

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT201308 MARCH 26, 2013



The IHCP complies with CAQH CORE Phase II operating rules

The Indiana Health Coverage Programs (IHCP) has made updates to comply with Phase II of the federally mandated rules established by the Council on Affordable Quality Healthcare (CAQH) Committee for Operating Rules for Information Exchange (CORE). CAQH CORE has established operating rules to build on existing standards to make electronic transactions more predictable and consistent, regardless of the technology.

CORE operating rules provide the following benefits to healthcare providers:

- Enhance interoperability between providers and payers.
- Streamline eligibility, benefits, and claim data transactions.
- Reduce the amount of time and resources providers spend on administrative functions.

Phase II rules give providers access to eligibility and benefits information before or at the time of service using the electronic system of their choice for any patient or health plan. For additional information, review the [CAQH CORE Phase II Operating Rules](http://caqh.org) at caqh.org.

Enhancements made to the IHCP system to comply with the CORE Phase II Operating Rules are described in the following sections.

Name normalization

Beginning January 1, 2013, eligibility transactions submitted using the search criteria of member name and date of birth may result in an eligibility response displaying the message, "Member Last Name Returned Reflects the Name Found in

the IHCP System.” This message indicates that the name normalization process was used to identify the member, and the last name displayed in the response is the last name stored in the IHCP system. This name may not exactly match the last name submitted in the request. (Example: Request: OCONNOR versus Response: O’CONNOR.)

Companion Guide updates

CORE developed the CORE v5010 Master Companion Guide Template to be used by health plans to ensure that all payers’ companion guides are similar in structure. The *IHCP 270/271 Eligibility Request and Response Companion Guide* and the *276/277 Claim Status Inquiry and Response Companion Guide* were updated to the CORE standard format in December 2012. Companion Guides are provided as a supplement to the *ASC X12 TR3 Implementation Guides* adopted for use under the *Health Insurance Portability and Accountability Act (HIPAA)*. IHCP Companion Guides are available on the [Electronic Data Interchange \(EDI\) Solutions](#) page at indianamedicaid.com.

Future date of service on eligibility transactions

Beginning April 1, 2013, providers checking eligibility using Web interChange, Omni, or the 270 batch transaction can check eligibility for a future date of service as long as the date is within the current month. Omni users must perform a terminal download on or after April 1, 2013, to activate this functionality. See IHCP bulletin [BT201156](#) for instructions on how to perform a terminal download.

Even though the CORE operating rules require that a provider must be able to inquire on eligibility up to the end of the current month, the IHCP cannot guarantee that a member will be eligible on a future date of service. The IHCP recommends that providers use the current date for both the From and Through date of service.

CORE web service – New connectivity option for eligibility and claim status transactions

Beginning April 1, 2013, the IHCP will support CORE Phase II Version 2.2.0 connectivity rules. Trading partners can submit interactive and batch 270/271 eligibility request and response transactions and 276/277 claim status inquiry request and response transactions via the new web service. The following interfaces are supported:

- CAQH Core Phase II Simple Object Access Protocol (SOAP) + Web Services Description Language (WSDL) Interface
- CAQH Core Phase II Multipurpose Internet Mail Extensions (MIME) Multipart Form Interface

Trading partners interested in connecting using the CORE web service should contact HP EDI Solutions at INXIXTradingPartner@hp.com.

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at (317) 655-3240 in the Indianapolis local area or toll-free at 1-800-577-1278.

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