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