



CORE Standards, Version 3.0

Required as part of Dental Plan with Health Insurance Marketplace Accreditation

Network Management

- DPHIM-NM 1 - Scope of Services
- DPHIM-NM 2 - Provider Network Access and Availability
- DPHIM-NM 3 - Provider Selection Criteria
- DPHIM-NM 4 - Out of Network and Emergency Services
- DPHIM-NM 5 - Participating Provider Representation
- DPHIM-NM 6 - Participating Provider Relations Program
- DPHIM-NM 7 - Participating Provider Written Agreements
- DPHIM-NM 8 - Participating Provider Written Agreement Exclusions
- DPHIM-NM 9 - Written Agreement Inclusions
- DPHIM-NM 10 - Written Agreement Subcontracting
- DPHIM-NM 11 - Other Participating Provider Agreement Documentation
- DPHIM-NM 12 - Provider Network Disclosures
- DPHIM-NM 13 - Participating Provider Violation Mechanism
- DPHIM-NM 14 - General Requirements for Provider Dispute Resolution Mechanisms
- DPHIM-NM 15 - Disputes Concerning Professional Competence or Conduct
- DPHIM-NM 16 - Disputes Involving Administrative Matters
- DPHIM-NM 17 - Participating Provider Suspension Mechanism for Consumer Safety

Credentialing

- DPHIM-CR 1 - Practitioner and Facility Credentialing
- DPHIM-CR 2 - Credentialing Program Oversight
- DPHIM-CR 3 - Credentialing Committee
- DPHIM-CR 4 - Credentialing Program Plan
- DPHIM-CR 5 - Credentialing Application
- DPHIM-CR 6 - Credentialing Confidentiality
- DPHIM-CR 7 - Review of Credentialing Information
- DPHIM-CR 8 - Credentialing Communication Mechanisms

- DPHIM-CR 9 - Primary Source Verification
- DPHIM-CR 10 - Consumer Safety Credentialing Investigation
- DPHIM-CR 11 - Credentialing Application Review
- DPHIM-CR 12 - Credentialing Time Frame
- DPHIM-CR 13 - Credentialing Determination Notification
- DPHIM-CR 14 - Participating Provider Credentials Monitoring
- DPHIM-CR 15 - Recredentialing
- DPHIM-CR 16 - Recredentialing and Participating Provider Quality Monitoring
- DPHIM-CR 17 - Credentialing Delegation

Member Relations

- DPHIM-MR 1 - Marketing Safeguards
- DPHIM-MR 2 - Consumer and Employer Purchaser Information Disclosure
- DPHIM-MR 3 - Consumer Input and Surveys
- DPHIM-MR 4 - Evaluation of Consumer Survey Data and Feedback
- DPHIM-MR 5 - Online Access
- DPHIM-MR 6 - Health Literacy Support for Consumers
- DPHIM-MR 7 - Consumer Communications Plan
- DPHIM-MR 8 - Covered Benefit Disclosure
- DPHIM-MR 9 - Standard Not Applicable
- DPHIM-MR 10 - Standard Not Applicable

Quality Management

- DPHIM-QM 1 - Quality Management Program
- DPHIM-QM 2 - Quality Management Program Resources
- DPHIM-QM 3 - Quality Management Program Requirements
- DPHIM-QM 4 - Quality Management Committee
- DPHIM-QM 5 - Quality Improvement Process
- DPHIM-QM 6 - Selection and Prioritization of Quality Improvement Projects
- DPHIM-QM 7 - Three (3) Clinical Quality Improvement Projects for Dental Plans
- DPHIM-QM 8 - Data Management
- DPHIM-QM 9 - Quality Improvement Project Requirements



Dental Plan Operations

DPHIM-OPS 1 - General Telephone Access to Customer Service
DPHIM-OPS 2 - Urgent Telephone Access to Customer Service
DPHIM-OPS 3 - One-on-One Customer Service
DPHIM-OPS 4 - Scope of Customer Service
DPHIM-OPS 5 - Provider Directory Updates
DPHIM-OPS 6 - Consumer Notification Regarding PCP Status
DPHIM-OPS 7 - Standard Not Applicable
DPHIM-OPS 8 - Standard Not Applicable
DPHIM-OPS 9 - Standard Not Applicable
DPHIM-OPS 10 - Standard Not Applicable
DPHIM-OPS 11 - Standard Not Applicable
DPHIM-OPS 12 - Breach Handling

Compliance Program

DPHIM-CP 1 - Compliance Program: Internal Controls

Mental Health Parity

DPHIM-MHP 1 - Standard Not Applicable
DPHIM-MHP 2 - Standard Not Applicable
DPHIM-MHP 3 - Standard Not Applicable

Health Utilization Management

DPHIM-HUM 1 - Review Criteria Requirements
DPHIM-HUM 2 - Access to Review Staff
DPHIM-HUM 3 - Review Service Communication and Time Frames
DPHIM-HUM 4 - Review Service Disclosures
DPHIM-HUM 5 - Standard Not Applicable
DPHIM-HUM 6 - N/A
DPHIM-HUM 7 - Limitations in Use of Non-Clinical Staff
DPHIM-HUM 8 - Pre-Review Screening Staff Oversight
DPHIM-HUM 9 - Pre-Review Screening Non-Certifications
DPHIM-HUM 10 - Initial Clinical Reviewer Qualifications
DPHIM-HUM 11 - Initial Clinical Reviewer Resources
DPHIM-HUM 12 - Initial Clinical Reviewer Non-Certifications

DPHIM-HUM 13 - Peer Clinical Review Cases
DPHIM-HUM 14 - Peer Clinical Reviewer Qualifications
DPHIM-HUM 15 - Drug Utilization Management Reviewer Qualifications
DPHIM-HUM 16 - Prospective, Concurrent and Retrospective Drug Utilization Management
DPHIM-HUM 17 - Peer-to-Peer Conversation Availability
DPHIM-HUM 18 - Peer-to-Peer Conversation Alternate
DPHIM-HUM 19 - Prospective Review Time Frames
DPHIM-HUM 20 - Retrospective Review Time Frames
DPHIM-HUM 21 - Concurrent Review Time Frames
DPHIM-HUM 22 - Certification Decision Notice and Tracking
DPHIM-HUM 23 - Continued Certification Decision Requirements
DPHIM-HUM 24 - Written Notice of Non-Certification Decisions and Rationale
DPHIM-HUM 25 - Clinical Rationale for Non-Certification Requirements
DPHIM-HUM 26 - Prospective Review Patient Safety
DPHIM-HUM 27 - Reversal of Certification Determinations
DPHIM-HUM 28 - Frequency of Continued Reviews
DPHIM-HUM 29 - Scope of Review Information
DPHIM-HUM 30 - Prospective and Concurrent Review Determinations
DPHIM-HUM 31 - Retrospective Review Determinations
DPHIM-HUM 32 - Lack of Information Policy and Procedures
DPHIM-HUM 33 - Non-Certification Appeals Process
DPHIM-HUM 34 - Appeals Process
DPHIM-HUM 35 - Appeal Peer Reviewer Qualifications
DPHIM-HUM 36 - Drug Utilization Management Appeals: Reviewer Qualifications
DPHIM-HUM 37 - Reviewer Attestation Regarding Credentials and Knowledge
DPHIM-HUM 38 - Expedited Appeal Process Time Frame
DPHIM-HUM 39 - Standard Appeal Process Time Frame
DPHIM-HUM 40 - Written Notice of Upheld Non-Certifications
DPHIM-HUM 41 - Appeal Record Documentation
DPHIM-HUM 42 - Independent (External) Review Process



Health Insurance Marketplace (HIM)

- DPHIM-HIM 1 - Provider Directory Requirements
- DPHIM-HIM 2 - Delegation Contracts
- DPHIM-HIM 3 - Standard Format for Presenting Benefit Plan Options
- DPHIM-HIM 4 - Experience of Care Ratings using CAHPS®

Measures Reporting

- DPHIM-RPT 1 - Reporting to Mandatory Performance Measures to URAC
- DPHIM-RPT 2 - Reporting Exploratory Performance Measures to URAC