



INDEPENDENT REVIEW ORGANIZATION, VERSION 4.0

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



INDEPENDENT REVIEW ORGANIZATION, VERSION 4.0

URAC Independent Review Organization Standards, Version 4.0

Organizational Structure

- IR - 1 - Initial Case Review
- IR - 2 - Conflict of Interest Process
- IR - 3 - Reviewer Conflict of Interest Assessment
- IR - 4 - Reviewer Credentialing
- IR - 5 - File Documentation
- IR - 6 - IRO Log
- IR - 7 - Telephone Access

Independent Review Process

- IR - 8 - Reviewer Qualifications
- IR - 9 - Reviewer Case Selection
- IR - 10 - Medical Necessity/Appropriateness Case Processing
- IR - 11 - Experimental/Investigational Case Processing
- IR - 12 - Administrative/Legal Case Processing
- IR - 13 - Additional Information Processing
- IR - 14 - Multiple Reviewer Cases
- IR - 15 - Decision Notice
- IR - 16 - Decision Timeframes
- IR - 17 - Expedited Review Process