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

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CLINICAL STAFF CREDENTIALING AND OVERSIGHT ROLE
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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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ACCESSIBILITY OF REVIEW SERVICES
HUM-2: Access to Review Staff
HUM-3: Review Service Communication and Time Frames
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