

New in Your Role? Keep Calm and Accredited On

Monday, May 23, 2022

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

Agenda for Today

Welcome and
Introductions

About URAC

Accreditation
Process

Tools to
Support You

Overview of
AccreditNet

Questions

Welcome



Shawn Griffin, MD
President & CEO



Karen Watts, PhD
Vice President
Accrediting and
Client Services



Joe Costello, JD
Director
Client Services

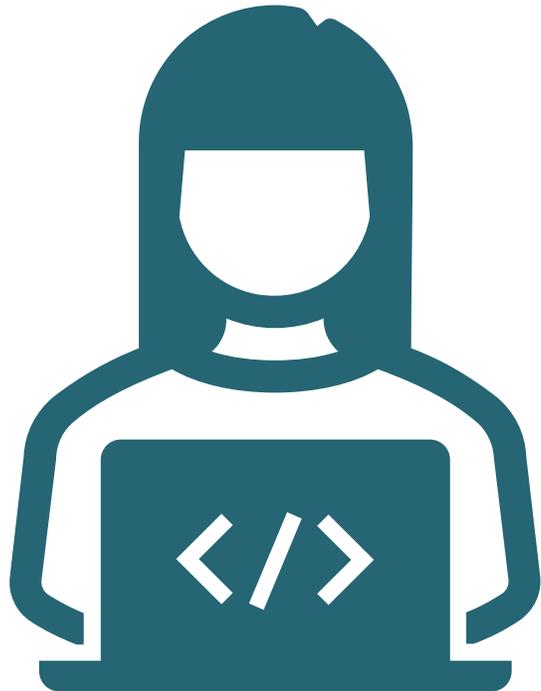


Maggie Cornett, RN, MS
Chief Information Officer

Today's Presenters



Who's Here Today



What type of organization do you represent?

Is this your first time going through accreditation with URAC?

What makes you the most nervous about going through accreditation?

About URAC

Shawn Griffin, MD





30 Years of Setting the
Standard in Health Care

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



Regulation and Accreditation

Regulation sets the bar
for safety

Accreditation sets
the bar for quality





**Provides a
quality
framework**



**Ensures
continuous
quality
improvement**



**Independent,
third-party
verification of
a quality
program**



**Demonstrates
leadership
and initiative
in a growing
field**



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

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
- 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

URAC's Pharmacy Programs and Supplemental Designations



Pharmacy

- Infusion Pharmacy Accreditation
- Medicare Home Infusion Therapy Supplier Accreditation
- Mail Service Pharmacy Accreditation*
- Pharmacy Benefit Management Accreditation
- Pharmacy Services Accreditation (chose up to four modules)
 - Community Dispensing
 - Drug Therapy Management
 - Point of Care Testing
 - Vaccine Administration
- Specialty Pharmacy Accreditation*
- Specialty Physician Practice Dispensing Accreditation
- Specialty Pharmacy Services



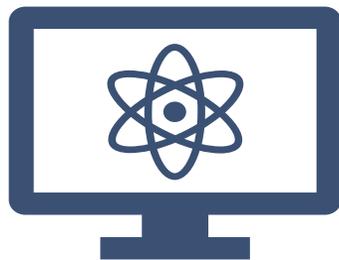
Supplemental Designations

- Rare Disease Center of Excellence
- Opioid Stewardship
- Measurement-Based Care
- Integrated Behavioral Health
- Transitions of Care



** Denotes program is available for small pharmacies*

Core Tenets of a URAC Accreditation



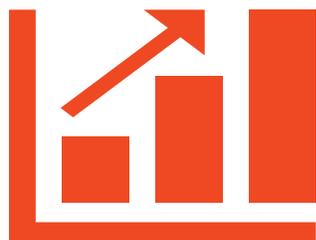
Educational
Process



Demonstrate
Your Excellence



Long-standing
Relationships



Constant
Improvement



Measure Quality

Continuous Growth to Meet Your Needs



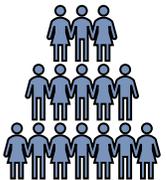
How We Continue to Grow

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 "free" education and training



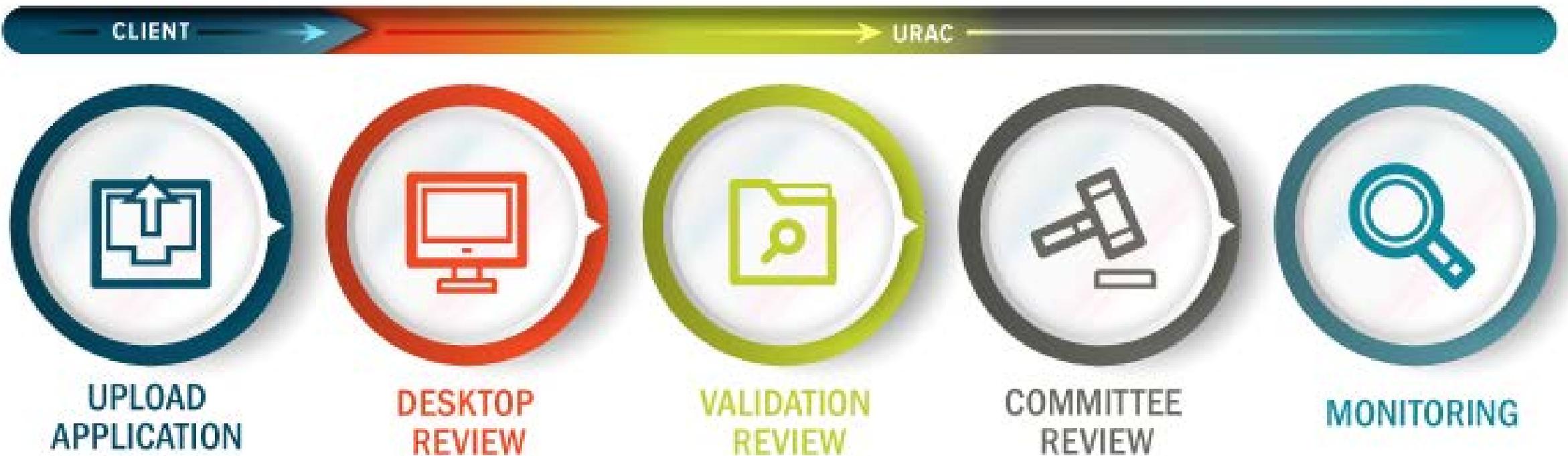
Foundational Principles

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

The Accreditation Process

Karen Watts, PhD

ACCREDITATION PROCESS



Meet Your Client Relations Manager

Accreditation
Process



**Derrick
Wilder**



**Joel
Rodney**

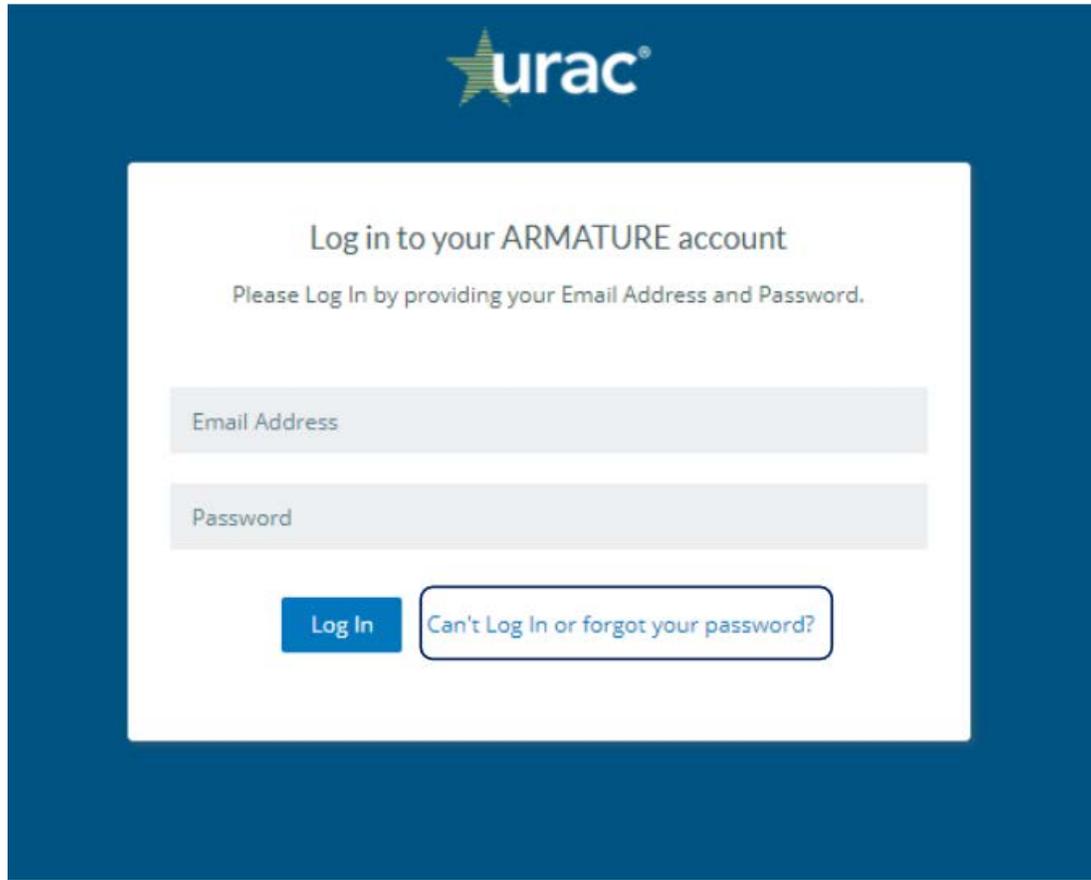


**Morinola
Sodeke**



**Robyn
Owens**

Application Submission



The screenshot shows the URAC logo at the top left. Below it, the text reads "Log in to your ARMATURE account" and "Please Log In by providing your Email Address and Password." There are two input fields: "Email Address" and "Password". At the bottom left is a blue "Log In" button, and at the bottom right is a link that says "Can't Log In or forgot your password?"

- **Organizational Overview**
 - Sites, structure, scope of services, governance, and delegation activities
- **Supporting evidence for each program standard**
 - Policies, procedures, meeting minutes, program descriptions, reports, etc.
 - All documents **MUST** be cited
 - No Protected Health Information

Meet Your Reviewer

Accreditation
Process

Care Management Reviewers



Aleta



Diane



Gosia



Rosemarie



Shelley



Steve

Pharmacy Reviewers



Bruce



Dan



Heather



Heidi



Jackie



Jenn



Joe



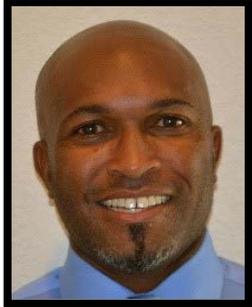
Laura



Mark



Michelle



Troy

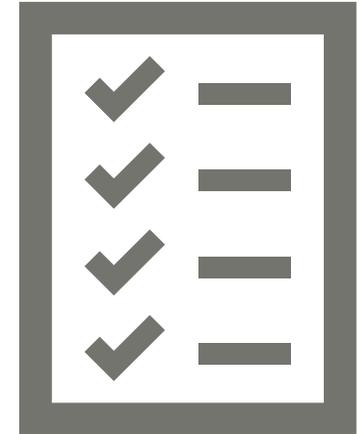


Desktop Review Process

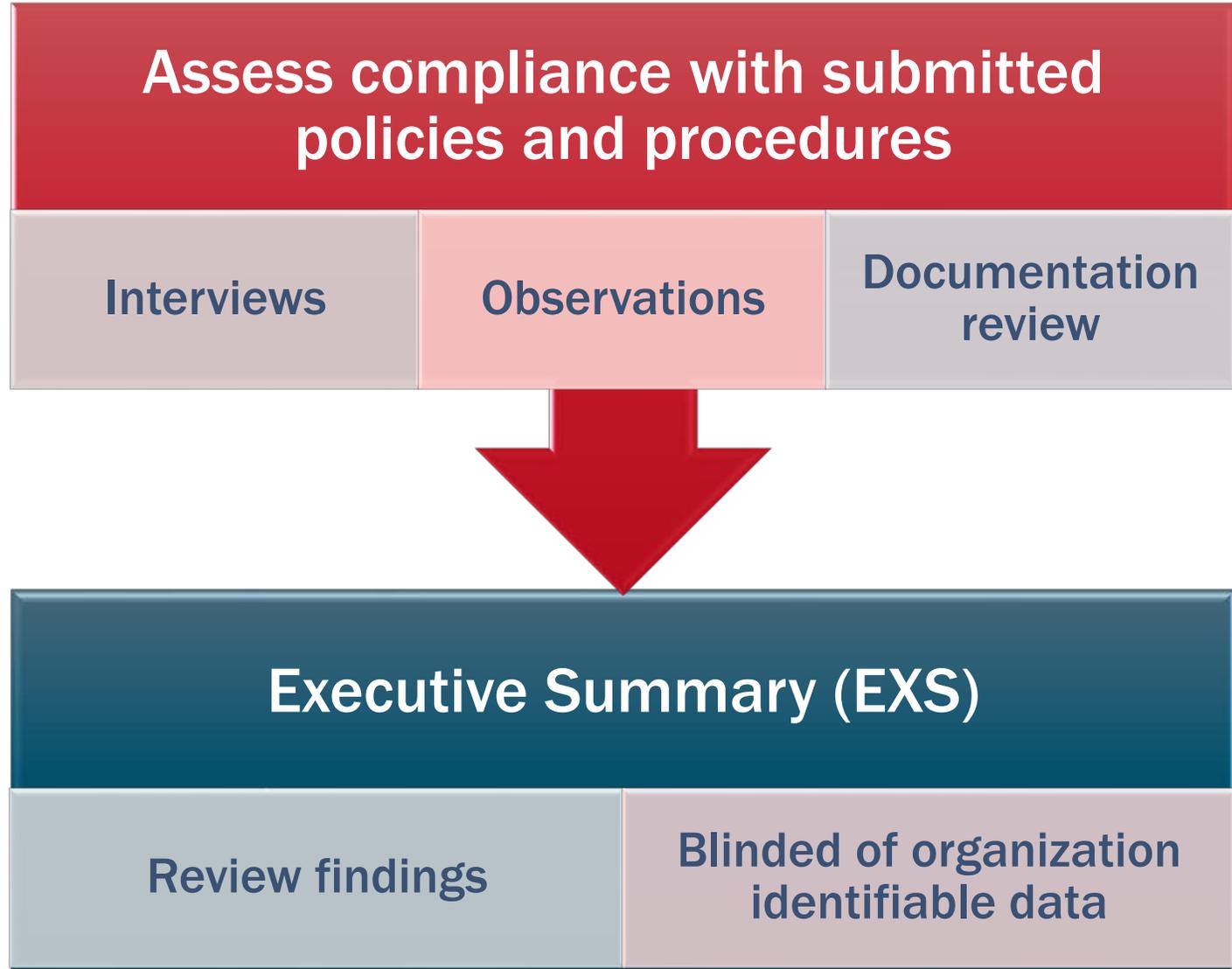
Program
Document
Review

Request for
Information

Iterative
Learning Process



Validation Review and Executive Summary



Decision Notification

Accreditation
Process

Accreditation Committee Decision

Decision Letter

Official Certificate and Seal

Directory

Appeal Rights



ACCREDITED



Ongoing Compliance



Organizations must remain compliant during award cycle



Measures reporting for select programs



Virtual mid-cycle Monitoring Review

Random selection
Notified in advance
No additional cost

Programs with Measures



Provider Integration & Coordination Programs

- Accountable Care
- Measurement Based Care
- Patient Centered Medical Health



Pharmacy Quality Management Programs

- Community Pharmacy
- Drug Therapy Management
- Mail Service Pharmacy
- Pharmacy Benefit Management
- Specialty Pharmacy



Health Care Management Programs

- Case Management
- Disease Management



Health & Dental Plan Programs

- Dental Plan
- Health Plan
- Health Plan with Health Insurance Marketplace



Digital Programs

- Telehealth

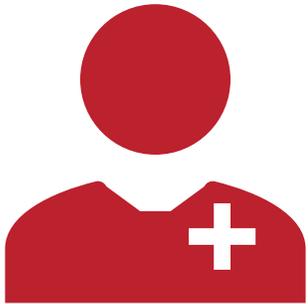
Resources to Support Clients

Joe Costello, JD



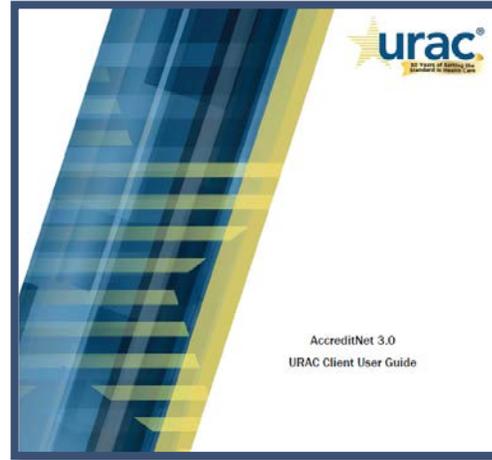
Client Relations
Manager

People



Accreditation Reviewer

Tools

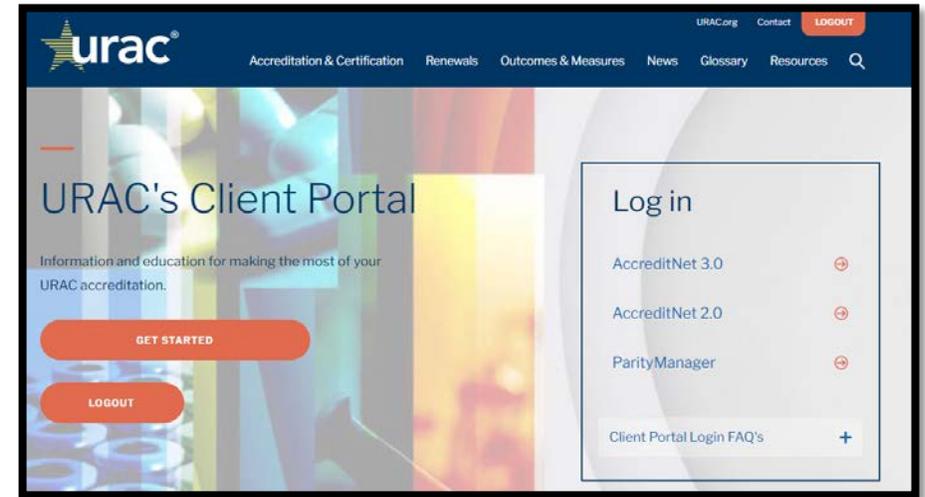


AccreditNet Guide



Program Guide

Resources



Client Information Hub



Client Information Hub

<https://clients.urac.org>



URAC Interpretations Submission Form

Name*

Email*

Company*

Phone*

Are you currently URAC Accredited?

*

What is your application number?

Which program does your question concern?

What is the version number of the Standards?

*

Is this a standards or measures question?

What is the Standard/Meas... number?

Inquiry/ Question:

Standards Interpretations Inquiries and AccreditNet Assistance

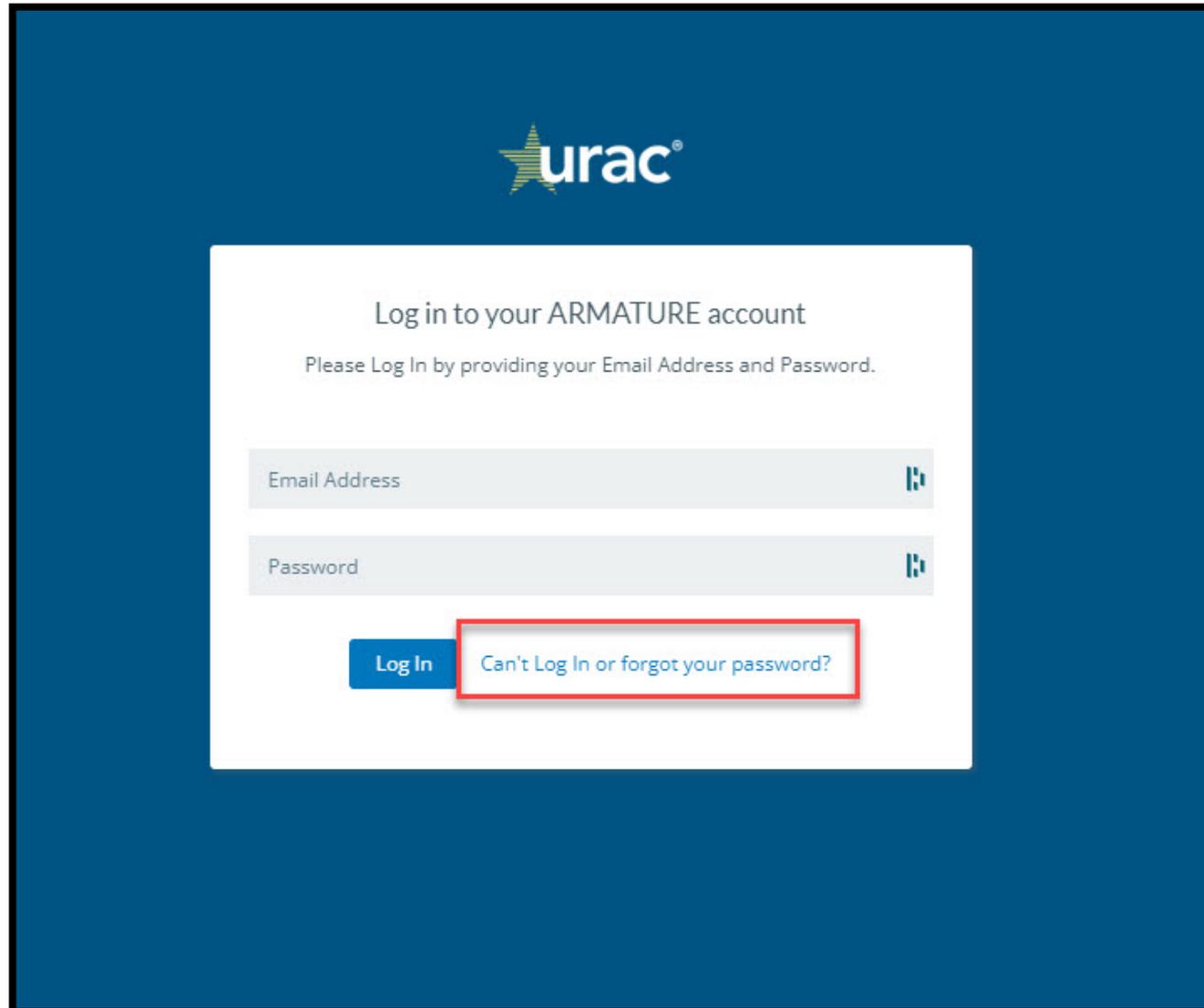
The screenshot shows the URAC website's contact page. At the top, there is a navigation bar with the URAC logo and links for "Accreditations & Certifications", "Outcomes & Measures", "About URAC", "News", and "Events". Below the navigation bar, the page title is "Home / Contact". The main content area features a heading "We look forward to hearing from you." followed by a sub-heading "Send us a message using the form on this page, or connect with us via the contact info below." The contact information provided includes the address "1220 L Street NW, Suite 900, Washington, DC 20005" and the phone number "202-216-9010". There are also social media icons for Twitter, LinkedIn, and Facebook. Below the contact information, there are two red buttons: "BUSINESS DEVELOPMENT" and "FILE A GRIEVANCE". On the right side of the page, there is a contact form with the following fields: "First Name *", "Last Name *", "Your Email Address *", "Your Phone Number", "Your Company or Organization *", "How can we help? *" (with a dropdown menu set to "AccreditNet Help Desk"), and "Message *". A red "SUBMIT" button is located at the bottom right of the form.

A Preview of AccreditedNet

Maggie Cornett, RN, MS



Logging In



The screenshot shows a login interface for the URAC ARMATURE account. At the top center is the URAC logo, which consists of a yellow star followed by the text "urac" in blue. Below the logo, the text "Log in to your ARMATURE account" is displayed, followed by the instruction "Please Log In by providing your Email Address and Password." There are two input fields: "Email Address" and "Password", each with a small blue icon on the right side. Below the input fields, there is a blue "Log In" button and a link "Can't Log In or forgot your password?" which is highlighted with a red rectangular border.

Home Page

The screenshot shows the URAC AccreditNet Home Page. The top navigation bar includes the URAC logo, a menu with 'Home', 'Profile', 'Contacts', 'Structure', 'Applications', 'Certifications', 'Processes', 'Instruments', 'Documents', and 'Issuer Information', and user notifications for 'Me'.

1 Organization Profile: A section titled 'Organization Profile' with a sub-header 'Organization Profile'. It contains a message: 'You are assigned to more than 1 organization. Click here to select a different organization'. Below this is the profile for 'URAC's Prod Test Org' (2022-ORG-00161), including location (Washington DC, District of Columbia), website (uracprodttest.org), and contact information for Margaret Welsner (Primary Contact) and Derrick Wilder (Primary Liaison).

2 Certifications: A section titled 'Certifications' with a 'Show Active Only' checkbox. It contains a table with columns for Certification Type, Status, Effective, and Expires.

Certification Type	Status	Effective	Expires
Accountable Care 1.0 - ACA-1	Active	05/01/2022	05/01/2025

3 Applications: A section titled 'Applications' with a table showing application details. It includes columns for Type, Status, and Activities.

Type	Status	Activities
Application: APP-680 Type: Accountable Care	Submitted Submitted: 05/16/2022	0
Application: APP-664 Type: Pharmacy Services	Submitted Submitted: 05/03/2022	0
Application: APP-642 Type: Independent Review Organization: Comprehensive Review (Internal & External)	Submitted Submitted: 04/25/2022	0

4 Notice of Change: A section titled 'Notice of Change' with a dropdown menu and a 'Submit' button.

5 Scheduled Items: A section titled 'Scheduled Items' with a table showing item details, including columns for Item, Begin, and End.

Item	Begin	End
APP: Clinical Integration Accreditation v1.1	Mar 7th	-
APP: Pharmacy Services Accreditation v1.0: VAX+PCT+DTM+CD	Apr 27th	-
APP: IRO: Comprehensive Review Accreditation v5.2	Apr 25th	Apr 25th 24 days ago
APP HP: Health Plan Accreditation v8.1	Mar 29th	-
APP HP: Health Network Accreditation v8.1	Apr 5th	-

Documents

The screenshot displays the URAC AccreditNet interface. At the top left is the URAC logo. The navigation menu includes Home, Profile, Contacts, Structure, Applications, Certifications, Processes, Instruments, Documents (highlighted with a red box), and Issuer Information. In the top right corner, there are icons for Notifications (with a '5' badge) and a user profile (labeled 'Me'). Below the navigation, the page title is 'URAC's Prod Test Org'. A search bar is present with the text 'Search...'. On the right side, there are buttons for 'Library' and 'Shared', with a green arrow pointing to the 'Library' button. The main content area is divided into two sections: 'Folders' on the left, which contains a 'Library' folder and a '+ Create Sub-Folder' option, and 'Documents' on the right, which features a large light blue box with the text 'Touch, Click or Drag Files here to Upload' and a 'No Documents' message below it.

Instrument

The screenshot shows the URAC AccreditNet interface. At the top, the URAC logo is on the left, and navigation icons for Email, Notifications, and Me are on the right. The breadcrumb trail reads 'Instruments / All / Instrument Response Summary'. The main title is 'Instrument Overview' for 'APP: Health Web Site International Accreditation v1.0'. Below this are tabs for 'Summary', 'Documents', 'Assignees', and 'Reports'. The 'Summary' tab is active, showing an 'Overview' section with a redacted area, 'Riyadh SAUDI ARABIA', 'Opens 02/16/2022', 'Closes 06/30/2022', and 'Status Not Started'. A 'Progress' section on the right lists 12 items, all at 0% completion. A 'Submit' button is located in the bottom right corner.

URAC | Email | Notifications | Me

Instruments / All / Instrument Response Summary

Instrument Overview

APP: Health Web Site International Accreditation v1.0

Summary | Documents | Assignees | Reports

Overview

[Redacted]	Coordinator	--
Riyadh SAUDI ARABIA		
Opens 02/16/2022	Closes 06/30/2022	Status Not Started

Instrument Workflow

● Opened on February 16th, 2022 - Not Started

Review Scoring Summary

No Reviews

Progress

0%	Application Introduction
0%	General Questions [M]
0%	Focus Area HWS-MDY: Mandatory Requirements
0%	Focus Area HWS-OPIN: Operations and Infrastructure
0%	Focus Area HWS-RM: Risk Management
0%	Focus Area HWS-PMI: Performance Monitoring and Improvement
0%	Focus Area HWS-WSD: Web Site Design
0%	Focus Area HWS-HCM: Health Content Management
0%	Focus Area HWS-PIM: Personal Information Management
0%	Focus Area HWS-ER: External Relationships
0%	Thank You [M]

[Submit](#)

Digital Seal

The screenshot shows the URAC website interface. At the top is the URAC logo and a navigation menu with items: Home, Profile, Contacts, Structure, Applications, Certifications (highlighted), Processes, Instruments, Documents, and Issuer Information. Below the navigation is a header for 'URAC's Prod Test Org - 2022-ORG-00161'. The main content area is divided into two columns. The left column contains: 'URAC's Prod Test Org' with 'Current Certification Info' below it; 'Accountable Care 1.0' with 'ACA-1' below it; a status indicator 'Active ● as of 05/16/2022'; a table with columns 'Status', 'Issued', 'Effective', and 'Expires'; and an 'Embed Certification Seal HTML' section containing a code block. The right column contains a table with columns 'C/N' and 'Decision'. A green arrow points to a 'Copy to Clipboard' link at the bottom right of the HTML code block.

URAC's Prod Test Org - 2022-ORG-00161

washington DC, DC
uracprodtest.org

Primary Contact
Margaret Weisner
maggieann@gmail.com
2023263962

Primary
Derrick

URAC's Prod Test Org
Current Certification Info

Accountable Care 1.0
ACA-1

Active ●
as of 05/16/2022

Status	Issued	Effective	Expires
Granted	05/16/2022	05/01/2022	05/01/2025

Embed Certification Seal HTML

```
<div>  
<a href="https://accreditnet.urac.org/directory/#/accreditation/ACA-1/info">  
    
</a>  
<div>Accountable Care</div>  
<div>05/01/2025</div>  
</div>
```

Copy to Clipboard

C/N	Decision
ACA-1	Approve Accreditation Program Full Accreditation

Upcoming AccreditNet Trainings

June 8

July 13

August
10

2:00 p.m. Eastern

Recording will be on
Client Information Hub

What We'll Cover

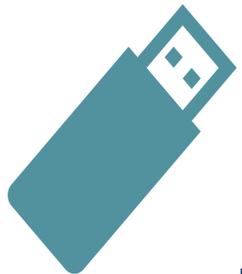
- Login
- Home Page
- Documents
- Application Overview
- Instrument Overview
- Certification/Digital Seal
 - Issuer Information
 - Notices of Change

Upcoming Webinars and Ways to Stay Connected



Pharmacy Accreditation in a Changing World

Tuesday, May 31, 4:00 p.m. Eastern



Data and Defense: Protecting Patient Data While Providing Better Care

Thursday, June 8, 3:00 p.m. Eastern

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Connect with URAC on [LinkedIn](#)

Watch URAC on [YouTube](#)

Connect with URAC



Client Relations Inquiries

202-326-3942

clientrelations@urac.org

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