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 Program and Internal Controls

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 Project
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: On: going Communication Practices
CSCD 3: Disclosure on Refilling Prescriptions
CSCD 4: Communication Safeguards
CSCD 5: Integration with Existing Benefits
CSCD 6: Coordination of Communications
CSCD 7: Disclosure
CSCD 8: Disclosure Verification
CSCD 9: Program Representative Availability
CSCD 10: Call Center Operating Requirements
CSCD 11: Multiple Format Communications Requirement
CSCD 12: Communications Process
CSCD 13: Health Literacy and Cultural Sensitivity Communication Requirement
CSCD 14: Electronic Prescribing

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PHARMACY DISTRIBUTION CHANNEL STANDARDS

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: Credentialing Network Pharmacies
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 UTILIZATION MANAGEMENT STANDARDS

DrUM 1: Drug Utilization Management Program Components
DrUM 2: Coverage Decisions Based on Clinical Information
DrUM 3: Review Criteria Requirements
DrUM 4: Prospective, Concurrent and Retrospective Drug Utilization Management
DrUM 5: Consumer Safety Process Requirements
DrUM 6: General Transition Process Requirements
DrUM 7: Review Service Disclosures
DrUM 8: Prospective 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 & Rationale
DrUM 15: Reversal of Certification Determinations
DrUM 16: Scope of Review Information
DrUM 17: Prospective, Concurrent, and Retrospective Review Determination
DrUM 18: Lack of information Policy and Procedure
DrUM 19: Appeals
DrUM 20: Appeals Process Consumer Rights
DrUM 21: Non: Certification Appeals Process
DrUM 22: Appeals Process
DrUM 23: Appeal Peer Reviewer Qualifications
DrUM 24: Expedited Appeals Process Timeline
DrUM 25: Standard Appeals Process Timeframe
DrUM 26: Written Notification of Upheld Non: Certifications
DrUM 27: Appeal Record Documentation

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P&T STANDARDS/FORMULARY DEVELOPMENT

PTFD 1: P&T/Formulary Development
PTFD 2: Economic Formulary Considerations
PTFD 3: Organizational Specifications
PTFD 4: P&T Committee Membership
PTFD 5: P&T Committee Conflict of Interest
PTFD 6: P&T Committee Policies and Procedures
PTFD 7: P&T Committee Meeting Administration
PTFD 8: P&T Committee
PTFD 9: Interface with Quality Improvement & DrUM Programs
PTFD 10: Timely Consideration of New Molecular Entities
PTFD 11: P&T Review Functions

MEASURES REPORTING

RPT 1: Reporting Mandatory Performance Measures to URAC
RPT 2: Reporting Exploratory Performance Measures to URAC

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