

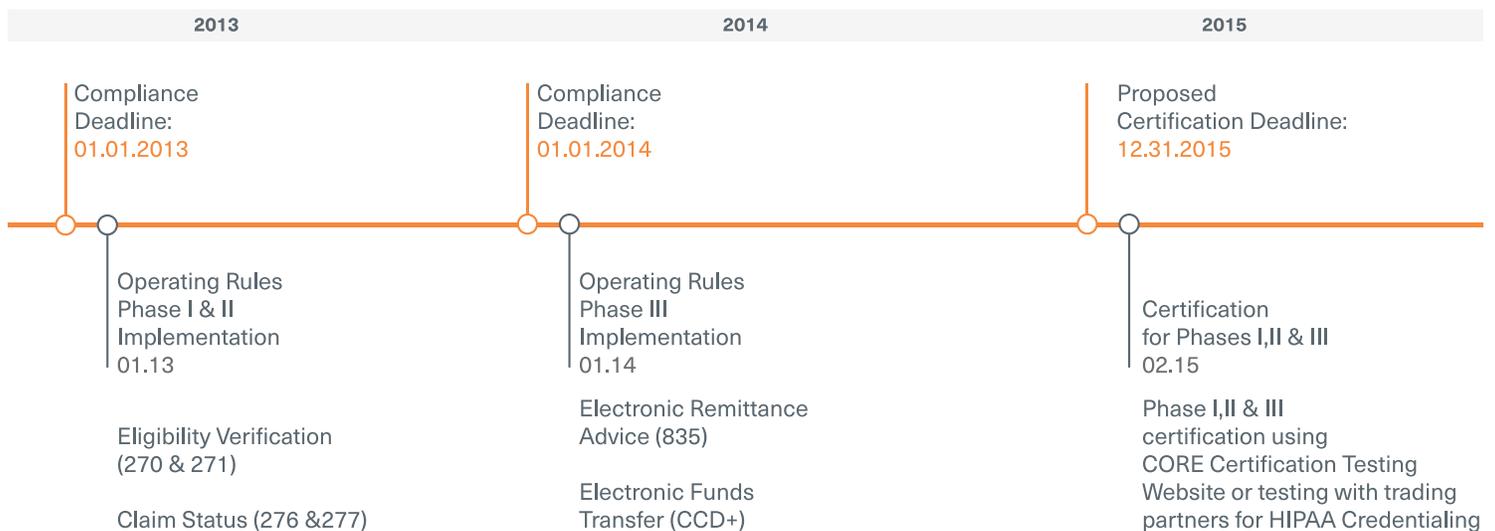
SOLUTION BRIEF

# Your Trusted Partner for Operating Rules Compliance Solutions

## Introduction

The compliance deadlines for Operating Rules are fast approaching. The Notice of Proposed Rule Making (or NPRM) that was published by the U.S. Department of Health and Human Services (HHS) in January of 2014 stated that controlling health plans need to demonstrate compliance with the HIPAA-mandated standards and Operating Rules for eligibility, claims status and electronic funds transfer (EFT) transactions on or before December 31, 2015.

## Operating Rules Compliance Timeline



The NPRM goes on to propose two options available to health plans for meeting the documentation of compliance requirements.

1. The first option is to obtain a HIPAA credential. A controlling health plan can attest for a HIPAA credential once they have successfully tested 30 percent of their transaction volume of eligibility, claims status and EFT transactions with three to 25 trading partners.
2. The second option is to earn a CORE certification. In order to earn a CORE seal, which designates the controlling health plan has met all requirements for phases I, II and III of Operating Rules, the plan must successfully test with a CORE authorized testing vendor and provide all necessary documentation.

Both options demonstrate a good faith effort to become compliant with Operating Rules, and both will require significant planning and execution over several months. To ensure your organization can meet these requirements in a timely fashion, it is important to begin preparation early. Identifying and closing gaps with systems currently in place is essential preparation work for achieving compliance and avoiding potentially crushing penalties.

In support of upcoming compliance deadlines, Edifecs has created the most effective and efficient products and services for accelerating your organization’s ability to reach and maintain Operating Rules compliance. Our comprehensive solution covers all aspects of the Operating Rules implementation, testing and ongoing compliance lifecycle while reducing time and expense. No matter where your organization is in its journey to Operating Rules compliance, Edifecs can help you achieve your goals.

### Compliance Options for Operating Rules

<p><b>Option 1 – HIPAA Credential</b></p>	<p>30 percent of transaction volume of eligibility, claim status and electronic funds transfer transactions with three to 25 trading partners in order to be eligible to attest for the HIPAA credential.</p>
<p><b>Option 2 – CORE Certification</b></p>	<p>Meet all requirements for Phases I, II and III Operating Rules. Then, successfully test with a CORE authorized testing vendor and provide necessary documentation in order to earn a CORE seal.</p>

## The Edifecs Solution for Operating Rules

Edifecs solutions for Operating Rules are based on our decade-long partnership with CAQH CORE. In 2006, we built the CORE conformance testing portal and have helped over 175 (and counting) organizations achieve CORE certification. Our solutions are designed to accelerate the pace for achieving Operating Rules compliance and for maintaining the very important service levels to demonstrate continued compliance.

### Three Phases of Operating Rules

The Edifecs solution for Operating Rules is a configurable and scalable HIPAA and CORE validation and orchestration engine. The three main components of the solution are Operating Rules Foundation Edition, Extended Testing Solution and Ongoing Monitoring.

#### Operating Rules Phase I

Focused on promulgating Operating Rules to increase usefulness of and reduce the administrative challenges associated with eligibility and benefit inquiries

- Batch and real time acknowledgement
- Data and connectivity
- Companion guide
- Response time and availability

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#### Operating Rules Phase II

The Phase II rules build on the Phase I rules, with additional rules for patient identifiers, patient accumulators, claims status and connectivity

- Claim Status
- Patient Last Name
- AAA Reporting
- Data and Connectivity

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#### Operating Rules Phase III

This CORE rule builds upon and extends the Phase I and Phase II CORE infrastructure rules to conduct v5010 X12835

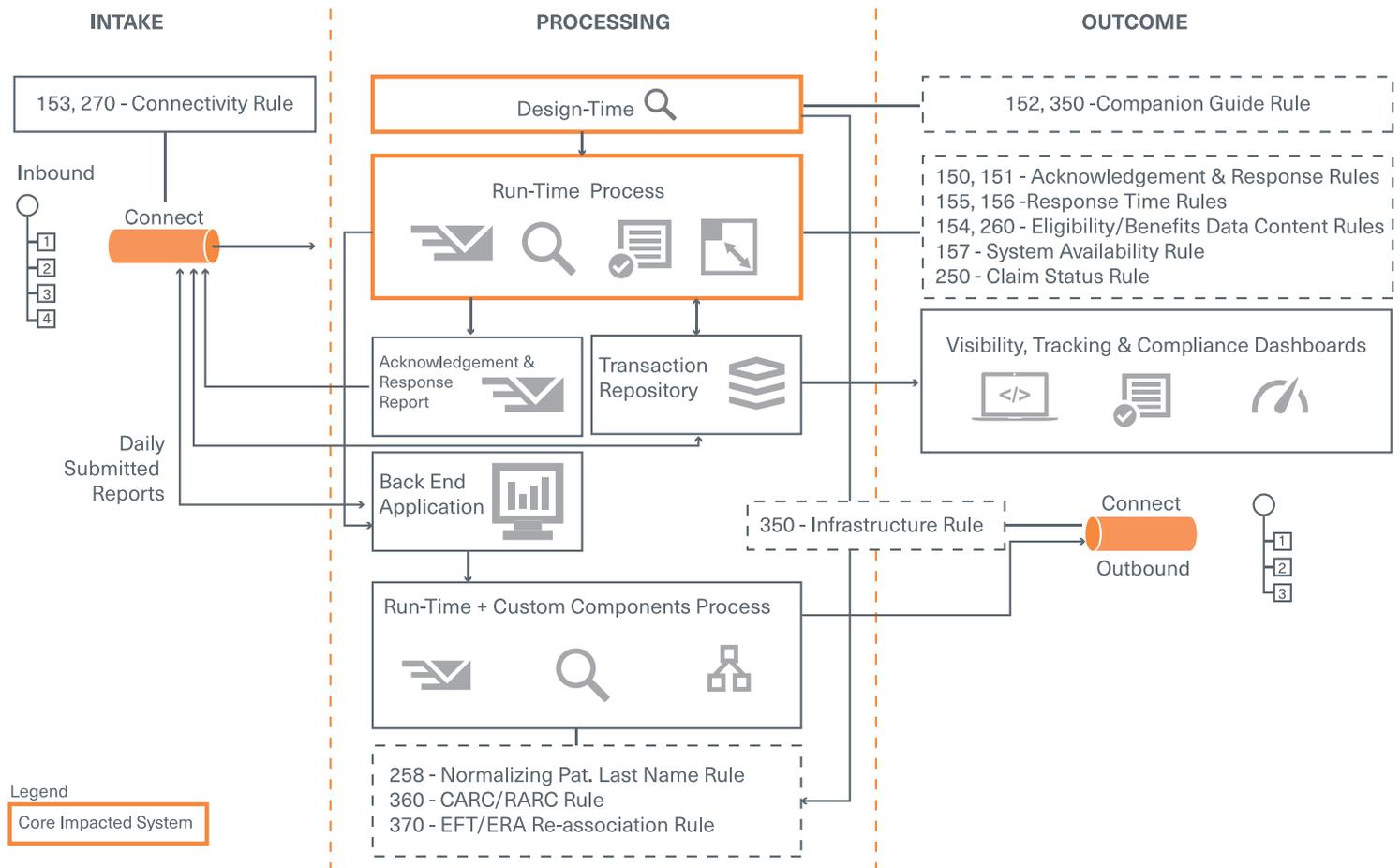
- Infrastructure
- CARC and RARC (Remark Codes)
- ERA and EFT enrollment data rule
- Re-association

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Edifecs Operating Rules Foundation Edition provides out-of-the-box transaction workflows for phases I, II and III of Operating Rules, as well as a CORE compliant connectivity solution. Our solution offers:

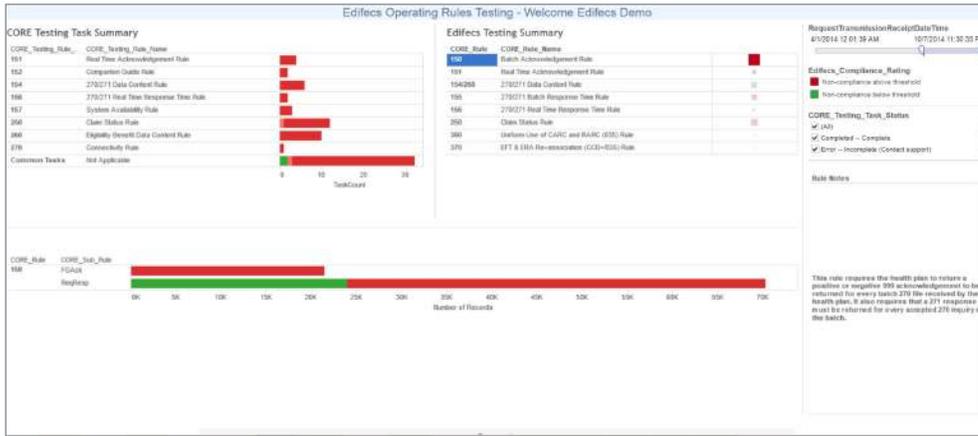
- CORE compliant connectivity protocols and authentication (Safe Harbor using CORE compliant connectivity protocols and authentication with HTTP MIME / SOAL WSDL technologies)
- HIPAA and CORE validation of transactions
- Acknowledgement generation
- Business validation and error generation on the front end (e.g., AAA errors in eligibility responses)
- Splitting of batch transmissions for easier processing in the back end
- Tracking responses for the received requests
- CORE compliant companion guide templates

## Instream Validation and Compliance



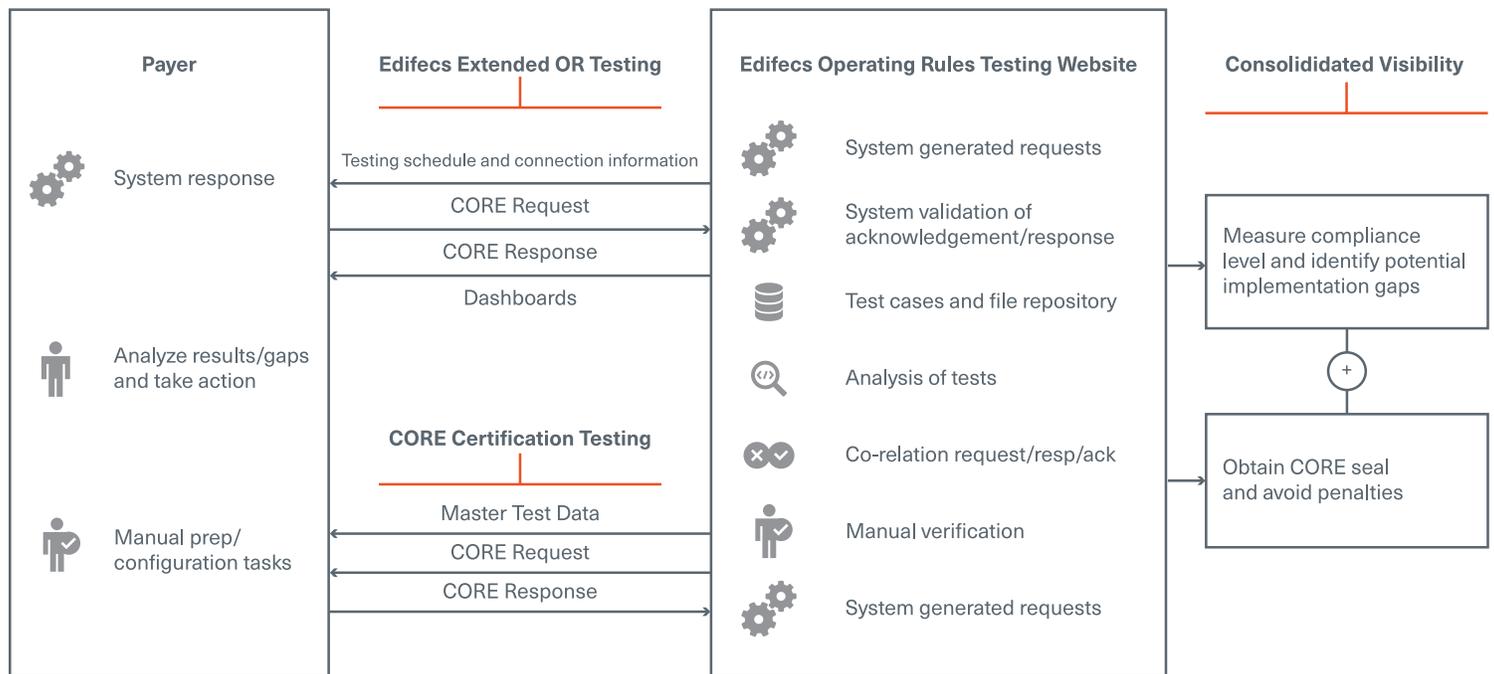
## Extended Testing

To support the iterative nature of the testing process, and to give compliance officers and other executives confidence in their ability to attest compliance with Operating Rules on behalf of their organizations, Edifecs Testing Solution offers a fully hosted, external testing solution that uses a variety of testing scenarios as well as load conditions. The platform creates a trading-partner like interaction by generating and exchanging CORE Operating Rules compliant inquiries to the plan. The solution then retrieves the acknowledgements and responses.



Since the platform builds directly on the CORE certification testing scenarios, it addresses the challenges and risks associated with CORE certification testing. Through a variety of functional as well as non-functional use cases, plans can further identify implementation gaps by performing external testing that models the variation in volume that is typical of their unique production system. The test results are analyzed in the platform and presented in dashboard and report formats that clearly show testing progress as well as any gaps that require further remediation and testing.

### Production Level Testing



### Ongoing Monitoring

Knowing whether your transactions are reaching their final destination in a timely fashion in order to meet service levels is a key to Operating Rules compliance. Edifecs Ongoing Monitoring solution delivers near real time visibility to the performance of your transactions allowing you to track monthly Operating Rules measures in the production environment. These production reports comprehensively support full integration with in-transaction workflows. This robust surveillance system fires alerts when thresholds near to help keep your organization compliant, avoiding penalties. Just as important, it protects your investment and expands the significant savings that CORE compliant transactions create for plans and their trading partners.

Examples of dashboard visibility for Operating Rules measures of compliance include:

- Response and acknowledgement
- Response time tracking
- Eligibility data content errors
- CARC / RARC Errors (claim adjustment reason and remark codes)
- ERA / EFT re-association
- AAA errors
- Transaction activity

## Edifecs Professional Services

The Edifecs Operating Rules products are backed by our industry leading team of EDI experts. In addition to building and maintaining the CORE conformance testing portal for a decade and helping more than 175 organizations successfully achieve the CORE seal, our team has:

- Successfully implemented Operating Rules at more than a dozen commercial health plans and state Medicaid agencies
- Supported real-time eligibility verification transactions for numerous customers in batch only mode
- Provided HIPAA transaction standards and front end orchestration of transactions at over 100 health plans

With credentials like that, the Edifecs EDI professional services team has become the de facto experts in CORE conformance testing and Operating Rules. Nobody is more proven and more qualified to help you successfully achieve and maintain Operating Rules compliance.

## Why Edifecs

Edifecs is so committed to the efficient exchange of administrative transactions in healthcare that we partnered with CAQH CORE in 2006 to build the CORE conformance testing portal. We maintain the testing portal, making it available to health plans and others seeking the CORE seal for free. During this time, Edifecs has worked side by side with over 175 organizations, helping them earn the CORE seal.

To address the challenges encountered by the market, Edifecs developed a comprehensive solution that addresses the needs that health plans and others seeking to earn and maintain Operating Rules compliance have. Our solution offers connectivity, transaction workflow and enrichment. Additionally, Edifecs offers compliance monitoring and troubleshooting, as well as support from the best EDI and Operating Rules professional services team in the industry.

Through this unique combination of product capabilities and our highly respected team of EDI and conformance testing experts, Edifecs offers you the absolute best in class solution for Operating Rules compliance. Regardless of your state of readiness, Edifecs is your trusted partner for Operating Rules compliance solutions.

Want to learn more about conformance testing? Sign up for the Operating Rules Blog.

[www.edifecs.com/e/](http://www.edifecs.com/e/)

Visit Edifecs.com for the latest information on helpful conformance testing and ongoing monitoring solutions.

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Edifecs Inc. is a global healthcare software company committed to improving outcomes, reducing costs, and elevating value of healthcare for everyone. Edifecs delivers the industry's premier IT partnership platform to providers, insurers, pharmacy benefit management companies, and other trading partners. By mobilizing its leading solutions at the front end of the healthcare information pipeline, Edifecs provides a unified platform for partners to flexibly pilot and scale new initiatives using their existing enterprise system. Since 1996, hundreds of healthcare customers have relied on Edifecs partnership solutions to future-proof their leading initiatives in the midst of a dynamic healthcare landscape. Edifecs is based in Bellevue, WA, with operations internationally. Learn more about us at [edifecs.com](http://edifecs.com).