

### 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