

Are you ready for URAC's Health Plan with Long-term Services and Support Accreditation?



Your organization's protocols for covered mental health and substance use disorder health services are comparable to medical/surgical services under the same health benefit plan.

EXAMINE your health benefit plan analysis report.



Your organization effectively manages your provider network to assure health services are available and appropriate for members.

CONFIRM that organizational documents clearly define scope of services, geographic area(s) and population(s) served.



Member rights and responsibilities are defined and communicated.

REVIEW current member rights and responsibilities documentation and implementation.



Your organization's Pharmacy and Therapeutics Committee membership is transparent and appropriate.

ENSURE that the committee includes clinical specialties that represent the health needs of covered members.



Your utilization management program supports clinically appropriate health services and drug utilization.

INTERVIEW staff to ensure they can describe the structure, basic policies and clinical review criteria in your UM program.



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

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



Your organization has a comprehensive population health plan strategy that is reviewed regularly.

REVIEW the monitoring and annual evaluation of your population health plan strategy.



Your organization uses evidence to establish the basic LTSS program.

REVIEW documentation for use of an evidence-based, person-centered framework for your LTSS program.



Comprehensive case management supports members with complex health care needs.

AUDIT case management files for person-centered care planning and management.



Your LTSS program uses quality management activities to improve care.

ANALYZE reporting to measure and improve the member experience and program effectiveness annually.