

Are you ready for URAC's Case Management Accreditation?



Your organization has a senior clinical staff person who is qualified to perform clinical oversight for the services provided.

EXAMINE the job description and credentialing of the identified senior clinical staff person.



Your organization promotes standards of practice competency for professional case managers

VERIFY that standards of practice competency are consistent with scope of practice for the discipline.



Your organization's professional case managers possess current and active licensure or certification permits independent assessment.

CONFIRM that credentialing of case managers is documented prior to hire and no less than every three (3) years.



Your organization provides orientation and annual training opportunities for case managers.

DOCUMENT all training to ensure case managers' abilities to meet regulatory, evidence-based clinical guidelines and case management standards of practice.



Case management supervisors achieve case management certification within three years of directly supervising the case management process.

ENSURE that case management supervisors achieve case management certification granted by a national



Case management support staff are not evaluating or interpreting clinical data

ENSURE case managers are available to support staff for direction and that support staff do not interpret or evaluate clinical data.



Member consent is documented in every case management file.

AUDIT a random sample of member files for consent documentation.



Your organization maintains a consistent case management process.

REVIEW your processes to ensure that case managers use standardized tools for screening, assessment, medication assessment, case management planning with ongoing monitoring and case closure.



Your organization conducts annual case management program monitoring and evaluation.

CONFIRM that your organization documents the monitoring and evaluation of case management program performance annually.



The case manager collaborates with the member, caregiver, family and care team to develop a personalized case management plan.

REVIEW patient files to ensure key stakeholders are involved in developing individualized care to meet the needs of the individual including addressing social determinants of health and resource coordination.

For more information, please contact businessdevelopment@urac.org or 202-216-9413