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
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

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
CSCD 6: Disclosure
CSCD 7: Disclosure Verification
CSCD 8: Program Representative Availability
CSCD 9: Call Center Operating Requirements

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