

RISK MANAGEMENT (C-RM)

- C-RM 1: Regulatory Compliance
- C-RM 2: Business Continuity Risk Management
- C-RM 3: Information Systems Risk Management

CONSUMER PROTECTION AND EMPOWERMENT (C-CPE)

- C-CPE 1: Protection of Consumer Information
- C-CPE 2: Healthcare Ethics
- C-CPE 3: Consumer Protection
- C-CPE 4: Consumer Empowerment

OPERATIONS AND INFRASTRUCTURE (C-OPIN)

- C-OPIN 1: Business Ethics
- C-OPIN 2: Business Management
- C-OPIN 3: Staff Management
- C-OPIN 4: Delegation

PERFORMANCE MONITORING AND IMPROVEMENT (C-PMI)

- C-PMI 1: Quality Oversight Procedures and Responsibilities

CASE MANAGEMENT PROGRAM (CM-PROG)

- CM-PROG 1: Case Management Program

CASE MANAGEMENT STAFF (CM-STAFF)

- CM-STAFF 1: Case Management Staff

CASE MANAGEMENT PROCESS (CM-PROC)

- CM-PROC 1: Case Management Process

REPORTING PERFORMANCE MEASURES TO URAC

- RPT 1: Reporting Performance Measures to URAC

OPTIONAL DESIGNATION: TRANSITIONS OF CARE (TOC) V2.0

- TOC 1: Transitions of Care Safety and Outcomes