

Are you ready for URAC's Health Utilization Management Accreditation?



Your clinical administrative staff are prepared.

CONFIRM that only clinical staff are conducting any activities that require interpretation of clinical information, which includes selecting criteria to use for handling a request for health care services or treatment.



Clinicians are available for consultation with the initial clinical reviewers.

ENSURE that a licensed health professional is available to provide support to initial clinical reviewers



The credentials for your peer clinical reviewer and appeal peer reviewers are confirmed in their files.

AUDIT your files to ensure credentials meet standard requirements.



Your staff can verbalize what actions to take when there is not enough information to process a request for certification.

INTERVIEW your staff and ask, "What actions are taken when inadequate information is submitted with a request for certification?"



You have ensured that for any given case, the peer clinical reviewer and the appeal peer reviewer are not the same person.

PULL a random selection of appeal cases and demonstrate that the same peer clinical reviewer did not do the appeal. Ensure that your process prevents this from happening.



Your non-certification notices meet standard requirements.

ANALYZE notices to confirm that they contain the principal reason(s) for the determination not to certify, instructions for initiating an appeal, and instructions for requesting the clinical rationale.



Your attending physician or other ordering provider can request a conversation with the peer clinical reviewer reviewing the case.

REVIEW policies and procedures to ensure that a physician requesting certification can talk to the peer clinical reviewer assigned to the case.



Your appeal reviewer qualifications require them to be in the same or similar specialty as the ordering provider that typically manages the condition, procedure, or treatment under review.

REVIEW appeal cases to confirm appeal review qualifications.



Your appeal reviewers have attested to their credentials and knowledge relevant to the case under review.

REVIEW a random selection of appeal cases to confirm that the appeal reviewer signed an attestation for all cases that they reviewed.



Your appeals, both standard and expedited, meet time frames and notification requirements.

REVIEW a random selection of appeal cases for time frames and notification documentation.