All URAC health care accreditations are independently validated ensuring the highest standards of care. URAC’s accreditation process can take as little as six months or less.

SUPPORTING OUR CLIENTS
URAC offers a wide variety of support for our clients including a dedicated Client Relations Manager, as well as on-demand training for the details of the accreditation process. Additionally, we offer a Client Information Hub as a main source of information to guide clients through the accreditation process, with videos, tools and assorted resources. URAC also provides a Standards Interpretation Portal which is a digital hotline for submitting questions about specific standards.

WHAT OUR CLIENTS SAY
It’s one thing for us to tell you about the benefits our URAC accreditation, but we believe it means a lot more when it comes from our clients themselves. We hear from them that going through URAC’s accreditation process made them better, more competitive in the marketplace and better able to handle challenges in an ever-changing health care environment.

Visit our testimonials page at www.urac.org/what-our-clients-say to hear directly from our clients! These videos show our clients as they share their thoughts in their own words.
TRENDS IN HEALTH CARE
Many trends that started before the pandemic grew at lightning speed because of the needs placed on the health care system during COVID-19. The role of pharmacists is no exception to the COVID-driven trends that don’t show signs of abating. Pharmacists are taking on more responsibility in patient care, including coordinating treatment and administering vaccines. And nothing has seen more growth in the last three years than telehealth. As we move from the active stages of the pandemic to the endemic stage, it seems clear that we can look to telemedicine for greater access to health care, especially for those who are underserved, whether because of geography, diagnosis or social determinants of health.

POLICY PLAYS A ROLE
Legislation and regulation often set the tone for what’s next in health care, including Surprise Billing and Mental Health Parity. In late 2021, the U.S. Departments of Health and Human Services issued an Interim Final Rule to address additional portions of the No Surprises Act, which prohibits balance billing in certain situations, making balance billing and independent dispute resolutions key topics for 2022 and beyond. In January 2022, the U.S. Departments of Labor, Health and Human Services and Treasury published a report that shows health plans and payers are failing to provide adequate comparative analysis for Mental Health and Substance Use Disorder parity for the benefits they cover. The report, plus a notice from the White House spotlight the importance of parity for payers of all sizes.

URAC OFFERS SOLUTIONS
Because URAC is able to take the long and macro views of what’s happening all over health care, we’re able to develop meaningful accreditation programs that address the current and future needs of organizations throughout the industry. With accreditation, organizations can highlight their commitment to lowering risk and improving outcomes for patients across the spectrum of needs – from simple diagnoses to co-existing conditions that require additional care management. Notably, we offer pharmacy accreditation for those pharmacies that provide the increased care that we have seen as a result of the pandemic. Additionally, we address patient safety, security and outcomes in our telehealth accreditation, which is also available internationally. And our Mental Health Parity program, the only one of its kind in the nation, allows payers to rest assured they are meeting the complicated and changing parity requirements, at state and federal levels. The interim final rule from HHS about surprise billing specifically mentioned URAC as a nationally recognized and relevant accrediting body for organizations that intend to provide independent dispute resolution services, affirming URAC’s status as a reliable, independent validator of health care quality.

URAC accreditation makes a difference in health care. For example, over the last five years, URAC collected data on more than 15 billion prescriptions and health plans covering more than 2.3 million people. The process ensures that pharmacies and other health care organizations pursue the highest quality through continuous performance measurement.

URAC’S ACCREDITATION PROCESS
We purposely designed our accreditation approach to be collaborative. Our reviewers are all health care professionals themselves with an average of twenty years’ experience in areas including case management, specialty pharmacy and health plans. The URAC review process facilitates learning and continuous quality improvement in organizations. While we set the standards, we don’t dictate how they are achieved. This flexibility encourages and welcomes continuous innovation by organizations of all types and sizes.

URAC wants our clients to show us how they are meeting the intent of our standards. We are not prescriptive about what documents documents an organization submits, how the documents are formatted or what part of the organization owns and manages the documents. We believe that our clients know their business best and that their best practices will shine when they show us how they meet the intent of our standards.