



# WORKERS' COMPENSATION AND PROPERTY AND CASUALTY PHARMACY BENEFIT MANAGEMENT ACCREDITATION V2.2

## 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



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### 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



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### 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

- CSCD 10: Multiple Format Communication Requirement
- CSCD 11: Communications Process
- CSCD 12: Health Literacy and Cultural Appropriate Communication Requirements
- CSCD 13: Electronic Prescribing

### 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