ORGANIZATIONAL STRUCTURE
PHARM Core 1: Organizational Structure
PHARM Core 2: Organization Documents

POLICIES AND PROCEDURES
PHARM Core 3: Policy and Procedure Maintenance, Review, and Approval

REGULATORY COMPLIANCE
PHARM Core 4: Regulatory Compliance Program and Internal Controls

INTER-DEPARTMENTAL COORDINATION
PHARM Core 5: Inter-departmental Coordination

OVERSIGHT OF DELEGATED FUNCTIONS
PHARM Core 6: Delegation Review Criteria
PHARM Core 7: Delegation Review
PHARM Core 8: Delegation Contracts
PHARM Core 9: Delegation Oversight

MARKETING AND SALES COMMUNICATIONS
PHARM Core 10: Review of Marketing and Sales Materials

BUSINESS RELATIONSHIPS
PHARM Core 11: Written Business Agreements
PHARM Core 12: Client Satisfaction

INFORMATION MANAGEMENT
PHARM Core 13: Information Management
PHARM Core 14: Business Continuity / Emergency Management
PHARM Core 15: Information Confidentiality and Security
PHARM Core 16: Confidentiality of Individually-Identifiable Health Information

QUALITY MANAGEMENT
PHARM Core 17: Quality Management Program
PHARM Core 18: Quality Management Program Resources
PHARM Core 19: Quality Management Program Requirements
PHARM Core 20: Quality Management Committee
PHARM Core 21: Quality Management Documentation
PHARM Core 22: Quality Improvement Project
PHARM Core 23: Quality Improvement Project Requirements
PHARM Core 24: Quality Improvement Projects: Consumer Organizations

STAFF QUALIFICATIONS
PHARM Core 25: Job Descriptions
PHARM Core 26: Staff Qualifications Staff Management
PHARM Core 27: Staff Education and Training Program
STAFF MANAGEMENT
PHARM Core 27: Staff Education and Training Program
PHARM Core 28: Staff Operational Tools and Support
PHARM Core 29: Staff Assessment Program

CLINICAL STAFF CREDENTIALING AND OVERSIGHT ROLE
PHARM Core 30: Clinical Staff Credentialing
PHARM Core 31: Senior Clinical Staff Requirements
PHARM Core 32: Senior Clinical Staff Responsibilities
PHARM Core 33: Financial Incentive Policy
PHARM Core 34: Access to Services
PHARM Core 35: Consumer Complaint Process

HEALTH CARE SYSTEM COORDINATION
PHARM Core 36: Coordination with External Entities

CONSUMER PROTECTION AND EMPOWERMENT
PHARM Core 37: Consumer Rights and Responsibilities
PHARM Core 38: Consumer Safety Mechanism
PHARM Core 39: Consumer Satisfaction
PHARM Core 40: Health Literacy
PHARM Core 41: Employment Background Screening

DRUG THERAPY MANAGEMENT
DTM 1: DTM Program Offerings
DTM 2: Program Criteria and Consumer-Centered Approach
DTM 3: Additional Program Criteria
DTM 4: Drug Therapy Periodic Reassessment Process
DTM 5: Program Development and Review
DTM 6: At-Risk Patient Identification and Recruitment
DTM 7: Periodic Patient Reassessment Process
DTM 8: Evidence-Based Research and Practices
DTM 9: Staff Qualifications
DTM 10: Coordination of Care
DTM 11: Provision of Counseling and Education
DTM 12: Communication and Education Materials
DTM 13: Customization of Education Materials
DTM 14: Integration with Existing Benefits
DTM 15: Coordination of Communications
DTM 16: Informed Decision-Making with Patients
DTM 17: DTM Program Telephone Access
DTM 18: Participating Patients Rights and Responsibilities
DTM 19: Information Regarding Other Resources and Providers
DTM 20: Quality Improvement
DTM 21: Program Evaluation Process
DTM 22: Program Evaluation Outcomes Reporting
DTM 23: Program Evaluation Methodology Disclosure
DTM 24: DTM Program Provider Performance Feedback
MEASURES REPORTING

DTM 25: RPT 1: Reporting Mandatory Performance Measures to URAC
DTM 26: RPT 2: Reporting Exploratory Performance Measures to URAC