

# CORE Certification Enforcement

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# Committee on Operating Rules for Information Exchange

**Facilitating the development of consensus-based business rules to drive interoperability.**

**Federally designated** by the Department of Health and Human Services (HHS) as the National Operating Rule Authoring Entity for all HIPAA mandated administrative transactions.

**Convenes industry** to accelerate automation and develop business processes that streamline healthcare for patients, providers and health plans while remaining technology- and standard-agnostic.

**Multi-stakeholder** Board Members include health plans, providers, vendors and government entities. Advisors to the Board include standard development organizations.

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Number of CORE Operating Rules currently **mandated under HIPAA**

\$18B

Estimated **industry savings** attributable to operating rules since first mandated

100+

Providers, health plans, vendors, associations, government agencies, SDOs and other organizations **participating** in CORE

400+

**CORE Certifications** awarded to health plans, vendors and clearinghouses

# More than 100 CAQH CORE Participating Organizations

## Government

- Arizona Health Care Cost Containment System
- California Department of Health Care Services
- Centers for Medicare and Medicaid Services (CMS)
- Federal Reserve Bank of Atlanta
- Florida Agency for Health Care Administration
- Health Plan of San Joaquin
- Michigan Department of Community Health
- Minnesota Department of Health
- Minnesota Department of Human Services
- Missouri HealthNet Division
- North Dakota Medicaid
- Oregon Department of Human Services
- Oregon Health Authority
- Pennsylvania Department of Public Welfare
- TRICARE
- United States Department of Treasury Financial Management
- United States Department of Veterans Affairs

## Health Plans

- Aetna
- Ameritas Life Insurance Corp.
- AultCare
- Blue Cross and Blue Shield Association (BCBSA)
- Blue Cross Blue Shield of Michigan
- Blue Cross Blue Shield of North Carolina
- Blue Cross Blue Shield of Tennessee
- CareFirst BlueCross BlueShield
- Centene Corporation
- CIGNA
- Elevance Health
- Health Care Service Corp.
- Horizon Blue Cross Blue Shield of New Jersey
- Humana
- Medical Mutual of Ohio, Inc.
- Point32Health
- UnitedHealthGroup

## Integrated Plan/Provider

- Highmark Health (Highmark, Inc.)
- Kaiser Permanente
- Marshfield Clinic/Security Health Plan of Wisconsin, Inc.

## Vendors & Clearinghouses

- AIM Specialty Health
- athenahealth
- Availity, LLC
- Averhealth
- Cedar Inc
- Cerner/Healthcare Data Exchange
- Change Healthcare
- ClaimMD
- Cloud Software Group
- Cognizant
- Conduent
- CSRA
- DXC Technology
- Edifecs
- Epic
- Experian
- Healthedge Software Inc
- HEALTHeNET
- HMS
- Infocrossing LLC
- JP Morgan Healthcare Payments
- NantHealth NaviNet
- NextGen Healthcare Information Systems, Inc.
- OptumInsight
- PaySpan
- PNC Bank
- PriorAuthNow
- SS&C Health
- Surescripts
- The SSI Group, Inc.
- TriZetto Corporation, A Cognizant Company
- Utah Health Information Network (UHIN)
- Wells Fargo
- Zelis

## Providers

- American Hospital Association (AHA)
- American Medical Association (AMA)
- Aspen Dental Management, Inc.
- Children's Healthcare of Atlanta Inc
- Cleveland Clinic
- Greater New York Hospital Association (GNYHA)
- Healthcare Financial Management Association (HFMA)
- Laboratory Corporation of America
- Mayo Clinic
- Medical Group Management Association (MGMA)
- Montefiore Medical Center
- New Mexico Cancer Center
- OhioHealth
- Ortho NorthEast (ONE)
- OSF HealthCare
- Peace Health
- St. Joseph's Health
- Virginia Mason Medical Center

## Other

- Accenture
- ASC X12
- Cognosante
- Healthcare Business Management Association
- Healthcare Business Association of New York (HCBA)
- HL7
- NACHA The Electronic Payments Association
- National Association of Health Data Organizations (NAHDO)
- National Committee for Quality Assurance (NCQA)
- National Council for Prescription Drug Programs (NCPDP)
- New England HealthCare Exchange Network (NEHEN)
- Preferra Insurance Company Risk Retention Group
- Private Sector Technology Group
- Tata Consultancy Services Ltd
- Utilization Review Accreditation Commission (URAC)
- Work Group for Electronic Data Interchange (WEDI)

**Account for 75% of total American covered lives.**

# CORE Certification

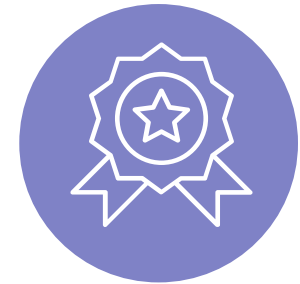
## Ensuring Conformance with Operating Rule Requirements

Organizations that **create, transmit or use** the healthcare administrative and financial transactions addressed by CORE Operating Rules can become CORE-Certified.



### To achieve certification, organizations must:

- ✓ Abide by CORE Certification Policies
- ✓ Adopt CAQH CORE Operating Rules
- ✓ Pass CORE Certification Testing
- ✓ Attest to HIPAA compliance



It is the responsibility of a covered entity to ensure business associate compliance with HIPAA requirements; many entities require CORE Certification as a condition of contracting.

## How is CORE Certification enforced?



### CORE Enforcement Policy

- The CORE Enforcement Policy allows the industry **to monitor, regulate and correct itself** to avoid or prepare for enforcement audits and penalties.
- The enforcement process is a **progressive and collaborative approach**. An enforcement complaint requires documentation of five instances of non-conformance.

### **Which organizations can file a complaint of non-conformance against a CORE-certified organization?**

- Any healthcare provider that is an end-user of a CORE-certified product/service if the provider believes the CORE-certified organization is not conforming to the CORE Operating Rules.
- Any CORE-certified organization involved in an alleged non-conformant transaction, e.g., vendors, clearinghouses, health plans, etc.

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**Three organizations submitted enforcement complaints in the past three years.** All were resolved through collaboration among all involved parties.

# CORE Certification Enforcement Process

1. Check if your trading partner is CORE-certified – only Certified entities are subject to Enforcement.
2. If your CORE-certified trading partner is non-conformant with the CORE Operating Rules, first try to privately resolve disputes using the following the Enforcement Template Letter.
3. If your CORE-certified trading partner is not cooperating with your request to comply with a CORE Operating Rule(s), begin to document instances of non-conformance.
4. After five documented instances of non-conformance, complete a Request for Review of Possible Non-Conformance Form for each applicable transaction(s) of CORE Certification.
5. CORE facilitates discuss and resolution amongst the trading partners to resolve the non-conformance complaint. If the CORE-certified trading partner is unable to or refuses to resolve the non-conformance complaint, CORE can revoke its CORE Certification Seal.
6. If your trading partner(s) is not CORE-certified, or if you are unsure where to start, contact [core@caqh.org](mailto:core@caqh.org) to setup a 1:1 call to identify gaps.
  - Encourage your trader partner to become CORE-certified.
  - Learn more about the rule sets for which your trading partner is CORE-certified.

- [CORE Certification Enforcement Information](#)
- [Non-Compliance Form](#)
- [Enforcement Letter Template](#)
- [CORE Enforcement FAQs](#)