

PHARMACY BENEFIT MANAGEMENT V3.1

RISK MANAGEMENT

- RM 1: Regulatory Compliance and Internal Controls
 - RM 1-1: Regulatory Compliance Management
- RM 2: Regulatory Compliance
 - RM 2-1: Maintaining 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 and Communication 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: Appeal Determinations
 - PBM-FDM 3-6: Appeal Determination Notifications
- PBM-FDM 4: Drug Utilization Review Program
 - PBM-FDM 4-1: Drug Utilization Review
- PBM-FDM 5: Adherence Program
 - PBM-FDM 5-1: Adherence Program Scope
- PBM-FDM 6: Program Performance Reporting
 - PBM-FDM 6-1: Drug Utilization Management Program Reporting
 - PBM-FDM 6-2: Drug Utilization Review Program Reporting
 - PBM-FDM 6-3: 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