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

Client Services Inquiries
Phone: (202) 326-3942
Email: clientservices@urac.org

Accreditation Seal Use Approval, Press Release Approval and All Marketing-Related Inquiries
Phone: (202) 326-3968
Email: 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

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, AccreditNet® 3.0 will list the organizations for access selection.

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

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

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).
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).

<table>
<thead>
<tr>
<th>Process</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accreditation</td>
<td>9%</td>
</tr>
<tr>
<td>Accreditation</td>
<td>18%</td>
</tr>
<tr>
<td>Accreditation</td>
<td>36%</td>
</tr>
</tbody>
</table>

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).

<table>
<thead>
<tr>
<th>Item</th>
<th>Begin</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>App: Health Utilization Management v7.3</td>
<td>Feb 1st</td>
<td></td>
</tr>
<tr>
<td>App: Health Utilization Management v7.3</td>
<td>Feb 1st</td>
<td></td>
</tr>
<tr>
<td>App: Health Utilization Management v7.3</td>
<td>Feb 1st</td>
<td></td>
</tr>
</tbody>
</table>

Note: in AccreditNet 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'**

```text
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'**

```text
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:

![Documents Tab](image1)

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

![Shared Tab](image2)
Accreditation/Certification

You can navigate to certification record via:

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

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.
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.

Located on the Certification Record, AccreditNet 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
  - 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
Once “Create Form” is selected, you will be presented with the name of the NOC instrument and upon saving the appropriate form will appear:

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

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

In AccreditNet 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.
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)
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
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
  - Progress: List of pages in the instrument along with percentage of completion
  - Documents: List all documents uploaded into instrument
  - 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.
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:

Select “Add Row” to enable the attach document function:

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.

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

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:

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.

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

<table>
<thead>
<tr>
<th>Program Name</th>
<th>State</th>
<th>Market Type</th>
<th>Product Type</th>
<th>Created Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dental Plan</td>
<td>American Samoa</td>
<td>Commercial</td>
<td>Exclusive Provider Organization</td>
<td>10/28/2020</td>
</tr>
</tbody>
</table>

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:

Select the details you wish to include in the export:
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)

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Accreditation Seal Use Approval, Press Release Approval and All Marketing-Related Inquiries
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Email: marketing@urac.org