



## COMPREHENSIVE WELLNESS, VERSION 1.0

### *URAC CORE Standards, Version 3.0*

#### **Organizational Structure**

Core 1 – Organizational Structure  
Core 2 – Organization Documents

#### **Policies and Procedures**

Core 3 – Policy and Procedure Maintenance, Review and Approval

#### **Regulatory Compliance**

Core 4 – Regulatory Compliance

#### **Inter-Departmental Coordination**

Core 5 – Inter-Departmental Coordination

#### **Oversight of Delegated Functions**

Core 6 – Delegation Review Criteria  
Core 7 – Delegation Review  
Core 8 – Delegation Contracts  
Core 9 – Delegation Oversight

#### **Marketing and Sales Communications**

Core 10 – Review of Marketing and Sales Materials

#### **Business Relationships**

Core 11 – Written Business Agreements  
Core 12 – Client Satisfaction

#### **Information Management**

Core 13 – Information Management  
Core 14 – Business Continuity  
Core 15 – Information Confidentiality and Security  
Core 16 – Confidentiality of Individually-Identifiable Health Information

#### **Quality Management**

Core 17 – Quality Management Program  
Core 18 – Quality Management Program Resources  
Core 19 – Quality Management Program Requirements  
Core 20 – Quality Management Committee  
Core 21 – Quality Management Documentation  
Core 22 – Quality Improvement Projects  
Core 23 – Quality Improvement Project Requirements  
Core 24 – Quality Improvement Projects: Consumer Organizations

#### **Staff Qualifications**

Core 25 – Job Descriptions  
Core 26 – Staff Qualifications

#### **Staff Management**

Core 27 – Staff Training Program  
Core 28 – Staff Operational Tools and Support  
Core 29 – Staff Assessment Program

#### **Clinical Staff Credentialing and Oversight Role**

Core 30 – Clinical Staff Credentialing  
Core 31 – Senior Clinical Staff Requirements  
Core 32 – Senior Clinical Staff Responsibilities  
Core 33 – Financial Incentive Policy  
Core 34 – Access to Services  
Core 35 – Consumer Complaint Process

#### **Health Care System Coordination**

Core 36 – Coordination with External Entities

#### **Consumer Protection and Empowerment**

Core 37 – Consumer Rights and Responsibilities  
Core 38 – Consumer Safety Mechanism  
Core 39 – Consumer Satisfaction  
Core 40 – Health Literacy



## COMPREHENSIVE WELLNESS, VERSION 1.0

### *URAC Comprehensive Wellness Standards, Version 1.0*

#### **Program Scope**

- Wellness Standard 1 – Scope of Wellness Program
- Wellness Standard 2 – Program Enrollment Materials

#### **Health Risk Assessment**

- Wellness Standard 3 – Health Risk Assessment Process
- Wellness Standard 4 – Health Risk Assessment Tool
- Wellness Standard 5 – Health Screenings
- Wellness Standard 6 – Other Sources of Participant Assessment Information
- Wellness Standard 7 – Individual Participant Assessment
- Wellness Standard 8 – Application of Inclusion and Exclusion Criteria
- Wellness Standard 9 – Periodic HRA Data Collection
- Wellness Standard 10 – Review of HRA Tool

#### **Interventions**

- Wellness Standard 11 – Model of Behavior Change
- Wellness Standard 12 – Health and Wellness Coaching
- Wellness Standard 13 – Evidence-Based Research and Practices
- Wellness Standard 14 – Risk Stratification and Interventions
- Wellness Standard 15 – Incentive Structure
- Wellness Standard 16 – Customization of Education Materials
- Wellness Standard 17 – Education Materials Updates

#### **Integration**

- Wellness Standard 18 – Integration with Existing Benefits
- Wellness Standard 19 – Coordination of Communications
- Wellness Standard 20 – Participating Consumer Rights and Responsibilities
- Wellness Standard 21 – Dissemination of Participant's Assessment Results
- Wellness Standard 22 – Information Regarding Other Resources and Providers

#### **Evaluation**

- Wellness Standard 23 – Program Evaluation Process
- Wellness Standard 24 – Program Evaluation Outcomes Reporting
- Wellness Standard 25 – Program Evaluation Methodology Disclosure

#### **Wellness Performance Measures and Reporting Standards**

- Performance Standard 1 – Performance Measurement and Reporting
- Performance Standard 2 – Participation in URAC Measures Program

#### **Measures**

- Measure 1: Health Risk Assessment Tool Completion Rates
- Measure 2: Complaint Resolution Timeliness
- Measure 3: Overall Consumer Satisfaction
- Measure 4: Program Interaction Rates
- Measure 5: Self-Reported Changes in Health Risk/Health Status
- Measure 6: Program Outcome Measures