



HEALTH UTILIZATION MANAGEMENT, VERSION 6.0

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



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Review Criteria

HUM - 1 - Review Criteria Requirements

Accessibility of Review Services

HUM - 2 - Access to Review Staff

HUM - 3 - Review Service Communication and Timeframes

HUM - 4 - Review Service Disclosures

On-Site Review Services

HUM - 5 - Onsite Review Requirements

HUM - 6 - N/A

Initial Screening

HUM - 7 - Limitations in Use of Non-Clinical Staff

HUM - 8 - Pre-Review Screening Staff Oversight

HUM - 9 - Pre-Review Screening Non-Certifications

Initial Clinical Review

HUM - 10 - Initial Clinical Reviewer Qualifications

HUM - 11 - Initial Clinical Reviewer Resources

HUM - 12 - Initial Clinical Reviewer Non-Certifications

Peer Clinical Review

HUM - 13 - Peer Clinical Review Cases

HUM - 14 - Peer Clinical Reviewer Qualifications

Peer-to-Peer Conversation

HUM - 15 - Peer-to-Peer Conversation Availability

HUM - 16 - Peer-to-Peer Conversation Alternate

Time Frames for Initial UM Decision

HUM - 17 - Prospective Review Timeframes

HUM - 18 - Retrospective Review Timeframes

HUM - 19 - Concurrent Review Timeframes

Notice of Certification Decisions

HUM - 20 - Certification Decision Notice and Tracking

HUM - 21 - Continued Certification Decision Requirements

Notice of Non-Certification Decisions

HUM - 22 - Written Notice of Non-Certification Decisions and Rationale

HUM - 23 - Clinical Rationale for Non-Certification Requirements

UM Procedures

HUM - 24 - Reversal of Certification Determinations

HUM - 25 - Frequency of Continued Reviews

Information Upon Which UM is Conducted

HUM - 26 - Scope of Review Information

HUM - 27 - Prospective and Concurrent Review Determinations

HUM - 28 - Retrospective Review Determinations

HUM - 29 - Lack of Information Policy and Procedure

Appeals Considerations

HUM - 30 - Non-Certification Appeals Process

HUM - 31 - Appeals Process

HUM - 32 - Appeal Peer Reviewer Qualifications

HUM - 33 - Expedited Appeals Process Timeframe

HUM - 34 - Standard Appeals Process Timeframe

HUM - 35 - Written Notice of Upheld Non-Certifications

HUM - 36 - Appeal Record Documentation