



WORKERS' COMPENSATION UTILIZATION MANAGEMENT, VERSION 5.0

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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URAC Workers' Compensation Utilization Management Standards, Version 5.0

Review Criteria

WCUM - 1 - Review Criteria Requirements

Accessibility of Review Services

WCUM - 2 - Access to Review Staff

WCUM - 3 - Review Service

Communication and Timeframes

WCUM - 4 - Review Service Disclosures

On-Site Review Services

WCUM - 5 - Onsite Review Requirements

WCUM - 6 - N/A

Initial Screening

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

WCUM - 8 - Pre-Review Screening Staff Oversight

WCUM - 9 - Pre-Review Screening Non-Certifications

Initial Clinical Review

WCUM - 10 - Initial Clinical Reviewer Qualifications

WCUM - 11 - Initial Clinical Reviewer Resources

WCUM - 12 - Initial Clinical Reviewer Non-Certifications

Peer Clinical Review

WCUM - 13 - Peer Clinical Review Cases

WCUM - 14 - Peer Clinical Reviewer Qualifications

Peer-to-Peer Conversation

WCUM - 15 - Peer-to-Peer Conversation Availability

WCUM - 16 - Peer-to-Peer Conversation Alternate

Time Frames for Initial UM Decision

WCUM - 17 - Prospective Review Timeframes

WCUM - 18 - Retrospective Review Timeframes

WCUM - 19 - Concurrent Review Timeframes

Notice of Certification Decisions

WCUM - 20 - Certification Decision Notice and Tracking

WCUM - 21 - Continued Certification Decision Requirements

Notice of Non-Certification Decisions

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

WCUM - 23 - Clinical Rationale for Non-Certification Requirements

UM Procedures

WCUM - 24 - Reversal of Certification Determinations

WCUM - 25 - Frequency of Continued Reviews

Information Upon Which UM is Conducted

WCUM - 26 - Scope of Review Information

WCUM - 27 - Prospective and Concurrent Review Determinations

WCUM - 28 - Retrospective Review Determinations

WCUM - 29 - Lack of Information Policy and Procedure

Appeals Considerations

WCUM - 30 - Non-Certification Appeals Process

WCUM - 31 - Appeals Process

WCUM - 32 - Appeal Peer Reviewer Qualifications

WCUM - 33 - Expedited Appeals Process Timeframe

WCUM - 34 - Standard Appeals Process Timeframe

WCUM - 35 - Written Notice of Upheld Non-Certifications

WCUM - 36 - Appeal Record Documentation