DENTAL NETWORK VERSION 7.2

ORGANIZATIONAL STRUCTURE
CORE 1: Organizational Structure
CORE 2: Organization Documents

POLICIES AND PROCEDURES
CORE 3: Policy and Procedure Maintenance, Review and Approval

REGULATORY COMPLIANCE
CORE 4: Regulatory Compliance

INTER-DEPARTMENTAL COORDINATION
CORE 5: Inter-Departmental Coordination

OVERSIGHT OF DELEGATED FUNCTIONS
CORE 6-8: N/A
CORE 9: Delegation Management

MARKETING AND SALES COMMUNICATIONS
CORE 10: Review of Marketing and Sales Materials

BUSINESS RELATIONSHIPS
CORE 11: Written Business Agreements
CORE 12: Client Satisfaction

INFORMATION MANAGEMENT
CORE 13: Information Management
CORE 14: Business Continuity
CORE 15: Information Confidentiality and Security
CORE 16: Confidentiality of Individually-Identifiable Health Information

QUALITY MANAGEMENT
CORE 17: Quality Management Program
CORE 18: Quality Management Program Resources
CORE 19: Quality Management Program Requirements
CORE 20: Quality Management Committee
CORE 21: Quality Management Documentation
CORE 22: Quality Improvement Projects
CORE 23: Quality Improvement Project Requirements
CORE 24: Quality Improvement Projects: Consumer Organizations

STAFF QUALIFICATIONS
CORE 25: Job Descriptions
CORE 26: Staff Qualifications

STAFF MANAGEMENT
CORE 27: Staff Training Program
CORE 28: Staff Operational Tools and Support
CORE 29: Staff Assessment Program

CLINICAL STAFF CREDENTIALING & OVERSIGHT ROLE
CORE 30: Clinical Staff Credentialing
CORE 31: Senior Clinical Staff Requirements
CORE 32: Senior Clinical Staff Responsibilities
CORE 33: Financial Incentive Policy
CORE 34: Access to Services
CORE 35: Consumer Complaint Process

HEALTH CARE SYSTEM COORDINATION
CORE 36: Coordination with External Entities

CONSUMER PROTECTION AND EMPOWERMENT

CORE 37: Consumer Rights and Responsibilities
CORE 38: Consumer Safety Mechanism
CORE 39: Consumer Satisfaction
CORE 40: Health Literacy

NETWORK MANAGEMENT

DN-NM 1: Scope of Services
DN-NM 2: Provider Network Access and Availability
DN-NM 3: Provider Selection Criteria
DN-NM 4: Out-of-Network and Emergency Services
DN-NM 5: Participating Provider Representation
DN-NM 6: Participating Provider Relations Program
DN-NM 7: Participating Provider Written Agreements
DN-NM 8: Participating Provider Written Agreement Exclusions
DN-NM 9: Written Agreement Inclusions
DN-NM 10: Written Agreement Subcontracting
DN-NM 11: Other Participating Provider Agreement Documentation
DN-NM 12: Provider Network Disclosures
DN-NM 13: Participating Provider Violation Mechanism
DN-NM 14: General Requirements for Provider Dispute Resolution Mechanisms
DN-NM 15: Disputes Concerning Professional Competence or Conduct
DN-NM 16: Disputes Involving Administrative Matters
DN-NM 17: Participating Provider Suspension Mechanism for Consumer Safety

CREDENTIALING

DN-CR 1: Practitioner and Facility Credentialing
DN-CR 2: Credentialing Program Oversight
DN-CR 3: Credentialing Committee
DN-CR 4: Credentialing Program Plan
DN-CR 5: Credentialing Application
DN-CR 6: Credentialing Confidentiality
DN-CR 7: Review of Credentialing Information
DN-CR 8: Credentialing Communication Mechanisms
DN-CR 9: Primary Source Verification
DN-CR 10: Consumer Safety Credentialing Investigation
DN-CR 11: Credentialing Application Review
DN-CR 12: Credentialing Time Frame
DN-CR 13: Credentialing Determination Notification
DN-CR 14: Participating Provider Credentials Monitoring
DN-CR 15: Recredentialing
DN-CR 16: Recredentialing and Participating Provider Quality Monitoring
DN-CR 17: Credentialing Delegation

Re: New Regulatory Compliance Standard

Dear URAC Prospects and Clients,

As the nation's leading health care accreditor, URAC values patient care and safety first. When we discover an improvement opportunity that could enhance patient safety within our standards, we work quickly to incorporate the additional knowledge into our programs.

Therefore, URAC has introducing a new regulatory compliance Standard. Effective immediately, this new Standard will apply to all current, non-deemed applications, accreditations and certifications. Although we expect immediate compliance with this Standard, we will not be asking for any additional documentation at this time. As new versions of programs are released, this Standard will be built into the program requirements and documentation will be submitted on Desktop.

Attached you will find the Standard language (see Attachment A). As a requirement of this Standard, organizations must remain in good standing with any issuing body/agency for all permits, licenses, registrations and/or charters held by the organization. If at any time during the accreditation or certification cycle this Standard is identified as "Not Met," the finding(s) will be presented to the Accreditation Committee for review and final determination of status.

If you have any further questions, please reach out to Product Development Department at productdevelopment@urac.org.

Sincerely,
Jenn Richards, PharmD, JD, CSP
Product Development Principal
Email: productdevelopment@urac.org

Attachment A: URAC's New Regulatory Compliance Standard

Standard: Regulatory Compliance

The organization maintains compliance with applicable jurisdictional laws and regulations.

Regulatory Compliance

The organization:

a. Maintains compliance with applicable laws, regulations and requirements from any relevant jurisdictions