DENTAL PLAN VERSION 7.4

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

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

CREDENTIALING

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

MEMBER RELATIONS

DP-MR 1: Marketing Safeguards
DP-MR 2: Consumer and Employer Purchaser Information Disclosure
DP-MR 3: Consumer Input and Surveys
DP-MR 4: Evaluation of Consumer Survey Data and Feedback
DP-MR 5: Online Access
DP-MR 6: Health Literacy Support for Consumers
DP-MR 7: Consumer Communications Plan
DP-MR 8: Covered Benefit Disclosure
DP-MR 9-10: N/A

QUALITY MANAGEMENT

DP-QM 1: Quality Management Program
DP-QM 2: Quality Management Program Resources
DP-QM 3: Quality Management Program Requirements
DP-QM 4: Quality Management Committee
DP-QM 5: Quality Improvement Process
DP-QM 6: Selection and Prioritization of Quality Improvement Projects
DP-QM 7: Three [3] Clinical Quality Improvement Projects for Dental Plans
DP-QM 8: Data Management
DP-QM 9: Quality Improvement Project Requirements

DENTAL PLAN OPERATIONS

DP-OPS 1: General Telephone Access to Customer Service
DP-OPS 2: Urgent Telephone Access to Customer Service
DP-OPS 3: One-on-One Customer Service
DP-OPS 4: Scope of Customer Service
DP-OPS 5: Provider Directory Updates
DP-OPS 6: Consumer Notification Regarding PCP Status
DP-OPS 7-11: N/A
DP-OPS 12: Breach Notification and Management

COMPLIANCE PROGRAM

DP-CP 1: Compliance Program: Internal Controls

MENTAL HEALTH PARITY

DP-MHP 1-3: N/A

HEALTH UTILIZATION MANAGEMENT

DP-HUM 1: Review Criteria Requirements
DP-HUM 2: Access to Review Staff
DP HUM 3: Review Service Communication and Time Frames
DP-HUM 4: Review Service Disclosures
DP-HUM 5-6: N/A
DP-HUM 7: Limitations in Use of Non-Clinical Staff
DP-HUM 8: Pre-Review Screening Staff Oversight
DP-HUM 9: Preview-Review Screening Non-Certifications
DP-HUM 10: Initial Clinical Reviewer Qualifications
DP-HUM 11: Initial Clinical Reviewer Resources
DP-HUM 12: Initial Clinical Reviewer Non-Certifications
DP-HUM 13: Peer Clinical Review Cases
DP-HUM 14: Peer Clinical Reviewer Qualifications
DP-HUM 15: Drug Utilization Management Reviewer Qualifications
DP-HUM 16: Prospective, Concurrent and Retrospective Drug Utilization Management
DP-HUM 17: Peer-to-Peer Conversation Availability
DP-HUM 18: Peer-to-Peer Conversation Alternate
DP-HUM 19: Prospective Review Time Frames
DP-HUM 20: Retrospective Review Time Frames
DP-HUM 21: Concurrent Review Time Frames
DP-HUM 22: Certification Decision Notice and Tracking
DP-HUM 23: Continued Certification Decision Requirements
DP-HUM 24: Written Notice of Non-Certification Decisions and Rationale
DP-HUM 25: Clinical Rationale for Non-Certification Requirements
DP-HUM 26: Prospective Review Patient Safety
DP-HUM 27: Reversal of Certification Determinations
DP-HUM 28: Frequency of Continued Reviews
DP-HUM 29: Scope of Review Information
DP-HUM 30: Prospective and Concurrent Review Determinations
DP-HUM 31: Retrospective Review Determinations
DP-HUM 32: Lack of Information Policy and Procedures
DP-HUM 33: Non-Certification Appeals Process
DP-HUM 34: Appeals Process
DP-HUM 35: Appeal Peer Reviewer Qualifications
DP-HUM 36: Drug Utilization Management Appeals: Reviewer Qualifications
DP-HUM 37: Reviewer Attestation Regarding Credentials and Knowledge
DP-HUM 38: Expedited Appeal Process Time Frame
DP-HUM 39: Standard Appeal Process Time Frame
DP-HUM 40: Written Notice of Upheld Non-Certifications
DP-HUM 41: Appeal Record Documentation
DP-HUM 42: Independent (External) Review Process

MEASURES REPORTING

DP-RPT 1: Reporting Mandatory Performance Measures to URAC
DP-RPT 2: Reporting Exploratory Performance Measures to URAC

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