



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

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## 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

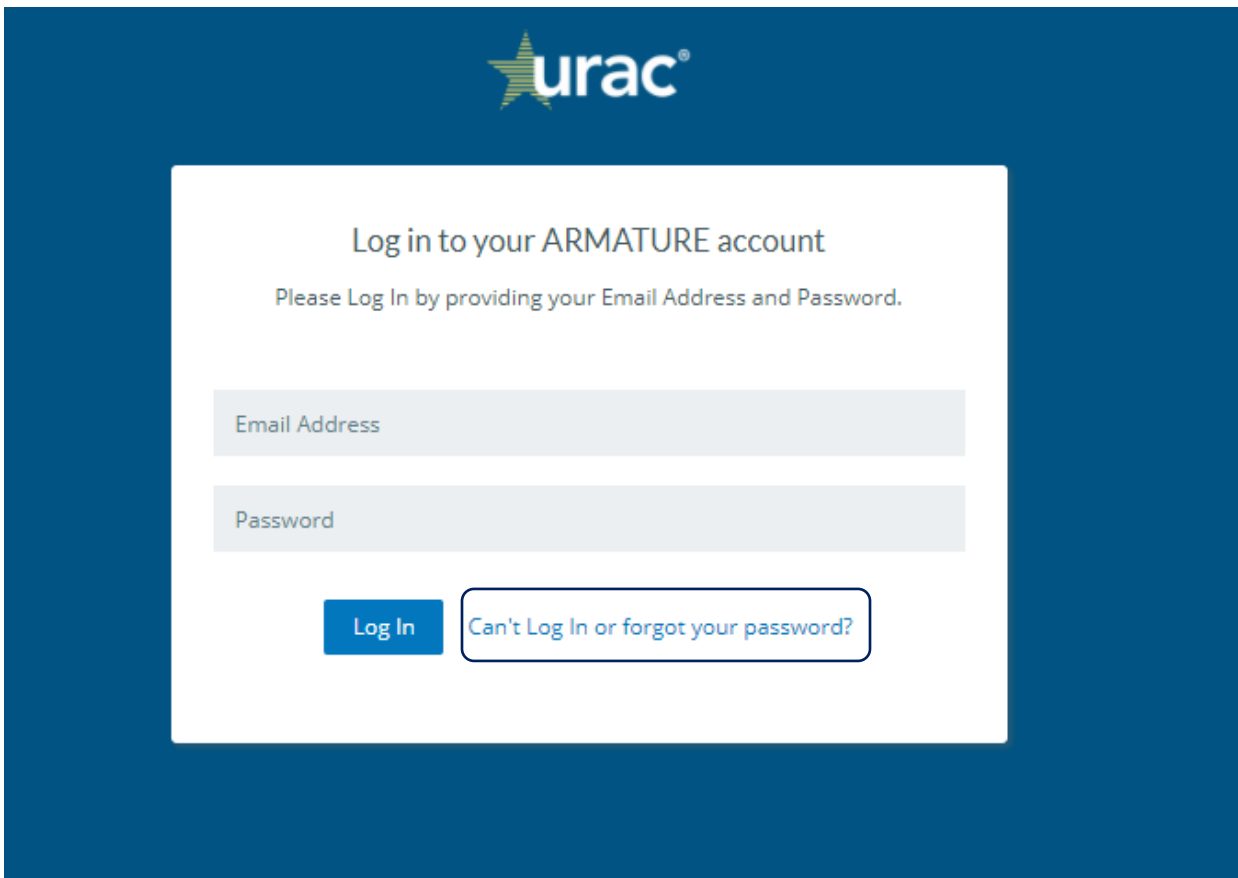
For best user experience we recommend using **Chrome**.

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>



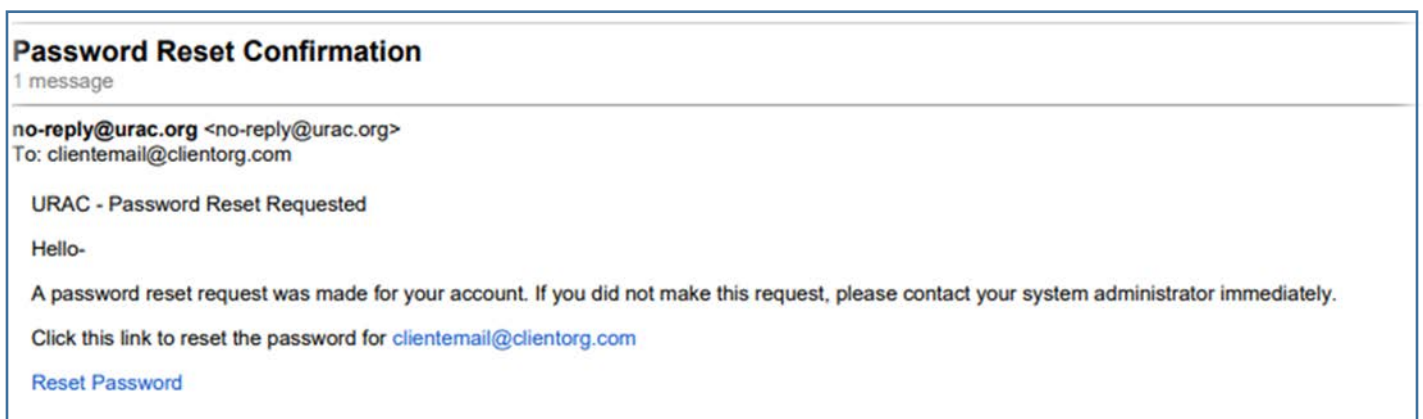
The screenshot shows a login interface for an ARMATURE account. At the top, the URAC logo is displayed. Below it, the text reads "Log in to your ARMATURE account" and "Please Log In by providing your Email Address and Password." There are two input fields: "Email Address" and "Password". Below the fields are two buttons: a blue "Log In" button and a white button with a blue border labeled "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](mailto:no-reply@urac.org)”.



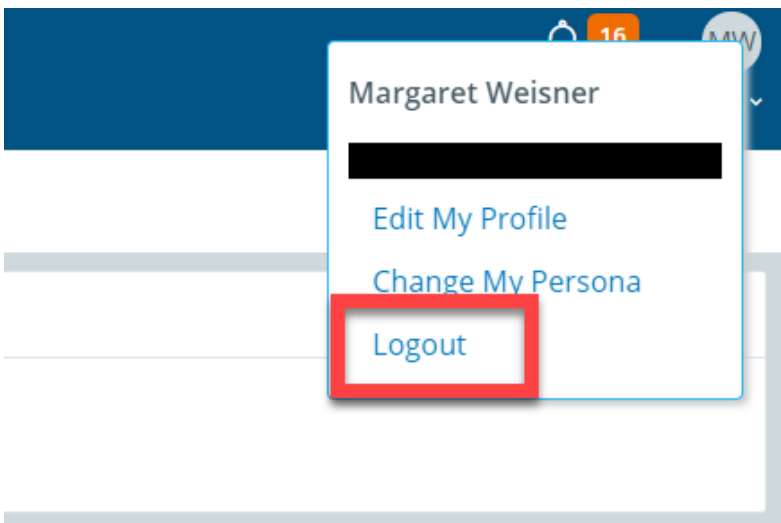
*Note: You should request the “no-reply@urac.org email address to be white-listed in your organization’s email system.*

## 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:



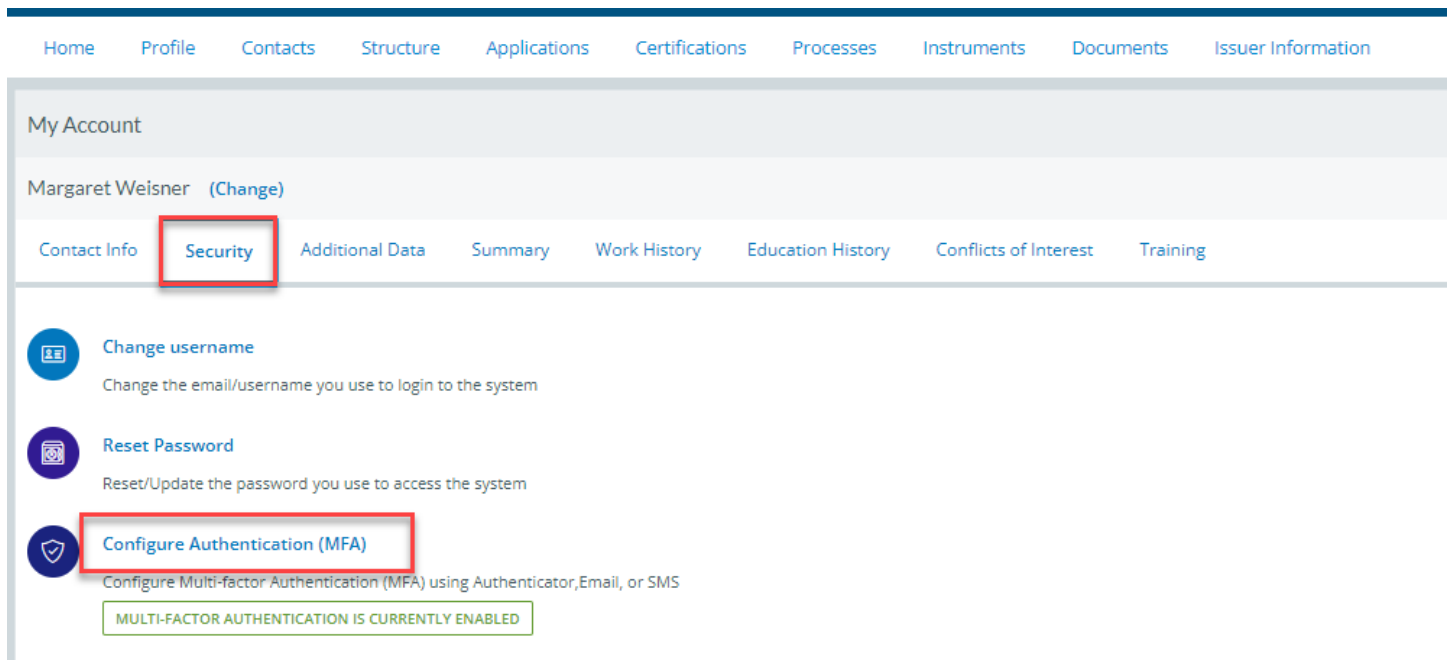


## Multi-Factor Authentication

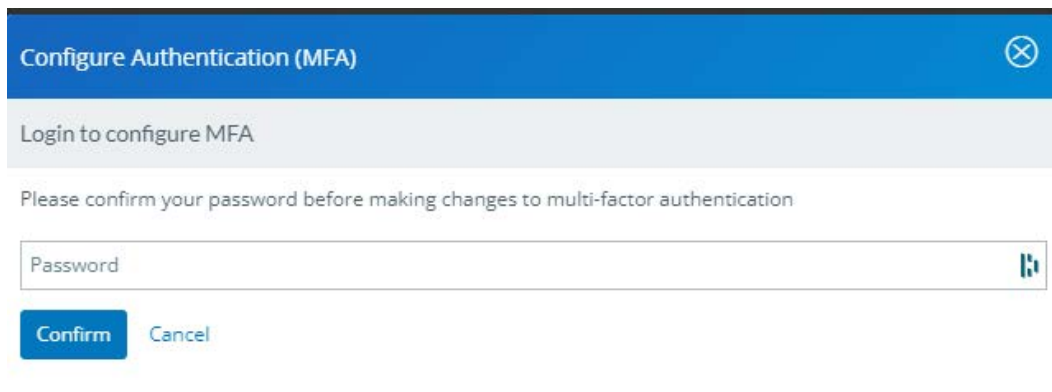
The “Me” icon, located in the blue banner, top right corner of your screen provides access to configure multi-factor authentication. After selecting the “Me” icon, select “Edit My Profile”.









Select the “Security” tab, then “Configure authentication (MFA)”:



You will be prompted to re-enter your system password:



Three authentication methods are available, Authenticator, SMS and/or Email.

Configure Authentication (MFA) <span style="float: right;">✕</span>		
Authentication Method	On	Off
<b>Authenticator (Recommended)</b> Use a smart phone authenticator application to generate a one time password Requires smart phone (iOS, Android, Windows 10 Mobile) Requires authenticator application <a href="#">Show Apps</a>		
<b>SMS</b> Provide a phone number to receive a one time password via SMS Requires phone Requires SMS		
<b>Email</b> Provide an email address to receive a one time password via email Requires email address		
<a href="#">Cancel</a>		

**Important!** While Authenticator is the recommended method, please configure an additional method as well. This will ensure that the loss of the Authenticator application does not result in an inability to access the system.

### Authenticator (Recommended)


You have the choice of 3 authenticator applications: Google, LastPass and/or Microsoft. Using your cell phone authenticator application, add an account and scan the code that displays on the AccreditNet 3.0 screen. Then enter the Authentication code provided.

**Authenticator** ✕

Configure Authenticator based MFA

Use a smart phone authenticator application to generate a one time password

Google Authenticator	<a href="#">iOS</a>   <a href="#">Android</a>   <a href="#">Windows 10 Mobile</a>
LastPass Authenticator	<a href="#">iOS</a>   <a href="#">Android</a>   <a href="#">Windows 10 Mobile</a>
Microsoft Authenticator	<a href="#">iOS</a>   <a href="#">Android</a>   <a href="#">Windows 10 Mobile</a>



Authentication code

|

Verify

You will be prompted to add an Authentication code from your Authenticator each time when logging into AccreditNet 3.0.

### SMS

Enter a phone number that accepts SMS messages.

**Text/SMS** ✕

Configure SMS based MFA

Provide a phone number to receive a one time password via SMS

Requires phone, Requires SMS

Phone Number

|

Send Code

A SMS text will be sent to your phone containing a Verification Code to be entered.

Text/SMS
✕

Message Sent

A text message has been sent to 703-919-3051  
 If you did not receive your text [click here](#) to resend

Authentication code

|

Verify
Back

You will be prompted to add a Authentication code received via SMS text each time when logging into AccrediNet 3.0.

## Email

Provide an email address to receive a one-time password via email.

Email
✕

Configure email-based MFA

Provide an email address to receive a one time password via email


|

A value is required

Send code

Once an email address is provided, you will receive an email containing a verification code to be used to enter your account

Your one-time ARMATURE Fabric for URAC verification code

 noreply@armaturecorp.com  
 To \_\_\_\_\_

ⓘ This sender noreply@armaturecorp.com is from outside your organization.  
 ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

This email originated from outside of the organization. Do not respond or open attachments unless you recognize the sender and know the content is safe.

Dear Margaret,

Below is your one-time verification code for your ARMATURE Fabric for URAC account.

1035100

Please note that this code will be valid for 15 minutes. After this time you will need to request a new code.

If you did not request a verification code, please contact your system administrator immediately.

Email ✕

Email sent

An email has been sent to [REDACTED]

If you did not receive your email [click here](#) to resend

Authentication code

  [Back](#)

You will be prompted to add an Authentication code received via the provided email address each time when logging into AccrediNet 3.0.

## 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	<a href="https://scribe3.com">scribe3.com</a>

If you do not see the Organization you are looking for, please contact your representative and ask them to grant you access.

[Choose Persona](#) | [Logout](#)

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:

- Navigation:** Home, Profile, Applications, Certifications, Processes, Instruments, Documents, Issue Information.
- Profile (A):**
  - Organization: ABC Company (2017-ORG-00012)
  - Location: Washington, District of Columbia
  - Primary Contact: Margaret Weisner
  - Primary Liaison: Derrick Wilder
  - Buttons: Edit, Actions, New Notice of Change
- Certifications (B):**

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
- NOTICE OF CHANGE (C):** Section header for changes.
- Applications (D):**

Application	Type	Status	Submitted	Activities
Application: APP-138	Contact Center	Submitted	01/15/2021	1
Application: APP-132	Clinical Integration	Submitted	01/11/2021	1
Application: APP-129	Telehealth Accreditation	Open		0
Application: APP-75	Infusion Pharmacy	Open		1
Application: APP-73	Telehealth Accreditation	Submitted	12/09/2020	1
- Processes (E):**

Process	Progress
Accreditation (In Progress on 08/21/2020)	9%
Accreditation (In Progress on 08/21/2020)	19%
Accreditation (In Progress on 09/01/2020)	30%
- Scheduled Items (F):**

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.

The screenshot shows the URAC Profile page. The navigation menu at the top includes Home, Profile (highlighted with a red box), Applications, Certifications, Processes, Instruments, Documents, and Issuer Inf. Below the navigation, there is a notification: "You are assigned to more than 1 Organization. Click here to select a different Organization". The main content area displays information for "ABC Company" (2017-ORG-00012) located in Washington, District of Columbia. It lists the Primary Contact as Margaret Weisner and the Primary Liaison as Derrick Wilder. An "Actions" button is visible with the option "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 Issuer 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
<b>Accreditation</b> In Progress on 08/21/2020	
<b>Accreditation</b> In Progress on 08/21/2020	
<b>Accreditation</b> In Progress on 09/01/2020	

[VIEW ALL](#)

- 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).

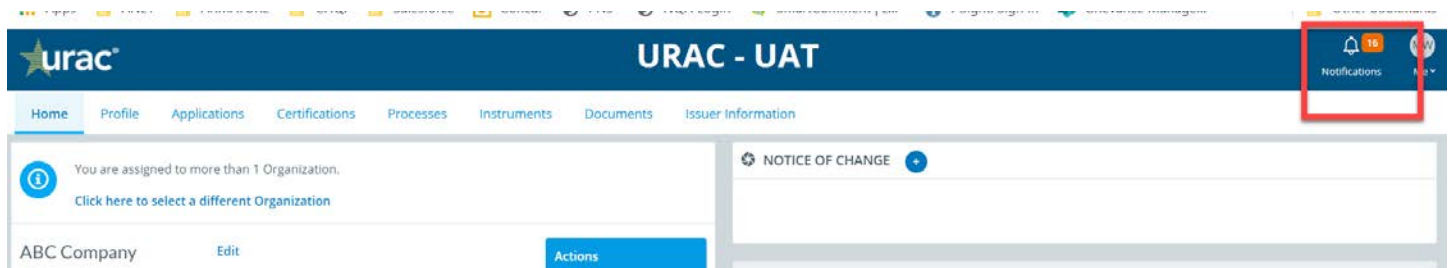
Scheduled Items		
Item	Begin	End
<b>App: Health Utilization Management v7.3</b>	Feb 1st	--
<b>App: Health Utilization Management v7.3</b>	Feb 1st	--
<b>App: Health Utilization Management v7.3</b>	Feb 1st	--

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

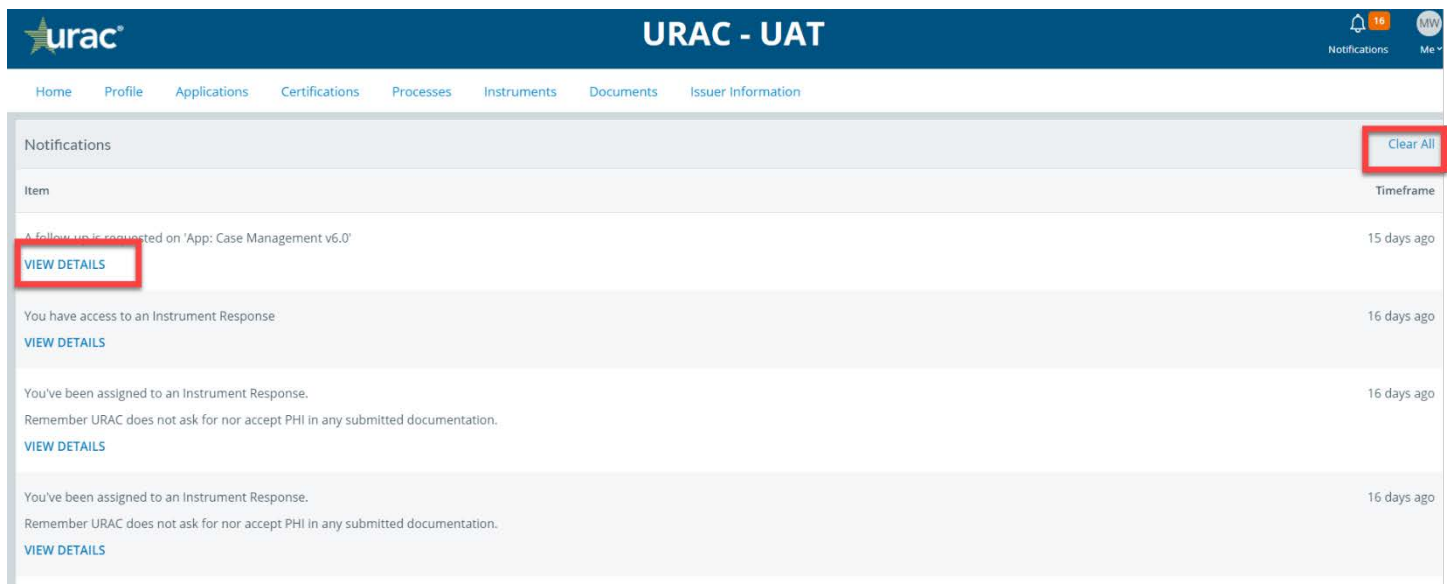
## Notifications

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

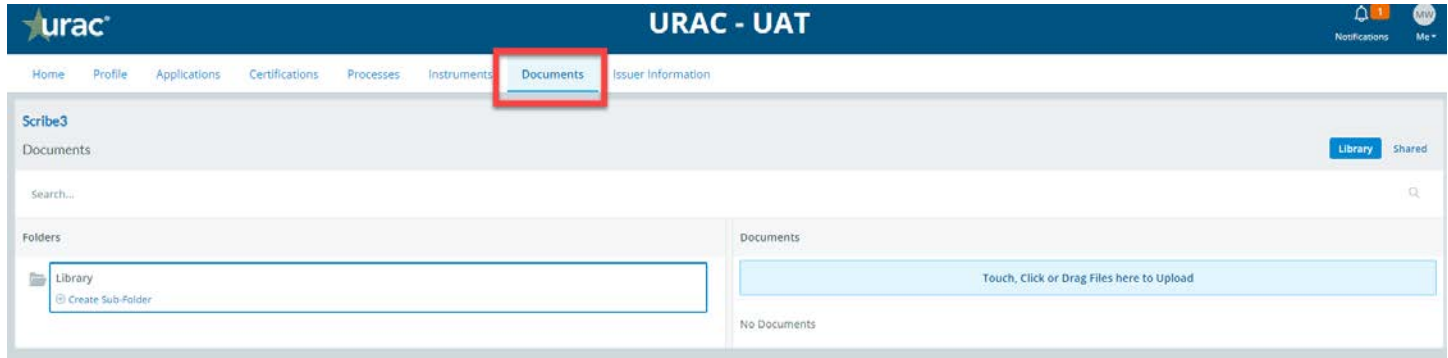
*Note: All system generated emails will be sent from "no-reply@urac.org". You should request this email address be white-listed in your organization's email system.*

## 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

The screenshot shows the URAC - UA dashboard. The 'Certifications' menu item is highlighted with a red box. Below the navigation bar, the 'Organization Profile' for 'ABC Company' is displayed. A table titled 'Certifications' shows the following records:

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.

The screenshot shows the detail page for 'Dental Network 7.2'. The certification is 'Active' as of 10/28/2020. The 'Current Certification Info' section shows the following details:

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

The 'Scope Statement' is 'Measurement-Based Health Care Designation'. The 'Sites' section shows the following table:

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

The 'Historical Decisions' table shows the following record:

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

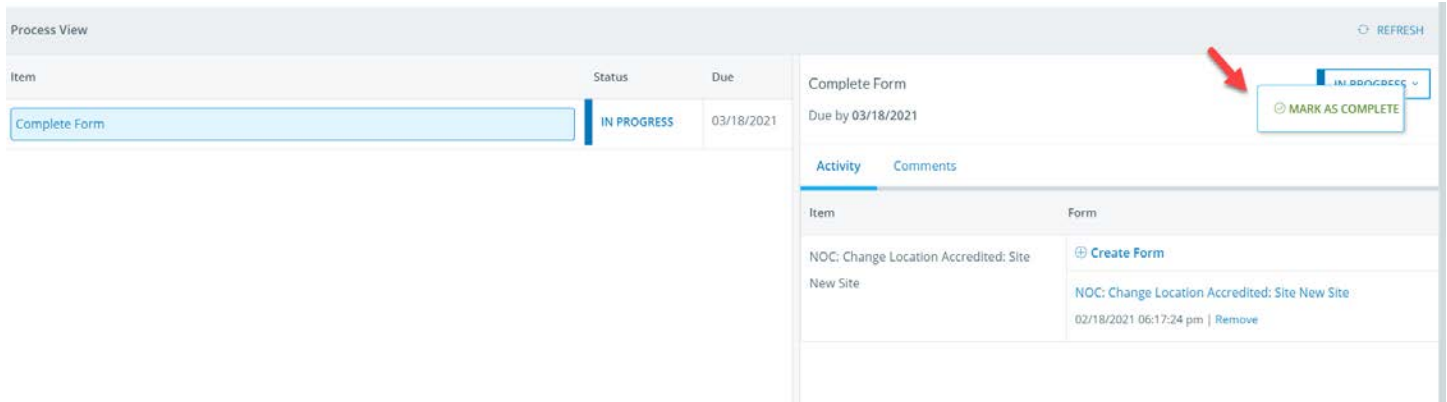
- After creating
  1. The system starts a process called **“Complete Form”**
  2. The system expects the user to complete the relevant form for the process activity
  3. You **“Mark as Complete”** the activity to submit the NOC to URAC



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**”:



The screenshot displays a 'Process View' interface. On the left, a table lists process items:

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

On the right, the details for the 'Complete Form' item are shown, including a 'Due by 03/18/2021' date and a 'MARK AS COMPLETE' button. A red arrow points to this button. Below the details, there are sections for 'Activity' and 'Comments', and a 'Form' section with a 'Create Form' button and a list of forms.

**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.

The screenshot displays the URAC - UAT interface. At the top, the navigation bar includes Home, Profile, Applications (selected), Certifications, Processes, Issues, Standards, Instruments, Documents, and Programs. The application details for APP-29 are shown, including the application date (10/28/2020) and status (Open). The main content area is divided into two sections: Activities and Processes. The Activities section shows a table with columns for Item, Begin, and End. The Processes section shows a table with columns for Process and Progress, with a progress indicator for Accreditation at 18%. Below these sections, there are tabs for Overview, Attributes, Artifacts, and History. The Overview tab is selected, showing a table for Certifications with columns for Type, Status, and Decision. The table shows an Initial status for Dental Plan 7.4. Below the Certifications table, there is a section for Sites, showing a table with columns for Site and Dental Plan 7.4. The site information includes MBM Demo Site 1, 3340 Business Court, Dulles, VA 20166, and UNITED STATES.

*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

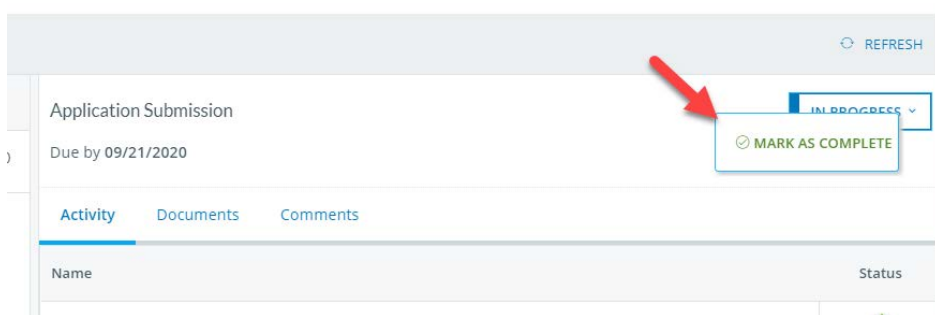
- Accreditation process
- NOC processes per type
- Measures reporting process

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 interface. At the top, there is a navigation bar with the URAC logo and the text 'URAC - UAT'. On the right side of the navigation bar, there are icons for Notifications (36) and a user profile (Me). Below the navigation bar, there is a menu with options: Home, Profile, Applications (selected), Certifications, Processes, Issues, Standards, Instruments, Documents, and Programs. The main content area shows details for 'MBM Demo Org - 2020-ORG-00053'. It includes contact information for Dulles, VA and www.mbm-demo.org, and identifies the primary contact as 'None listed'. The application is identified as 'APP-29' with a status of 'Open' and a type of 'Dental Plan'. Below this, there is a section for 'MBM Demo Org' with 'Accreditation' selected and a dropdown menu set to 'Process'. The 'Process View' section shows a table with one item: 'Application Open for Submission', which is 'IN PROGRESS' and due on 11/28/2020. To the right of this table, there is a summary card for the application, showing 'Application Open for Submission' with a status of 'IN PROGRESS', a due date of 11/28/2020, and a progress indicator for 'App: Dental Plan v7.4' which is at 0% completion as of 10/27/2020.

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.

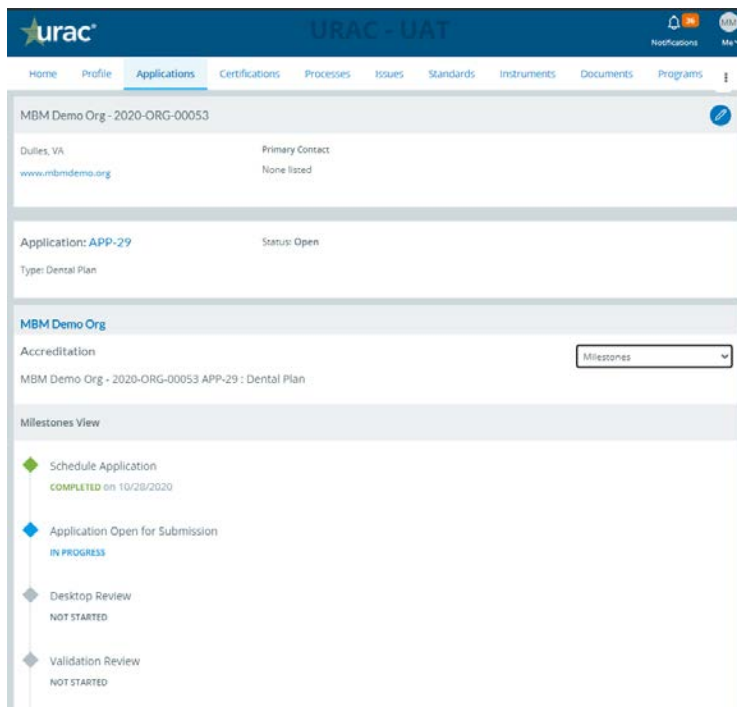


## IMPORTANT!

**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.





## 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 displays the URAC - UAT Instrument Summary Page. The page is divided into two main sections: Instrument Overview and Instrument detail.

**Instrument Overview:**

- APP: Remote Patient Monitoring International Accreditation v1.0** (Status: Not Started)
- FOR:** Scribe3
- OPENS:** 02/16/2021
- CLOSES:** ---
- COORDINATOR:** testing, District of Columbia
- STATUS:** Not Started
- Opened on:** February 16th, 2021

**Instrument detail:**

Progress	Documents	Issues	Reports	Assignees	
0%					Introduction
0%					General Questions [M]
0%					Focus Area RPM-MDY: Mandatory Requirements
0%					Focus Area RPM-BR: Business Requirements
0%					Focus Area RPM-PD: Professional Oversight
0%					Focus Area RPM-QPS: Quality and Patient Safety
0%					Focus Area RPM-CW: Clinical Workflows
0%					Focus Area RPM-TE: Technology
0%					Focus Area RPM-RM: Risk Management
0%					Thank You [M]

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)
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Select an existing document <span style="float: right;">▼</span></div> <div style="margin-bottom: 5px;">or <b>UPLOAD</b></div>	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;">Provide Question Response</div>
⊕ Add Row	

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.

The screenshot displays the URAC - UAT interface for 'APP: Disease Management Accreditation v4.2'. The main content area shows 'CORE 1-2: Organizational Structure' with a 'CORE 1' section. The right-hand progress bar lists various sections with their completion percentages: Introduction (0%), General Questions [M] (0%), Disease Management Specific Questions [M] (100%), 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%), and CORE 25-26: Staff Qualifications (0%). A red arrow points from the 'SAVE' button to the 'Disease Management Specific Questions [M]' section. At the bottom, the 'PREV.' and 'NEXT' buttons are highlighted in red boxes, along with the 'SAVE' and 'Submit' buttons.

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. At the top, there is a navigation bar with the URAC logo and the text "URAC - UAT". Below the navigation bar, there are several tabs: Home, Profile, Applications, Certifications, Processes, Instruments, Documents, and Issuer Information. The main content area is divided into two sections: "Instrument Overview" and "Instrument detail".

In the "Instrument Overview" section, a red box highlights a notification that says "FEEDBACK / CHANGES REQUESTED". Below this, the instrument details for "APP: Remote Patient Monitoring International Accreditation v1.0" are shown. The instrument is submitted by Scribe3 and is currently in the "Submitted" status. A "Review Scoring Summary" table is also visible, showing the instrument score as 0%.

In the "Instrument detail" section, a list of progress items is shown. Three items are highlighted with red boxes and 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:

The screenshot shows a filtered view of the instrument details. The top of the page displays the instrument name "APP: Remote Patient Monitoring International Accreditation v1.0" and the issuer "Scribe3". Below this, a message states "Showing all items but some require feedback / modification". A red arrow points to a "Filter" button in the top right corner of the page, which is used to filter the list of items.

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
<div data-bbox="154 682 186 714">docx</div> <p><b>Test Doc 2.docx</b> Margaret Weisner - 02/19/2021 02:50:27 pm <a href="#">Download</a>   <a href="#">Change</a>   <a href="#">Show Remarks</a></p>	<div data-bbox="695 682 1495 779">Citation information entered here</div>
<div data-bbox="154 814 186 846">docx</div> <p><b>Test Doc 1.docx</b> Margaret Weisner - 02/19/2021 02:49:32 pm</p>	<div data-bbox="695 814 1495 877">page 16</div>

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.

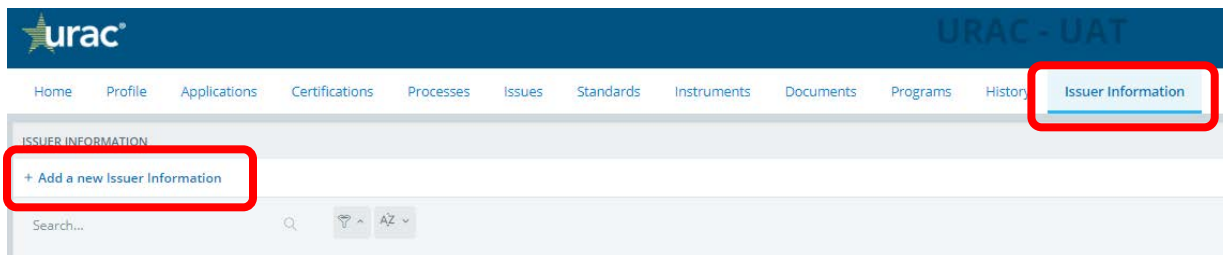
**IMPORTANT!**

**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 "Manage Issuer Information" form. The form is titled "Manage Issuer Information" and has a close button in the top right corner. The form contains the following fields:

- 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:  Not Applicable
- HIOS Issuer ID: 2233ee (text input)
- NAIC Company Code: 343431 dd (text input)
- Not Applicable:  Not Applicable
- NAIC Group Code: 45454fff (text input)
- Not Applicable:  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 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... <input type="text"/>					
	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

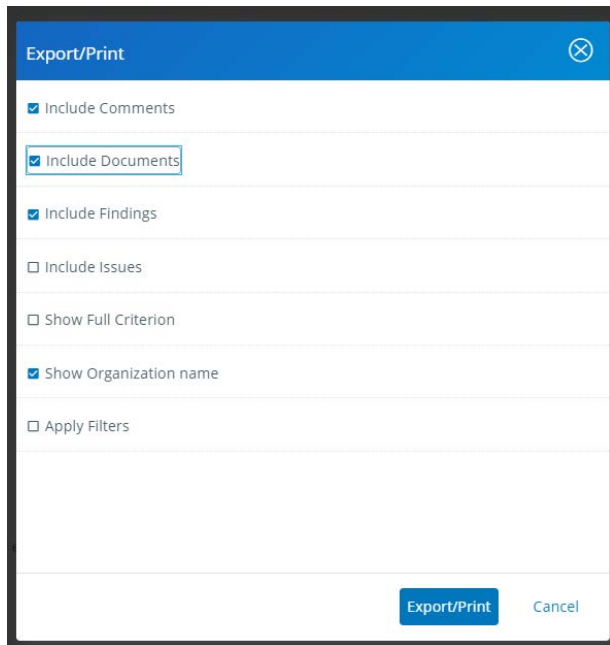
You can export details regarding your instrument submission from within your instrument by selecting the “**Export**” icon in the right upper corner of the banner:



The screenshot shows the URAC - UAT interface. The top navigation bar includes the URAC logo, the text "URAC - UAT", and an "Export" icon (a document with a download arrow) highlighted with a red box. Below the navigation bar, the main content area displays "APP: Remote Patient Monitoring International Accreditation v1.0" and "Scribe3". A "SAVE" button is visible. On the right, a sidebar shows a progress table with columns for "Progress", "Documents", and "Filters".

Progress	Documents	Filters
100%	Introduction	
100%	General Questions [M]	
100%	Focus Area RPM-MDY: Mandatory Requirements	
100%	Focus Area RPM-BR: Business Requirements	
100%	Focus Area RPM-PO: Professional Oversight	
100%	Focus Area RPM-QPS: Quality and Patient Safety	
100%	Focus Area RPM-CW: Clinical Workflows	
100%	Focus Area RPM-TE: Technology	

Select the details you wish to include in the export:



The "Export/Print" dialog box is shown with the following options:

- Include Comments
- Include Documents
- Include Findings
- Include Issues
- Show Full Criterion
- Show Organization name
- Apply Filters

Buttons at the bottom: "Export/Print" and "Cancel".



The screenshot shows a web application titled "URAC - UAT". At the top right, there are three buttons: "Export", "Print", and "Exit". The main content area displays the following text:

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)