

Getting Started with URAC's Health Utilization Management Accreditation

May 11, 2022

Please introduce yourself and where you're from in the chat box as you come into the room.



Kurt Acker

Director
Business Development
URAC



Joe Costello

Director
Client Services
URAC



Donna Merrick

Product Development
Principal
URAC



Delwin Beene

Community Health
Choice

Today's Presenters

Before We Get Started



Message Nick Davis for any ***tech issues***

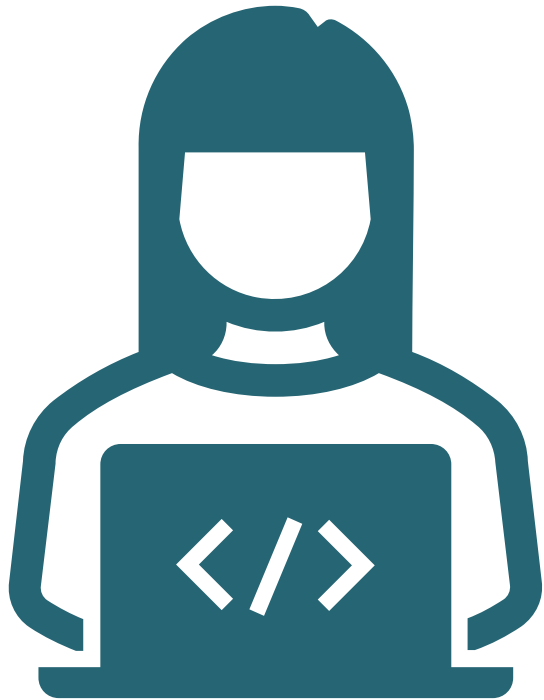


Use the chat box for ***questions*** and to ***introduce yourself***



Explore ***resources*** we'll share in the chat box

Who's Here Today



What type of organization do you represent?

What's your organization's relationship to URAC?

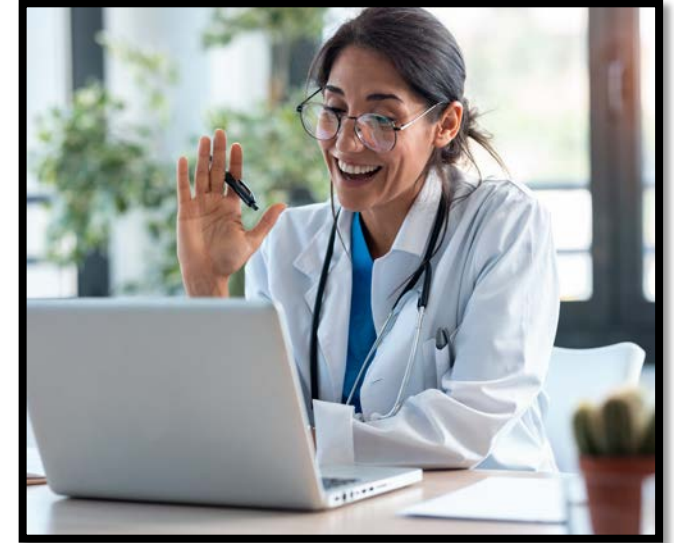


30 Years of Setting the
Standard in Health Care

- Founded in 1990
- Non profit
- Independent
- Validates quality throughout the health care landscape



About URAC



**Leader in Mental Health Parity, Pharmacy
and Telehealth Accreditation**

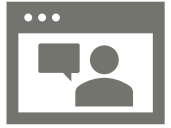
URAC's forty-plus accreditations include Pharmacy, Health Plan,
Health Network, Clinically Integrated Networks,
Population Health and Utilization Management



Diverse Stakeholders Govern URAC



URAC's Health Care Management Programs



Digital Health

- Telehealth Accreditation
- Remote Patient Monitoring Accreditation
- Telehealth Support Services Certification
- Health Website Accreditation
- Health Content Provider Certification



Mental Health and Substance Use Disorder (MH/SUD) Parity

- MH/SUD Parity Compliance Guide
- ParityManager™ Compliance Software
- MH/SUD Parity Accreditation



Patient Care Management

- Health Utilization Management Accreditation
- Health Utilization Management Certification
- Independent Medical Examination Accreditation
- Independent Review Organization Accreditation
- Case Management Accreditation
- Health Call Center Accreditation
- Disease Management Accreditation
- Workers' Compensation Utilization Management Accreditation



Administrative Management

- Health Care Management Certification
- Contact Center Certification
- Clinically Integrated Network Accreditation
- Patient-Centered Medical Home Accreditation
- Provider-Based Population Health Accreditation
- Employer-Based Population Health Accreditation
- Accountable Care Accreditation
- Credentials Verification Organization Accreditation



Health and Dental Plan

- Health Plan Accreditation
- Health Plan with Long-Term Services and Supports
- Marketplace Health Plan Accreditation
- Medicaid Health Plan
- Medicaid Health Plan with Long-Term Services and Supports
- Medicare Advantage Accreditation
- Dental Plan Accreditation
- Health Network Accreditation
- Dental Network Accreditation

Some of Our Clients





Provides a
quality
framework



Ensures
continuous
quality
improvement



Independent,
third-party
verification of
a quality
program



Demonstrates
leadership
and initiative



*Leaders and teams use accreditation to
improve performance and demonstrate value*

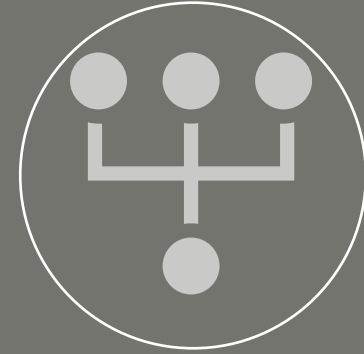
Advantages to a URAC Accreditation



Up-front pricing



Collaborative
learning review
process



Streamlined
application process
when applying for
multiple programs



Continuous Growth to Meet the Needs of Clients



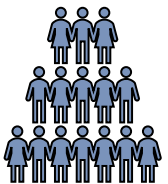
How We Continue to Grow

Streamlining Standards
Increasing Partnerships
Shortening Review Timelines
New Accreditation, Certification, and Designation Programs



What We've Added

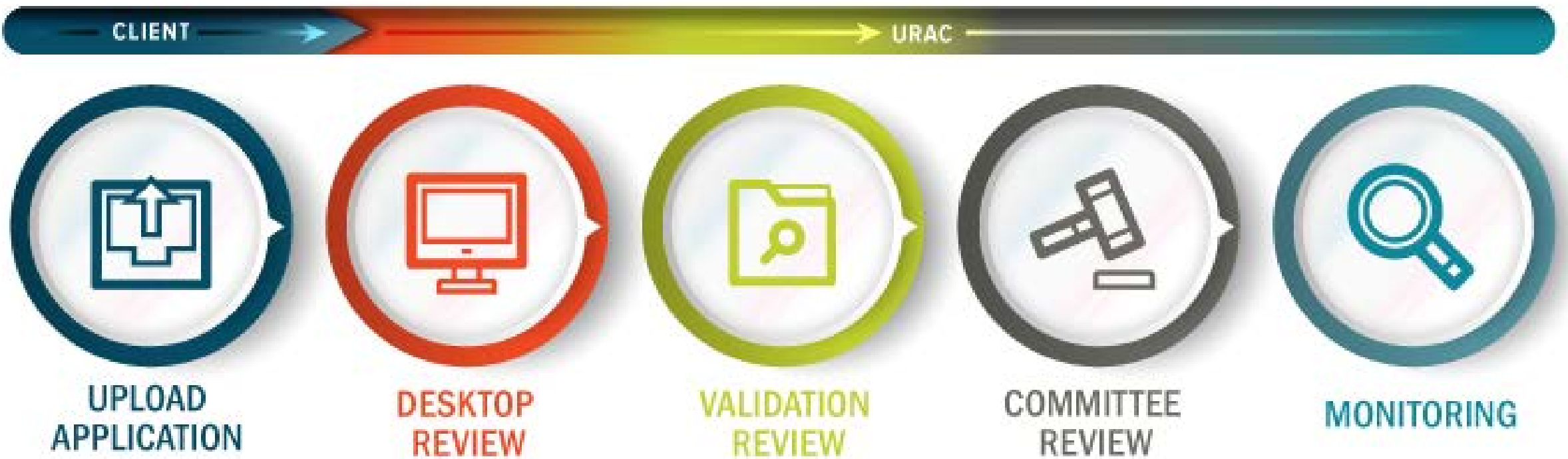
Affordable pricing
Additional client educational tools
Offerings for smaller organizations
Increased education and training



Foundational Principles

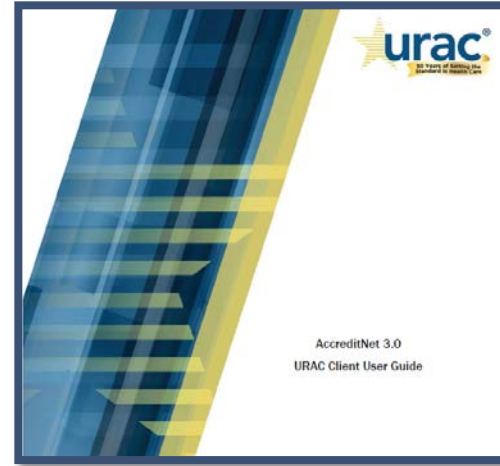
Educational approach to reviews
Independent: No consulting services
Reviewers are URAC employed clinicians
High-quality standards developed by experts in the field

ACCREDITATION PROCESS





Client Relations
Manager



AccreditNet Guide



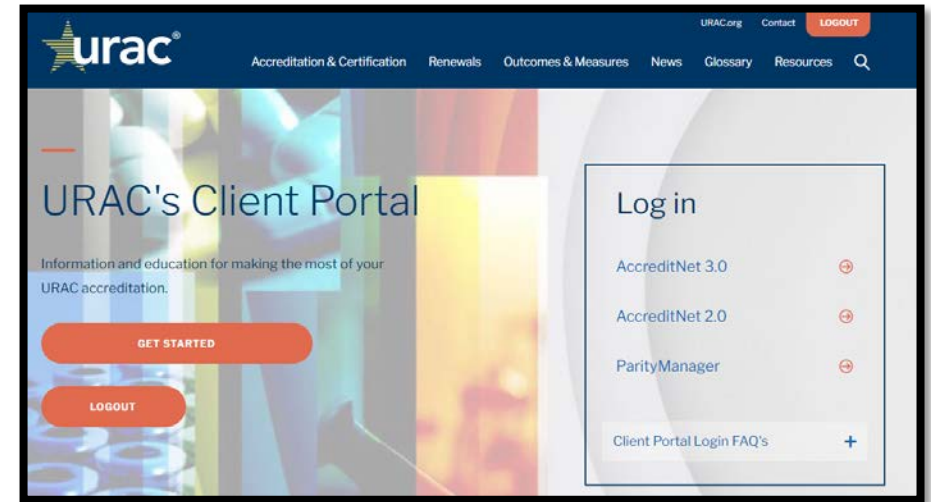
Program Guide

People

Tools



Accreditation
Reviewer



Client Information Hub



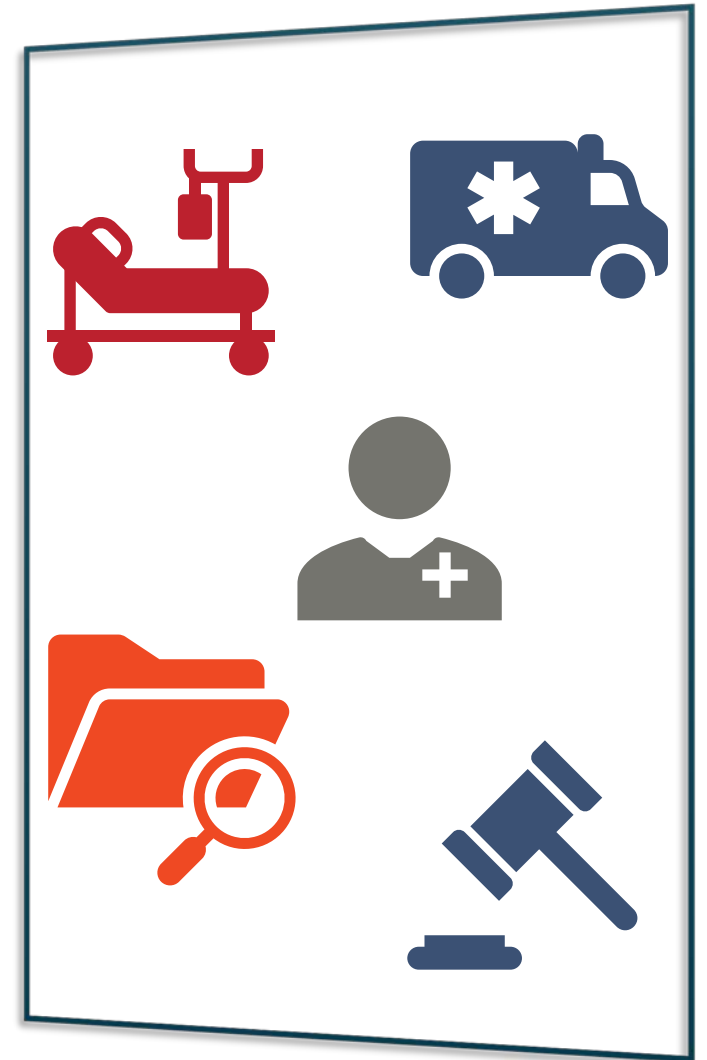
What is HUM and Who Does It

Performs and/or delegates an independent, unbiased determination of medical necessity

Includes medical necessity review post claim submission

Excludes state-mandated external review

May be done by an independent organization or a function within a health benefit program



URAC's HUM Programs

Certification Programs

Pre-
Review
Screening

Initial
Clinical
Review

Clinical
Review
Criteria

Clinical
Decision
Support

Organizations chose
one, two, or three programs

Accreditation

For organizations that
do all four areas

Applicable to stand-alone Utilization Management Organizations and to Utilization Management functions within health benefit programs.



Risk Management

- Regulatory Compliance and Internal Controls
- Regulatory Compliance
- Business Continuity
- Information Systems

Consumer Protection and Empowerment

- Protection of Consumer Information
- Consumer Safeguards and Communication
- Financial Incentives

Operations and Infrastructure

- Business Management
- Staff Management
- Clinical Leadership

Performance Monitoring and Improvement

- Quality Management Scope
- Quality Data Collection and Evaluation

Foundational Focus Areas Standards to be Met for Health Utilization Management Accreditation



Program Foundations

- Program Management
- Clinical Review Criteria

Initial Screening

- Limitations of Initial Screening
- Initial Screening Process
- Limitations of Initial Clinical Review
- AI and ML Medical Software Selection Criteria
- Initial Clinical Review Process

Peer Review

- Clinical Peer Review
- Clinical Peer Review Qualifications
- Clinical Peer Review Process

Timelines

- Utilization Review Timelines and Notification

Appeals

- Utilization Review Appeals
- Appeal Reviewer Qualifications
- Appeals

Drug Management

- Drug Utilization Management

Utilization Management Accreditation Standards

What Our Clients Say



ACCREDITED

Health Plan

Expires 02/01/2024



Connect with URAC



Sales and New Accreditation Inquiries

202-216-9413

businessdevelopment@urac.org

Client Relations Inquiries

202-326-3942

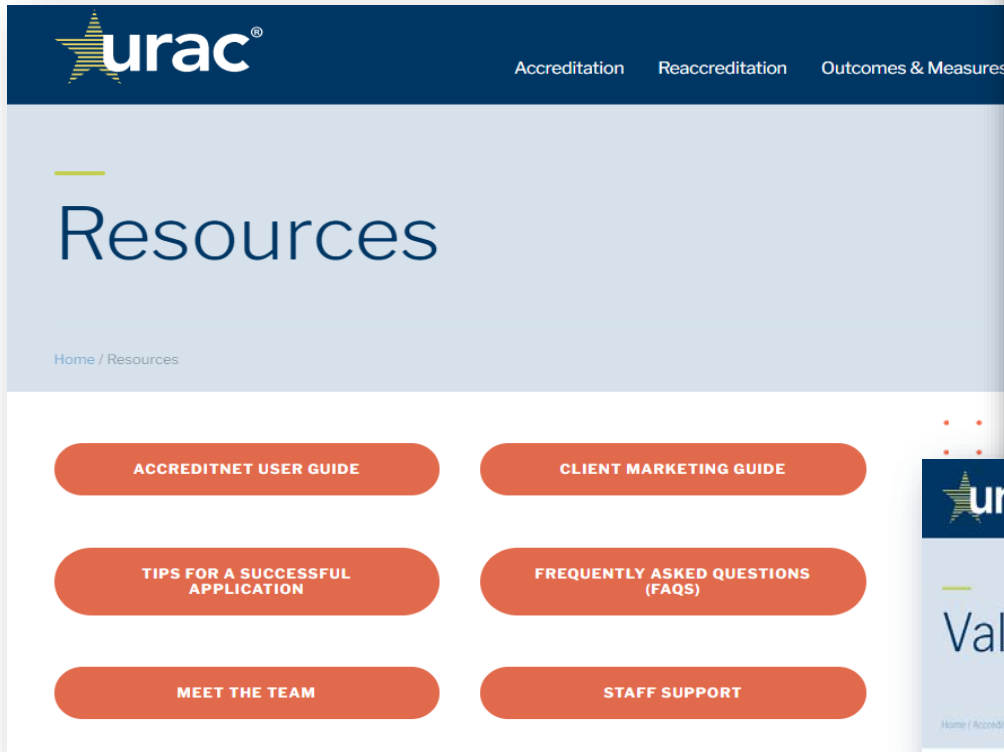
clientrelations@urac.org

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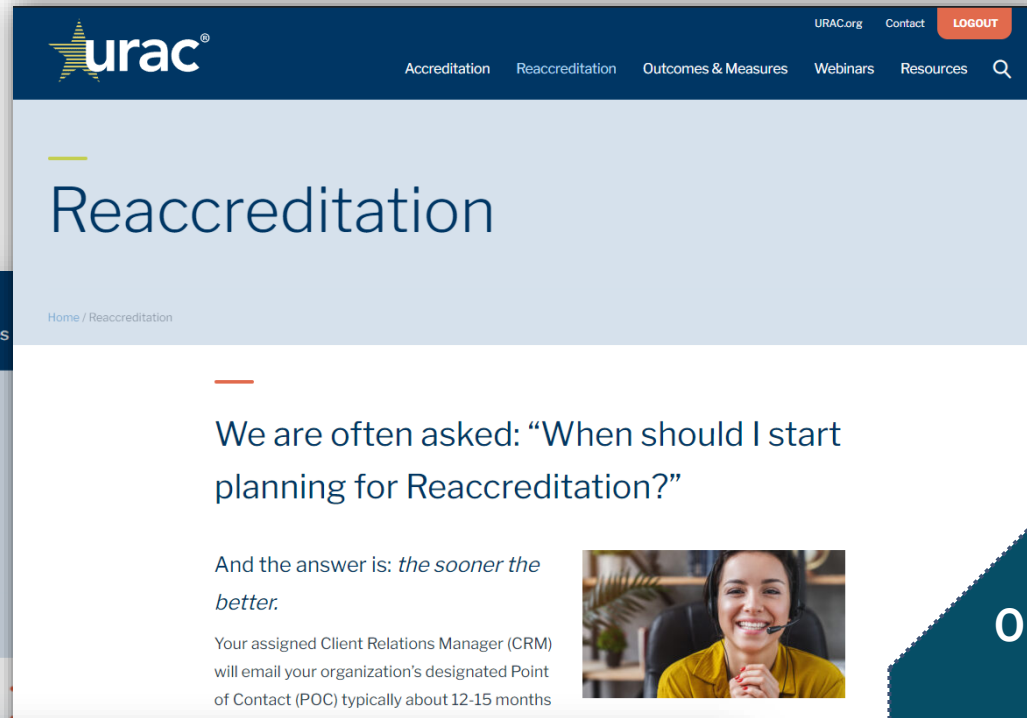
Connect with URAC on [LinkedIn](#)

Watch URAC on [YouTube](#)

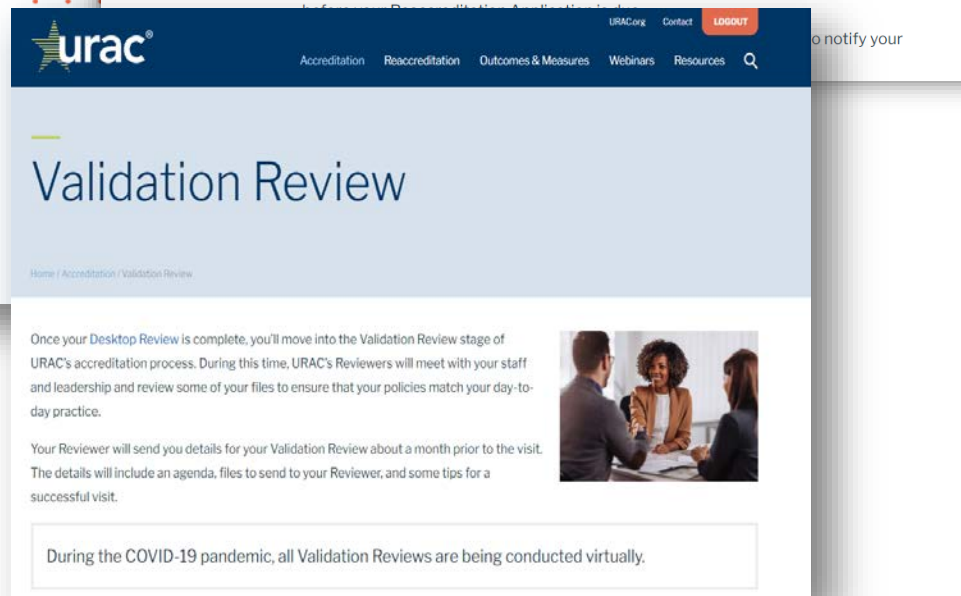
Client Information Hub



URAC logo and navigation menu (Accreditation, Reaccreditation, Outcomes & Measures). Main heading: Resources. Sub-heading: Home / Resources. A grid of six orange buttons: ACCREDITNET USER GUIDE, CLIENT MARKETING GUIDE, TIPS FOR A SUCCESSFUL APPLICATION, FREQUENTLY ASKED QUESTIONS (FAQS), MEET THE TEAM, and STAFF SUPPORT.



URAC logo and navigation menu (URAC.org, Contact, LOGOUT, Accreditation, Reaccreditation, Outcomes & Measures, Webinars, Resources, search). Main heading: Reaccreditation. Sub-heading: Home / Reaccreditation. Text: We are often asked: "When should I start planning for Reaccreditation?" And the answer is: *the sooner the better.* Your assigned Client Relations Manager (CRM) will email your organization's designated Point of Contact (POC) typically about 12-15 months before your Reaccreditation Application is due. Image of a smiling woman in a headset.



URAC logo and navigation menu (URAC.org, Contact, LOGOUT, Accreditation, Reaccreditation, Outcomes & Measures, Webinars, Resources, search). Main heading: Validation Review. Sub-heading: Home / Accreditation / Validation Review. Text: Once your Desktop Review is complete, you'll move into the Validation Review stage of URAC's accreditation process. During this time, URAC's Reviewers will meet with your staff and leadership and review some of your files to ensure that your policies match your day-to-day practice. Your Reviewer will send you details for your Validation Review about a month prior to the visit. The details will include an agenda, files to send to your Reviewer, and some tips for a successful visit. Image of three people in a meeting. A callout box: During the COVID-19 pandemic, all Validation Reviews are being conducted virtually.

One-stop-shop for client needs
Continuous updates
Interactive



A Standard in Six

Standards In Six

Home / Standards In Six

A Standard In Six

URAC's *A Standards in Six* video series helps you better understand the standards in URAC's Foundational Focus Area: Consumer Protection and Empowerment. We have more than 100 standards in this area, so we've broken them down into six parts, one for each month of the year. By the end of the year, we hope you'll be a pro when evaluating your applicants.

- Performance Monitoring and Improvement
- Risk Management
- Operations and Infrastructure
- Consumer Protection and Empowerment

We've developed these videos to help you understand the standards in URAC's Foundational Focus Area: Consumer Protection and Empowerment. The on-screen text is the most common struggle the most. Look for

December 28, 2021

PMI 1: Quality Management Scope

POSTED IN PERFORMANCE MONITORING AND IMPROVEMENT



urac Performance Monitoring and Improvement: PMI 1: Quality Management Scope Watch later Share

A Standard in Six

Foundational Focus Area:
Performance Monitoring & Improvement
PMI 1: Quality Management Scope

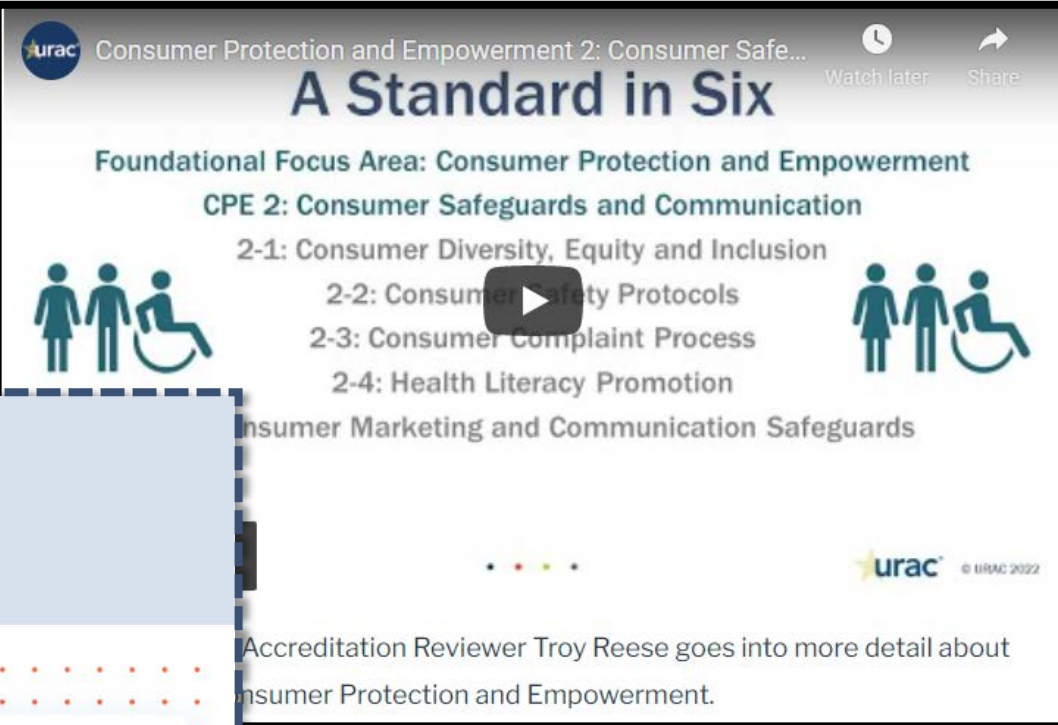
Watch on  YouTube

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In this video, URAC Accreditation Reviewer Laura Higginbotham goes into more detail on what we're looking for in Standard PMI 1: Quality Management Scope.

Quick Links

- News
- Resources
- Webinars
- Standards In Six
- Interpretation Portal



urac Consumer Protection and Empowerment 2: Consumer Safeguards and Communication Watch later Share

A Standard in Six

Foundational Focus Area: Consumer Protection and Empowerment
CPE 2: Consumer Safeguards and Communication

- 2-1: Consumer Diversity, Equity and Inclusion
- 2-2: Consumer Safety Protocols
- 2-3: Consumer Complaint Process
- 2-4: Health Literacy Promotion

Consumer Marketing and Communication Safeguards

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Accreditation Reviewer Troy Reese goes into more detail about Consumer Protection and Empowerment.