Pledge.
 - NOTE: Organizations seeking CORE certification must complete CORE certification testing within 90 days of submitting the signed CORE Pledge to CAQH. The CORE Pledge must be signed by an authorized executive level employee.

Visit the CORE Certification Process Website Here

Component 1
 CORE
 Pre-Certification Planning & Systems Evaluation

Replay Main Menu

An entity seeking CORE Certification will work with a CORE-authorized Testing Vendor to perform tests based upon CORE Phase I-III testing criteria specific to that entity's stakeholder type.

Component 3: CORE Certification Testing

CORE certification testing is to be completed in three phases: Pre-Testing, Testing and Post-Testing. All stakeholders essential to the success of eligibility and benefits and/or claim status data exchange transactions are addressed in the CORE certification testing process - providers, health plans, clearinghouses, and vendors. CORE testing varies by each stakeholder type.

Testing Phase

1. Schedule CORE certification testing with your selected CORE-authorized testing vendor. CORE-authorized vendors are committed to a CORE-certification testing request within 30 business days from when you contact them, unless you ask otherwise.

edifecs
 Phase I & Phase II CAQH CORE Eligibility and Claim Status Certification
 Testing: www.edifecs.com/customer_community/edifecs_compliance_online_for_healthcare/CORE_Phase_I_II_Testing_3010/
 Phase III CAQH CORE EFT & ERA Certification
 Testing: www.edifecs.com/customer_community/edifecs_compliance_online_for_healthcare/core_phase_iii_testing/
 Edifecs CORE Certification Testing Contact:
 CORE Support
 1706 14th Avenue SE
 Bellevue, WA 98004
 (206) 435-2451
 Email: Info.CoreCertification@edifecs.com

Visit the CORE Certification Process Website Here

Component 3
 CORE Certification Testing

Replay Main Menu

Why Certify?

UNITEDHEALTH GROUP®
Practice Insight®
NEXTGEN HEALTHCARE
Availity®
GroupHealth.
dorado SYSTEMS
MaineCare Services
 An Office of the Department of Health and Human Services

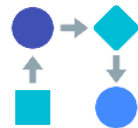
Replay Main Menu

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.

Frequently Asked Questions (FAQs)

CAQH. EVENTS NEWS CONTACT

CORE

Overview
Governance
Operating Rules
CORE Certification
Industry Topics and Comment Letters
Education and Resource Center
HHS HIPAA Compliance
FAQs
Join CORE

CAQH CORE PARTICIPANT CALENDAR

User ID (case sensitive)
Drew

Password (case sensitive)
.....

Login

Frequently Asked Questions

SEARCH CAQH CORE FAQs

CAQH CORE offers more than 700 frequently asked questions (FAQs) addressing all four phases of the CAQH CORE Operating Rules, general CAQH CORE information, CORE Certification and future development of operating rules. You may find your FAQ by clicking on the links below or using the search bar above to identify key words.

Additional CAQH CORE Resources are available for implementing the CAQH CORE Operating Rules: See CAQH CORE Implementation Resources and CAQH CORE Events.

If you have any questions not addressed by the CAQH CORE Online Resources, please email CORE@caqh.org.

NOTE: The CAQH CORE FAQs are for informational purposes only; in the case of a discrepancy between this document and CAQH CORE Operating Rule text and/or Federal regulations, the latter take(s) precedence. No adjustments to CAQH CORE rule requirements will be made via the FAQ process.

- PART A: GENERAL CAQH CORE FAQs
- PART B: ACA SECTION 1104 MANDATE FOR FEDERAL OPERATING RULES
- PART C: PHASE I & II CAQH CORE ELIGIBILITY & CLAIM STATUS OPERATING RULES
- PART D: PHASE III CAQH CORE EFT & ERA OPERATING RULES
- PART E: PHASE IV CAQH CORE OPERATING RULES
- PART F: CAQH CORE OPERATING RULES IN DEVELOPMENT
- PART G: CERTIFICATION: ACA SECTION 1104 CERTIFICATION, CORE CERTIFICATION, PROPOSED CORE HIPAA CREDENTIAL, AND CORE ENDORSEMENT

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 screenshot shows the 'CORE Certification Application Portal' interface. At the top, there are navigation links: 'Click Here to Log In', 'Refresh', 'Update Authorized Reps', and 'Forgot Username or Change Password'. The date is 02/03/2017. The CAQH CORE logo is in the top right.

The 'Personal Information' section includes fields for Contact First Name, Contact Last Name, Primary Email, and Telephone. It also has a section for 'Entity Seeking Certification' with radio buttons for Health Plan, Clearinghouse, Vendor, and Provider. A note says 'If vendor or clearinghouse:' followed by fields for Name of Product and Version #.

Below the form is a table tracking the progress of required forms:

Required Forms	Launch	Status	Date/Time Submitted	Notes/Comments
Phase I				
CORE Pledge	[?]			
CORE HIPAA Attestation	[?]			
CORE Seal Application	[?]			
Certification Fee	[?]		[ePay] [Check]	
Phase II				
CORE Pledge	[?]			
CORE HIPAA Attestation	[?]			
CORE Seal Application	[?]			
Certification Fee	[?]		[ePay] [Check]	
Phase III				
CORE Pledge	[?]			
CORE HIPAA Attestation	[?]			
CORE Seal Application	[?]			
Certification Fee	[?]		[ePay] [Check]	
Phase IV				
CORE Pledge	[?]			
CORE HIPAA Attestation	[?]			
CORE Seal Application	[?]			
Certification Fee	[?]		[ePay] [Check]	

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!

The screenshot shows the 'Voluntary CORE Certification Application Portal' tutorial page. It features a navigation menu with buttons for 'How to use this Tutorial', 'Application Portal Quick Overview', 'Application Portal Registration', and 'Application Portal'. There are also social media icons for LinkedIn and Twitter, and a 'Feedback' icon. The CAQH CORE logo is visible at the bottom.

Click [HERE](#) for an interactive tutorial on how to use the new CORE Certification Application Portal.

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.

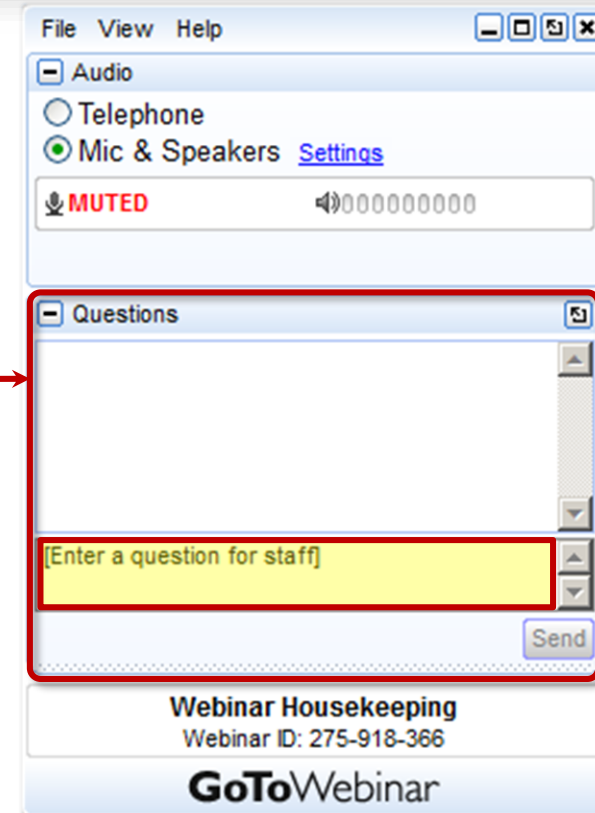
If you answered “Other” let us know in the post-webinar survey or contact us at core@caqh.org.

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



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](#)

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.



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.

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.