



2019 Workgroup Report

Workgroup Leadership Committee Co-Chairs:

Laurie Burckhardt, WPS Insurance

Adele Allison, DST Health Solutions

Pam Grosze, PNC Bank

Data Exchange

- Acknowledgements
- Attachments
- Claims
- Claim Status
- Dental
- Eligibility & Benefits
- Prior Authorization
- Property & Casualty
- Provider Information
- Remittance Advice & Payment

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New Workgroups

Emerging Technology Subworkgroup

Gender Coding

Terminology



Data Exchange Workgroup

Co-Chairs

Pam Grosze, PNC Bank

Ed Hafner, Change Healthcare

Laurie Woodrome, LabCorp

Acknowledgements

Attachments

Claims

Claim Status

Dental

Eligibility & Benefits

Prior Authorization

Property & Casualty

Provider Information

Remittance Advice & Payment

Acknowledgements

Members: 34

Work Products:

- **Did You Know** - In our acknowledgement survey, we identified a need to provide an issue brief providing education on some basic misunderstandings related to acknowledgements within HIPAA transaction exchange using the ASC X12 Version 005010 (5010).
- **Acknowledgements 101 Webinar** - the history, regulations, purpose, scope, work flow, and transaction functions.

Co-Chairs

Tara Rose, Optum

Jessica Malsom, BCBS of Kansas

Ed Hafner, Change Healthcare

Members: 49

Update:

- During recent monthly calls the subworkgroup has been discussing the X12 Version 7030 275 Additional Information to Support a Health Care Services Review Change Log and Implementation Guide Released for Public Review.

Co-Chairs

Susan Langford, BCBS of Tennessee

Durwin Day, BCBS Illinois

wedi™ Claims

Members: 45

Work Products:

- **Claim Reporting for Appropriate Use Criteria for Advanced Diagnostic Imaging** - The purpose of this issue brief is to provide information regarding the Center for Medicare & Medicaid Services' (CMS) Appropriate Use Criteria (AUC) for Advanced Diagnostic Imaging program.
- **Understanding the Models and Definitions of Encounters** - Following an overview of encounters, it will explore various models and how data are exchanged between health care plans, payers, providers, and other entities, as well as define commonly used terms related to encounters.
- **Claims 101 Webinar** - Provides the basics of the claim and its submission, as well as key issues facing the industry.

Co-Chairs

Rosemarie Hodges, Aetna

Stanley Nachimson, Nachimson Advisors

Beth Davis, Allscripts



Claim Status

Members: 34

Work Products:

- **Claim Status Survey** – 221 responses, which were reviewed in group calls
- Upcoming projects: Provide education on business issues and recommendations related to the implementation and use of the claim status transactions.
 - Industry 276/277 Usage Survey to Payers, Providers and Partner Vendors
 - White paper - Claim Status Transaction Opportunities to Increase Efficiencies & Decrease Manual Alternatives
 - WEDI conference presentations and/or webinars to share the information the SWG has compiled.

Co-Chairs

Laurie Woodrome, LabCorp

Members: 25

Work Products:

- **Dental Claims White Paper** - provide guidance on how to populate the ASC X12N 005010X224A2 Health Care Claim: Dental (837D) electronic transaction from the data reported on the ADA Dental Claim Form (© 2012 American Dental Association).
- Working on ERA-EFT Reconciliation Resources for Dental Payers, Providers, and Vendors Issue Brief

Co-Chairs

Patrick Cannady, American Dental Association

Christine Ruiz, Delta Dental



Eligibility & Benefits

Members: 34

Work Products:

- **Eligibility Survey**
- Working on a white paper about maximizing the eligibility and benefits transaction functionality for today's business needs

Co-Chairs

Donna Campbell, BCBS Illinois

Evelyn Semataska, Aetna



Prior Authorization

Members: 41

Work Products:

- **Prior Authorization Survey** - analyze the current medical services' PA process and help support the group in developing guiding principles to support increased automation and standardization.
- **WEDI Shares Results of Prior Authorization Survey in Testimony to NCVHS** – survey results highlighted technology limitations, increased PA requirements and the desire for mandated standards.

Co-Chairs

Heather McComas, American Medical Association

Janice Bakos, Aetna

Stephanie Bronshvayg, AthenaHealth



Property and Casualty

Members: 13

Work Products:

- **eBill States Document** – Provides a summary of state eBill regulations

Co-Chairs

Sherry Wilson, Jopari Solutions
Tina Greene, Mitchell International



Provider Information

Members: 21

Work Products:

- **Provider Information Survey**
- **Provider Information Webinar** - What is Credentialing? Through the eyes of a consumer of healthcare, learn more about the who, what, when and how often a provider (practitioner and/or facility) should be credentialed.
- Presentation at 2019 WEDI Winter Conference
- Working on a Provider Information Definition issue brief

Co-Chairs

Heather Manuel, PNC Bank
Michelle Barry, Availity



Remittance Advice & Payment

Members: 37

Work Products:

- **EFT Enrollment Security White Paper**- recommends best practices to protect the security of all entities involved in Electronic Funds Transfer Enrollment.
- **835 Balancing Webinar** - Education and guidance to payers and providers on requirements within the 835 for financial balancing
- **Provider Adjustments (PLB) in the Electronic Remittance Advice (835) White Paper** - provides guidance and information on the functionality and usage of the Provider Adjustment Segment (PLB) within the electronic remittance advice (ASC X12N 835 transaction) for specific business use cases
- Pending approval – updates to the PLB paper for Overpayment Recovery and Forward Balance
- Working on a Remittance Advice & Payment 101 webinar

Co-Chairs

Pam Grosze, PNC Bank

Mary Lynam, Argus Health Systems

Margaret Richardson, Centene Corporation

Deb Strickland, Individual Member

Members: 11

Work Products:

- **Making Precision Medicine the Standard of Care Part 1 – Clinical & Business Drivers -** Leading health care systems, clinical laboratories, vendors and health plans are all increasing their focus on providing precision medicine (PM) through the use of genetic and genomic information.
- **Clearing a Path to Innovation in Clinical Genomics for Health Insurers webinar -** covers the state of clinical genomics today from a cross-industry perspective and explore next steps in identifying opportunities for innovation, both in the near term and long range.
- Working on a white paper regarding issues for health care insurers supporting clinical genomics for members.

Co-Chair

Grant Wood, Intermountain Healthcare

Payment Models

Members: 30

Work Products:

- **Alternative Payment Models and Risk-Bearing webinar** - examines the 4 most common barriers to success as payers and providers share in patient risk.
- **Enabling Hybrid Electronification in Healthcare Payments and Remits with AI**
- Working on an issue brief providing clarity on issues related to the Alternative Payment Model (APM) Framework .

Co-Chairs

Adele Allison, DST Health Solutions

John Kelly, Edifecs

Members: 37

Work Products:

- **Comment Letter: NIST Privacy Framework** - response to the National Institute of Standards and Technology (NIST) proposed Privacy Framework as published in the Federal Register on September 9, 2019.
- **Comment Letter: Substance Use Disorder Patient Records Proposed Rule** - on (SAMHSA's) Confidentiality of Substance Use Disorder-Patient Records Notice of Proposed Rulemaking (Proposed Rule). We applaud SAMHSA for continuing to align the SUD regulations with advances in health care delivery aligned with the protection of individuals' privacy related to treatment for SUDs.

Co-Chairs

Marilyn Zigmund Luke, AHIP
Tina Grande, Healthcare Leadership Council

Members: 18

Work Products:

- **Updated Telehealth Resource Guide** - provides a list of telehealth resources
- **Overcoming Barriers to the Broader Adoption of Telehealth** - The purpose of this paper is to explore the current barriers and how to overcome them to achieve greater adoption of telehealth. The paper will focus on virtual visits and remote patient monitoring.
- **Webinar: Just What are the Barriers to Broader Adoption of Telehealth** - The Telehealth Workgroup conducted the survey in the fall to learn from providers, payers, and patients about the advantages and disadvantages they have experienced or perceive related to the delivery of health care services through telehealth. With 200 responses, the results give insights into what the industry can do to further expand telehealth services.

Co-Chairs

Nancy Spector, American Medical Association

Alison Armstrong, Anthem BC of California



Emerging Technology

This Subworkgroup under the Data Exchange Workgroup will be responsible for the education of new clinical data exchange processes (including underlying technologies) and addressing business challenges. If membership has some significant business challenges with this exchange, we can address those issues in this group through issue briefs, white papers, webinars, and/or conference sessions. This group will coordinate with and educate other Data Exchange Subworkgroups about the adoption of HL7 administrative exchange such as prior authorization, eligibility, and attachments.

Co-Chairs

Laurie Darst, Mayo Clinic
Cherie Holmes-Henry, NextGen Healthcare
Christol Green, Anthem



Gender Coding

This workgroup has been created to address the ongoing issue with Gender codes. There are many states that have develop new state laws to address gender identity. Each SDO has their own method of identification but has not been able to address the entire issue of gender coding for clinical and administrative usage. This workgroup will develop best practice/approaches on awareness of how data is reported, used and socialized. Included in the work will be working on patient advocacy issues/concerns. Help industry address the difference of how a patient may identify themselves versus patient gender when services are being rendered & recorded.

Co-Chair

Gail Kocher, Blue Cross Blue Shield Association

Within SDOs and including WEDI, workgroups are struggling with definitions and terminology. The words across SDOs are used inconsistently making conversations very difficult when you need to bridge administrative with clinical data. WEDI will bring SDOs and industry leaders together to develop glossary of terms and definitions for the entire industry. The product developed will be an ongoing process as items change, new terms are needed. Document will be shared with all.

Co-Chairs

TBD



WEDI is proud of the work it accomplished in 2019 and could not have achieved the outcomes without the dedicated efforts of its multi-stakeholder member volunteers.

We look forward to continuing our work in 2020.