# URAC's IRO Accreditation: Demonstrating Your Excellence

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# Today's Presenters

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# Before We Get Started

Message Lisa Silverman for any *tech issues*

Use the chat box for *questions* and to *introduce yourself*

Explore *resources* we'll share in the chat box

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# Agenda for Today

**Welcome and Introductions**

**About URAC**

**Updating Our Programs**

**The Importance of Partnerships**

**Updated IRO Accreditation Standards**

**The IDR Designation**

**Questions and Answers**

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# Opening Poll

What is your organization's relationship to URAC?

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# About URAC

## Our Clients
Hospitals
Health Plans
Pharmacies
Telehealth Providers
Independent Review
Population Health
Utilization Management
Credentials Verification
Health Websites
Case Management
Disease Management

**Leader in Specialty Pharmacy, Telehealth and IRO/IME Accreditation**
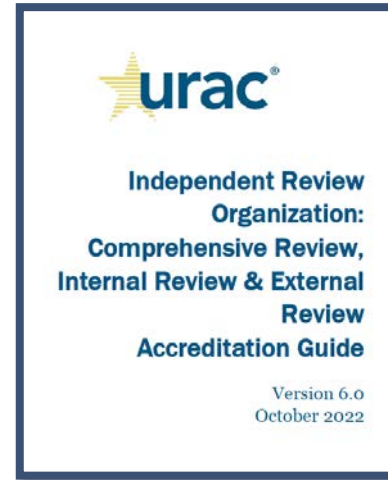
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People

Tools

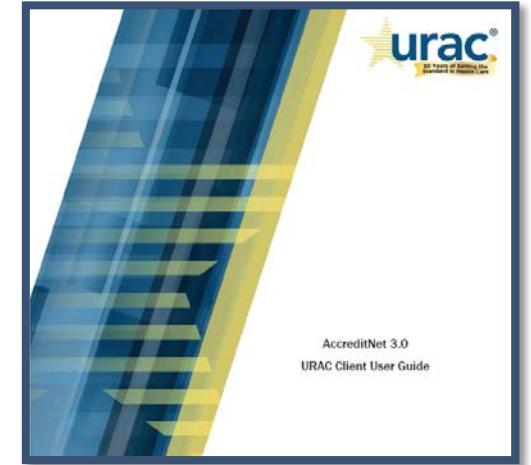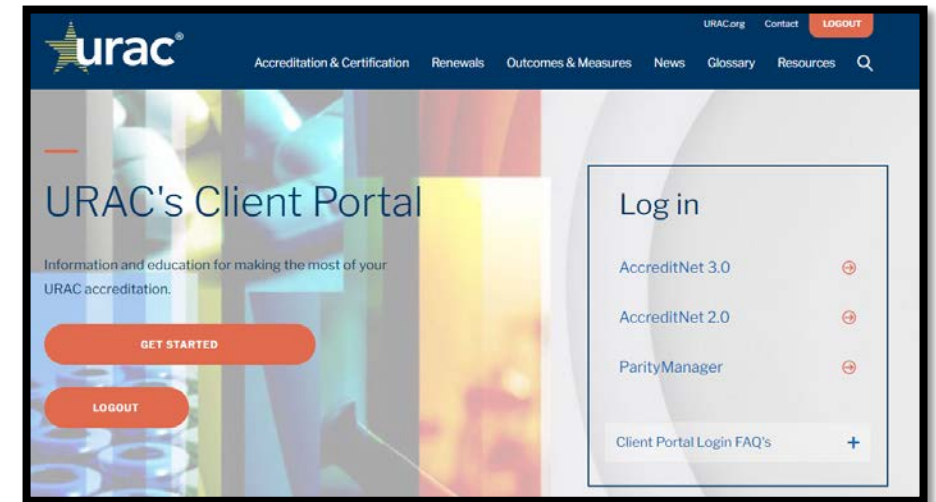Client Relations Manager

Accreditation Reviewer

Program Guide

AccreditNet Guide

Client Information Hub

ACCREDITATION PROCESS

CLIENT → URAC

UPLOAD APPLICATION — DESKTOP REVIEW — VALIDATION REVIEW — COMMITTEE REVIEW — MONITORING

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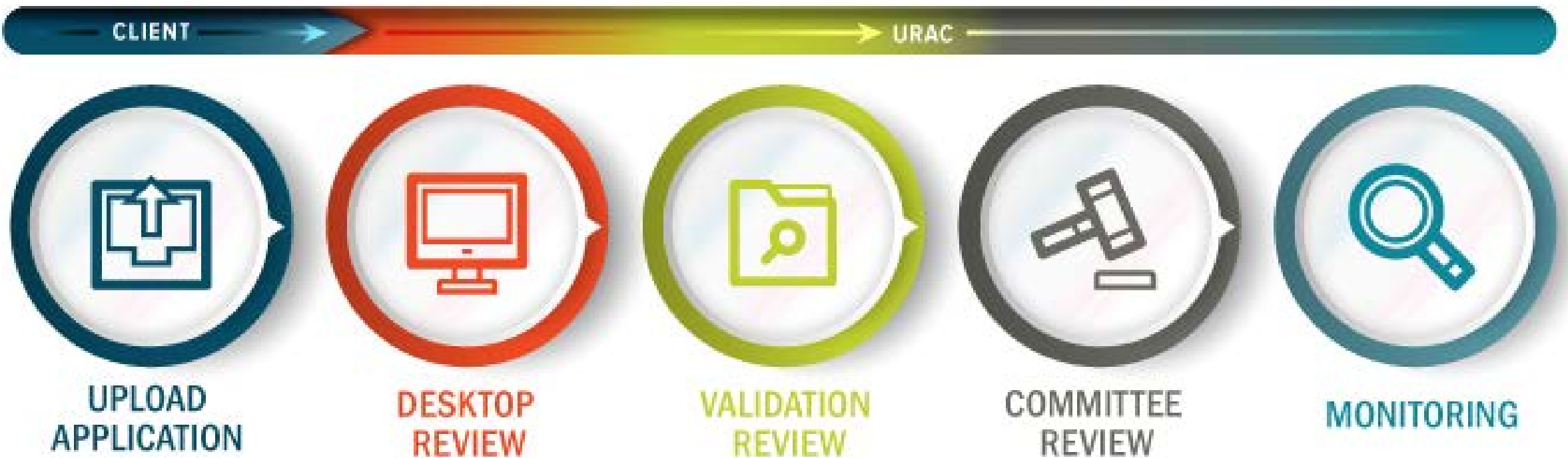
# Standards Revision Process

Identified main functions of an IRO and their external partners. **Aligned with Focus Areas.**

**Research** on current industry practice. **Draft standards developed.**

Two rounds of review with NAIRO to **obtain input.**

Worked closely with A&CS IRO SMEs to **achieve a final standard set.**

Presented to **Health Standards Committee for approval.**

Presented to **Board of Directors for approval.**

**Program Release**



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## URAC ACCREDITATION

THE PATHWAY TO SUCCESS

Hello from Texas

Personal Experience to Professional Exposure

Framework for Excellence

The URAC/IRO Relationship – Synergistic not fearful or conflictual

NAIRO – Helping to protect the integrity of the clinical review business

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NEXUS

# IRO Program 6.0 Accreditation Options

IRO Comprehensive (Internal & External Review)

IRO Internal

IRO External
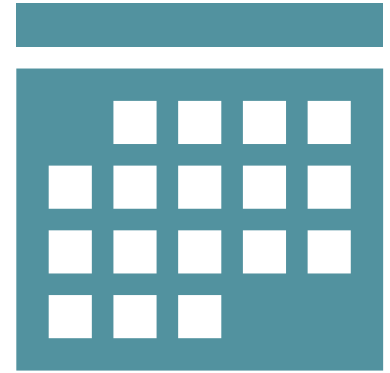
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# Eligibility

IRO-Comprehensive must provide both internal review, which include peer clinical review, internal appeals, and external review services.

IRO-Internal must provide internal review services, which include peer clinical review and internal appeals for health plans.

IRO-External must provide external review services, which are mandates by state and federal law.

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# Accreditation Timeline

Two Months                                    Four Months

Submit application → Desktop review → Validation review → Decision

# IRO v6.0 Revision Supports:

## Moved to 2-4-8-G Scoring Methodology

Accreditation Guide includes information on scoring methodology

**Standards in Six** video series for understanding URAC's Foundational Focus Areas

## Accreditation Timeline 6 months

Reduced # of required submissions by 25%

Single IRO:
Accreditation Guide
Standards Only
Standards-at- a- Glance

## Rigor of Accreditation Process

**Overall reduction** in the number of Mandatory [M] standards:

Certain standards identified as "Not Met" require a follow-up validation review within six (6) months to verify full compliance.

# Basic Revision Overview: IRO v6.0 Program Standards

**Removed or Changed Concepts from v5.2:**

- Removed: Review Database (IR-TMR 1-1)
- Changed: Review of Additional Information (RP 2-1)

**Consistent Concepts:**

- While the requirements have been streamlined, the concepts remain highly similar due to the regulatory aspects of this program.
- During the program revision process, alterations in scoring were incorporated.

**New Concepts:**

- Program Structure (IRO-PM 1-1)
- Summary Reports for Referring Entities (CMR-Int 1-1. v5.2 applied to External only)
- No delegation of the review rendered (COI 3-1 added to Reviewer Attestation)
- Inclusion on the List of Excluded Individuals/Entities (LEIE) maintained by the Office of Inspector General (OIG), if applicable. (CQP 2-1.)

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# Common Documents for Submission

Type of Evidence

What Your Organization Might Submit

**Document(s)**
- Formal documentation (P/P, SOPs, Workflow Documents)
- What documents are you holding your employees accountable for following?

**Evidence**
- Anything that demonstrates your organization is following the standard as specified in the language
- Meeting minutes are required when stated

**Sample**
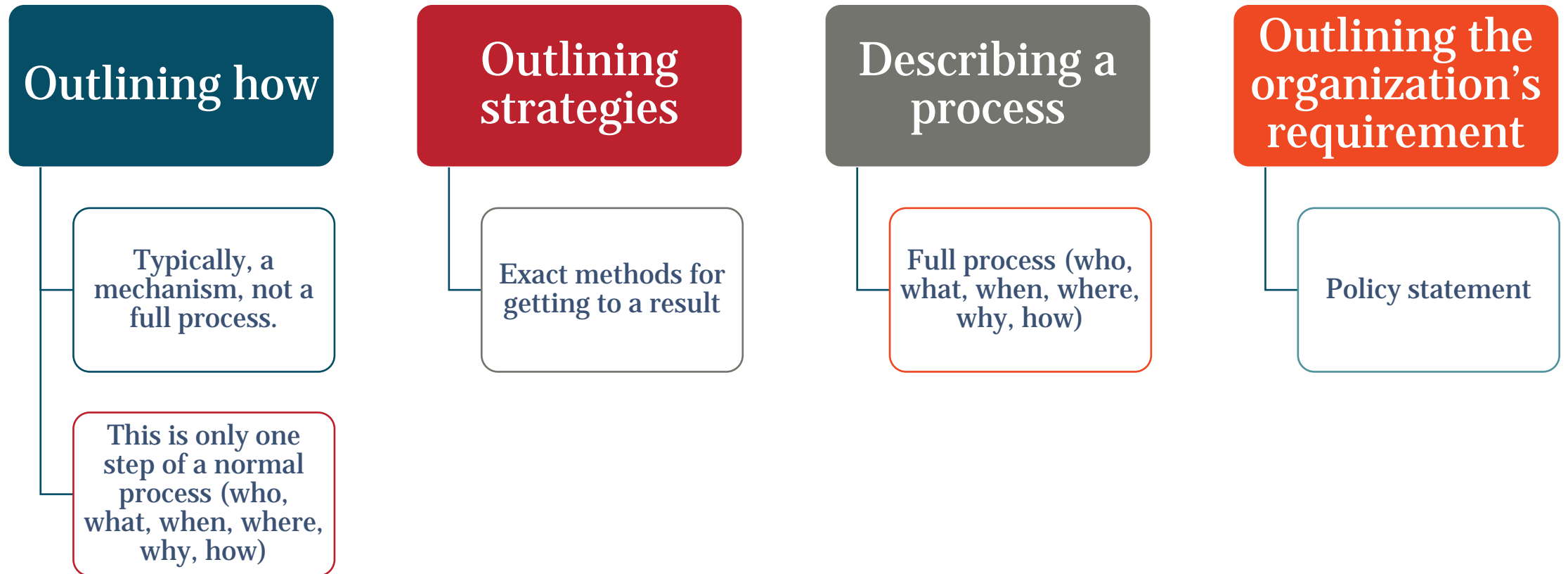- A sample document showing an example of how you do your work

**Job Description**
- Only when specified
- We do not require job descriptions for all staff

**Attestation**
- If the standard doesn't apply to your organization
- Risk Management

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# Common Language for Submission Documents

**Outlining how**

Typically, a mechanism, not a full process.

This is only one step of a normal process (who, what, when, where, why, how)

**Outlining strategies**

Exact methods for getting to a result

**Describing a process**

Full process (who, what, when, where, why, how)

**Outlining the organization's requirement**

Policy statement

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# URAC's New Independent Dispute Resolution Designation: Eligibility

- Must be located and operating in the U.S.

- Must have U.S. tax ID

- Must be U.S. corporation in good standing

- Must have license requirements in good standing

- <u>Program specific eligibility</u>:
- URAC IRO Accredited:
  - IRO Comprehensive or
  - IRO External

  or

- Concurrently seeking URAC IRO Accreditation:
  - IRO Comprehensive or
  - IRO External

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# Independent Dispute Resolution Designation Focus Areas

| | | | |
|---|---|---|---|
| **Program Management** | **Dispute Resolution Principles** | **Conflict of Interest** | **Professional Qualifications** |
| **Dispute Resolution Processes** | **Information Inclusions** | **Breach Notification** | **Administration** |

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# Where Can I Find Things?

## Website

- Standards-at-a-Glance
- Standards for Purchase
- Are You Ready?
- Program Overviews
- Standards Interpretation Portal

## Client Information Hub

- AccreditNet User Guide
- FAQs
- On-Demand Standards Education
- Link to Request Program Guide and Crosswalk

## AccreditNet

- Program Guide
- Program Crosswalk
- Glossary
- AccreditNet User Guide

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# Questions?

**Sales and New Accreditation Inquiries**
202-216-9413
businessdevelopment@urac.org

**Client Relations Inquiries**
202-326-3942
clientrelations@urac.org

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