



**AccreditNet 3.0**  
**URAC Client User Guide**

## Contents

Support.....	3
AccreditNet Helpdesk .....	3
Client Services Inquiries .....	3
Accreditation Seal Use Approval, Press Release Approval and All Marketing-Related Inquiries .....	3
Supported Browsers and Platforms .....	4
Login.....	5
Logging Out .....	7
Dashboard.....	8
Notifications.....	13
Documents.....	15
Resource Documents (Program Guide/Standards).....	15
Accreditation/Certification .....	16
Seals .....	17
Notice of Change (NOC) .....	18
Application .....	21
Processes.....	23
Milestones.....	24
Instruments.....	25
Instrument Summary Page .....	26
Instrument Question Types .....	27
Instrument Navigation .....	29
Request for Information (RFI) .....	30
Issuer information.....	32
Export.....	34

## Support

<https://www.urac.org/contact/>

## AccreditNet Helpdesk

The helpdesk is available Monday through Friday from 8 a.m. to 5 p.m. Eastern Time. To request assistance:

Phone: (202) 216-9010 (option 6)

Email: [accreditnet@urac.org](mailto:accreditnet@urac.org)

## Client Services Inquiries

Phone: (202) 326-3942

Email: [clientservices@urac.org](mailto:clientservices@urac.org)

## Accreditation Seal Use Approval, Press Release Approval and All Marketing-Related Inquiries

Phone: (202) 326-3968

Email: [marketing@urac.org](mailto:marketing@urac.org)

## Supported Browsers and Platforms

**Chrome:** Windows 10, 8.1, 8 & 7, limited support on MAC OS X and iOS

**Internet Explorer 11** and above: Windows 10, limited support on Windows 8.1, 8 & 7

**Firefox** current version: Limited support on Windows 10, 8.1, 8 & 7

**Safari** current version: Limited support on MAC OS X and iOS

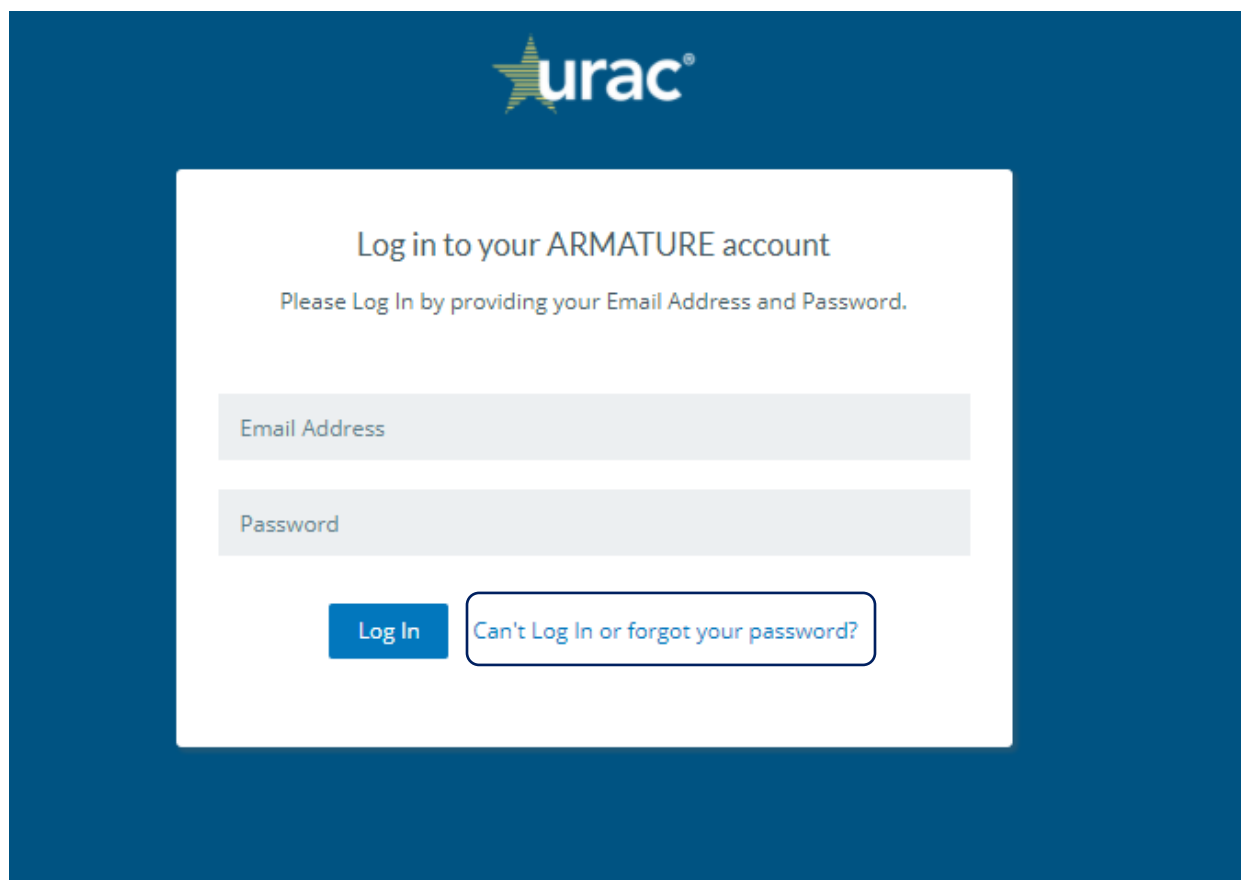
For best user experience we recommend using **Chrome**.

Other Browser Requirements:

- JavaScript must be enabled on your web browser
- Cookies must be enabled on your web browser

## Login

Launch AccreditNet® 3.0 using this URL from your browser: <https://accreditnet.urac.org/#/auth/login>



urac®

Log in to your ARMATURE account

Please Log In by providing your Email Address and Password.

Email Address

Password

Log In

Can't Log In or forgot your password?

If this is your first time accessing AccreditNet® 3.0, you will need to use the “**Can’t Login or forgot your password**” link. This will allow for the system to send a reset password email to your user account.

*Note: If you enter your email address incorrectly or enter a non-existing email, the reset password email will not be sent.*

Enter your email address on the “**Having trouble logging in?**” screen.

The Password Reset Confirmation email will be sent from “**no-reply@urac.org**”.

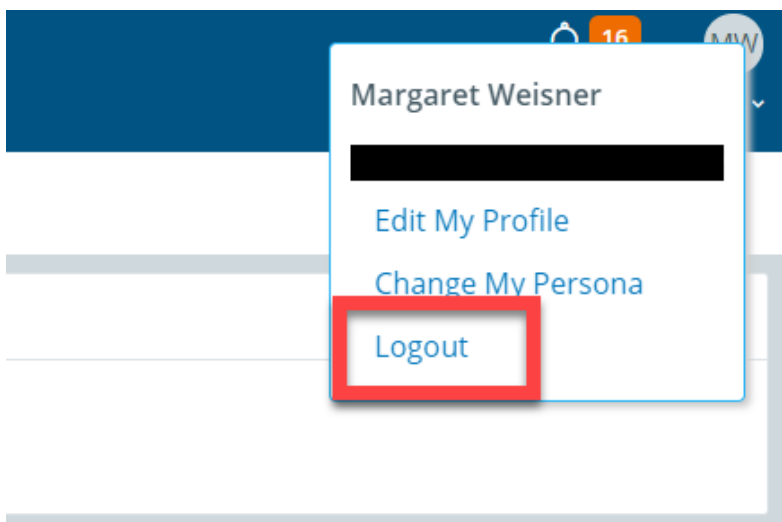
*Note: You should request the “no-reply@urac.org” email address to be white-listed in your organization’s email system.*

## Logging Out

The “Me” icon located in the blue banner, in the top right of your Home Screen/Dashboard provides access to log out of the system.



Select the “Me” icon, the “Logout” selection is listed:



## Dashboard

Select the “**Organization Representative**” to view and access all detail related to your organization.



If you have access to multiple organizations, AccreditedNet® 3.0 will list the organizations for access selection.

Your Organizations			
Please select an Organization from the list below.			
Name	Id	Location	Website
ABC Company	2017-ORG-00012	Washington, District of Columbia	
Scribe3	2020-ORG-00132	testing, District of Columbia	scribe3.com
If you do not see the Organization you are looking for, please contact your representative and ask them to grant you access.			
<a href="#">Choose Persona</a>   <a href="#">Logout</a>			

Select the organization you wish to view to be taken to that organization’s Dashboard.



Your Dashboard provides a summary view, which is your ability to see what's in progress at a glance with your application. In addition, navigation tabs located across the top of the screen provide more in-depth information. You'll find more information about each of these sections in the screenshots that follow.

The screenshot displays the URAC - UAT dashboard with the following sections:

- A:** Organization profile for ABC Company (2017-ORG-00012) with primary contact Margaret Weisner and primary liaison Derrick Wilder. Includes an "Edit" link and a "New Notice of Change" button.
- B:** Certifications table showing the status and expiration dates for Clinical Integration 1.0, Contact Center 1.0, and Telehealth v3.0.
- C:** NOTICE OF CHANGE section.
- D:** Applications table listing various applications with their status and submission dates.
- E:** Processes table showing the progress of accreditation processes.
- F:** Scheduled Items table listing upcoming application reviews.

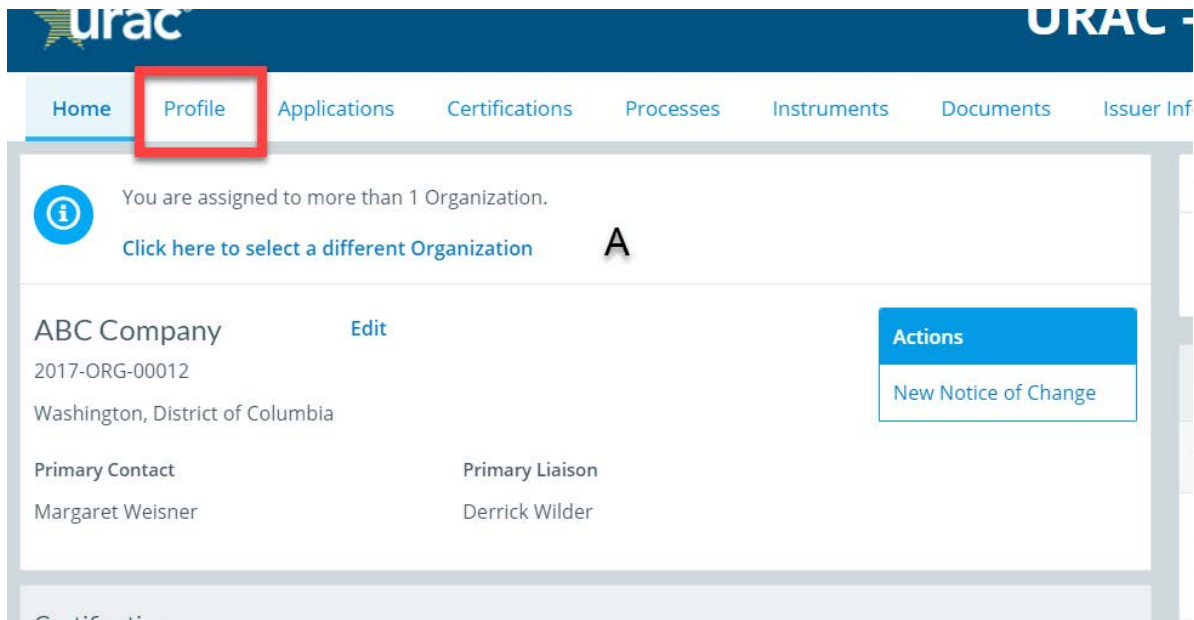
Certification Type	Status	Effective	Expires
Clinical Integration 1.0	Pending		
Contact Center 1.0	Pending		
Telehealth v3.0: Consumer-to-Provider, Provider-to-Consumer, Provider-to-Provider - TRH-1	Active	02/01/2021	06/30/2021

Type	Status	Activities
Application: APP-138 Type: Contact Center	Submitted Submitted: 01/15/2021	1
Application: APP-132 Type: Clinical Integration	Submitted Submitted: 01/11/2021	1
Application: APP-129 Type: Telehealth Accreditation	Open	0
Application: APP-75 Type: Infusion Pharmacy	Open	1
Application: APP-73 Type: Telehealth Accreditation	Submitted Submitted: 12/03/2020	1

Process	Progress
Accreditation In Progress on 08/21/2020	8%
Accreditation In Progress on 08/21/2020	15%
Accreditation In Progress on 08/01/2020	30%


Item	Begin	End
App: Health Utilization Management v7.3	Feb 1st	
App: Health Utilization Management v7.3	Feb 1st	
App: Health Utilization Management v7.3	Feb 1st	
APP: Contact Center v1.0	Jan 14th	

- A. The top-left screen shows general organization information. Additional detailed information can be found by navigating to the “**Profile**” tab.



urac URAC

Home **Profile** Applications Certifications Processes Instruments Documents Issuer Info

 You are assigned to more than 1 Organization.  
[Click here to select a different Organization](#)

**ABC Company** [Edit](#)

2017-ORG-00012  
 Washington, District of Columbia

Primary Contact: Margaret Weisner  
 Primary Liaison: Derrick Wilder

**Actions**  
[New Notice of Change](#)

- B. The bottom-left screen shows the list of accreditations/certification your organization has. Clicking on the “**Certification Type**” or navigating to the certification tab provides detail of the accreditation/certification.

Certifications				
Certification Type	Status	Effective	Expires	
Clinical Integration 1.0	Pending			
Contact Center 1.0	Pending			
Telehealth v3.0: Consumer-to-Provider, Provider-to-Consumer, Provider-to-Provider - THH-1	Active	02/01/2021	06/30/2021	

- C. **“Notice of Change (NOC)”** – gives you the ability to add new NOC or select and navigate to an existing NOC.

Notifications Me

Issued Information

NOTICE OF CHANGE +

C

Applications

Type	Status	Activities
------	--------	------------

Actions  
New Notice of Change

- D. **“Applications”** – shows the list of incomplete application(s) with indicator on whether there are activities waiting for you on the application. You can also navigate to the Applications tab to view all applications (present and past).




Applications

D

Type	Status	Activities
Application: APP-138 Type: Contact Center	Submitted Submitted: 01/15/2021	1
Application: APP-132 Type: Clinical Integration	Submitted Submitted: 01/11/2021	0
Application: APP-129 Type: Telehealth Accreditation	Open	0

[View all Applications](#)

- E. **“Processes”** – shows ALL processes that are incomplete for the organization. This will include application, NOC or any other process. You can also navigate to the Processes tab to view all processes (present and past).

Processes	
Process	Progress
<a href="#">Accreditation</a> In Progress on 08/21/2020	 9%
<a href="#">Accreditation</a> In Progress on 08/21/2020	 18%
<a href="#">Accreditation</a> In Progress on 09/01/2020	 36%
<a href="#">VIEW ALL</a>	

- F. **“Scheduled Items”** – shows the list of instruments scheduled and not submitted. You can also navigate to instrument tab to view all instruments (present and past).

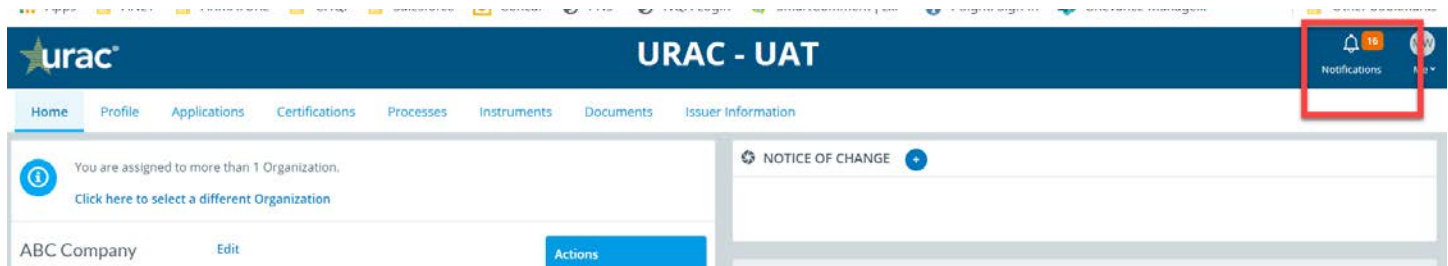
Scheduled Items		
Item	Begin	End
 <a href="#">App: Health Utilization Management v7.3</a>	Feb 1st	--
 <a href="#">App: Health Utilization Management v7.3</a>	Feb 1st	--
 <a href="#">App: Health Utilization Management v7.3</a>	Feb 1st	--

*Note: in AccrediNet 3.0 an “instrument” refers to your accreditation/certification application or for those applicable programs your measures submission.*

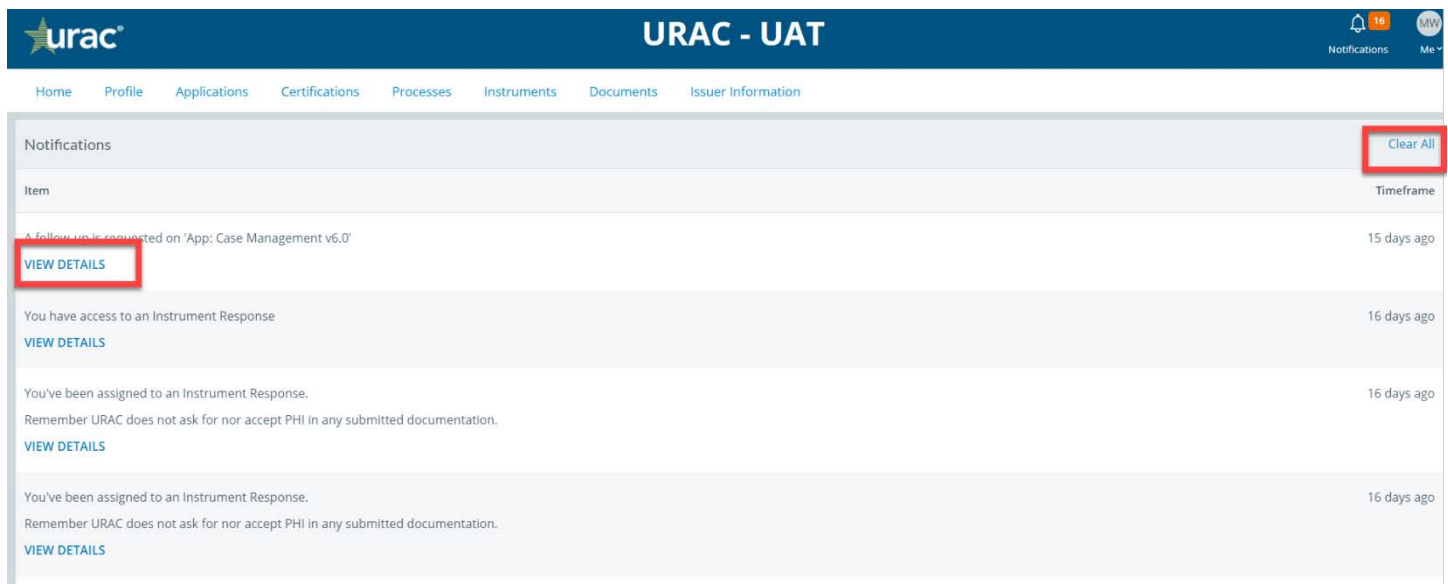
## Notifications

Organization contacts will receive notifications noted by a number next to the bell in the top right corner of your screen when certain actions need their attention.

- Dashboard notification with high-level information
- Email notification going to their inbox



Access your Dashboard Notifications by selecting the “**bell**” icon. Notifications are dismissed individually by selecting a “**View Details**” link or all at once by selecting the “**Clear All**” link on the top right of the notifications screen.



Email notifications are sent directly to you. System Email Samples:

---

**You've been assigned to the Instrument Response 'APP: Contact Center v1.0'**

---

**no-reply@urac.org** <no-reply@urac.org>  
To: clientemail@clientorg.com

Dear URAC Client,

You've been assigned to an Instrument Response.

Subject: APP: Contact Center v1.0  
Open Date: 2021-03-08  
Close Date: 2021-06-10

[Click here to access](#)

Sent from ARMATURE Fabric

---

**A follow-up is requested on 'APP: Contact Center v1.0'**

---

**no-reply@urac.org** <no-reply@urac.org>  
To: clientemail@clientorg.com

Dear URAC Client,

A change request has been submitted for a survey/assessment response that requires your input.

Instrument name: APP: Contact Center v1.0

[Click here to access](#)

Sent from ARMATURE Fabric

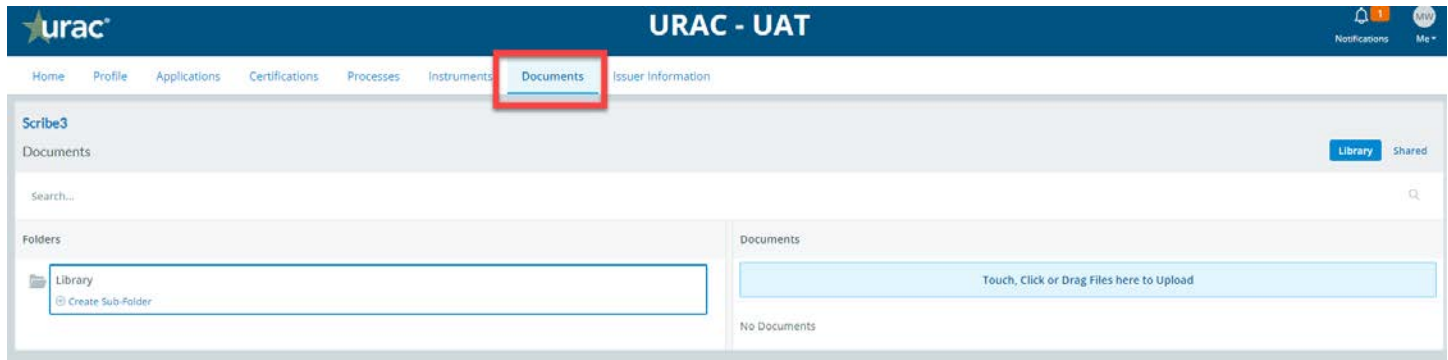
*Note: All system generated emails will be sent from "no-reply@urac.org". You should request this email address be white-listed in your organization's email system.*

## Documents

Certificates for accreditation/certification achievement are accessible via the “**Documents**” tab, filed in a folder within the “**Library**” section.

### Resource Documents (Program Guide/Standards)

The Program Guide and Standards have been uploaded to your organizations Documents folder for reference. In order to download these documents, navigate to the “**Documents**” tab on your Dashboard:



The screen will default to the “**Library**” tab within the “**Documents**” page. To download the Program Guide and Standards, select to the “**Shared**” tab:



## Accreditation/Certification

You can navigate to certification record via:

- Dashboard: Click on certificate type name
- Top navigation: Certification - Click on certificate type name

**URAC - UA**

Home Profile Applications **Certifications** Processes Instruments Documents Issuer Information

Organization Profile

You are assigned to more than 1 Organization.  
Click here to select a different Organization

**ABC Company** [Edit](#)

2017-ORG-00012  
Washington, District of Columbia

Primary Contact: Margaret Weisner  
Primary Liaison: Derrick Wilder

**Certifications**  
☒ Show Active Only

Certification Type	Status	Effective	Expires
<a href="#">Contact Center 1.0 - CCC-2</a>	Active	02/01/2021	02/01/2025
<a href="#">Telehealth v3.0: Consumer-to-Provider, Provider-to-Consumer, Provider-to-Provider - THH-1</a>	Active	02/01/2021	06/30/2021

When a record is selected via the certificate type name, the detail page will display current stats, historical decisions, sites and the seal (html code) to be copied and used on organization website.

**MBM Demo Org**

Current Certification Info

**Dental Network 7.2** Active  
as of 10/28/2020

**DNW-1**

Status	Issued	Effective	Expires
Granted	10/28/2020	10/01/2018	10/01/2022

Scope Statement  
Measurement-Based Health Care Designation

**Sites**

C/N	Site	Effective	Expires
DNW-1-1	MBM Demo Site 1 3340 Business Court Dulles, VA 20166 UNITED STATES	10/01/2018	10/01/2022

C/N	Decision	Effective	Expires	Source
DNW-1	Approve Accreditation Program Full Accreditation	10/01/2018	10/01/2022	APP-30



## Seals

URAC-accredited or certified organizations should display a valid, dated URAC Accreditation or Certification Seal applicable to your program status on your company website. The seal contains a hyperlink to your listing on the URAC Directory of Accredited Organizations or the URAC Directory of Certified Organizations web page as appropriate. With a “click-to-verify” Accreditation or Certification Seal, you ensure that anyone visiting your website can easily recognize and verify your status.

Embed Certification Seal HTML

```

<div>
  <a href="https://urac.fabricuat.armaturecorp.net/directory/#/accreditation/DNW-1/info">
    
  </a>
  <div>Dental Network</div>
  <div>10/01/2022</div>
</div>

```

Copy to Clipboard

Located on the Certification Record, AccreditedNet 3.0 provides a more versatile format for seal generation. The HTML code provided includes the URAC seal image, the program for which you have been accredited/certified, the expiration date of the accreditation/certification and an embedded link back to your organization’s directory information. ***Copy the code provided to Notepad and save as an HTML file. Provide the file to your website administrator for incorporation on your website.***

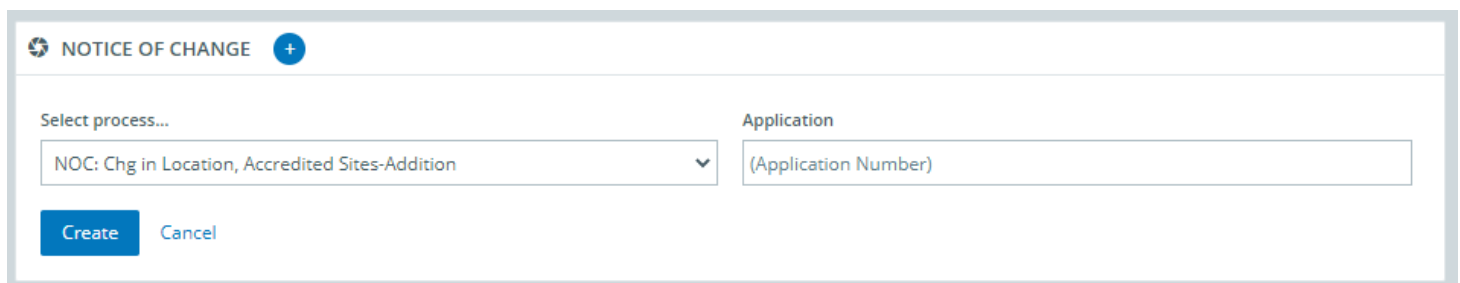
## Notice of Change (NOC)

Once created you can navigate to NOC record via:

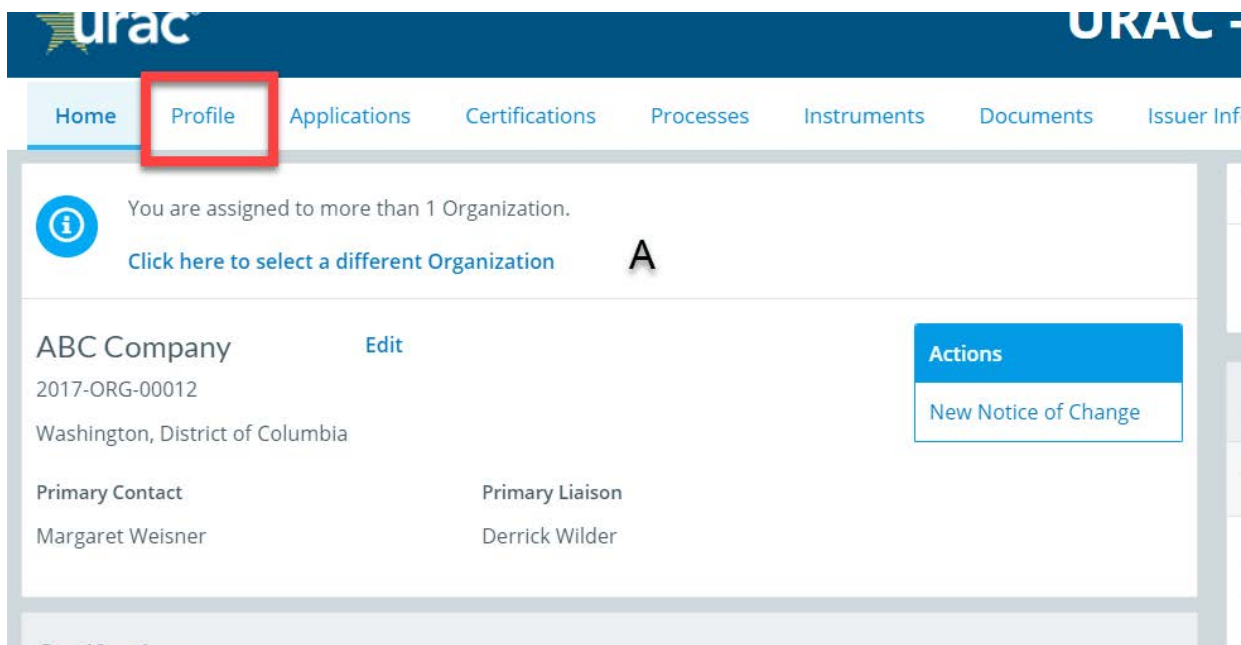
- Dashboard: Click on NOC process listed
- Top navigation: Processes - Search and click on NOC process name

To start an NOC:

- Click the **“Add New Notice of Change”** link or the + button on the Notice of Change widget
- Select NOC type
  - o Depending on NOC type the system will ask for the relevant Application Number

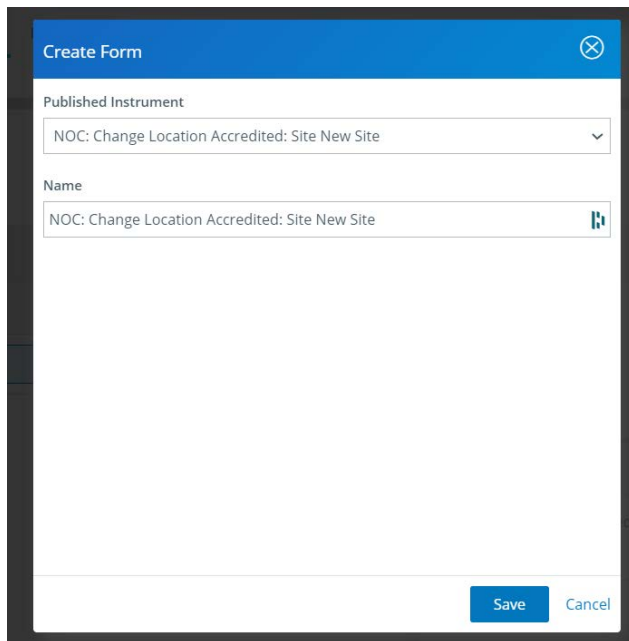


- After creating
  1. The system starts a process called **“Complete Form”**
  2. The system expects the user to complete the relevant form for the process activity
  3. You **“Mark as Complete”** the activity to submit the NOC to URAC



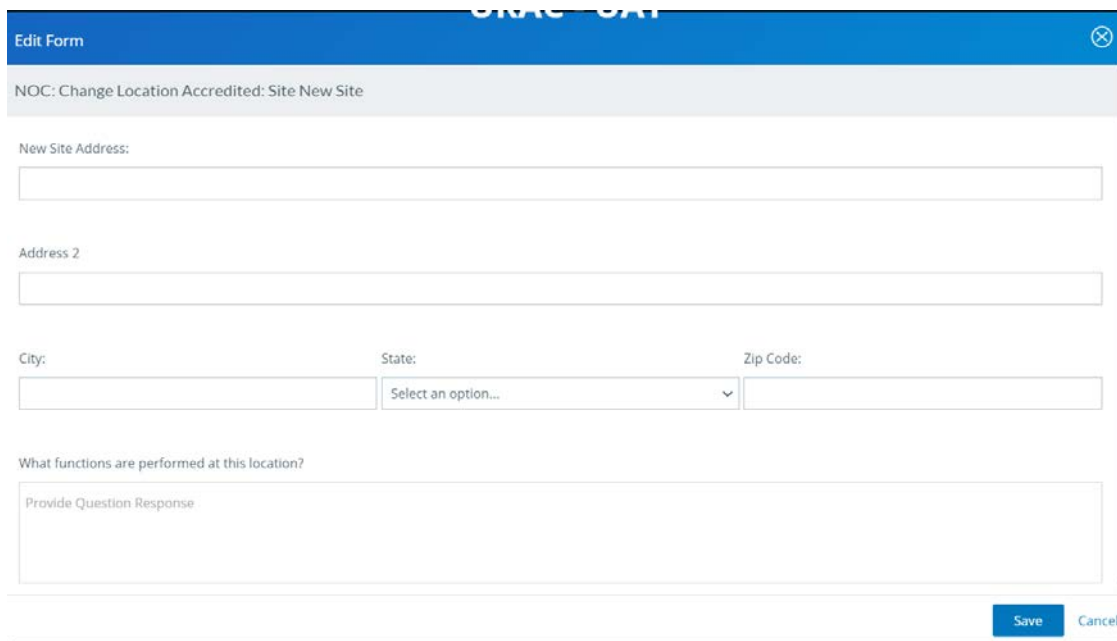
Organization	ID	Location	Primary Contact	Primary Liaison	Actions
ABC Company	2017-ORG-00012	Washington, District of Columbia	Margaret Weisner	Derrick Wilder	New Notice of Change

Once “**Create Form**” is selected, you will be presented with the name of the NOC instrument and upon saving the appropriate form will appear:



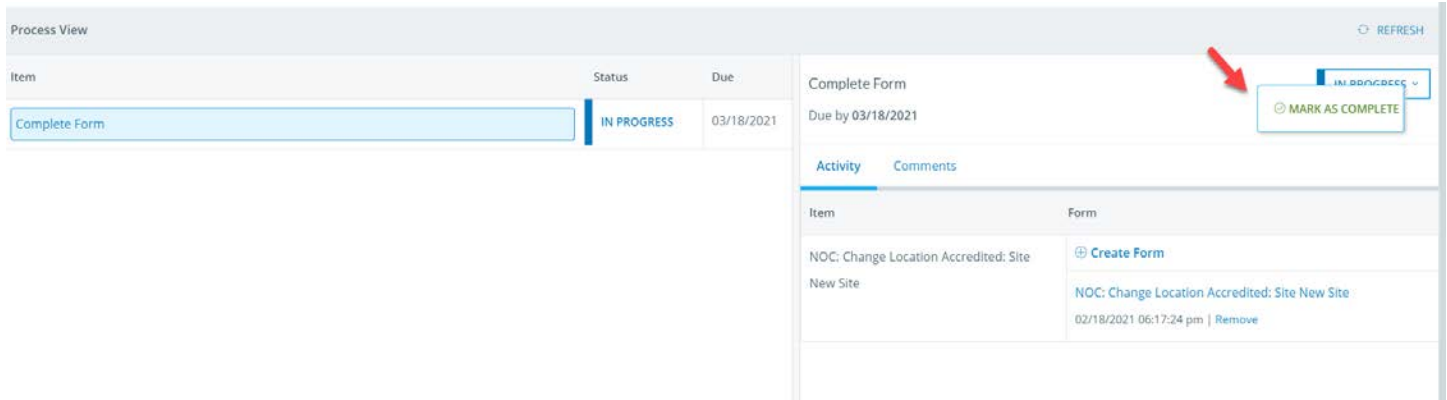
The 'Create Form' dialog box has a blue header with a close button (X). Below the header, there is a 'Published Instrument' dropdown menu showing 'NOC: Change Location Accredited: Site New Site'. Below that is a 'Name' text input field containing the same text. At the bottom right, there are 'Save' and 'Cancel' buttons.

## Sample Form



The 'Edit Form' dialog box has a blue header with a close button (X). Below the header, there is a grey bar with the text 'NOC: Change Location Accredited: Site New Site'. Below this bar, there are several input fields: 'New Site Address:' (a single-line text input), 'Address 2' (a single-line text input), 'City:' (a single-line text input), 'State:' (a dropdown menu with 'Select an option...' as the selected value), and 'Zip Code:' (a single-line text input). Below these fields is a section titled 'What functions are performed at this location?' with a large text area labeled 'Provide Question Response'. At the bottom right, there are 'Save' and 'Cancel' buttons.

After providing the needed information remember to update the Process, “**Mark as Complete**”:



The screenshot displays the 'Process View' interface. On the left, a table lists the process item 'Complete Form' with a status of 'IN PROGRESS' and a due date of '03/18/2021'. On the right, a detailed view of the 'Complete Form' is shown, including a 'Due by 03/18/2021' date and a 'MARK AS COMPLETE' button. A red arrow points to this button. Below the main form, there is a section for 'Activity' and 'Comments' with a table listing items and forms, including 'NOC: Change Location Accredited: Site New Site' and a 'Create Form' link.

Item	Status	Due
Complete Form	IN PROGRESS	03/18/2021

Item	Form
NOC: Change Location Accredited: Site New Site	<a href="#">Create Form</a>
	NOC: Change Location Accredited: Site New Site 02/18/2021 06:17:24 pm   <a href="#">Remove</a>

**Important!**  
Marking a process as complete notifies URAC that a NOC has been filed.

## Application

In AccrediNet 3.0 an Application encompasses all necessary activities to achieve accreditation/certification, including the Process and the Instrument.

Users can go directly to the accreditation process or the instrument if needed however, URAC's recommendation is to start viewing information from the application listed on the Dashboard or via the **"Applications"** tab.

The screenshot displays the URAC - UAT interface. The top navigation bar includes the URAC logo, the title "URAC - UAT", and user information (Notifications: 36, Me). The main navigation menu is active on the "Applications" tab. The application details for "APP-29" are shown, including the type "Dental Plan" and status "Open". The "Activities" table lists the "Application Open for Submission Accreditation" with a timeline from Oct 28th to Nov 28th. The "Processes" table shows the "Accreditation" process is "In Progress on 10/28/2020" with a progress bar at 18%. Below the tables, the "Overview" tab is selected, showing "Certifications" for "Dental Plan 7.4" with a table of Type, Status, and Decision. The "Sites" section lists "MBM Demo Site 1" with its address in Dulles, VA.

Item	Begin	End
Application Open for Submission Accreditation	Oct 28th	Nov 28th in a month

Process	Progress
Accreditation In Progress on 10/28/2020	18%

Type	Status	Decision
Initial	--	--

Site	
MBM Demo Site 1 3340 Business Court Dulles, VA 20166 UNITED STATES	Dental Plan 7.4

**Top Widgets:** Confirms application information including as application number, application type, application date and status.

**Middle Widget:** Shows the active Activities and Processes in the application. The Activities indicates what's on the organization's task list at the time. Users can use either feature to navigate to the active activity and complete as needed.

- Complete the instrument(s) scheduled and assigned to the organization contacts (Application POC, Application User)
- Complete the process stage when done (submitted) all instruments

**Bottom Widget:** Displays overview information that organizations need to review before submitting application. If information is incorrect, contact your Client Relations Manager (CRM) to make necessary changes.

- Certificate type applied for
- Scopes
- Sites

**Important!**

**Please review the list of applicable site names and locations for accuracy. Notify your Client Relations Manager (CRM) if this list is inaccurate.**

## Processes

There are different types of processes

- Accreditation process
- NOC processes per type
- Measures reporting process

In all cases the process will work in a similar manner. You can access a process from:

- Within an application
- From the Dashboard – incomplete processes
- “**Processes**” tab (top navigation)

The screenshot displays the URAC - UAT web application interface. The top navigation bar includes the URAC logo, the text 'URAC - UAT', and user information (Notifications: 36, Me). The main navigation menu is located below the header, with the 'Processes' tab selected. The page content shows details for 'MBM Demo Org - 2020-ORG-00053'. It includes contact information (Dulles, VA, www.mbmddemo.org) and application details (Application: APP-29, Status: Open, Type: Dental Plan). A section titled 'MBM Demo Org' shows 'Accreditation' with a 'Process' dropdown menu. Below this, a 'Process View' section displays a table of processes. The table has columns for 'Item', 'Status', and 'Due'. One process is listed: 'Application Open for Submission' with a status of 'IN PROGRESS' and a due date of '11/28/2020'. To the right of the table, there is a summary card for the selected process, showing 'Application Open for Submission' with a status of 'IN PROGRESS', a due date of '11/28/2020', and a progress indicator showing '0%'.

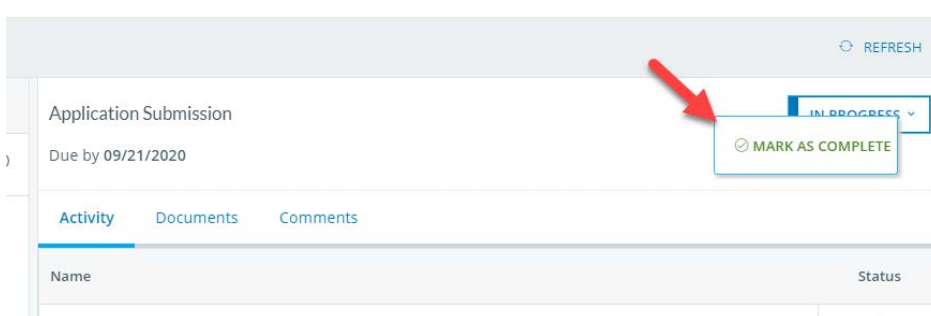
Item	Status	Due
Application Open for Submission	IN PROGRESS	11/28/2020

Application Open for Submission **IN PROGRESS**  
Due by 11/28/2020

**Activity** **Comments**

Name	Status
App: Dental Plan v7.4 Open Date : 10/27/2020	0%

After opening the process tab, you'll see any process activity that's visible to the organizational contact. The right side of screen is where the organizational contact will complete the activity. Mark a process as complete to communicate to URAC that you are ready to move forward.

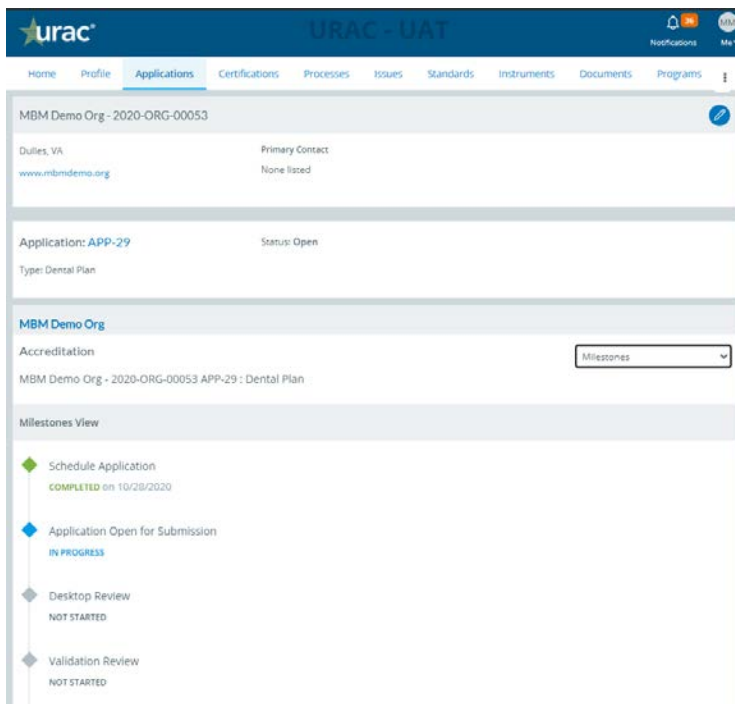


## IMPORTANT!

**Remember to mark a process step as complete so that the activity can move forward. Failure to complete a process may result in delaying URAC's ability to address your application.**

## Milestones

This is a high-level view of a process to help users understand how far their application is in the process.





## Instruments

Instruments are used to capture question responses or criteria compliance documentation. This feature is used for the following activities:

- Application instrument – for program, addendums, designations
- NOC Instrument forms
- Measure instrument

Instruments can be accessed in various ways:

- Dashboard > Scheduled Items: Lists all incomplete instruments
- Instrument (top navigation tab): Lists of all instruments including the completed instruments for the organization
- Associated processes will also list the scheduled instruments to be completed

The screenshot displays the URAC - UAT interface. The top navigation bar includes links for Home, Profile, Applications, Certifications, Processes, Issues, Standards, Instruments, Documents, Programs, History, and Issuer Information. The main content area is divided into two panels: Instrument Overview and Instrument detail.

**Instrument Overview:**

App: Dental Plan v7.4

FOR	OPENS	CLOSES
MBM Demo Org	10/27/2020	12/31/2020
<a href="http://www.mbmddemo.org">www.mbmddemo.org</a>	COORDINATOR	STATUS
Dulles, Virginia	--	Not Started

Opened on October 27th, 2020 - Not Started

WAITING

**Instrument detail:**

Progress Documents Issues Assignees

Progress	Documents	Issues	Assignees
0%	...	Introduction	
0%		General Questions [M]	
0%		CORE - Organizational Structure	
0%		CORE - Policies and Procedures	
0%		CORE - Regulatory Compliance	
0%		CORE - Inter-Departmental Coordination	
0%		CORE - Oversight of Delegated Functions	
0%		CORE - Marketing and Sales Communications	
0%		CORE - Business Relationships	
0%		CORE - Information Management	
0%		CORE - Quality Management	
0%		CORE - Staff Qualifications	
0%		CORE - Staff Management	
0%		CORE - Clinical Staff Credentialing and Oversight Role	
0%		CORE - Health Care System Coordination	
0%		CORE - Consumer Protection and Empowerment	
0%		Network Management	

## Instrument Summary Page

- Instrument Overview: Name, start/end dates, and status
- Review Scoring Summary: Displays information after reviewer has gone through scoring and calculated score
- Instrument Detail
  - o Progress: List of pages in the instrument along with percentage of completion
  - o Documents: List all documents uploaded into instrument
  - o Assignees: List users assigned to the instrument to access

Users can navigate into the specific instrument pages using the page links on the right side of the screen.

The screenshot shows the URAC - UAT interface. The top navigation bar includes the URAC logo, the title 'URAC - UAT', and links for Notifications and My Profile. Below this is a secondary navigation bar with links: Home, Profile, Applications (selected), Certifications, Processes, Instruments, Documents, and Issuer Information.

The main content area is divided into two columns. The left column, titled 'Instrument Overview', displays details for 'APP: Remote Patient Monitoring International Accreditation v1.0'. It includes a table with columns FOR, OPENS, and CLOSES, and a 'Review Scoring Summary' section showing 'No Reviews'.

The right column, titled 'Instrument detail', contains a sub-navigation bar with links: Progress (selected), Documents, Issues, Reports, and Assignees. The 'Progress' section lists various instrument components with their completion percentages (all at 0%):

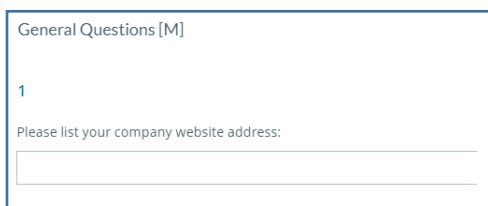
Progress	Documents	Issues	Reports	Assignees
0%				
0%				
0%				
0%				
0%				
0%				
0%				
0%				
0%				
0%				
0%				
0%				
0%				
0%				

A 'Submit' button is located at the bottom right of the 'Instrument detail' section.

## Instrument Question Types

All accreditation/certification instruments begin with an Introduction, followed by a page of General Questions. In addition, some programs may include additional program specific questions. The program standards are listed on separate pages. A final Attestation, the “Thank You [M]” page concludes the application/certification instruments. The following types of questions can be found within the Instrument:

1. Text box: An open text field for data entry

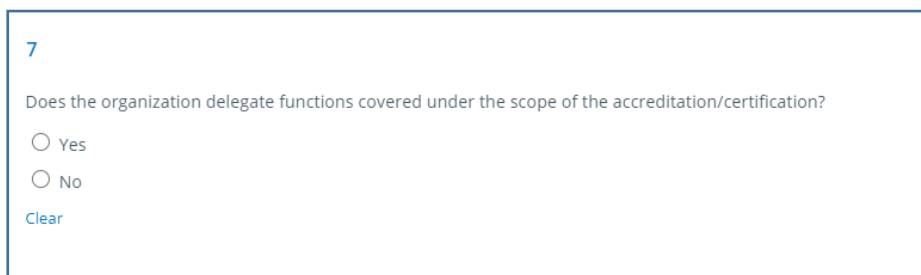


General Questions [M]

1

Please list your company website address:

2. Radio buttons: Used typically for yes/no questions. To use, simply select the icon next to the appropriate response:



7

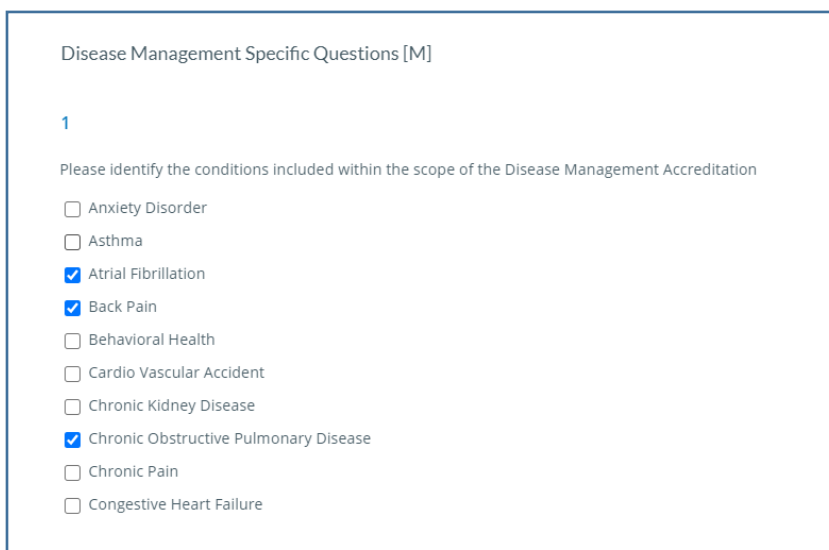
Does the organization delegate functions covered under the scope of the accreditation/certification?

☐ Yes

☐ No

[Clear](#)

3. Multi-select Buttons: Multiple options may be selected to provide the appropriate response to the question:



Disease Management Specific Questions [M]

1

Please identify the conditions included within the scope of the Disease Management Accreditation

☐ Anxiety Disorder

☐ Asthma

☒ Atrial Fibrillation

☒ Back Pain

☐ Behavioral Health

☐ Cardio Vascular Accident

☐ Chronic Kidney Disease

☒ Chronic Obstructive Pulmonary Disease

☐ Chronic Pain

☐ Congestive Heart Failure

4. Supporting Documentation: These questions allow you to upload evidence in the form of policies, procedures, minutes, etc. that demonstrate your organization's compliance with the Standard or Element of Performance:



**Supporting Documentation**

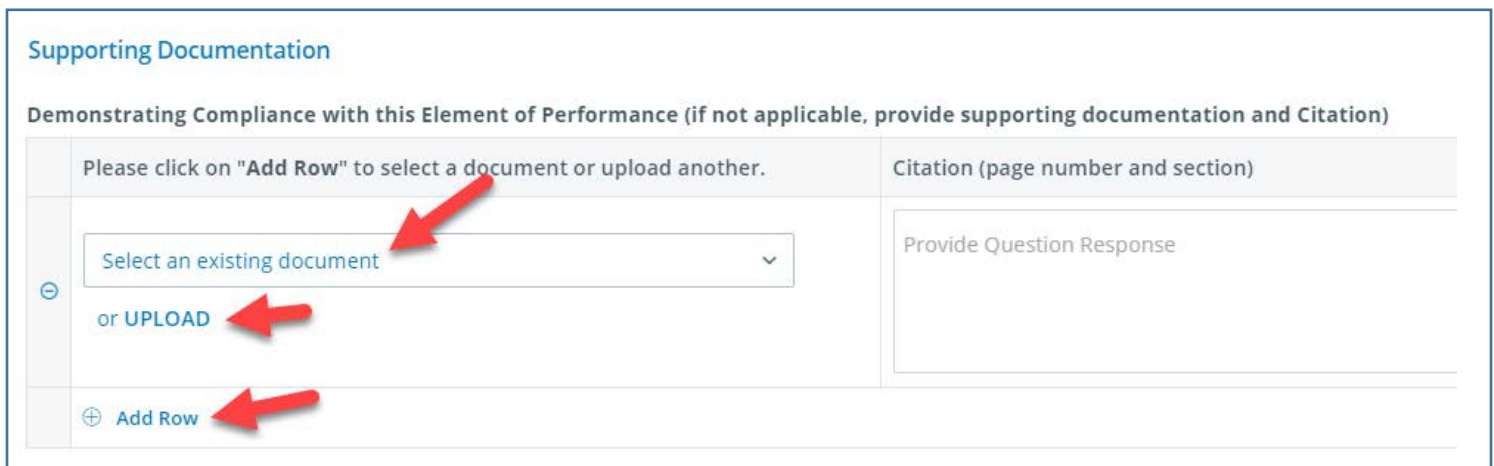
Demonstrating Compliance with this Element of Performance (if not applicable, provide supporting documentation and Citation)

Please click on "Add Row" to select a document or upload another.

Citation (page number and section)

⊕ Add Row

Select **"Add Row"** to enable the attach document function:



**Supporting Documentation**

Demonstrating Compliance with this Element of Performance (if not applicable, provide supporting documentation and Citation)

Please click on "Add Row" to select a document or upload another.

Citation (page number and section)

⊖

Select an existing document

or UPLOAD

⊕ Add Row

Provide Question Response

You can re-use an already-attached document or upload a document from file explorer. To attach additional documents, continue to use the **"Add Row"** function. In general, one or two documents can demonstrate compliance with an element. Only upload documents that specifically address compliance with the element.

Specify in the **"Citation (page number and section)"** text box the location within the attached document that the evidence is found. URAC will not accept or review any document that does not include a clear, specific citation.

**IMPORTANT!**

**DO NOT** submit any protected health information (PHI) or individually identifiable health information (IIHI) in your Supporting Documentation. PHI/IIHI is any information about health status, provision of health care, or payment for health care that can be linked to a specific individual. Submitting PHI/IIHI to URAC is strictly prohibited.

## Instrument Navigation

Navigate between instrument pages using the “PREV.” and “NEXT” icons at the bottom of each page or by using the page links on the right side of the screen.

**urac** **URAC - UAT** Export Exit

APP: Disease Management Accreditation v4.2  
Scribe3

CORE 1-2: Organizational Structure

**CORE**  
Expand Criteria | View Standard  
Module: CORE

Expand Criteria | View Standard  
CORE 1.0

**CORE 1**  
Expand Criteria | View Standard  
**CORE 1: Organizational Structure**  
The organization has a clearly defined organizational structure outlining direct and indirect oversight responsibility throughout the organization. [2]

Supporting Documentation  
Waiting Compliance with this Element of Performance (if not applicable, provide supporting documentation and Citation)

Progress Documents Filters

Progress	Documents	Filters
0%	Introduction	
0%	General Questions [M]	
100%	Disease Management Specific Questions [M]	
0%	CORE 1-2: Organizational Structure	
0%	CORE 3: Policy and Procedures	
0%	CORE 4: Regulatory Compliance	
0%	CORE 5: Inter-Departmental Coordination	
0%	CORE 6-9: Oversight of Delegated Functions	
0%	CORE 10: Marketing and Sales Communications	
0%	CORE 11-12: Business Relationships	
0%	CORE 13-16: Information Management	
0%	CORE 17-24: Quality Management	
0%	CORE 25-26: Staff Qualifications	

PREV. NEXT SAVE Submit

Remember to select “**SAVE**” before moving between pages.

Only the Application POC can “**Submit**” an Instrument. All pages must be 100% complete before the “**Submit**” button is active.

## Request for Information (RFI)

Submitted instruments will go through URAC's Desktop Review (DTR) process with potential Request for Information (RFI). When an RFI is issued, assignees will receive notification via email and in within the "Notifications" screen accessible through the bell icon in the top right corner of the system banner.

- Feedback/Changes Requested: Indicates that there is feedback expected
- Orange Hazard Triangle: Indicates there is a question marked for follow-up on the page
- Review Scoring Summary: Shows the current score after the initial DTR and RFI rounds

The screenshot displays the URAC - UAT system interface. The top navigation bar includes the URAC logo, the title "URAC - UAT", and a notifications bell icon with a red "1" badge. Below the navigation bar, the "Instrument Overview" section on the left shows details for "APP: Remote Patient Monitoring International Accreditation v1.0". A red box highlights the "FEEDBACK / CHANGES REQUESTED" status. The "Instrument detail" section on the right shows a list of items with their progress status. Three items are marked with orange hazard triangles, indicating they require attention: "Focus Area RPM-PO: Professional Oversight", "Focus Area RPM-QPS: Quality and Patient Safety", and "Focus Area RPM-TE: Technology".

Navigate to the page where further clarification or feedback is requested. You will be able to filter the page to just display those items requiring attention:

This screenshot shows the filtered view of the instrument details page. The title is "APP: Remote Patient Monitoring International Accreditation v1.0" by "Scribe3". A message states "Showing all items but some require feedback / modification". A red arrow points to the "Filter" button in the top right corner, which is used to filter the items based on their status.

Respond to each Request for Information by uploading a new or amended document. DO NOT delete any documents that were previously uploaded or linked to an element.

*Note: you do not reply to the RFI, rather you need to upload additional documentation to demonstrate compliance.*

Showing all items but some require feedback / modification

Filter

#### Supporting Documentation

On February 20th, 2021 at 12:11 PM, Maggie Cornett asked ...

"please cite specifically in the document where the response is found. "

Reply

On February 19th, 2021 at 03:38 PM, Maggie Cornett asked ...

Demonstrating Compliance with this Element of Performance (if not applicable, provide supporting documentation and Citation)

Please click on "Add Row" to select a document or upload another.

Citation



Test Doc 2.docx

Margaret Weisner - 02/19/2021 02:50:27 pm

[Download](#) | [Change](#) | [Show Remarks](#)

Citation information entered here



Test Doc 1.docx

Margaret Weisner - 02/19/2021 02:49:32 pm

page 16

Once you have responded to each of the RFIs, select "**Submit Changes**" to proceed. This will notify the URAC Reviewer that you have responded and are ready to proceed with the accreditation/certification process.

#### IMPORTANT!

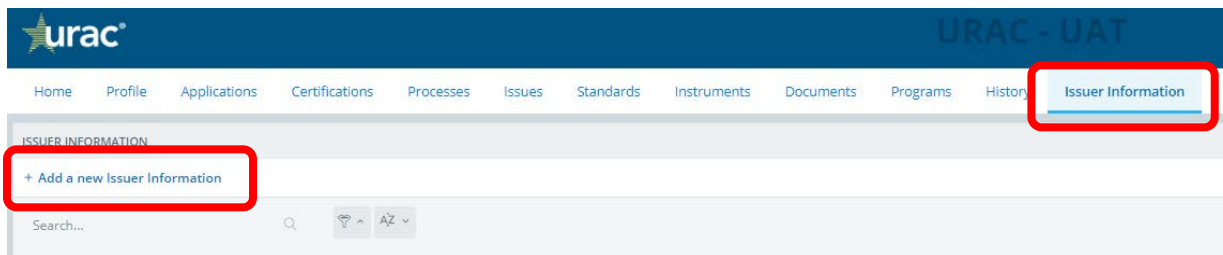
**Do not delete any previously uploaded documents when responding to an RFI.**



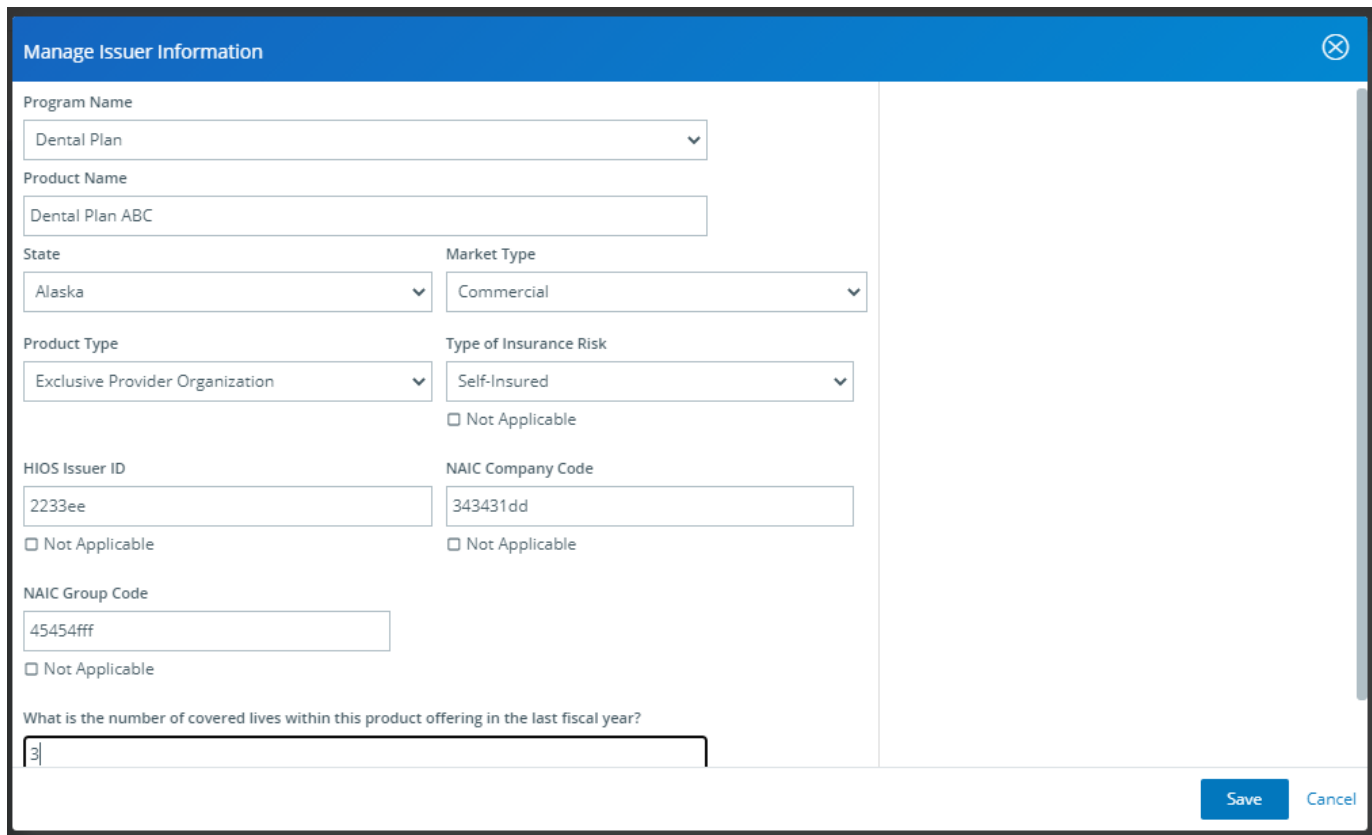
## Issuer information

Your organization can view all issuer information at any point in time. However, you may only add or archive issuer records during an active application. Any changes during non-application periods should be done by submitting a “**NOC: Change in Issuer Information [For HPL, DPL and HIM only]**”

Access Issuer Information from top navigation bar:



The screenshot shows the top navigation bar of the URAC - UAT system. The navigation bar includes links for Home, Profile, Applications, Certifications, Processes, Issues, Standards, Instruments, Documents, Programs, History, and Issuer Information. The Issuer Information link is highlighted with a red box. Below the navigation bar, the Issuer Information section is visible, featuring a red box around the '+ Add a new Issuer Information' button and a search bar.







The screenshot shows the 'Manage Issuer Information' form. The form contains the following fields and options:

- Program Name:** Dental Plan (dropdown menu)
- Product Name:** Dental Plan ABC (text input)
- State:** Alaska (dropdown menu)
- Market Type:** Commercial (dropdown menu)
- Product Type:** Exclusive Provider Organization (dropdown menu)
- Type of Insurance Risk:** Self-Insured (dropdown menu)
  - ☐ Not Applicable
- HIOS Issuer ID:** 2233ee (text input)
  - ☐ Not Applicable
- NAIC Company Code:** 343431 dd (text input)
  - ☐ Not Applicable
- NAIC Group Code:** 45454fff (text input)
  - ☐ Not Applicable
- What is the number of covered lives within this product offering in the last fiscal year?** 3 (text input)

At the bottom right of the form, there are 'Save' and 'Cancel' buttons.



If Issuer Information has changed, you will need to archive the previous record and add a new one.

+ Add a new Issuer Information					
Search...   AZ 					
	Program Name	State	Market Type	Product Type	Created Date
	Dental Plan	American Samoa	Commercial	Exclusive Provider Organization	10/28/2020

*Note: If the Issuer Information remains unchanged, you do not need to add or modify record.*

## Export

You can export details regarding your instrument submission from within your instrument by selecting the “**Export**” icon in the right upper corner of the banner:

The screenshot shows the URAC - UAT interface. The top banner is blue with the URAC logo on the left and the text "URAC - UAT" in the center. On the right side of the banner, there are two icons: "Export" (a document with a download arrow) and "Exit" (a door icon). The "Export" icon is highlighted with a red rectangle. Below the banner, the left sidebar contains the following text: "APP: Remote Patient Monitoring International Accreditation v1.0", "Scribe3", "Focus Area RPM-MDY: Mandatory Requirements", "RPM", "Expand Criteria | View Standard", "Program: Remote Patient Monitoring International", "RPM-MDY", "Expand Criteria | View Standard", "Focus Area RPM-MDY: Mandatory Requirements", and "DDA.MTV 1". The main content area on the right shows a table with columns "Progress", "Documents", and "Filters". The table contains several rows with progress percentages and document names, such as "Introduction", "General Questions [M]", "Focus Area RPM-MDY: Mandatory Requirements", "Focus Area RPM-BR: Business Requirements", "Focus Area RPM-PQ: Professional Oversight", "Focus Area RPM-QPS: Quality and Patient Safety", "Focus Area RPM-CW: Clinical Workflows", and "Focus Area RPM-TE: Technology".

Select the details you wish to include in the export:

The screenshot shows the "Export/Print" dialog box. It has a blue header with the text "Export/Print" and a close button (X). The dialog contains several checkboxes: "Include Comments" (checked), "Include Documents" (checked and highlighted with a blue border), "Include Findings" (checked), "Include Issues" (unchecked), "Show Full Criterion" (unchecked), "Show Organization name" (checked), and "Apply Filters" (unchecked). At the bottom right, there are two buttons: "Export/Print" and "Cancel".

URAC - UAT

 Export
  Print
  Exit

APP: Remote Patient Monitoring International Accreditation v1.0

Scribe3

Introduction

Congratulations. Your organization has taken an important step in seeking URAC recognition. The URAC seal signifies that an organization has gone above and beyond regulatory compliance in its commitment to service excellence for patients, purchasers and providers. We commend you and your organization for your commitment to consumer safety and empowerment and wish you success as you work through the recognition program – be it accreditation, certification or designation.

Shawn Griffin, MD  
President and CEO, URAC

General Questions [M]

1

Please list your company website address:

www.urac.org

You will be able to export to .pdf or print the results for your records.

## Important Contact Information

### Support

<https://www.urac.org/contact/>

### AccreditNet Helpdesk

The helpdesk is available Monday through Friday from 8 a.m. to 5 p.m. Eastern Time. To request assistance:

Phone: (202) 216-9010 (option 6)

Email: [accreditnet@urac.org](mailto:accreditnet@urac.org)

### Client Services Inquiries

Phone: (202) 326-3942

Email: [clientservices@urac.org](mailto:clientservices@urac.org)

### Accreditation Seal Use Approval, Press Release Approval and All Marketing-Related Inquiries

Phone: (202) 326-3968

Email: [marketing@urac.org](mailto:marketing@urac.org)