

# Are you ready for URAC's Health Utilization Management Accreditation?



**Your clinical administrative staff are prepared.**

**CONFIRM** that only clinical staff are conducting any activities that require interpretation of clinical information, which includes selecting criteria to use for handling a request for health care services or treatment.



**Clinicians are available for consultation with the initial clinical reviewers.**

**ENSURE** that a licensed health professional is available to provide support to initial clinical reviewers.



**The credentials for your clinical peer reviewers and appeal peer reviewers are confirmed in their files.**

**AUDIT** your files to ensure credentials meet standard requirements.



**Your staff can verbalize what actions to take when there is not enough information to process a request for certification.**

**INTERVIEW** your staff and ask, "What actions are taken when inadequate information is submitted with a request for certification?"



**You have ensured that for any given case, the clinical peer reviewer and the appeal reviewer are not the same person.**

**PULL** a random selection of appeal cases and demonstrate that the same peer clinical reviewer did not do the appeal. Ensure that your process prevents this from happening.



**Your non-certification notices meet standard requirements.**

**ANALYZE** notices to confirm that they contain the principal reason(s) for the determination not to certify, instructions for initiating an appeal, and instructions for requesting the clinical rationale.



**Your attending physician or other ordering provider can request a conversation with the peer clinical reviewer reviewing the case.**

**REVIEW** policies and procedures to ensure that a physician requesting certification can talk to the peer clinical reviewer assigned to the case.



**Your appeal reviewer qualifications require them to have the clinical expertise to manage the medical or behavioral health condition or disease under review.**

**REVIEW** appeal cases to confirm appeal reviewer qualifications.



**Your organization is monitoring its utilization management program.**

**CONFIRM** that there is ongoing summary reporting and analysis of critical areas of program performance.



**Your appeals, both standard and expedited, meet time frames and notification requirements.**

**REVIEW** a random selection of appeal cases for time frames and notification documentation.