DISEASE MANAGEMENT v4.2

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 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 Organization

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

STAFF MANAGEMENT
CORE 27: Staff Training Programs
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

DISEASE MANAGEMENT PROGRAM SCOPE AND OBJECTIVES

DM 1: Disease Management Program Description
DM 2: Evidence-Based Disease Management Interventions
DM 3: Provider Involvement in Disease Management Program Development
DM 4: Communication with Treating Providers
DM 5: Shared Decision Making with Consumers

DISEASE MANAGEMENT PROGRAM STAFFING

DM 6: Disease Management Program Staffing
DM 7: Disease Management Staff Ethics Training

DISEASE MANAGEMENT PROGRAM PERFORMANCE REPORTING

DM 8: Methodology for Outcomes Measurement
DM 9: Requirements for Measuring Program Performance by Clinical Condition
DM 10: Financial Outcomes Reporting
DM 11: Consumer-Reported Outcomes
DM 12: Provider Performance Feedback
DM 13: Performance Reporting on Disease Management Processes
DM 14: Performance Reporting on Disease Management Outcomes

CONSUMER RIGHTS AND RESPONSIBILITIES

DM 15: Communications Regarding Disease Management Program Characteristics
DM 16: Disease Management Program Disclosures
DM 17: Participating Consumer Rights and Responsibilities

EVALUATING ELIGIBLE POPULATIONS

DM 18: Criteria for Identification of Eligible Consumers
DM 19: Stratification of Eligible Consumers
DM 20: Assessment of Eligible Consumers
DM 21: Assessment Categories
DM 22: Predictive Risk Modeling

DISEASE MANAGEMENT PROGRAM DESIGN

DM 23: Consumer Activation
DM 24: Consumer Engagement
DM 25: Program Interventions
DM 26: Coordination of Services and Communications
DM 27: Clinical Decision Support Tools
DM 28: Consumer Education
DM 29: Plan Addressing Delivery of Health Information to Consumers
DM 30: Evaluation of Consumer Health Information
DM 31: Multiple Format Communication System

MEASURES REPORTING

RPT 1: Reporting to URAC on Mandatory Performance Measures
RPT 2: Reporting to URAC on Exploratory Performance Measures

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