

CORE Certification Enforcement

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.



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



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



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



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.

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 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](#)