

2007 HIGHLIGHTS: National Recognition, Industry Impact

CAQH initiatives achieved two remarkable milestones in 2007. The Universal Credentialing Datasource (UCD) service topped 550,000 providers and 350 participating organizations, confirming its acceptance as the industry standard for provider data collection. More than 65 million Americans (one-third of all commercially insured lives) were covered by Committee on Operating Rules for Information Exchange (CORE)-certified health plans by year end. Both accomplishments demonstrate that CAQH and its members are creating national solutions with lasting impact. They also clearly indicate that our collaborative approach remains a model for success.

I am pleased to highlight a number of additional accomplishments from the past year and our goals for 2008.



Universal Credentialing Datasource®

- **Participation Growth:** UCD averaged more than 10,000 new providers per month. Vision, behavioral health and other specialty plans, as well as hospitals—for the first time—contributed to the growth in the number and breadth of participating organizations.
- **State Adoption:** By the end of the year, Kansas, Maryland and Vermont had joined Indiana, Kentucky, Louisiana, New Jersey, Rhode Island, Tennessee, and the District of Columbia in adopting the CAQH Standard Provider Credentialing Application as their mandated or designated provider credentialing form. Several additional states, as well as state Medicaid agencies, began considering a similar tactic.
- **Best Practices:** The 2007 Universal Credentialing Best Practices Conference focused on automating UCD data flow to other essential business processes and drew more than 100 participants. Our biggest conference to date also featured insightful perspectives from accreditation bodies and provider groups.
- **Research Findings:** The Lewin Group study results confirmed that UCD data can be valuable to health plans in applications well beyond credentialing. CAQH will work to unlock the full value of the data by promoting its broader use in quality assurance and member services, such as provider directories, in 2008.
- **New Business Partner:** After completing a thorough RFP process, CAQH selected Affiliated Computer Services, Inc. (ACS) to manage the ongoing administration, operation and expansion of the UCD service. ACS was selected for its outstanding record of proven performance in the healthcare arena.



CORE™

- **Phase I Certification:** More than 25 organizations, including Aetna, AultCare, Blue Cross and Blue Shield of North Carolina and Tennessee, Health Net and WellPoint, achieved CORE Phase I certification during 2007.
- **National IT Recognition:** The CORE Phase I Data Content Rule was included in the first set of the Health Information Technology Standards Panel's (HITSP) interoperability standards.

- Participation Growth: New participants included ClaimRemedi, Enclarity, GE Healthcare, Harvard Pilgrim Health Care, Healthcare Association of New York State, HealthCare Partners Medical Group, IBM, InstaMed, Minnesota Department of Human Services, New York-Presbyterian Hospital, North Shore-Long Island Jewish Health System, RealMed Corporation, Recondo Technology, and the US Department of Veterans Affairs. More than 100 healthcare stakeholders, representing over 130 million insured lives, were participating in developing the CORE Phase II business rules by the end of the year.
- Survey Results: Findings from two CAQH studies, funded by the California HealthCare Foundation, respectively showed that automating insurance eligibility and benefits verification can significantly reduce administrative costs; and that the lack of patient identifier information is a key reason why automated verification processes fail. CORE is incorporating the study findings into Phase II rules development.
- State Impact: CORE's all-payer approach has attracted the attention of several states, including Colorado, Ohio, and Texas. Each is considering how best to include the CORE Phase I rules as a component of their strategies for improving electronic data exchange.

In addition to strong growth, our efforts in 2007 set the groundwork for further industry impact this year and into the future. Looking ahead, CAQH will:

- Continue to build healthcare organization and provider participation in UCD throughout 2008, with a goal of reaching 650,000 providers by the end of the year.
- Develop systematic processes for determining and validating the integrity, timeliness and accuracy of self-reported provider data submitted through the UCD service.
- Complete the transition of the UCD service to ACS and launch a more robust, re-branded version of UCD in 2008.
- Launch a program that enables UCD providers to opt-in to services that can further simplify practice administration.
- Introduce the second set of CORE rules, which will include additional rules for patient identifiers, patient accumulators, claims status and connectivity. Phase II also will require reporting of patient financial responsibility for an increased number of service codes.
- Initiate the CORE Phase III rules development process to further streamline administrative data exchange and improve health plan-provider interoperability.
- Host the first CAQH Administrative Simplification Conference in late September as a forum for UCD and CORE participants to share experiences and discuss strategies for further reducing administrative burden.

Your commitment and contributions to administrative simplification through CAQH are making a difference. With the continued support of your organization, in 2008 we will help move the industry even closer to a healthcare system in which administrative processes are efficient, predictable, and easily understood by patients, caregivers and providers.

Robin J. Thomashauer



Executive Director

CAQH MEMBERS AND PARTICIPATING ORGANIZATIONS*

A	(CMS)	Health Care Service Corporation	Medical Mutual of Ohio	Redlands IPA
Accenture	CentMass	Health Level 7 (HL7)	Mercy Health Plans	RelayHealth
ACS EDI Gateway, Inc.	Central Vermont PHO	Health Management Systems, Inc.	Meriden — Wallingford IPA	Rochester Community IPA, Inc.
ActivHealthCare	Childrens National Medical Center	Health Net, Inc.	Michigan Department of Community Health	Rocky Mountain Health Plans
Advantage Health Plan	The Chiropractic Association of the Midwest	Health Net Federal Services, LLC	Michigan Public Health Institute	Rutland Regional Medical Center
Advantica Eyecare	CIGNA Behavioral Health	Health One Alliance	Microsoft Corporation	RxHub
Adventist HealthCare, Inc.	CIGNA HealthCare	Health Options, Inc.	Minnesota Department of Human Services	S
Aetna, Inc.	Citrus Healthcare	Health New England	Mobility Medical, Inc.	SafeMed, Inc.
Affiliated Healthcare, Inc. (AHI)	ClaimRemedi, Inc.	Healthcare Administration Technologies, Inc.	Molina Healthcare of California	Saint Barnabas — Metrowest IPA
Affinity Health Plan	Claredi (an Ingenix Division)	Healthcare Association of New York State	Molina Healthcare of Florida	Salisbury Health Group
Alpha Care Medical Group	Clarian Ambulatory Care Management / MMG	Healthcare Billing and Management Association	Molina Healthcare of New Mexico	Senior Whole Health, LLC
America's Health Insurance Plans (AHIP)	Clinical Practice Organization	Healthcare Financial Management Association (HFMA)	Molina Healthcare of Ohio	Sentara Healthcare
American Academy of Family Physicians (AAFP)	Colonial Cooperative Care	Healthcare Information and Management Systems Society (HIMSS)	Molina Healthcare of Utah	Siemens Medical Solutions / HDX
American Association of Preferred Provider Organizations (AAPPO)	Colorado Access	Healthcare Partners Medical Group	Molina Healthcare of Washington	SIHO Insurance Services
American College of Physicians (ACP)	Community Care Physicians	HealthLink, Inc.	Montefiore Medical Center of New York	Smart Card Alliance Council
American Health Information Management Association	Community Choice Michigan	HealthNow New York, Inc.	Multicultural Primary Care Medical Group	Southwestern Vermont Medical Center
American Medical Association (AMA)	Community Family Care Medical Group	HealthPlan of Michigan	MultiPlan, Inc.	Springfield Hospital Vermont
AmeriChoice	Community Health Care Network	HealthPlus of Michigan	MVP Health Plan, Inc.	St. Francis Health Network
Amerigroup Corporation	Continuum Health Partners, Inc.	HealthRight	N	St. Francis PHO
AmeriHealth Mercy	Copley Hospital	HealthSmart Preferred Care (The Parker Group)	NACHA — The Electronic Payments Association	Suburban Health Organization
AmeriHealth New Jersey	Coventry Health Care	HIP Health Plan of New York	National Account Service Company (NASCO)	SummaCare
Angeles IPA	Creaks Behavioral Health Services, Inc.	Highmark Blue Cross Blue Shield	National Capital Preferred Provider Organization (NCPPPO)	Sunshine State Health Plan
Anthem Blue Cross and Blue Shield	CSC Consulting, Inc.	Hollywood Presbyterian Medical Group	National Committee for Quality Assurance (NCQA)	SureScripts
Arnett Clinic, LLC	Culpeper PHO	Horizon Blue Cross Blue Shield of New Jersey	National Council for Prescription Drug Programs (NCPDP)	Sutter Medical Foundation
ASC X12	D	HSC Health Plan	National Committee for Quality Assurance (NCQA)	Synergy Health Network, Inc.
athenahealth, Inc.	Data Processing Solutions	HTP, Inc.		T
Atlanta Health Plan	Davis Vision	Hudson Health Plan, Inc.		Target Clinics
AultCare	DaVita Village Health	Humana Inc. / ChoiceCare Network		The First Health Network / CCN Network
Availity LLC	DC Chartered Health Plan, Inc.	I		The SSI Group, Inc.
Avalon Healthcare	Deaconess Health Plans	IBM Corporation		The TriZetto Group, Inc.
AvMed Health Plans	Delta Dental Plans Association	Independence Blue Cross		TRIAD Healthcare, Inc.
B	DuPage Valley Physicians	Independent Health		TRICARE
BlueCare Network	E	Independent Living Systems, LLC (Better Health)		Tufts Health Plan
Blue Cross and Blue Shield Association (BCBSA)	e4e, Inc.	Independent Physician Association of Georgia, Inc.		U
Blue Cross and Blue Shield of Florida	East Georgia Physician Group	Indiana Pro Health Network		UniCare
Blue Cross and Blue Shield of Georgia	Edifecs, Inc.	Indiana University / University Health Care Associates		Unified Physician Network
Blue Cross and Blue Shield of Kansas	eHealth Initiative	Industry Buying Group		Unison Health Plan
Blue Cross and Blue Shield of Kansas City	Electronic Data Systems (EDS)	Infotech Global, Inc.		United Behavioral Health
Blue Cross and Blue Shield of Massachusetts	Electronic Healthcare Network Accreditation Commission (EHNAC)	InstaMed		United Physicians
Blue Cross and Blue Shield of Michigan	Electronic Network Systems, Inc. (ENS) (an Ingenix Division)	Interplan Health (The Parker Group)		United States Army National Guard
Blue Cross and Blue Shield of Missouri	Emdeon Business Services	Kaiser Foundation Health Plan of the Mid-Atlantic States		United States Department of Veterans Affairs
Blue Cross and Blue Shield of North Carolina	Emerging Health Information Technology	Kent County Health Services		UnitedHealth Group
Blue Cross and Blue Shield of Rhode Island	Empire HealthChoice	Kentucky Medical Services Foundation, Inc.		Univera
Blue Cross and Blue Shield of Tennessee	Enclarity, Inc.	Kentucky Orthopedic Physical Therapy Network		Universal American
Blue Cross and Blue Shield of Vermont	Excellus Health Plans	Kentucky Orthopedic Rehab Team, LLC		Universal Health Care
Blue Cross and Blue Shield of Western New York	EyeMed Vision Care	Keystone Mercy Health Plan		University Department of Human Resources
Blue Cross and Blue Shield of Wisconsin	F	Lewis — Gale Clinic, LLC.		Otis Health Care Center / Grace Cottage
Blue Cross of California	Fairpay Select Health	Lifespan / New England Physician Network		Owensboro Community Health Network
Bluegrass Family Health	Fallon Community Health Plan	LINXUS (initiative of GNYHA)		Oxford Health Plans, Inc.
Boston Medical Center HealthNet Plan	Fidelis Secure Care	Louisiana Medicaid — Unisys		O
Brattleboro Memorial Hospital	First Choice PHO	Lovelace Health Plan		Omega Technology Solutions
Bravo Health	First Data Corp. — Healthcare	M		OptiCare Eye Health Network
Buckeye Community Health Plan, Inc.	1st Medical Network	Magellan Health Services, Inc.		OptiCare Eye Health Network
C	Foresight Corporation	MagnaCare Health Plan		Oregon Department of Human Resources
CalRHIO	FrontPath Health Coalition	Maio Clinic		Otis Health Care Center / Grace Cottage
Capital District Physicians' Health Plan (CDPHP)	G	MD Medicare Choice		Owensboro Community Health Network
Care1st of Arizona	GE Healthcare	MD On-Line, Inc.		Oxford Health Plans, Inc.
CareFirst BlueCross BlueShield	Geisinger Health Plan	MedAvant Healthcare Solutions		North Texas Specialty Physicians
Care Improvement Plus	General Vision Services (GVS)	MedCom USA		NorthWest Georgia Physicians Association
CareMedic Systems, Inc.	George Washington University Medical Faculty Associates	MedData		O
CareSource Indiana	Georgetown University Hospital	Medical Group Management Association (MGMA)		Omega Technology Solutions
CareSource Ohio	GHN-Online	Medical Informatics Engineering, Inc.		OptiCare Eye Health Network
Carolina Care Plan	Gifford Medical Center			OptiCare Eye Health Network
Carolina Crescent Health Plan	Gordon PHO			Oregon Department of Human Resources
Catholic Healthcare West	Goshen General Hospital / Indiana Lakes MCO			Otis Health Care Center / Grace Cottage
Cedars-Sinai Health System	Grace Cottage Hospital			Owensboro Community Health Network
Cempatico Behavioral Health, LLC	Greater New York Hospital Association (GNYHA)			Oxford Health Plans, Inc.
Centene Corporation	Greater Rochester IPA (GRIPA)			Omega Technology Solutions
Center Care Health Benefit Programs	Great Lakes Health Plan			OptiCare Eye Health Network
Centers for Medicare and Medicaid Services	Great-West Healthcare			Oregon Department of Human Resources
	Group Health, Inc.			Otis Health Care Center / Grace Cottage
	Group Health Insurance of New York (GHI)			Owensboro Community Health Network
	H			Oxford Health Plans, Inc.
	Harvard Pilgrim Health Plan			Omega Technology Solutions
	Health Alliance Plan			OptiCare Eye Health Network
				Oregon Department of Human Resources
				Otis Health Care Center / Grace Cottage
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