RISK MANAGEMENT (RM)
RM 1: Risk Management Strategies
RM 2: Regulatory Compliance Program and Internal Controls

CONSUMER PROTECTION AND EMPOWERMENT (CPE)
CPE 1: Information Systems Confidentiality and Security
CPE 2: Healthcare Ethics
CPE 3: Consumer Empowerment
CPE 4: Consumer Protection

ONGOING CREDENTIALING AND MAINTENANCE OF PRACTICE PRIVILEGES (OCM)
OCM 1: Clinical Staff Credentialing

PERFORMANCE MONITORING AND IMPROVEMENT (PMI)
PMI 1: Quality Oversight Procedures and Responsibilities

OPERATIONS AND INFRASTRUCTURE (OPIN)
OPIN 1: Leadership
OPIN 2: Staff Management
OPIN 3: Process Optimization & Efficiency
OPIN 4: Business Ethics

TELEHEALTH PROFESSIONAL PRACTICE (TH-PP)
TH-PP 1: Professional Practice via Telehealth

TELEHEALTH TECHNOLOGY (TH-TE)
TH-TE 1: Information Systems

CONSUMER EDUCATION VIA TELEHEALTH MEDIA (TH-CE)
TH-CE 1: Health Information Content
TH-CE 2: Decision-Making Support Tools for Consumers
TH-CE 3: Consumer Empowerment for Self-Management Participation
TH-CE 4: Consumer Education Effectiveness Evaluation

MEASURES REPORTING (RPT)
RPT 1: Reporting Measures to URAC

OPTIONAL DESIGNATION: CARE COORDINATION VIA TELEHEALTH MEDIA (TH-CC)
TH-CC 1: Care Coordination Services
TH-CC 2: Care Coordination Effectiveness Evaluation