

The Advantage

*For PBMs, Health Plans,
and other Health Care Organizations*

Drug Therapy Management (DTM) is a distinct service or group of services that optimize therapeutic outcomes for individual consumers as a result of appropriate drug therapy. DTM is expanding, and URAC has stepped up with national standards for DTM organizations. Accreditation establishes organizational excellence and provides a distinct seal of approval for any organization involved in DTM.

Now with **NEW Performance Measures and Reporting Standards**, organizations can point to concrete results of cost effectiveness, consumer experience and engagement, and client satisfaction.



URAC Accreditation Sets the Standard for Organizations Providing DTM

In a competitive market where employer groups and benefit consultants are demanding third-party accreditation, URAC's DTM Accreditation Program delivers distinctive value for your organization – improving operational performance and regulatory compliance, and setting you apart!

Core Organizational Quality

- Organizational Structure Defined
- Marketing and Sales Materials Reviewed
- Policies and Procedures Articulated
- Confidentiality Maintained
- Staff Qualifications Defined
- Consumer Safety Promoted
- Clinical Staff Credentialing Enforced
- Consumer Satisfaction Promoted
- Robust Staff Education and Training Required
- Rigorous Complaints Process Demonstrated
- Rigorous Information Management Mandated
- Quality Management Program Defined
- Rigorous Regulatory Compliance Monitored
- Delegation to Business Partners Monitored
- Robust Quality Improvement Projects Documented

With New Standards for:

- Client Satisfaction
- Business Continuity/Emergency Management

- Information Confidentiality and Security
- External Entities Coordination
- Consumer Rights and Responsibilities
- Employment Background Screening

Standards for DTM Services

- Program Criteria and Consumer-Centered Approach
- Staff Qualifications Implementation
- Coordination of Care
- At Risk Consumer Identification & Recruitment
- DTM Program Offerings
- Quality Improvement
- Informed Decision-Making With Consumers
- DTM Program Provider Performance Feedback
- DTM Program Telephone Access
- Participating Consumer Rights & Responsibilities

With New Standards for:

- Implementation of Evidence-Based Research and Practices
- Reassessment Process for Consumer and Drug Therapy
- Counseling and Education
- Customization of Education Materials
- Integration with Existing Benefits
- Coordination of Communications
- Dissemination of Information Regarding Other Resources and Providers
- Program Evaluation Process, Outcomes Reporting and Methodology Disclosure

Demonstrate Your Commitment to the Highest Level of Care

URAC's DTM Accreditation Program provides a trusted and independent resource for monitoring the effectiveness and service quality of any DTM provider:

- External validation of excellence in drug therapy management.
- Key benchmarks in quality of service and care.
- Continuous Quality Improvement (CQI) oriented processes that improve operations and enhance compliance.
- Improvement in evaluation, consistency and understanding of provider services among health care stakeholders.

Introducing New Performance Measures and Reporting Standards for DTM

With the introduction of 2 NEW mandatory Reporting Standards and 6 NEW Performance Measures, URAC is once again moving the quality bar forward with the first-ever measures for Drug Therapy Management (DTM). The use of performance measures is an important indicator of an organization's internal performance improvement efforts.

Health care purchasers are increasingly focused on value-based purchasing of health care services. URAC has responded in its accreditation program by offering for the first time a quantitative performance evaluation component. These new performance measures and reporting standards will allow organizations to demonstrate that they meet value-based purchasing expectations and will aid purchasers as they compare and evaluate health care services.

URAC is on a multi-year path for developing mandatory performance measures for DTM to be accomplished in three phases:

Phase 1: Mandatory measures are reported to URAC with a focus on an organization's internal performance improvement and oversight activities.

Phase 2: Mandatory measures are externally audited or verified, and de-identified measurement data become available to participating organizations and interested third parties.

Phase 3: Measurement data are available in unblinded public reporting formats on the URAC web site.

Performance Measures and Reporting Standards

Performance Standard 1 – Performance Measurement and Reporting: The DTM organization has the resources and mechanisms in place to report performance measures to URAC on a periodic basis.

Performance Standard 2 – Participation in URAC Measures Program: The DTM organization will report the following measures to URAC:

- **Measure 1:** Medication Possession Ratios (Consumer Engagement)
- **Measure 2:** Complaint Resolution Timeliness (Consumer Experience)
- **Measure 3:** Overall Consumer Satisfaction (Consumer Satisfaction)
- **Measure 4:** Call Center Performance (Consumer Experience)
- **Measure 5:** Overall Client Satisfaction (Client Satisfaction)
- **Measure 6:** Therapeutic Outcomes (Clinical Outcomes) (L)*

**Leading Indicator*

Standards Matter - For You and Consumers

URAC's DTM standards were developed by experts representing diverse interests in health care – providers, health care organizations, insurers, and the public interest. Standards cover the essential parts of a DTM business. Employers, consumers, regulators and health plans can rely on URAC for identification of the gold standard in DTM.

Get Accredited Now!

To become accredited, you need to apply and demonstrate your organization's compliance with the modules of the DTM program.

For More Information

Please call URAC at 202.216.9010 or e-mail businessdevelopment@urac.org.

URAC promotes continuous improvement in the quality and efficiency of health care management through processes of accreditation, education, and measurement.

