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