



Case Management Accreditation, Version 5.1

CM CORE Standards, Version 3.0

Required as part of Case Management Accreditation Version 5.0

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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Case Management Program Components

- CM 1 - Program Description
- CM 2 - Collaborative Communications
- CM 3 - Consumer Involvement in Shared Decision-Making
- CM 4 - Internal Performance Monitoring
- CM 5 - Information Support Systems

Consumer Education and Engagement

- CM 6 - Consumer Motivation and Engagement
- CM 7 - Consumer Education
- CM 8 - Case Management Disclosure

Staff Training and Qualifications

- CM 9 - Case Manager Competencies
- CM 10 - Case Management Staff
- CM 11 - Case Manager Qualifications

Case Management Assessment and Plan

- CM 12 - Assessment Categories
- CM 13 - Medication Safety Assessment
- CM 14 - Consumer-Centered Case Management Plan

Care Coordination

- CM 15 - Care Coordination

Measurement Reporting to URAC

- RPT 1 - Reporting Mandatory Performance Measures to URAC
- RPT 2 - Reporting Exploratory Performance Measures to URAC