

RISK MANAGEMENT

- RM 1: Regulatory Compliance and Internal Controls
 - RM 1-1: Regulatory Compliance Management
- RM 2: Regulatory Compliance
 - RM 2-1: Maintaining Compliance
- RM 3: Information Systems
 - RM 3-1: Information Systems Management
 - RM 3-2: Systems Risk Assessment
- RM 4: Business Continuity
 - RM 4-1: Business Continuity Plan

OPERATIONS AND INFRASTRUCTURE

- OPIN 1: Business Management
 - OPIN 1-1: Policy and Process Maintenance
 - OPIN 1-2: Delegation Management
- OPIN 2: Staff Management
 - OPIN 2-1: Clinical Staff Credentialing
 - OPIN 2-2: Employment Screening
 - OPIN 2-3: Staff Training Programs
 - OPIN 2-4: Code of Ethical Conduct
 - OPIN 2-5: Employee Diversity, Equity and Inclusion
- OPIN 3: Clinical Leadership
 - OPIN 3-1: Clinical Staff Leadership

PERFORMANCE MONITORING AND IMPROVEMENT

- PMI 1: Quality Management Scope
 - PMI 1-1: Quality Structure
- PMI 2: Quality Data Collection and Evaluation
 - PMI 2-1: Data Collection and Evaluation

CONSUMER PROTECTION AND EMPOWERMENT

- CPE 1: Protection of Consumer Information
 - CPE 1-1: Privacy and Security of Consumer Information
 - CPE 1-2: Internal Safeguards
- CPE 2: Consumer Safeguards and Communication
 - CPE 2-1: Consumer Diversity, Equity and Inclusion
 - CPE 2-2: Consumer Safety Protocols
 - CPE 2-3: Consumer Complaint Process
 - CPE 2-4: Health Literacy Promotion
 - CPE 2-5: Consumer Marketing and Communication Safeguards
- CPE-HP 3: Financial Incentives
 - CPE-HP 3-1: Monitoring Financial Incentives

NETWORK MANAGEMENT

- NM 1: Network Management Program
 - NM 1-1: Network Management Program Structure
- NM 2: (Not Applicable)
- NM 3: Network Adequacy Maintenance
 - NM 3-1: Out of Network and Emergency Services
- NM 4: Provider Relations
 - NM 4-1: Participating Provider Written Agreements
 - NM 4-2: Participating Provider Representation
 - NM 4-3: Provider Dispute Resolution Mechanisms
 - NM 4-4: Disputes Impacting Network Status
- NM 5: Provider Access Management
 - NM 5-1: Provider Directory Database
 - NM 5-2: Disruptions to Health Services

CREDENTIALING

CR 1: Credentialing Program

- CR 1-1: Credentialing Program Structure

CR 2: Credentialing Requirements

- CR 2-1: Credentialing Program Policy

CR 3: Credentialing Process

- CR 3-1: Credentialing Application

- CR 3-2: Primary Source Verification

- CR 3-3: Credentialing Confidentiality

- CR 3-4: Credentialing Time Frame

- CR 3-5: Notification of Credentialing Decision

- CR 3-6: Participating Provider Credentials Monitoring

- CR 3-7: Recredentialing

- CR 3-8: Credentialing Delegation Oversight