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
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
Opening Poll

What is your organization’s relationship to URAC?
About URAC

Leader in Specialty Pharmacy, Telehealth and IRO/IME Accreditation

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

1. Upload Application
2. Desktop Review
3. Validation Review
4. Committee Review
5. Monitoring
Standards Revision Process

Research on current industry practice. Draft standards developed.

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

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
THANK YOU
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
IRO Program 6.0 Accreditation Options

IRO Comprehensive (Internal & External Review)
IRO Internal
IRO External
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.
Accreditation Timeline

Two Months

Submit application

Four Months

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%

**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.

Single IRO: Accreditation Guide Standards Only Standards-at-a-Glance
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.)
Common Documents for Submission

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<tr>
<th>Type of Evidence</th>
<th>What Your Organization Might Submit</th>
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| **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 |
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
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

Program specific eligibility:
- URAC IRO Accredited:
  - IRO Comprehensive or
  - IRO External
  or
- Concurrently seeking URAC IRO Accreditation:
  - IRO Comprehensive or
  - IRO External
Independent Dispute Resolution
Designation Focus Areas

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

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