



WORKERS' COMPENSATION AND PROPERTY AND CASUALTY PHARMACY BENEFIT MANAGEMENT ACCREDITATION, VERSION 2.2

Pharmacy Core Standards, Version 3.0

Required as part of Workers' Compensation and Property and Casualty Pharmacy Benefit Management Accreditation Guide, Version 2.2

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

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 Projects
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
PHARM Core 28 - Staff Operational Tools and Support
PHARM Core 29 - Staff Assessment Program



Pharmacy Core Standards, Version 3.0 (continued)

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



WORKERS' COMPENSATION AND PROPERTY AND CASUALTY PHARMACY BENEFIT MANAGEMENT ACCREDITATION, VERSION 2.2

Customer Service, Communications, and Disclosure

- CSCD 1 - Post-Enrollment Consumer Information Requirements
- CSCD 2 - Ongoing Communication Practices
- CSCD 3 - Disclosure on Refilling Prescriptions
- CSCD 4 – Communication Safeguards
- CSCD 5 - Integration and Coordination with Existing Benefits
- CSCD 6 - Disclosure
- CSCD 7 - Disclosure Verification
- CSCD 8 - Program Representative Availability
- CSCD 9 - Call Center Operating Requirements
- CSCD 10 - Multiple Format Communication Requirement
- CSCD 11 - Communications Process
- CSCD 12 - Health Literacy and Cultural Appropriate Communication Requirements
- CSCD 13 - Electronic Prescribing

Pharmacy Distribution Channel

- PHARM-DC 1 - Scope of Services
- PHARM-DC 2 - Access and Availability
- PHARM-DC 3 - Quality and Safety Criteria
- PHARM-DC 4 - Out of Network Services
- PHARM-DC 5 - Participating Pharmacy Relations Program
- PHARM-DC 6 - Participating Pharmacy Written Agreements
- PHARM-DC 7 - Written Agreement Inclusions
- PHARM-DC 8 - Written Agreement Subcontracting
- PHARM-DC 9- Distribution Channel Management
- PHARM-DC 10 - Other Participating Pharmacy Agreement Documentation
- PHARM-DC 11 - Participating Pharmacy Dispute Resolution Scope
- PHARM-DC 12 - Participating Pharmacy Suspension Mechanism
- PHARM-DC 13 - Claims Processing

Drug Management

- DrUM 1 - Drug Management Program Components
- DrUM 2 - Coverage Recommendations Based on Clinical Information
- DrUM 3 - Review Criteria Requirements
- DrUM 4 - Prospective Concurrent and Retrospective Drug Management
- DrUM 5 - Consumer Safety Process Requirements
- DrUM 6 - General Transition Process Requirements
- DrUM 7 - Review Service Disclosures
- DrUM 8 - Reviewer Qualifications
- DrUM 9 - Rendering of Non-Certifications
- DrUM 10 - Automated Review
- DrUM 11 - Oversight of Automated Review Non-Certifications
- DrUM 12 - Exceptions
- DrUM 13 - Policies and Procedures for Excluded Drugs
- DrUM 14 - Written Notice of Non-Certification Decisions and Rationale
- DrUM 15 - Reversal of Certification Determinations
- DrUM 16 - Scope of Review Information
- DrUM 17 - Concurrent and Retrospective Review Determinations
- DrUM 18 – Lack of Information Policy and Procedure

Drug List Development

- DLD 1 - Drug List Development and Management Process
- DLD 2 - Drug List Management Decision-Making
- DLD 3 – Organizational Specifications
- DLD 4 - P&T Committee Membership
- DLD 5 – P&T Committee Conflict of Interest
- DLD 6 - P&T Committee Policies and Procedures
- DLD 7 - P&T Committee Meeting Administration
- DLD 8 - P&T Committee
- DLD 9 - Interface with Quality Improvement and DrUM Programs
- DLD 10 - Timely Consideration of New Molecular Entity
- DLD 11 - Review Functions