

ORGANIZATIONAL STRUCTURE

- Core 1: Organizational Structure
- Core 2: Organization Documents

POLICIES AND PROCEDURES

- Core 3: Policy and Procedure Maintenance, Review and Approval

REGULATORY COMPLIANCE

- Core 4: Regulatory Compliance

INTER-DEPARTMENTAL COORDINATION

- Core 5: Inter-Departmental Coordination

OVERSIGHT OF DELEGATED FUNCTIONS

- Core 6: Delegation Review Criteria
- Core 7: Delegation Review
- Core 8: Delegation Contracts
- Core 9: Delegation Oversight

MARKETING AND SALES COMMUNICATIONS

- Core 10: Review of Marketing and Sales Materials

BUSINESS RELATIONSHIPS

- Core 11: Written Business Agreements
- Core 12: Client Satisfaction

INFORMATION MANAGEMENT

- Core 13: Information Management
- Core 14: Business Continuity
- Core 15: Information Confidentiality and Security
- Core 16: Confidentiality of Individually-Identifiable Health Information

QUALITY MANAGEMENT

- Core 17: Quality Management Program
- Core 18: Quality Management Program Resources
- Core 19: Quality Management Program Requirements
- Core 20: Quality Management Committee
- Core 21: Quality Management Documentation
- Core 22: Quality Improvement Projects
- Core 23: Quality Improvement Project Requirements
- Core 24: Quality Improvement Projects: Consumer Organizations

STAFF QUALIFICATIONS

- Core 25: Job Descriptions
- Core 26: Staff Qualifications

STAFF MANAGEMENT

- Core 27: Staff Training Program
- Core 28: Staff Operational Tools and Support
- Core 29: Staff Assessment Program

CLINICAL STAFF CREDENTIALING AND OVERSIGHT ROLE

- Core 30: Clinical Staff Credentialing
- Core 31: Senior Clinical Staff Requirements
- Core 32: Senior Clinical Staff Responsibilities
- Core 33: Financial Incentive Policy
- Core 34: Access to Services
- Core 35: Consumer Complaint Process

HEALTH CARE SYSTEM COORDINATION

- Core 36: Coordination with External Entities

CONSUMER PROTECTION AND EMPOWERMENT

- Core 37: Consumer Rights and Responsibilities
- Core 38: Consumer Safety Mechanism
- Core 39: Consumer Satisfaction
- Core 40: Health Literacy

REVIEW CRITERIA

- WCUM-1: Review Criteria Requirements

ACCESSIBILITY OF REVIEW SERVICES

- WCUM-2: Access to Review Staff
- WCUM-3: Review Service Communication and Time Frames
- WCUM-4: Review Service Disclosures

INITIATION OF REVIEW PROCESS

- WCUM-6: Initiation of Review Process

INITIAL SCREENING

- WCUM-7: Limitations in Use of Non-Clinical Staff
- WCUM-8: Pre-Review Screening Staff Oversight
- WCUM-9: Pre-Review Screening Non-Certifications

INITIAL CLINICAL REVIEW

- WCUM-10: Initial Clinical Reviewer Qualifications
- WCUM-11: Initial Clinical Reviewer Resources
- WCUM-12: Initial Clinical Reviewer Non-Certifications

PEER CLINICAL REVIEW

- WCUM-10: Initial Clinical Reviewer Qualifications
- WCUM-11: Initial Clinical Reviewer Resources
- WCUM-12: Initial Clinical Reviewer Non-Certifications

PEER-TO-PEER CONVERSATION

- WCUM-17: Peer-to-Peer Conversation Availability
- WCUM-18: Peer-to-Peer Conversation Alternate

TIME FRAMES FOR INITIAL UM DECISION

- WCUM-19: Prospective Review Time Frames
- WCUM-20: Retrospective Review Time Frames
- WCUM-21: Concurrent Review Time Frames

NOTICE OF CERTIFICATION DECISIONS

WCUM-22: Certification Decision Notice and Tracking

WCUM-23: Continued Certification Decision Requirements

NOTICE OF NON-CERTIFICATION DECISIONS

WCUM-24: Written Notice of Non-Certification Decisions & Rationale

WCUM-25: Clinical Rationale for Non-Certification Requirements

UM POLICY

WCUM-26: Prospective Review Patient Safety

WCUM-27: Reversal of Certification Determinations

WCUM-28: Frequency of Continued Reviews

INFORMATION UPON WHICH UM IS CONDUCTED

WCUM-29: Scope of Review Information

WCUM-30: Prospective and Concurrent Review Determinations

WCUM-31: Retrospective Review Determinations

WCUM-32: Lack of Information Policy and Procedures

UM APPEALS

WCUM-33: Non-Certification Appeals Process

WCUM-34: Appeals Process

WCUM-35: Appeal Peer Reviewer Qualifications

WCUM-36: Drug Utilization Management Appeals: Reviewer Qualifications

WCUM-37: Reviewer Attestation Regarding Credentials and Knowledge

WCUM-38: Expedited Appeals Process Time Frame

WCUM-39: Standard Appeal Process Time Frame

WCUM-40: Written Notification of Upheld Non-Certifications

WCUM-41: Appeal Record Documentation