

TRENDS IN HEALTH CARE

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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

POLICY PLAYS A ROLE

in and regulation often set the stage for what's next in health care. Following 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

ACCREDITATION IS VERY VALUABLE...
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...helps us provide the quality care...
...compliant in meeting the needs...
...it also brings a lot of eff...

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...has brought streamlining, s
...have and... helps us provide
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Associate Director for University of Kentucky

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.

dispute resolution. In January 2001, the Departments of Labor, Health and Human Services and Treasury published a report that shows health plans and employers are failing to provide adequate coverage for mental health. The report includes comparative analysis for Mental Health and Substance Use Disorder parity for the benefits they cover. The report, plus a notice from the White House spotlighting the importance of parity for payers of health plans, is available at <http://www.dhs.gov/press/20010101.htm>.

of telemedicine and access in URAC's White Paper
and access/.

URAC OFFERS SOLUTIONS

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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 efforts to lowering risk and improving care for patients across the spectrum of services.

URAC
ACCREDITATION
MAKES A
DIFFERENCE IN
HEALTH CARE

reliable, independent validator of health care quality.

URAC also...
health care. For...
years, URAC collects...
15 billion prescriptions that pharmacies...
covering more than 2.3 million...
process ensures that pharmacies...
health care organizations pursue the...
quality through continuous performance...
ment.

URAC'S ACCREDITATION PROCESS

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We purposely designed our accreditation approach to be collaborative. Our members are all health care professionals who have an average of twenty years of experience in areas including case management, pharmacy and medical records. The URAC review process is a collaborative and continuous quality improvement process. URAC and its member organizations work together. We don't dictate. We work with you. This flexibility allows for continuous improvement in all types and sizes of organizations. URAC is a non-profit organization. We are not in business for ourselves. We are in business for you.

Additionally, we address the needs of our members for security and outcomes in our release accreditation, which is also available internationally. And our Mental Health Party 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 provide independent dispute resolution services, affirming URAC's status



LEADING THE WAY
TO EXCEPTIONAL
HEALTH CARE
FOR ALL



Our clients include:

- Hospitals
- Health Plans
- Pharmacies
- Telehealth Providers
- Population Health
- Case Management
- Disease Management
- Clinically Integrated Networks

URAC accreditation provides valuable, independent, third-party validation of high-quality health care. URAC's educational review process ensures that organizations learn best practices and constantly improve on what they already do well. Where regulation sets the bar for safety, URAC accreditation sets the bar for quality.

Read more about the role of telemedicine
at www.urac.org/telehealth-and-access/.

urac.org

SOME OF
OUR VALUED
CLIENTS



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.



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URAC is a Washington, DC-based not-for-profit organization with more than 30 years of experience accrediting health care organizations.



7 of the top 10 hospitals in the country are URAC accredited*

*According to a top 10 list compiled from US News and World Report



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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

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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 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.

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

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It has brought streamlining, standardization, the structure to the processes that we have and... helps us provide the quality care and ask patients questions to make sure they're compliant in meeting the needs that they have for the medication and treatment plan ... it also brings a lot of efficiency for our staff, for our pharmacy, and sets the framework.

Rushabh Shah, PharmD
Associate Director for University of Kentucky Specialty Pharmacy

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.

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.



Read more about the role of telemedicine and access in **URAC's White Paper** at www.urac.org/telehealth-and-access/.