

## 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 Program and Internal Controls

## 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 Project
- 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

## **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

## **HEALTHCARE 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

## **CUSTOMER SERVICE, COMMUNICATIONS, AND DISCLOSURE (CSCD)**

- CSCD 1: Post-Enrollment Consumer Information Requirements
- CSCD 2: Ongoing Communication Practices
- CSCD 3: Disclosure on Refilling Prescriptions
- CSCD 4: Integration and Coordination with Existing Benefits
- CSCD 5: Disclosure
- CSCD 6: Disclosure Verification
- CSCD 7: Ongoing Consumer Support
- CSCD 8: Telephone Performance Monitoring
- CSCD 9: Telephone Performance Metrics
- CSCD 10: Multiple Format Communication Requirement
- CSCD 11: Communications Process
- CSCD 12: Literacy and Culturally Appropriate Communications
- CSCD 13: Electronic Prescribing

## **SPECIALTY DRUG MANAGEMENT (SDrM)**

- SDrM 1: Roles and Responsibilities of Pharmacies
- SDrM 2: Principles that Support Pharmacy Services
- SDrM 3: Treatment Recommendations Based on Clinical Information
- SDrM 4: Prospective, Concurrent, and Retrospective Drug Management
- SDrM 5: Drug Utilization Management Reporting
- SDrM 6: Patient Safety Process Requirements

### PHARMACY OPERATIONS (PHARM-OP)

- PHARM-OP 1: Pharmacy Operations: Scope of Services and Performance Metrics
- PHARM-OP 2: Prescription Intake Process
- PHARM-OP 3: Prescription Order Review and Verification by Pharmacist
- PHARM-OP 4: Product Preparation and Dispensing Process
- PHARM-OP 5: Prescription Dispensing by Pharmacist
- PHARM-OP 6: Shipping
- PHARM-OP 7: Cold Chain Distribution: Process Controls and Monitoring System
- PHARM-OP 8: Product Handling, Storage, and Inventory
- PHARM-OP 9: Procurement and Supply
- PHARM-OP 10: Machine and Equipment Maintenance
- PHARM-OP 11: Pharmacy Drug Claims Processing
- PHARM-OP 12: Handling and Removal of Unacceptable Medications
- PHARM-OP 13: Pharmacy Oversight
- PHARM-OP 14: Facility Safety and Security
- PHARM-OP 15: Quality and Error Management in the Facility
- PHARM-OP 16: Compounding

### PATIENT MANAGEMENT (PM)

- PM 1: Patient Centered Strategy
- PM 2: Patient Management Program Services
- PM 3: Additional Program Characteristics
- PM 4: Program Development and Review
- PM 5: Periodic Patient Reassessment Process
- PM 6: Evidence-Based Research and Practices
- PM 7: Staff Qualifications
- PM 8: Coordination of Care
- PM 9: Informed Decision-Making with Patients
- PM 10: Communication and Education Materials
- PM 11: Patient Management Integrated Approach
- PM 12: Participating Patient Rights and Responsibilities
- PM 13: Quality Improvement
- PM 14: Demonstrating Patient Management Program Value
- PM 15: Program Evaluation Outcomes Reporting
- PM 16: Program Evaluation Methodology Disclosure

### MEASURES REPORTING

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