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

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 Safety Protocols

PROGRAM MANAGEMENT
IRO-PM 1: Program Management
  IRO-PM 1-1: Program Structure

CREDENTIALING & QUALIFICATIONS
CQP 1: Credentialing Program
  CQP 1-1: Reviewer Credentialing Program
  CQP 1-2: Reviewer Licensure
  CQP 1-3: Additional Reviewer Qualifications
CQP 2: Reviewer Credentials Verification and Status Changes
  CQP 2-1: Reviewer Credentials Verification
  CQP 2-2: Reviewer Credential Status Changes

REVIEWER CONFLICT OF INTEREST
COI 1: Conflict of Interest Documentation
  COI 1-1: Defining Reviewer Conflict of Interest
COI 2: Conflict of Interest Attestation
  COI 2-1: Reviewer Conflict of Interest Attestation
COI 3: Credentials Attestation
  COI 3-1: Reviewer Credentials Attestation

REVIEW PROCESS
RP 1: Case Assessment
  RP 1-1: Initial Case Assessment
RP 2: Additional Information and Time Frames
  RP 2-1: Review of Additional Information
  RP 2-2: Expedited Review Process
RP 3: Information Used for Case Review
  RP 3-1: Medical Necessity/Appropriateness Case Processing
  RP 3-2: Experimental/Investigational Case Processing
  RP 3-3: Benefit Coverage/Rescission/Legal Case Processing
RP 4: Notice and Final Record
  RP 4-1: Decision Notice
  RP 4-2: Review File Documentation

CASE MONITORING AND REPORTING
CMR 1: Monitoring and Reporting
  CMR 1-1: Case File Quality Monitoring
INTERNAL REVIEW CASE MONITORING AND REPORTING
CMR-Int 1: Monitoring and Reporting
   CMR-Int 1-1: Summary Reports for Referring Entity

INTERNAL REVIEW PROCESS
RP-Int 1: Additional Information and Time Frames
   RP-Int 1-1: Review Time Frames

EXTERNAL REVIEW ORGANIZATIONAL CONFLICT OF INTEREST
COI-Ext 1: Organizational Conflict of Interest Documentation
   COI-Ext 1-1: Conflict of Interest Policy
COI-Ext 2: Organizational Conflict of Interest
   COI-Ext 2-1: Defining Organizational Conflict of Interest
COI-Ext 3: Organizational Conflict of Interest Transparency
   COI-Ext 3-1: Organizational Conflict of Interest Transparency Process
COI-Ext 4: Organizational Conflict of Interest Attestation Process
   COI-Ext 4-1: Organizational Conflict of Interest Attestation

EXTERNAL REVIEW CASE MONITORING AND REPORTING
CMR-Ext 1: Monitoring and Reporting
   CMR-Ext 1-1: Summary Reports for Referring Entity

EXTERNAL REVIEW CREDENTIALING AND QUALIFICATIONS
CQP-Ext 1: Credentialing Program
   CQP-Ext 1-1: Additional Reviewer Qualifications

EXTERNAL REVIEW PROCESS
RP-Ext 1: Additional Information and Time Frames
   RP-Ext 1-1: Review of Additional Information
   RP-Ext 1-2: Review Time Frames