

The Important Role of the Point of Contact

The person designated as the Point of Contact (POC) for your organization's accreditation plays a key role in ensuring that all goes smoothly with your application. Here is how URAC and the POC can best work together.

What URAC Expects of the POC

What You Can Expect of URAC

Manage and review the Accreditation Application Agreement, program guides and information available on the Client Information Hub

TOOLS AND DOCUMENTS

Easy access to URAC's Client Information Hub, accreditation platform (AccreditNet) and up-to-date program materials

Update URAC on a regular basis as to who from your organization should have access to the application platform (AccreditNet) and Client Information Hub

ORGANIZATIONAL ACCESS TO RESOURCES

Anyone on your team who needs access to either platform receives login information within two business days

Know who serves as your dedicated Client Relations Manager and let URAC know if someone new will become the new POC

PERSONALIZED CONNECTIONS

Introductory emails and calls as you start the accreditation process and timely responses to your questions from your Client Relations Manager

Maintain a calendar of dates for your application submission, Validation Review and accreditation expiration date

CALENDAR MANAGEMENT

Communication of all applicable dates via your Accreditation Application Agreement, email and through regular contact with your CRM and Accreditation Reviewer

Learn from URAC's library of available webinars, tools and short videos to better understand URAC's standards for your program

EDUCATION

Up-to-date educational materials to meet your needs

Submit questions about standards through the Standards Interpretation Portal

QUESTIONS AND ANSWERS

Responses to all questions submitted through the Standards Interpretation Portal within five business days