edifecs

Operating Rules Solution Suite

Business Issue

All health plans and state Medicaid agencies are required to support eligibility and claim status and in real-time. Batch must be CORE compliant if supported. If a health plan's business requirements falls within the CAQH defined scenarios for ERA then they are required to use the valid CARC-RARC combinations. If a health plan/ Medicaid is not supporting these transactions, there is a high probability that they are currently non-compliant. Production environment for health plans is also continuously changing due to business and compliance driven changes, creating the risk of non-compliance. Penalty for non-compliance is $20/member/year. There is significant opportunity to reduce phone call related costs by adopting electronic transactions (if the plan already hasn't) and implementing Operating Rules.

Implementation of Operating Rules requires significant planning and execution over a period of several months. As a result starting early and closing any gaps are critical for health plans to achieve compliance and avoid the steep compliance penalties. Often health plan face challenges in the form of conflicting priorities, lack of resources and subject matter expertise. All this results in delays, increased IT and administrative costs and ultimately penalties and lack of preparedness for compliance audits.

The Solution

In support of the upcoming compliance deadlines, Edifecs provides a comprehensive product-based solution that covers several aspects of the Operating Rules implementation and compliance. The Edifecs solution significantly reduces the cost and time required to achieve Operating Rules compliance and to stay compliant in production.

Why Edifecs?

Our product-based solution is backed by our highly skilled implementation teams with experience in implementing:

- Operating Rules at over a dozen commercial health plans and state Medicaid agencies

- Real-time eligibility verification transactions for customers that supported the transaction in batch only mode

- HIPAA transaction standards and front end orchestration of transactions at nearly 100 health plans

- Supporting over 190+ organizations achieve CORE certification

Edifecs offers health plans a unique combination of a product-based solution for Operating Rules, highly experienced implementation subject matter expertise, and nearly 8 years of experience as a CORE certified testing vendor. Choosing Edifecs as the partner for Operating Rules implementation significantly reduces the risk of non-compliance and increases efficiencies through the adoption of electronic transactions in place of more costly and inefficient alternatives.

Capabilities

Edifecs Operating Rule Solution Suite offers comprehensive set of technical and business capabilities to enable successful implementation of all phases of operating rules and maintain ongoing compliance.

Validations of Transactions
- Perform HIPAA and CORE validations of transactions
- Follow CORE compliant connectivity protocols and authentication

Ongoing Surveillance to Track Operating Rule Compliance
- Track responses/acknowledgements and their timeliness
- Track eligibility data content errors and AAA errors
- Track ERA and EFT re-association, and CARC/RARC errors
- Report the errors and statistics in dashboards

Production Level Testing to Identify Implementation Gaps
- Perform production level testing with Edifecs as your trading partner
- Access to comprehensive test cases covering most of data content and infrastructure rules
- Access to intuitive dashboards to identify gaps per Operating Rule

Benefits

Edifecs Operating Rule Solution Suite significantly reduces the cost and time required to achieve Operating Rules compliance and to stay compliant in production.

Benefits	Supporting Features
Reduce cost, time and staff to achieve compliance	• Enrich transaction content on the front end using configurable adapters • CORE Compliant Connectivity • Out of box transaction workflows for OR phases I,II and III • Increased business processing can still be achieved with the same number of staff members
Administrative cost saving by reduced phone calls	• Streamlined eligibility verification, claim status inquiries and ERA/EFT transactions • Ongoing CARC RARC updates
Identify implementation gaps & on-going compliance	• Edifecs hosted external testing orchestration using varied test scenarios and load conditions • Near real-time visibility into compliance and performance metrics
Enhancing trading partner experience	• Enhanced information on recipient eligibility response • Consistency in ERA information, specifically with CARC/RARC combinations • Shorter turn around time