



EDI Governance

April 2017

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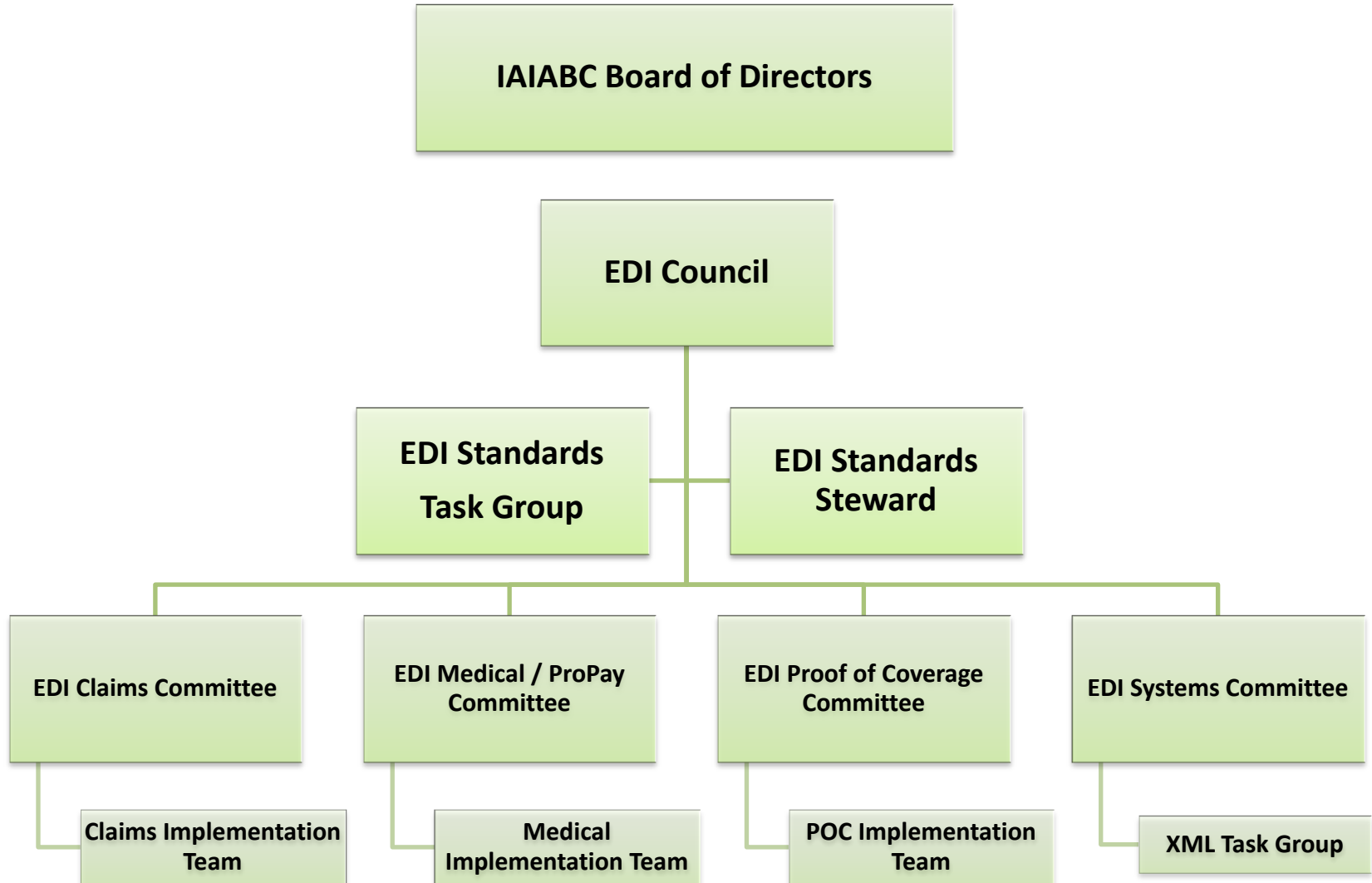
Introduction

This reference provides an overview of the IAIABC's EDI Governance including the goals of governance. We introduce the governance owners, their roles and responsibilities along with the areas of EDI program governance. We also touch upon the key governance controls in place to ensure the success of the governance objectives.

Objectives – Governance Goals

- Preserve the integrity and usefulness of the IAIABC EDI Standards
- Ensure the cost effectiveness of IAIABC EDI Standards
- Provide excellent support to our members and other stakeholders
- Reduce operational friction and confusion
- Promote consistent practices
- Establish ownership and accountability (decision hierarchy)
- Ensure transparency of processes and rules
- Provide a structure to guide effective leadership

Ownership Structure



Roles & Responsibilities



IAIABC Board of Directors

Is the governing body of the IAIABC and includes the EDI Program. The Board sets the vision, mission, and strategic direction of the Association. It is made up of thirteen jurisdictional member representatives, as well as the Chair of the Associate Member Council and Executive Director as ex-officio members. Conflicts or disagreements related to EDI Governance that the EDI Council is unable to resolve are escalated to the Board.

Roles & Responsibilities

EDI Council



Oversees the development and maintenance of all EDI Standards. The EDI Council is composed of representatives of 12 Jurisdictional members and 12 EDI/Associate members. All EDI Committees and the EDI Standards Task Group report to the EDI Council. The EDI Council is the steward over the Release Management Process and Implementation Guidelines and the Policy on Deviations from a Standard. Conflicts or disagreements related to EDI Governance are escalated to the EDI Council.

Roles & Responsibilities



EDI Standards Task Group

A special task force led by the EDI Council Chairs and comprised of all of the EDI Committee Chairs and Vice Chairs to oversee the maintenance of the EDI standards. This task force will be called upon when there is a question or impasse regarding the appropriateness of a proposed change or resolution.

Roles & Responsibilities



EDI Standards Steward

The IAIABC Director of Standards Development and Outreach serves in this role to ensure neutrality and consistency. The EDI Standards Steward provides administrative oversight of all IAIABC EDI Standards and serves as the steward of the IRR Process. The EDI Standards Steward will determine when a resolution is ready to advance to 14 Day Review and when it is ready for vote. The EDI Standards Steward is responsible for maintaining the current status of all pending requests along with key tracking dates. The EDI Standards Steward is also responsible for IRR status reporting and escalation of conflicts or impasses.

Roles & Responsibilities



EDI Systems Committee

Provides technical support to all EDI committees and subcommittees, including but not limited to the functions of new development, maintenance, training, problem resolution, and consultation, and will generate other appropriate documentation for implementation efforts. The EDI Systems Committee also makes recommendations on technical and business requirements to the EDI Claims, POC, and Medical Committees and the EDI Council for policy review and submission to the IAIABC Board of Directors.

Roles & Responsibilities



**EDI Claims
Committee**

**EDI Medical &
ProPay Committee**



**EDI Proof of
Coverage**



**EDI Systems
Committee**



EDI Committee members are responsible for the development and maintenance of the IAIABC EDI Standards.

EDI Standards Governance Policies

EDI Standards Governance Policies					
Supports the Strategic Goal to: <i>Pervase the Integrity of IAIABC Standards and Provide Excellent Support to our Members and other Stakeholders</i>					
Rule / Governance Policy	Control	Steward	Stakeholder(s)	Participant(s)	Governance Goal(s)
A jurisdiction that has not adopted an IAIABC Standard (not using it actively) or demonstrated earnest intent to adopt a standard may not request changes to a standard.	New Agreement: A written commitment between a Jurisdiction and the IAIABC which outlines the steps toward implementation and associated timeframes.	IAIABC EDI Director	EDI Community	EDI Committee & Implementation Team	3. Protect the needs of stakeholders 8. Ensure that the benefit of a change supports the cost of development and administration
EDI members must abide by the guidelines pertaining to release management and the established implementation timelines.	<i>IAIABC Release Management Process and Implementation Guidelines</i>	EDI Council	EDI Community	EDI Committee IAIABC EDI Director	3. Protect the needs of stakeholders 4. Promote consistency across standards 6. Ensure transparency of processes and rules
EDI Committee members are required to be in good standing to have a voice in the Standard setting process.	New Guidelines: <i>IAIABC Committee Handbook</i>	IAIABC EDI Director	EDI Community	EDI Committee EDI Council	1. Enable better decision-making 3. Protect the needs of stakeholders
A deviation from an IAIABC Standard and/or a implementation timeline is prohibited and may be interpreted as an act of noncompliance. Consequences of noncompliance may include: • Suspension of voting rights • Inability to request a change to an EDI Standard • Inability to serve in a leadership position	New Guidelines: to define deviations from an standard or implementation timeline that will be included in <i>Policy on Deviations from Standards</i> New Process: Create a process to manage deviations from a Standard	EDI Council	EDI Community	EDI Committee & Implementation Team IAIABC Board	3. Protect the needs of stakeholders 4. Promote consistency across standards 6. Ensure transparency of processes and rules 7. Establish ownership and accountability (decision hierarchy)
A jurisdiction adopting an IAIABC Standard, transitioning to a new release / version or implementing XML should utilize the IAIABC Implementation Best Practices Guideline.	New Guidelines: create a new reference, <i>IAIABC Implementation Best Practices Guideline</i> , to provide jurisdictions with recommended best practices associated with implementing an IAIABC standard. Suggested best practice areas: • Implementation approaches • Review of State tables & specifications • Industry communication requirements • Review & selection of test parameters • Trading Partner testing • Success criteria	EDI Committee - Implementation Team	Associate / EDI Members	EDI Council IAIABC EDI Director	3. Protect the needs of stakeholders 4. Promote consistency across standards
Use of IAIABC Standards must comply with the Intellectual Property policy.	<i>Intellectual Property Rights Policy</i>	IAIABC EDI Director	IAIABC	Board	3. Protect the needs of stakeholders
All documentation associated with a Standard must be accurate and include all approved changes that resulted since the prior publication.	Issue Resolution Request Process	IAIABC EDI Director	EDI Community	EDI Committee	5. Ensure alignment with the goals and mission of the organization 6. Ensure transparency of processes and rule
Updates to Standards are to be published annually according to the established publication schedule.	Issue Resolution Request Process	IAIABC EDI Director	EDI Community	EDI Committee	5. Ensure alignment with the goals and mission of the organization 6. Ensure transparency of processes and rule
Changes to EDI Standards must adhere to the established change management process.	Issue Resolution Request Process	IAIABC EDI Director	EDI Community	EDI Committee	6. Ensure transparency of processes and rules 7. Establish ownership and accountability (decision hierarchy) 8. Ensure that the benefit of a change supports the cost of development and administration
Changes that have been approved for inclusion to a standard are required to be adopted within the specified time limits.	New Guideline: <i>Release Management Process and Implementation Guideline</i> Issue Resolution Request Process	IAIABC EDI Director	EDI Community	EDI Committee EDI Council	3. Protect the needs of stakeholders 4. Promote consistency across standards
Conflicts or disagreements related to EDI Standards governance policies that the EDI Council is unable to resolve will be escalated to the Board	EDI Standards Governance Policies New Process: Create an escalation process	Board	EDI Community	EDI Council IAIABC EDI Director	3. Protect the needs of stakeholders 6. Ensure transparency of processes and rules 7. Establish ownership and accountability (decision hierarchy)

Committee Organization Governance Policies

Committee Organization Governance Policies					
Strategic Goal: Provide Excellent Support to our Members and other Stakeholders					
Rule / Governance Policy	Control	Steward	Stakeholder(s)	Participant(s)	Governance Goal(s)
EDI Committee leadership is comprised of one Chair and one Vice Chair	IAIABC Committee Handbook	IAIABC EDI Director	EDI Committees	EDI Committee Leaders	1. Enable better decision-making 7. Establish ownership and accountability (decision hierarchy) 9. Provide a structure to guide effective leadership
At least one EDI Committee leader must be a US Jurisdictional Member of the Association Noted Exception: EDI Council Chair and Vice Chair must be a jurisdiction	IAIABC Committee Handbook	IAIABC EDI Director	EDI Committees	EDI Committee Leaders	1. Enable better decision-making 2. Reduce operational friction and confusion 3. Protect the needs of stakeholders
Committee leaders and members must submit an application form and be approved by the President of the Association	IAIABC Committee Handbook	IAIABC EDI Director	EDI Committees	EDI Community IAIABC President	6. Ensure transparency of processes and rules 9. Provide a structure to guide effective leadership
Additional Vice Chair appointments must be approved by the EDI Council	IAIABC Committee Handbook	IAIABC EDI Director	EDI Committees	EDI Council	9. Provide a structure to guide effective leadership
Expectations of Committee Leaders: 1. Lead discussions and facilitate consensus building 2. Publish meeting agendas in advance of committee meetings 3. Hold a minimum of 4 committee meetings per year (2 face to face at Forum and Convention) 4. Attend / lead committee meetings 5. Ensure that the meeting stays on topic with agenda / meeting objectives 6. Publish meeting minutes following committee meetings 7. Document committee decisions and action items within meeting minutes and include associated timelines 8. EDI Committee leaders are expected to attend all Joint Committee Council meetings and report on relevant committee activities and work items 9. EDI Committee leaders are expected to attend scheduled EDI Council meetings and report on committee activities and outstanding work items	IAIABC Committee Handbook	IAIABC EDI Director	EDI Committees EDI Council Joint Committee Council	EDI Committee Leaders	1. Enable better decision-making 2. Reduce operational friction and confusion 3. Protect the needs of stakeholders 6. Ensure transparency of processes and rules 7. Establish ownership and accountability (decision hierarchy) 9. Provide a structure to guide effective leadership
Expectations of Committee Members: 1. Committee members are expected to collaborate and be open to all proposed solutions while working toward a uniform decision and group consensus in a timely manner 2. Committee members are expected to partner with each other and conduct themselves in a professional manner that is reflective of the IAIABC Committee Values Statement included within the IAIABC Committee Handbook 3. Committee members are expected to support committee agendas and adhere to the time limits that are established for each agenda topic	New Guidelines: for shared values / ethics and to establish the committee member expectations (e.g.: what is their role and responsibilities) to be included within the IAIABC Committee Handbook	EDI Council	EDI Community	EDI Committee Members	1. Enable better decision-making 2. Reduce operational friction and confusion 3. Protect the needs of stakeholders 4. Promote consistency across standards 7. Establish ownership and accountability (decision hierarchy) 8. Ensure that the benefit of a change supports the cost of development and administration
Conflicts or disagreements related to Committee Organization governance policies that the EDI Council is unable to resolve will be escalated to the Board	Committee Organization Governance Policies New Process: Create an escalation process	Board	EDI Community	EDI Council IAIABC EDI Director	3. Protect the needs of stakeholders 6. Ensure transparency of processes and rules 7. Establish ownership and accountability (decision hierarchy)

Governance Controls

Guidelines for Addressing Deviations from an IAIABC EDI Standard or Implementation Timelines April 25, 2009

Preamble

Following is a high-level guide to how the IAIABC will address jurisdictions that represent that they are or will be using IAIABC EDI standards, but are or will be doing so in a way that appears to materially deviate from the accepted standard description or implementation timelines adopted by the IAIABC.

It must be emphasized at the outset that this is a very sensitive area that the IAIABC Executive Committee and Chairs of the EDI Council would want to handle with great tact and sensitivity to the policy prerogatives of its member jurisdictions. Notwithstanding state prerogatives, the mission of the IAIABC is to promote system improvement through harmonization of efficient administrative practices. Moreover, the IAIABC must stand behind its EDI products as well defined and consistently applied tools. Otherwise, the reputation and appeal of these products will diminish.

Process

The overall process of working with non-standard implementation of the IAIABC EDI standards is consistent with practices the IAIABC uses to promote EDI standards and assist jurisdictions and their trading partners. Emphasis is placed on gathering information about EDI implementation plans and rapid engagement with jurisdictions planning to use IAIABC products.

Monitoring and Outreach

Time is of the essence in reducing friction and correcting unnecessary deviations from IAIABC EDI standards or implementation timelines. Hence, it is vital that the IAIABC monitor jurisdiction plans to implement EDI products. This will be done through regular surveys of EDI contacts in each of the states and DC.

When it appears that a jurisdiction is interested in implementing an IAIABC product, the EDI manager or a member of the implementation group of the applicable EDI committee will contact the state to make a very preliminary assessment of how closely the state's implementation corresponds to the standard and implementation timelines, and to identify ways the IAIABC can assist in the jurisdiction's planning and implementation process. In any such effort, there shall be close coordination and communication between the EDI manager and the committee implementation group. The EDI manager or committee implementation group member will also explain the process the IAIABC follows to develop and modify the national standard, to impress upon the implementing jurisdictions that deviations from the standard are not taken lightly.

Ordinarily, IAIABC EDI experts have been welcomed by the implementing jurisdiction to assist with the planning process. This process should be accelerated with an early

Policy on Deviations from Standards

A high-level guide to how the IAIABC will address jurisdictions that are using IAIABC EDI standards in a way that appears to materially deviate from the accepted standard description or implementation timelines adopted by the IAIABC.

Ownership: EDI Council

Governance Controls



IAIABC Issue Resolution Request Guideline

Issue Resolution Request Guideline

A detailed guideline that outlines the workflow and timelines for an Issue Resolution Request (IRR) based on the process and policies adopted by the IAIABC Board of Directors.

Ownership: EDI Standards Steward

Governance Controls



IAIABC

Release Management Process
and Implementation Guideline

Release Management Process and Implementation Guidelines

A detailed guideline that explains the different types of implementations (Releases, Versions and Editions) and details the process and required implementation timelines adopted by the IAIABC.

Ownership: EDI Council

Governance Controls



IAIABC Committee Handbook

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IAIABC Committee Handbook

The Committee Handbook is a policy document on the governance of IAIABC Committees. It is intended for use by current and prospective committee leaders and members. It sets forth the general committee guidelines along with the responsibilities and expectations of committee leaders and members.

Ownership: IAIABC Board

EDI Governance



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