



2008 HIGHLIGHTS: STEADY GROWTH, MEASURABLE RESULTS, LASTING CONTRIBUTIONS

For nearly a decade CAQH® has consistently demonstrated that industry ingenuity can contribute meaningful solutions to improve the U.S. healthcare system. We started with highly regarded national education programs that communicated the appropriate use of antibiotics and the critical role that beta-blockers play in preventing future heart attacks. We developed and implemented a centralized approach to data collection that has now forever changed provider credentialing. We introduced an innovative e-prescribing initiative. Most recently, we launched a multi-stakeholder collaboration that is advancing system interoperability and driving consistent information exchange between health plans and providers. Through each, CAQH has created lasting impact.

Our work in 2008 further positioned CAQH as a nonprofit alliance that achieves what it sets out to accomplish. Both the Committee on Operating Rules for Information Exchange® (CORE) and the Universal Provider Datasource® (UPD) reached important milestones last year. CAQH solutions generated heightened interest and support from stakeholders throughout the industry. As a result, we were able to increase momentum toward realizing our vision of a healthcare system in which administrative processes are efficient and easily understood by patients, caregivers and providers.

CORE CORE effectively moved beyond the proof-of-concept stage when it finalized the Phase II rules in September. In addition to offering connectivity and other data-exchange infrastructure standards, the Phase II rules address information critical to the healthcare revenue cycle. These data elements include more robust patient eligibility and benefits information, and year-to-date patient financial liability. Over 25 organizations committed to complete Phase II certification by the end of 2009 or Q1 2010. Another 20 organizations committed to endorsing the rules. The American Medical Association and the American Academy of Family Physicians endorsed the Phase II rules by year end.

Initiative momentum also spurred significant state and national interest in CORE last year, a testament to the real need for uniform electronic communication protocols. In 2008, state-sponsored, multi-stakeholder committees in Ohio and Texas recommended their respective legislatures consider adopting the CORE Phase I rules for exchanging electronic eligibility information between providers and payers. By the end of the year, CORE rules were being considered for use in national interoperability standards. The entire set of CORE Phase I rules, as well as three Phase II rules specific to eligibility, for example, were incorporated into the Healthcare Information Technology Standards Panel (HITSP) Patient Generic Health Plan Eligibility Verification Transaction. In addition, the joint WEDI/X12 Real-time Adjudication Communications Workgroup acknowledged the CORE Phase II connectivity rule as a potential national standard.

CORE experienced growth in both Phase I rules certification and endorsement in 2008. Of particular note, RxHub, now Surescripts, was the first e-prescribing entity to complete CORE certification. This achievement represents a necessary step toward synchronizing interoperability efforts throughout the healthcare marketplace. CORE rules certification last year also enabled a select number of electronic medical record (EMR) vendors to ensure that consistent patient administrative data can be integrated with clinical information into electronic records. That integration creates a more complete, robust picture of the patient for physicians and other healthcare professionals at the point of care.

We believe that the CORE rules have only begun to demonstrate their potential as a component of a successful national HIT strategy. The current healthcare reform efforts view information technology solutions as essential to achieving a more efficient industry. Within that framework and with the introduction of the Phase III rules in 2009, we anticipate industry adoption of CORE to accelerate at an even faster pace.

UPD An additional 90 health plans, hospitals and other healthcare organizations signed on to streamline provider data collection through the UPD service in 2008—a 26 percent increase over 2007. On the provider side, more than 688,000 physicians and allied health professionals were using UPD to securely maintain their data and cut costs—107,000 more than the previous year. CAQH estimates that the online service was saving more than \$76.5 million annually and had eliminated nearly 2 million legacy paper applications to date by the end of 2008.

We broadened that base of participation through a first-in-the-nation agreement between CAQH and a state hospital association. The Vermont Association of Hospitals and Health Systems (VAHHS) agreement makes it easier for its member hospitals to participate in the service and, therefore, more efficiently obtain provider information. CAQH is promoting the arrangement as a model approach to other hospital associations.

Two additional states, Maryland and Ohio, simplified the provider data-collection process by moving from their state form to the CAQH Standard Provider Credentialing Application as their required form. Those moves extended a trend in state adoption, increasing the total number of states mandating or designating the form for use by managed care organizations to 11.

In 2008 CAQH witnessed a jump in SanctionsTrack participation. A significant number of health plans signed on to the service that centralizes access to continuously monitored provider sanctions information from more than 400 national and state primary sources. CAQH will drive further adoption of the service in 2009 through a focused outreach effort promoting SanctionsTrack as a comprehensive tool for easily identifying sanctioned providers.

CAQH ensured that UPD growth in the future will be effectively supported when we transitioned management of the initiative to Affiliated Computer Services, Inc. (ACS) last summer. The respected Fortune 500 technology company is now providing all business processes, information technology, and customer care activities related to UPD. CAQH will work with ACS to modernize and enhance the service in 2009. In addition, we will introduce system functionality that enables providers to opt-in to participate in volunteer emergency response efforts, receive liability insurance quotes and access other programs to streamline practice management.

CAQH also took steps in 2008 to evaluate the quality of data entered into the UPD. We convened the Data Quality Task Force group to specifically assess the integrity, timeliness and accuracy of the information obtained through the service. CAQH will use the anticipated results to generate broader understanding about how UPD can reduce administrative costs related to provider directories, claims administration, network management and more.

LOOKING FORWARD The national dialogue about a more efficient healthcare system has focused increased interest in simplifying healthcare administration. Leading industry organizations have issued thoughtful recommendations for reducing costs and improving productivity during the past several months. When examined closely, those recommendations point to approaches consistent with our mission and specific improvements that CAQH is already addressing—confirming that we have been on the right track for some time.

CORE and UPD are targeting real business issues. They are producing real results in the marketplace today—results that can be tracked across a wide range of stakeholders. They have helped provider practices operate more efficiently and spend more time treating patients. Most importantly, our initiatives have demonstrated that cross-industry, public-private collaboration can contribute positive, lasting change.

We will take every opportunity to extend their impact in 2009. CAQH will continue to work closely with federal and state agencies, provider organizations, standards-setting bodies, and other leading healthcare entities to more broadly implement meaningful solutions that leverage the success of our initiatives.

Your leadership has been critical to the success that CAQH has achieved in moving the industry toward a significant reduction in the cost and frustration associated with healthcare administration. Given the current national discussion on healthcare reform, your leadership has never been more important. We look forward to working together to further position the CAQH initiatives as important solutions for achieving reform goals.

Robin J. Thomashauer



Executive Director

CAQH MEMBERS AND PARTICIPATING ORGANIZATIONS*

A

Absolute Total Care
 Accenture
 ACS EDI Gateway, Inc.
 ActivHealthCare
 Advantage Health Plan
 Advantica Eyecare
 Adventist HealthCare, Inc.
 Adventist Health System, Illinois
Aetna, Inc.
 Affiliated Healthcare, Inc. (AHI)
 Affinity Health Plan
 AGMCA (Akron General PHO)
 Alliance Health Partners
 Alpha Care Medical Group
 Always Care Benefits
America's Health Insurance Plans (AHIP)
 American Academy of Family Physicians (AAFP)
 American Association of Preferred Provider Organizations (AAPPO)
 American College of Physicians (ACP)
 American Health Information Management Association
 American Health Network of Indiana
 American Medical Association (AMA)
 AmeriChoice
 Amerigroup Corporation
 AmeriHealth Mercy
 AmeriHealth New Jersey
 Angeles IPA
 Anthem Blue Cross and Blue Shield
 Arcadian Health Plans
 Arnett Clinic, LLC
 ASC X12
 athenahealth, Inc.
 Atlantis Health Plan
AultCare
 Availity LLC
 Avalon Healthcare
 Averde Health
 AvMed Health Plans

B

Beacon Health Network
 BlueCare Network
Blue Cross and Blue Shield Association (BCBSA)
 Blue Cross and Blue Shield of Arizona
 Blue Cross and Blue Shield of Florida
 Blue Cross and Blue Shield of Georgia
 Blue Cross and Blue Shield of Kansas
 Blue Cross and Blue Shield of Kansas City
 Blue Cross and Blue Shield of Massachusetts
Blue Cross Blue Shield of Michigan
 Blue Cross and Blue Shield of Missouri
Blue Cross and Blue Shield of North Carolina
 Blue Cross and Blue Shield of Rhode Island
BlueCross BlueShield of Tennessee
 Blue Cross and Blue Shield of Vermont
 Blue Cross and Blue Shield of Western New York
 Blue Cross and Blue Shield of Wisconsin
 Blue Cross of California
 Bluegrass Family Health
 Boston Medical Center HealthNet Plan
 Brattleboro Memorial Hospital
 Brattleboro Retreat
 Bravo Health
 Bridgeway of Arizona
 Brighton Hospital
 Buckeye Community Health Plan, Inc.

C

CalRHIO
 Capario
 Capital District Physicians' Health Plan (CDPHP)
 Care1st of Arizona

CareFirst BlueCross BlueShield

Care Improvement Plus
 CareMedic Systems, Inc.
 CareSource Indiana
 CareSource Ohio
 Care to Care
 Carolina Care Plan
 Carolina Crescent Health Plan
 Catholic Healthcare West
 Cedars-Sinai Health System
 Cenpatco Behavioral Health, LLC
 Centene Corporation
 Center Care Health Benefit Programs
 Center for Health Transformation
 Centers for Medicare and Medicaid Services (CMS)
 CentMass
 Central Vermont PHO
 Childrens Hospital Medical Center (Cincinnati)
 Childrens Mercy Family Health Partners
 Childrens National Medical Center
 CIGNA Behavioral Health
 CIGNA HealthCare
 Citrus Healthcare
 Claredi (an Ingenix Division)
 Clarian Ambulatory Care Management / MMG
 Clinical Practice Organization
 Colonial Cooperative Care
 Colorado Access
 Commonwealth Family Health Plan
 Community Care Physicians
 Community Choice Michigan
 Community Family Care Medical Group
 Community Health Care Network
 Comprehensive Care Management
 Continuum Health Partners, Inc.
 Copley Hospital
 Cornerstone Alliance, Inc. (A PHO)
 Coventry Health Care
 Creoks Behavioral Health Services, Inc.
 CSC
 Culpeper PHO

D

Davis Vision
 DaVita Village Health
 DC Chartered Health Plan, Inc.
 Deaconess Health Plans
 Delta Dental Plans Association
 Dental Partners of Georgia, LLC
 Devon Healthcare
 Doctors Hospital
 Doctors Hospital Nelsonville
 Dublin Methodist Hospital
 DuPage Valley Physicians

E

East Georgia Physician Group
 Edifecs, Inc.
 eHealth Initiative
 Electronic Data Systems (EDS)
 Electronic Healthcare Network Accreditation Commission (EHNAC)
 Electronic Network Systems, Inc. (ENS) (an Ingenix Division)
 Emdeon Business Services
 Emerging Health
 Empire HealthChoice
 Employee Health Systems
 Enclarity, Inc.
 Excellus Health Plans
 EyeMed Vision Care

F

Fairpay Select Health
 Fallon Community Health Plan
 FEI Behavioral Health
 Fidelis Secure Care
 First Choice PHO
 First Data Corp. – Healthcare
 1st Medical Network
 Fletcher Allen Healthcare
 Foresight Corporation
 Freedom Healthcare
 FrontPath Health Coalition

G

Gateway EDI
 GE Healthcare
 Geisinger Health Plan
 General Vision Services (GVS)
 George Washington University Medical Faculty Associates
 Georgetown University Hospital
 Gifford Medical Center
 Gordon PHO
 Goshen General Hospital / Indiana Lakes MCO
 Grace Cottage Hospital
 Grady Memorial Hospital
 Grant Medical Center
 Greater New York Hospital Association (GNYHA)
 Greater Rochester IPA (GRIPA)
 Great Lakes Health Plan
 Great-West Healthcare
 Group Health, Inc.
 Group Health Insurance of New York (GHI)

H

Hardin Memorial Hospital
 Harding Hospital
 Harvard Pilgrim HealthCare
 Health Alliance of the South
 Health Alliance Plan
 Health Care Service Corporation
 Health Level 7 (HL7)
Health Net, Inc.
 Health Net Federal Services, LLC
 Health One Alliance / Alliant Health
 Health Options, Inc.
 Health Plus PHSP
 Health New England
 Healthcare Administration Technologies, Inc.
 Healthcare Association of New York State
 Healthcare Billing and Management Association
 Healthcare Financial Management Association (HFMA)
 Healthcare Information and Management Systems Society (HIMSS)
 Healthcare Partners Medical Group
 HealthFusion, Inc.
 HealthLink, Inc.
 HealthNow New York, Inc.
 HealthPlan of Michigan
 HealthPlus of Michigan
 HealthRight
 HealthSmart Preferred Care (The Parker Group)
 Highmark Blue Cross Blue Shield
 HIP Health Plan of New York
 HMS
 Hollywood Presbyterian Medical Group
Horizon Blue Cross Blue Shield of New Jersey
 Hospital for Sick Children
 HSC Health Plan
 Hudson Health Plan, Inc.
 Humana Inc. / ChoiceCare Network
 Humana Vision
 Huron Valley Healthcare

I

Independence Blue Cross
 Independent Health
 Independent Practice Association of Georgia, Inc.
 Indiana Pro Health Network
 Indiana University / University Health Care Associates
 Industry Buying Group
 Inland IPA
 InstaMed
 Interplan Health (The Parker Group)

J

James Cancer Hospital and Solove Research Institute

K

Kaiser Foundation Health Plan of the Mid-Atlantic States
 Kaiser Health Foundation of Georgia
 Kent County Health Services
 Kentucky Division of Medicaid Services
 Kentucky Medical Services Foundation, Inc.
 Kentucky Orthopedic Physical Therapy Network
 Kentucky Orthopedic Rehab Team, LLC
 Keystone Mercy Health Plan

L

LaSalle Medical Associates
 Lewis – Gale Clinic, LLC.
 Lifespan / New England Physician Network
 LINXUS (initiative of GNYHA)
 Louisiana Medicaid – Unisys
 Lovelace Health Plan

M

Magellan Health Care, Inc.
 MagnaCare Health Plan
 Maine Network for Health
 MAMSI Health Plans
 Managed Health Network
 Managed Health Service
 Marion General Hospital
 Martin's Point Health Care
 Mayo Clinic
 MDI
 MD On-Line, Inc.
 MDWise Select Health
 MedData
 Medical Group Management Association (MGMA)
 Medical Informatics Engineering, Inc.
 Medical Mutual of Ohio
 Mercy Care Plan
 Mercy Health Plans
 Mercy Health System PHO
 Meriden – Wallingford IPA
 Meridian Health Plan
 Michigan Department of Community Health
 Michigan Public Health Institute
 Microsoft Corporation
 MidCity IPA
 Minnesota Department of Human Services
 Mobility Medical, Inc.
 Molina Healthcare of California
 Molina Healthcare of Florida
 Molina Healthcare of New Mexico
 Molina Healthcare of Ohio
 Molina Healthcare of Utah
 Molina Healthcare of Washington
 Montefiore Medical Center of New York
 mPay Gateway
 Mt. Ascutey Hospital
 Multicultural Primary Care Medical Group
 MultiPlan, Inc.
 MVP Health Plan, Inc.

N

NACHA – The Electronic Payments Association
 National Account Service Company (NASCO)
 National Capital Preferred Provider Organization (NCPPPO)
 National Committee for Quality Assurance (NCQA)
 National Council for Prescription Drug Programs (NCPDP)
 National eHealth Collaborative
 NaviNet
 Neighborhood Health Plan
 Networkes
 Network Health Plan
 New Avenues, Inc.
 New Directions Behavioral Health
 New York-Presbyterian Hospital
 New York Presbyterian System
 Select Health

NextGen Healthcare Information Systems, Inc.
 NJ Shore (WEDI/SNIP NY Affiliate)
 NoMoreClipboard.com
 North Country Health System
 North Shore Long Island Jewish Health System
 North Shores Hospital
 North Texas Specialty Physicians
 NorthWest Georgia Physicians Association
 Northwestern Medical Center
O
 Ohio State University Hospital
 Ohio State University Hospital East
 OhioHealth Group, Ltd.
 Omega Technology Solutions
 OptiCare Eye Health Network
 OptumHealth Care Solutions – Physical Health
 Oregon Department of Human Resources
 Otis Health Care Center / Grace Cottage
 Owensboro Community Health Network
 Oxford Health Plans, Inc.
P
 Palladian Muscular Skeletal Health
 Parkview Health Plan Services
 PartnerCare Health Plan, Inc.
 Passport Health Communications
 Passport Health Plan
 Payerpath, a Misys Company
 Peach State Health Plan
 Pediatrix
 People's Health
 Physician Associates of Middle Georgia
 Physician Healthcare Network, PC
 Physician Organized Healthcare System
 Physicians Health Plan of Mid Michigan
 Physicians Health Plan of Northern Indiana, Inc.
 Physicians of Coastal Georgia
 Physicians United Plan, Inc.
 Pillsbury Winthrop Shaw Pittman LLP
 Porter Hospital
 Planned Parenthood of Metropolitan Washington DC, Inc.
 PNC Bank
 Post-N-Track
 Preferred Care Partners (Florida)
 Preferred Health Professionals
 PricewaterhouseCoopers LLP
 Principal Financial Group
 Priority Health
 Prism Health
 Private Sector Technology Group
 Providence Hospital
 Providence Park Hospital
Q
 QS/1 Data Systems
R
 RealMed Corporation
 Recondo Technology, Inc.
 RelayHealth
 Richard M. Ross Heart Hospital
 River District Hospital
 River Valley Health Alliance
 Riverside Methodist Hospital
 Rochester Community IPA, Inc.
 Rocky Mountain Health Plans
 Rutland Regional Medical Center
S
 Saint Barnabas – Metrowest IPA
 Schaller Anderson
 Secure EDI Health Group, LLC
 Select Health
 Senior Whole Health, LLC
 Sentara Healthcare
 Siemens / HDX
 SIHO Insurance Services
 Smart Card Alliance Council
 South Georgia Physicians Association, LLC

Southern California Childrens Health Network
 Southwestern Vermont Medical Center
 Space Center IPA
 Spectrum Laboratory Network
 Springfield Hospital Vermont
 St. Francis Health Network
 St. Francis PHO
 St. Francis PHO of Connecticut
 St. John Macomb Oakland Hospital
 St. John's Health
 St. Louis University Hospital
 Stark Regional PHO
 Suburban Health Organization
 SummaCare
 Summit Medical Group
 Sunshine State Health Plan
 Surescripts
 Sutter Medical Foundation
 Synergy Health Network, Inc.
T
 Target Clinics
 Texas Professional Healthcare Alliance
 The Chiropractic Association of the Midwest
 The First Health Network / CCN Network
 The Physicians Assurance Company
 The SSI Group, Inc.
 The TriZetto Group, Inc.
 TRIAD Healthcare, Inc.
 TRICARE
 Tufts Health Plan
U
 UniCare
 Unified Physician Network
 Union Health Plan
 United Behavioral Health
 United Physicians
 United States Army National Guard
 United States Department of Veterans Affairs
UnitedHealth Group
 Unity Healthcare
 Univera
 Universal American
 Universal Health Care
 University Healthcare Associates, Inc.
 University Health Plans Inc.
 University Physicians Associates
 Louisville
 University Physicians, Inc. (University of Maryland)
 UNMC Physicians
 US Family Healthplan / St. Vincent Catholic Medical Centers
 Utah Health Information Network (UHIN)
 Utilization Review Accreditation Commission (URAC)
V
 Valley Health
 Valley Health Network
 Virginia Health Exchange Network
 Virginia Premier
 VisionShare, Inc.
 Visiting Nurse Service of New York / VNS Choice
W
 Wake Forest University Health Sciences
 WellCare
 WellChoice
 WellPoint Behavioral Health
WellPoint, Inc.
 Windsor Health Plan
 Wise Provider Networks
 Women and Infants PHO of Rhode Island
 Work Group for Electronic Data Interchange (WEDI)
 Workers Compensation Trust

*CAQH member organizations in bold

simplifying healthcare administration

CAQH[®]



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