

Are you ready for URAC's Case Management Accreditation?



Your case management organization has a clinical oversight professional who is currently licensed to practice a health profession in the relevant field (e.g. RN, MD, DO, Psychiatrist).

EXAMINE the job description and credentialing of identified clinical oversight professional.



You have clearly defined the collaborative role of the case manager and communicated it to patients, other members of the team and clients.

VERIFY that you define and communicate the collaborative role of the case manager including to the member, caregiver and multidisciplinary team.



Your organization's professional case managers possess current and active licensure or certification in a health or human services discipline with a legal scope of practice that permits independent assessment.

CONFIRM case managers credentials.



Your organization provides continuing education and training opportunities for case managers.

DOCUMENT educational opportunities to evaluate case managers' abilities to provide services that meet regulatory, evidence-based clinical guidelines and case management standards of practice.



Case Management Supervisors achieve a case management certification within three years of directly supervising the case management process.

ENSURE that the case management supervisors have achieved a case management certification granted by a national organization, signifying they have met the qualifications established by that organization.



Case Management support staff have licensed case managers available and are not evaluating or interpreting clinical data.

ENSURE case managers are available to support staff for support, guidance, and direction.



A consistent case management process is in place which includes screening, selection, standardized assessment tools (including medication), interventions, collaboration, coordination, monitoring and closure criteria.

CONFIRM that your staff is equipped for success with consistent processes and tools.



Your organization is prepared to support clinical and/or workers' compensation case management.

REVIEW your processes to ensure that they are compliant with local, state and federal regulations.



Your organization evaluates the effectiveness of the case management program against program goals.

ASK your staff to share how they evaluate your programs and how they come to understand new and modified evidence-based clinical guidelines.



The case manager collaborates with the patient, caregiver, family and multidisciplinary team to develop a personalized case management plan.

REVIEW patient files to ensure key stakeholders are involved in developing individualized comprehensive, coordinated care to meet the needs of the individual.

For more information, please contact
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