DM CORE Standards, Version 3.0

Required as part of Disease Management Accreditation Guide, Version 4.1

Organizational Structure
DM CORE 1 - Organizational Structure
DM CORE 2 - Organization Documents

Policies and Procedures
DM CORE 3 - Policy and Procedure Maintenance, Review and Approval

Regulatory Compliance
DM CORE 4 - Regulatory Compliance

Inter-Departmental Coordination
DM CORE 5 - Inter-Departmental Coordination

Oversight of Delegated Functions
DM CORE 6 - Delegation Review Criteria
DM CORE 7 - Delegation Review
DM CORE 8 - Delegation Contracts
DM CORE 9 - Delegation Oversight

Marketing and Sales Communications
DM CORE 10 - Review of Marketing and Sales Materials

Business Relationships
DM CORE 11 - Written Business Agreements
DM CORE 12 - Client Satisfaction

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

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

Staff Qualifications
DM CORE 25 - Job Descriptions
DM CORE 26 - Staff Qualifications

Staff Management
DM CORE 27 - Staff Training Program
DM CORE 28 - Staff Operational Tools and Support
DM CORE 29 - Staff Assessment Program

Clinical Staff Credentialing and Oversight Role
DM CORE 30 - Clinical Staff Credentialing
DM CORE 31 - Senior Clinical Staff Requirements
DM CORE 32 - Senior Clinical Staff Responsibilities
DM CORE 33 - Financial Incentive Policy
DM CORE 34 - Access to Services
DM CORE 35 - Consumer Complaint Process

Health Care System Coordination
DM CORE 36 - Coordination with External Entities

Consumer Protection and Empowerment
DM CORE 37 - Consumer Rights and Responsibilities
DM CORE 38 - Consumer Safety Mechanism
DM CORE 39 - Consumer Satisfaction
DM CORE 40 - Health Literacy

Disease Management Program Scope and Objectives

DM 1 - Disease Management Program Description
DM 2 - Evidence-Based Disease Management Interventions
DM 3 - Provider Involvement in Disease Management
  Program Development
DM 4 - Communication with Treating Providers
DM 5 - Shared Decision Making with Consumers

Disease Management Program Staffing

DM 6 - Disease Management Program Staffing
DM 7 - Disease Management Staff Ethics Training

Disease Management Program Performance Reporting

DM 8 - Methodology for Outcomes Measurement
DM 9 - Requirements for Measuring Program Performance by
  Clinical Condition
DM 10 - Financial Outcomes Reporting
DM 11 - Consumer-Reported Outcomes
DM 12 - Provider Performance Feedback
DM 13 - Performance Reporting on Disease Management
  Processes
DM 14 - Performance Reporting on Disease Management
  Outcomes

Consumer Rights and Responsibilities

DM 15 - Communications Regarding Disease Management
  Program Characteristics
DM 16 - Disease Management Program Disclosures
DM 17 - Participating Consumer Rights and Responsibilities

Evaluating Eligible Populations

DM 18 - Criteria for Identification of Eligible Consumers
DM 19 - Stratification of Eligible Consumers
DM 20 - Assessment of Eligible Consumers
DM 21 - Assessment Categories
DM 22 - Predictive Risk Modeling

Disease Management Program Design

DM 23 - Consumer Activation
DM 24 - Consumer Engagement
DM 25 - Program Interventions
DM 26 - Coordination of Services and Communications
DM 27 - Clinical Decision Support Tools
DM 28 - Consumer Education
DM 29 - Plan Addressing Delivery of Health Information to
  Consumers
DM 30 - Evaluation of Consumer Health Information
DM 31 - Multiple Format Communication System

Measures Reporting

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