

**Administrative Simplification
Web Validation Rating Worksheet
BPR - Requesting & Receiving Eligibility and Benefits Information**

Health Plan:

Type of Service:

Date:

BPR Version:

Facilitator:

Findings:

Capability		Work Sheet Page #	Comment
1. Consistent Information	Information consistent across web site and transaction and customer service	2,8	
2. Patient Look-Up	<ul style="list-style-type: none"> • Multiple Search Options • Time Period within specification 	2	
3. Information on Eligibility Page	<ul style="list-style-type: none"> • Data elements completed, if/as appropriate to coverage and reflecting what is available from customer service • Time Period within specification 	3	
4. In Network Provider: Contract Level Limits	Individual and Family Coverage Benefit Limits and Accumulators	4	
5. In Network Provider: All Standard Service Types	<ul style="list-style-type: none"> • Benefit Status • Co-Pay, Co-Insurance, Benefit Limit Information and Benefit Accumulators • If Carved Out Benefit, Coverage Dates and Name of Organization • Time Period within specification 	4-6	
6. Out-of-Network Provider: Contract Level Limits	Individual and Family Coverage Benefit Limits and Accumulators	4	
7. Out-of-Network Provider: All Standard Service Types	<ul style="list-style-type: none"> • Co-Pay, Co-Insurance, Benefit Limit Information and Benefit Accumulators • Time Period within specification 	4-6	
8. Service Specific Deductible	Indication that specific deductible is / is not included in contract level medical deductible	8	
9. All Services in addition to the Standard Service	<ul style="list-style-type: none"> • Benefit Status • Co-Pay, Co-Insurance, Benefit Limit Information and Benefit 	7	

Capability		Work Sheet Page #	Comment
Types and all benefit information for In-Network and Out-of-Network	Accumulators <ul style="list-style-type: none"> • Time Period within specification 		
10. Single Sign On	Information accessible through OHP	8	
11. Usability	Score of 3 or higher	9	

Action Items

Requests for Web Site Enhancement

Suggestions for Improving the BPR & Validation Process