

MAIL SERVICE PHARMACY v4.0

RISK MANAGEMENT

- RM 1: Regulatory Compliance
 - RM 1-1: Regulatory Compliance and Internal Controls
 - RM 1-2: Policy Addressing Reporting of Violations
- RM 2: Business Continuity Risk Management
 - RM 2-1: Business Continuity Plan
 - RM 2-2: Pharmacy Emergency Management Plan
 - RM 2-3: Business Continuity Plan Testing
- RM 3: Information Systems Risk Management
 - RM 3-1: Information Systems Risk Assessment and Reduction

CONSUMER PROTECTION AND EMPOWERMENT

- CPE 1: Protection of Consumer Information
 - CPE 1-1: Privacy and Security of Consumer Health Information
 - CPE 1-2: Information Management
- CPE 2: Healthcare Ethics
 - CPE 2-1: Consumer Rights & Responsibilities (N/A)
 - CPE 2-2: Ethical Healthcare Practices
 - CPE 2-3: Monitoring and Oversight of Ethical Healthcare Practices
- CPE 3: Consumer Protection
 - CPE 3-1: Clinical Staff Credentialing
 - CPE 3-2: Clinical Oversight of Program
 - CPE 3-3: Consumer Safety Protocols
 - CPE 3-4: Employment Screening
 - CPE 3-5: Financial Incentives
 - CPE 3-6: Consumer Marketing Safeguards (N/A)
- CPE 4: Consumer Empowerment
 - CPE 4-1: Consumer Complaint Process
 - CPE 4-2: Health Literacy Promotion

OPERATIONS AND INFRASTRUCTURE

- OPIN 1: Business Ethics
 - OPIN 1-1: Code of Ethical Business Conduct
- OPIN 2: Business Management
 - OPIN 2-1: Written Business Agreements
 - OPIN 2-2: Maintaining and Complying with Policies
- OPIN 3: Staff Management
 - OPIN 3-1: Job Descriptions and Staff Qualifications
 - OPIN 3-2: Staff Training Programs
 - OPIN 3-3: Formal Acknowledgment of Compliance with the Organization's Legal Requirements and Code of Conduct
 - OPIN 3-4: Staff Member Performance Review
- OPIN 4: Delegation
 - OPIN 4-1: Delegation Management

PERFORMANCE MONITORING AND IMPROVEMENT

- PMI 1: Quality Oversight Procedures and Responsibilities
 - PMI 1-1: Quality Management Program Scope
 - PMI 1-2: Quality Management Program Structure and Oversight
 - PMI 1-3: Quality Management Program Implementation
 - PMI 1-4: Data Management and Performance Reporting
 - PMI 1-5: Quality Management Program Evaluation

PHARMACY DISPENSING

- P-OPS 1: Scope of Services
 - P-OPS 1-1: Define Operations
- P-OPS 2: Pharmacist Oversight
 - P-OPS 2-1: Pharmacist Oversight
- P-OPS 3: System Requirements
 - P-OPS 3-1: Supports E-Prescribing
 - P-OPS 3-2: Complies with NCPDP

- P-OPS 4: Patient Onboarding and Prescription Intake
 - P-OPS 4-1: Prescription Intake
 - P-OPS 4-2: Verifying Eligibility
 - P-OPS 4-3: Manufacturer and FDA Requirements
- P-OPS 5: Prescription Order Review and Verification
 - P-OPS 5-1: Prescription Order Review
- P-OPS 6: Preparation and Dispensing
 - P-OPS 6-1: Labeling and Packaging
- P-OPS 7: Medication Verification
 - P-DIS 7-1: Medication Verification
- P-OPS 8: Distribution
 - P-OPS 8-1: Setting Criteria for Shipping
 - P-OPS 8-2: Distribution Process Testing
 - P-OPS 8-3: Packing Procedures
 - P-OPS 8-4: Holding Shipments
 - P-OPS 8-5: Tracking Shipments
 - P-OPS 8-6: Handling Breakdowns
- P-OPS 9: Pharmacy Operation Performance
 - P-OPS 9-1: Dispensing Accuracy
 - P-OPS 9-2: Distribution Accuracy
 - P-OPS 9-3: Adherence

PHARMACY PRODUCT HANDLING AND SECURITY

- P-PROD 1: Procurement and Inventory Management
 - P-PROD 1-1: Purchasing and Monitoring of Product Inventory
 - P-PROD 1-2: Medication Returns
- P-PROD 2: Controlled Substances
 - P-PROD 2-1: Dispensing, Inventory Management and Security
- P-PROD 3: Hazardous Materials
 - P-PROD 3-1: Hazardous Material Management
 - P-PROD 3-2: Employee Safety
- P-PROD 4: Unacceptable Medications
 - P-PROD 4-1: Handling and Removal

- P-PROD 5: Facility Security
 - P-PROD 5-1: Access Levels
- P-PROD 6: Machines and Equipment
 - P-PROD 6-1: Machine and Equipment Maintenance
- P-PROD 7: Compounding
 - P-PROD 7-1: Compounding Requirements

PATIENT SERVICE AND COMMUNICATION

- P-PSC 1: Patient Information and Support
 - P-PSC 1-1: Patient Information
 - P-PSC 1-2: Support Services
 - P-PSC 1-3: Adverse Drug Events
 - P-PSC 1-4: Accommodating Diverse Populations
- P-PSC 2: Measuring Complaints and Satisfaction
 - P-PSC 2-1: Patient and Prescriber Complaints
 - P-PSC 2-2: Patient and Prescriber Satisfaction
- P-PSC 3: Communication Process and Monitoring
 - P-PSC 3-1: Telephone Performance
 - P-PSC 3-2: Non-Telephonic Communications
 - P-PSC 3-3: Clinical Communication Services

REPORTING PERFORMANCE MEASURES TO URAC

- RPT 1: Reporting Performance Measures to URAC
 - RPT 1-1: Reporting Performance Measures to URAC