

## PHARMACY BENEFIT MANAGEMENT V3.0

### RISK MANAGEMENT

- RM 1: Regulatory Compliance and Internal Controls
  - RM 1-1: Regulatory Compliance
- RM 2: Regulatory Compliance
  - RM 2-1: Regulatory Compliance
- RM 3: Information Systems
  - RM 3-1: Information Systems Management
  - RM 3-2: Systems Risk Assessment
- RM 4: Business Continuity
  - RM 4-1: Business Continuity Plan

### OPERATIONS AND INFRASTRUCTURE

- OPIN 1: Business Management
  - OPIN 1-1: Policy and Process Maintenance
  - OPIN 1-2: Delegation Management
- OPIN 2: Staff Management
  - OPIN 2-1: Clinical Staff Credentialing
  - OPIN 2-2: Employment Screening
  - OPIN 2-3: Staff Training Programs
  - OPIN 2-4: Code of Ethical Conduct
  - OPIN 2-5: Employee Diversity, Equity and Inclusion
- OPIN 3: Clinical Leadership
  - OPIN 3-1: Clinical Staff Leadership

### PERFORMANCE MONITORING AND IMPROVEMENT

- PMI 1: Quality Management Scope
  - PMI 1-1: Quality Structure
- PMI 2: Quality Data Collection and Evaluation
  - PMI 2-1: Data Collection and Evaluation

## CONSUMER PROTECTION AND EMPOWERMENT

- CPE 1: Protection of Consumer Information
  - CPE 1-1: Privacy and Security of Consumer Information
- CPE 2: Consumer Safeguards and Communication
  - CPE 2-1: Consumer Diversity, Equity and Inclusion
  - CPE 2-2: Consumer Safety Protocols
  - CPE 2-3: Consumer Complaint Process
  - CPE 2-4: Health Literacy Promotion
  - CPE 2-5: Consumer Marketing Safeguards

## PHARMACY AND THERAPEUTICS COMMITTEE

- PBM-PT 1: Committee Members
  - PBM-PT 1-1: Membership
  - PBM-PT 1-2: Conflict of Interest
  - PBM-PT 1-3: Membership Exclusions
- PBM-PT 2: Committee Meetings and Responsibilities
  - PBM-PT 2-1: Meetings
  - PBM-PT 2-2: Responsibilities

## FORMULARY AND DRUG MANAGEMENT

- PBM-FDM 1: Formulary Management
  - PBM-FDM 1-1: Formulary Management
- PBM-FDM 2: Formulary Exceptions and Coverage Exclusions
  - PBM-FDM 2-1: Formulary Exceptions
  - PBM-FDM 2-2: Coverage Exclusions
- PBM-FDM 3: Drug Utilization Management Program
  - PBM-FDM 3-1: Program Implementation
  - PBM-FDM 3-2: Initial Determination
  - PBM-FDM 3-3: Initial Determination Notifications
  - PBM-FDM 3-4: Lack of Information
  - PBM-FDM 3-5: Denial Determination Appeals
  - PBM-FDM 3-6: Appeal Determination Notifications
- PBM-FDM 4: Determinations by a Pharmacist or Physician
  - PBM-FDM 4-1: Determinations
- PBM-FDM 5: Drug Utilization Review Program
  - PBM-FDM 5-1: Drug Utilization Review
- PBM-FDM 6: Adherence Program
  - PBM-FDM 6-1: Adherence Program Scope
- PBM-FDM 7: Program Performance Reporting
  - PBM-FDM 7-1: Drug Utilization Management Program Reporting
  - PBM-FDM 7-2: Drug Utilization Review Program Reporting
  - PBM-FDM 7-3: Adherence Program Reporting

## NETWORK MANAGEMENT

- PBM-NM 1: Scope
  - PBM-NM 1-1: Scope of Services
  - PBM-NM 1-2: Electronic Requirements
- PBM-NM 2: Pharmacy Network Participation
  - PBM-NM 2-1: Participation Agreement
  - PBM-NM 2-2: Network Participation Information
- PBM-NM 3: Network Credentialing and Recredentialing
  - PBM-NM 3-1: Credentialing and Recredentialing
- PBM-NM 4: Pharmacy Network Management
  - PBM-NM 4-1: Suspension and Termination
- PBM-NM 5: Network Management Performance
  - PBM-NM 5-1: Access and Availability
  - PBM-NM 5-2: Network Pharmacy Satisfaction

## CLIENT RELATIONS

- PBM-CR 1: Client Disclosures
  - PBM-CR 1-1: Client Disclosures
- PBM-CR 2: Client Performance and Reporting
  - PBM-CR 2-1: Client Satisfaction
  - PBM-CR 2-2: Client Reporting

## MEMBER SERVICES AND COMMUNICATION

- PBM-MS 1: Information and Support Services
  - PBM-MS 1-1: Information & Support
  - PBM-MS 1-2: Benefit Changes
  - PBM-MS 1-3: Accommodating Diverse Populations
- PBM-MS 2: Measuring Complaints and Satisfaction
  - PBM-MS 2-1: Member and Prescriber Complaints
  - PBM-MS 2-2: Member and Prescriber Satisfaction
- PBM-MS 3: Communication Process and Monitoring
  - PBM-MS 3-1: Telephone Performance
  - PBM-MS 3-2: Non-Telephonic Communications
  - PBM-MS 3-3: Clinical Communication Services

## REPORTING PERFORMANCE MEASURES TO URAC

RPT 1: Reporting Mandatory Performance Measures to URAC

RPT 1-1: Reporting Mandatory Performance Measures to URAC

RPT 2: Reporting Exploratory Performance Measures to URAC

RPT 2-1: Reporting Exploratory Performance Measures to URAC