

New in Your Role? Keep Calm and Accredited On

Friday, January 20, 2023

Before We Get Started



Message Nick
Davis 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

Accreditation
Process

Tools to
Support You

Overview of
AccreditNet

Questions

Welcome



Shawn Griffin, MD
President & CEO



Karen Watts, PhD
Vice President
Accrediting and
Client Services



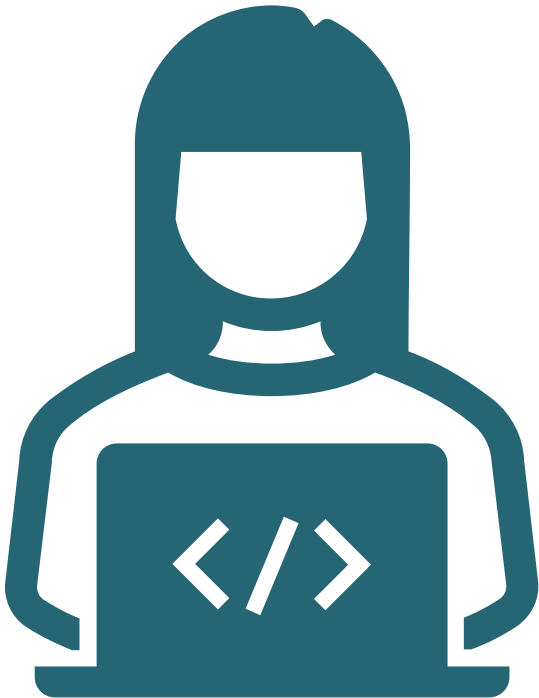
Joe Costello, JD
Director
Client Services



Maggie Cornett, RN, MS
Chief Information Officer

Today's Presenters

Who's Here Today



What type of organization do you represent?

Is this your first time going through accreditation with URAC?

What makes you the most nervous about going through accreditation?

About URAC

Shawn Griffin, MD

About URAC

- Founded in 1990
- Nonprofit
- Independent
- No consulting
- Validates quality throughout the health care landscape



ACCREDITED



CERTIFIED

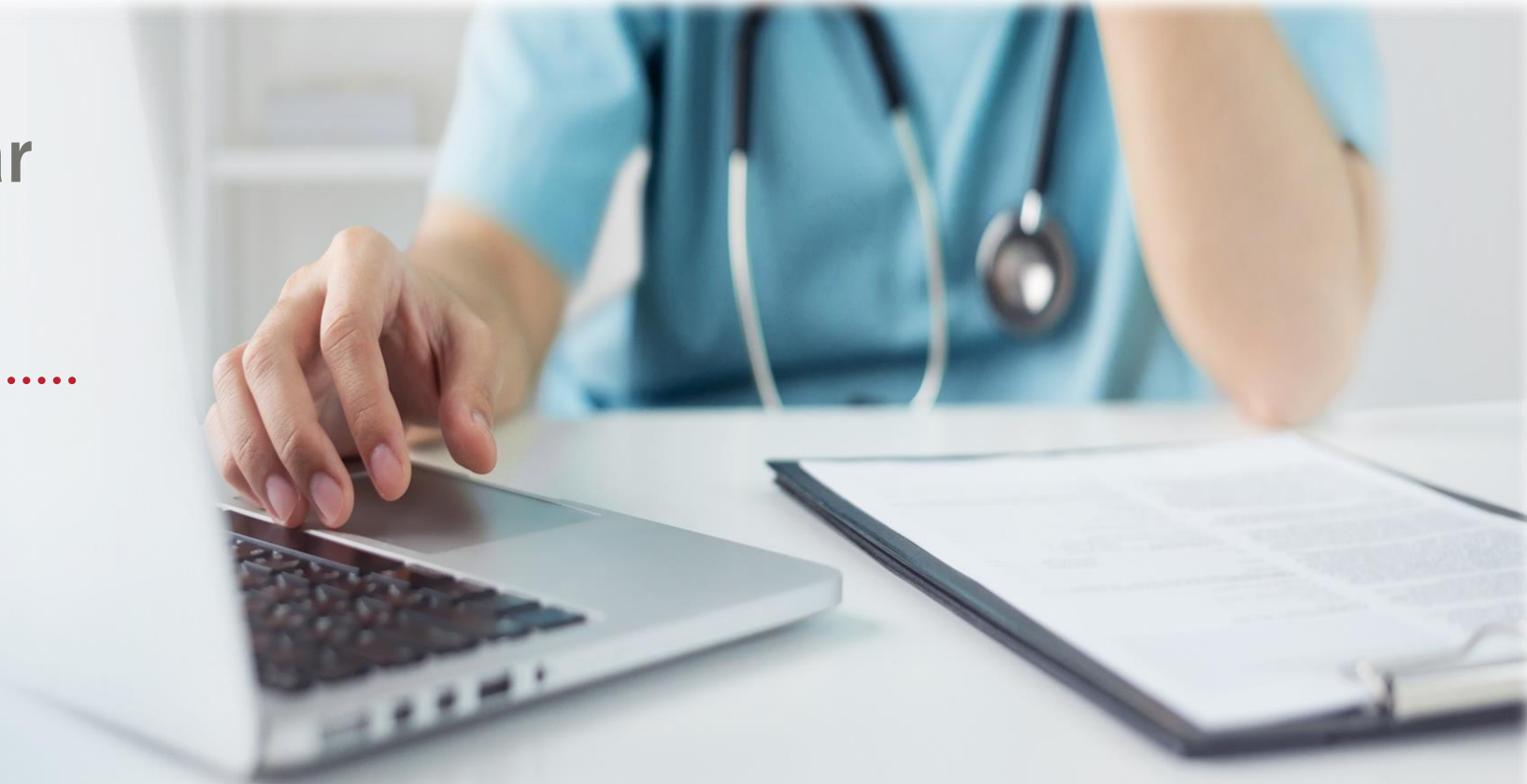


Regulation and Accreditation

About URAC

Regulation sets the bar
for safety

Accreditation sets
the bar for quality





Provides a
quality
framework



Ensures
continuous
quality
improvement



Independent,
third-party
verification of
a quality
program



Demonstrates
leadership
and initiative
in a growing
field

*Leaders and teams use accreditation to
improve performance and demonstrate value*

URAC's Health Care Management Programs



Digital Health

- Telehealth Accreditation
- Remote Patient Monitoring Accreditation
- Telehealth Support Services Certification
- Health Website Accreditation
- Health Content Provider Certification



Mental Health and Substance Use Disorder (MH/SUD) Parity

- MH/SUD Parity Compliance Guide
- ParityManager™ Compliance Software
- MH/SUD Parity Accreditation



Patient Care Management

- Health Utilization Management Accreditation
- Health Utilization Management Certification
- Independent Medical Examination Accreditation
- Independent Review Organization Accreditation
- Case Management Accreditation
- Health Call Center Accreditation
- Disease Management Accreditation
- Workers' Compensation Utilization Management Accreditation



Administrative Management

- Health Care Management Certification
- Contact Center Certification
- Clinically Integrated Network Accreditation
- Patient-Centered Medical Home Accreditation
- Provider-Based Population Health Accreditation
- Employer-Based Population Health Accreditation
- Credentials Verification Organization Accreditation



Health and Dental Plan

- Health Plan Accreditation
- Health Plan with Long-Term Services and Supports
- Marketplace Health Plan Accreditation
- Medicaid Health Plan
- Medicaid Health Plan with Long-Term Services and Supports
- Medicare Advantage Accreditation
- Dental Plan Accreditation
- Health Network Accreditation
- Dental Network Accreditation



Pharmacy

- Infusion Pharmacy Accreditation
- Medicare Home Infusion Therapy Supplier Accreditation
- Mail Service Pharmacy Accreditation*
- Pharmacy Benefit Management Accreditation
- Pharmacy Services Accreditation (chose up to four modules)
 - Community Dispensing
 - Drug Therapy Management
 - Point of Care Testing
 - Vaccine Administration
- Rare Disease Pharmacy Center of Excellence Certification
- Specialty Pharmacy Accreditation*
- Specialty Physician Practice Dispensing Accreditation
- Specialty Pharmacy Services
- Workers' Compensation Pharmacy Benefit Management Accreditation



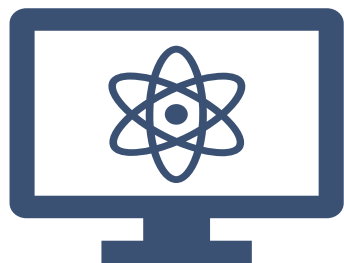
Supplemental Designations

- Opioid Stewardship
- Measurement-Based Care
- Integrated Behavioral Health
- Independent Dispute Resolution
- Transitions of Care



* Denotes program is available for small pharmacies

Core Tenets of a URAC Accreditation



Educational
Process



Demonstrate
Your Excellence



Long-standing
Relationships



Constant
Improvement



Measure Quality

Continuous Growth to Meet Your Needs

About URAC



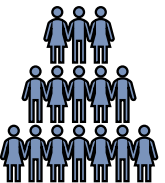
How We Continue to Grow

Streamlining Standards
Increasing Partnerships
Shortening Review Timelines
New Accreditation, Certification, and Designation Programs



What We've Added

Affordable pricing
Additional client educational tools
Offerings for smaller organizations
Increased "free" education and training



Foundational Principles

Educational approach to reviews
Independent: No consulting services
Reviewers are URAC-employed clinicians
High-quality standards developed by experts in the field

The Accreditation Process

Karen Watts, PhD

ACCREDITATION PROCESS



Meet Your Client Relations Team

Accreditation
Process



**Derrick
Wilder**



**Joel
Rodney**



**Morinola
Sodeke**

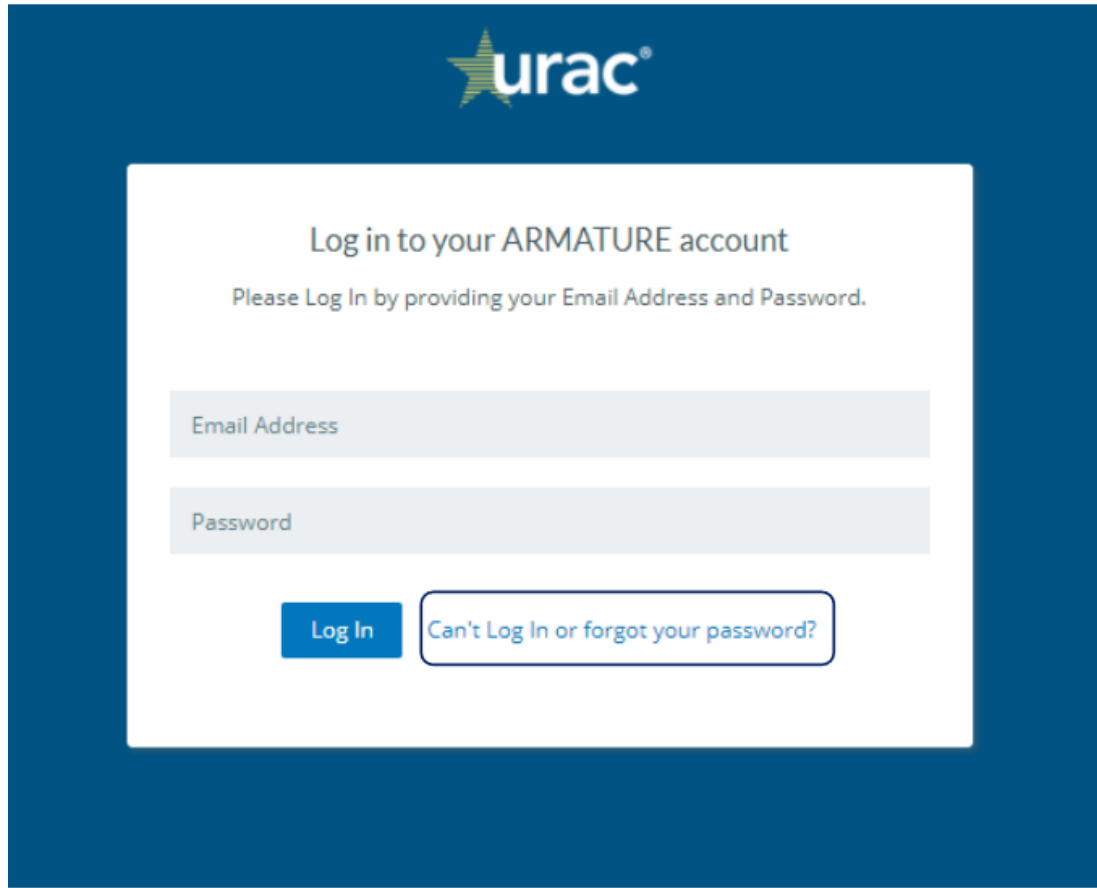


**Robyn
Owens**



**Sheila
Brunson**

Application Submission



The image shows a login interface for the URAC ARMATURE account. At the top, the URAC logo is displayed. Below it, the text reads "Log in to your ARMATURE account" and "Please Log In by providing your Email Address and Password." There are two input fields: "Email Address" and "Password". Below the "Email Address" field is a blue "Log In" button. To the right of the "Log In" button is a link that says "Can't Log In or forgot your password?".

- **Organizational Overview**
 - Sites, structure, scope of services, governance, and delegation activities
- **Supporting evidence for each program standard**
 - Policies, procedures, meeting minutes, program descriptions, reports, etc.
 - All documents **MUST** be cited
 - No Protected Health Information

Meet The Reviewer Teams

Accreditation
Process

Care Management Reviewers



Diane



Donald



Gosia



Kelly



Monica



Rosemarie



Shelley



Steve



Monica

Pharmacy Reviewers



Bruce



Dan



Heather



Heidi



Jackie



Jenn



Joe



Mark



Michelle



Troy



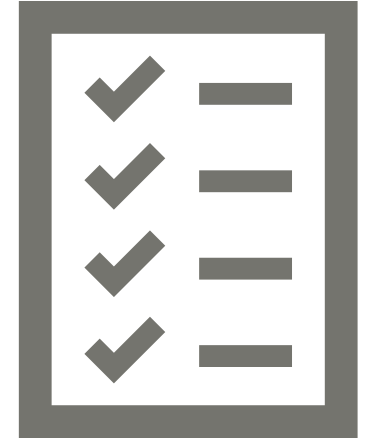
Heather



Desktop Review Process

Program
Document
Review

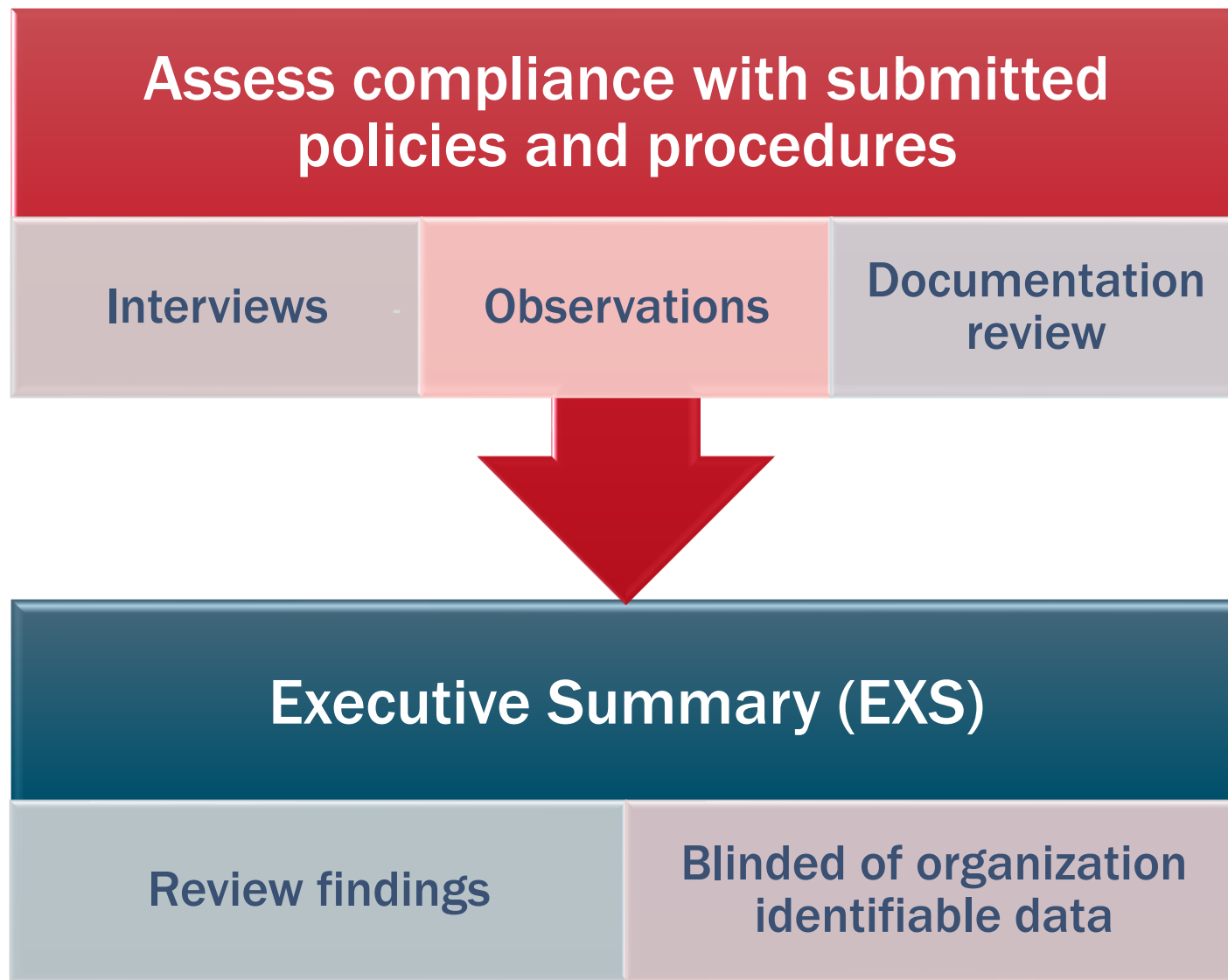
Request for
Information



Iterative
Learning Process



Validation Review and Executive Summary



Decision Notification

Accreditation
Process

Accreditation Committee Decision

Decision Letter

Official Certificate and Seal

Directory

Appeal Rights



ACCREDITED



Ongoing Compliance



Organizations must remain compliant during award cycle



Measures reporting for select programs



Virtual mid-cycle Monitoring Review

Random selection
Notified in advance
No additional cost

Programs with Measures



Provider Integration & Coordination Programs

- Accountable Care
- Measurement Based Care
- Patient Centered Medical Health



Pharmacy Quality Management Programs

- Community Pharmacy
- Drug Therapy Management
- Mail Service Pharmacy
- Pharmacy Benefit Management
- Specialty Pharmacy



Health Care Management Programs

- Case Management
- Disease Management



Health & Dental Plan Programs

- Dental Plan
- Health Plan
- Health Plan with Health Insurance Marketplace



Digital Programs

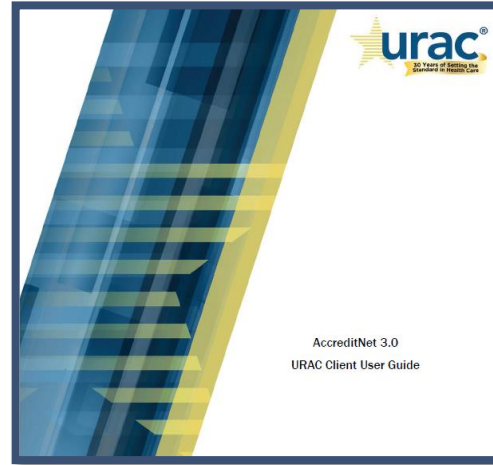
- Telehealth

Resources to Support Clients

Joe Costello, JD



Client Relations
Manager



AccreditNet Guide



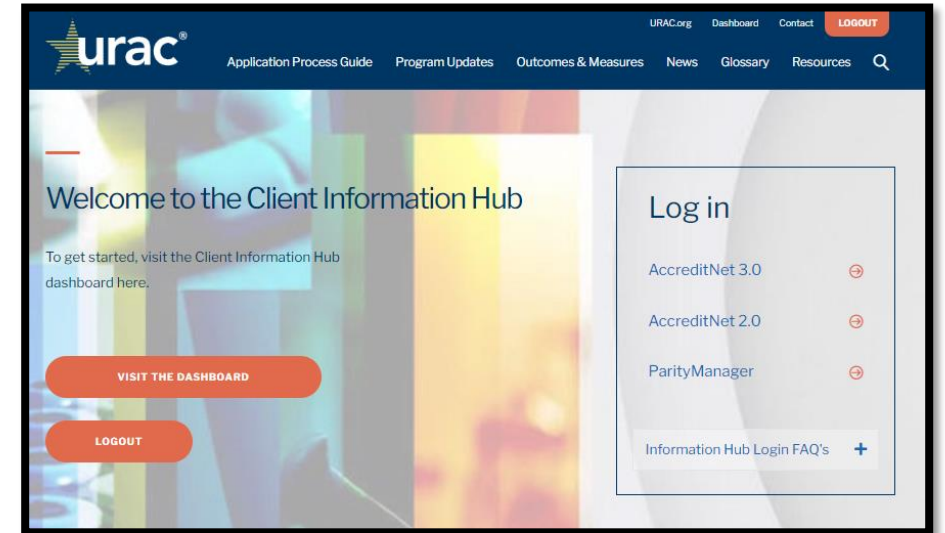
Program Guide

People

Tools



Accreditation Reviewer



Client Information Hub

Client Information Hub

Resources



URAC.org Dashboard Contact **LOGOUT**

Application Process Guide Program Updates Outcomes & Measures News Glossary Resources

Resources

Home / Resources

Resources Helpful Tools Staff Support Contact Us About



Application Process Guide

Home / Application Process Guide

We are here to guide you every step of the way

We know the application process can seem daunting at first, but don't worry—our staff are here to guide you every step of the way. And, we have many informative resources available at your fingertips to help you understand the application instrument, interpret the standards and submit a successful application.

▼ Read more

Getting Started

Desktop Review

Request for Information

Validation Review

Decision

Ongoing Compliance

Renewals



Welcome to the Program Updates Page

As health care changes, URAC revises our programs to reflect those changes and to reflect:

- Promote industry best practices
- Encourage quality improvement
- Protect and empower consumers

Our programs are further strengthened by certification-specific standards and evidence-based measures.

page, please bookmark and check back often to keep up-to-date with any

One-stop-shop for
client needs

Continuous
updates

Interactive

clients.urac.org



A Standard in Six

Resources

Standards In Six

[Home](#) / [Standards In Six](#)

A Standard In Six

URAC's *A Standards in Six* video series helps you better understand the standards in URAC's Foundational Focus Areas. By the end, we hope you'll feel more confident for when evaluating your application.

- Performance Monitoring and Improvement
- Risk Management
- Operations and Infrastructure
- Consumer Protection and Empowerment

We've developed these videos to help you understand the standards in URAC's Foundational Focus Areas. The on-screen text is designed to help you understand the standards in URAC's Foundational Focus Areas. The on-screen text is designed to help you understand the standards in URAC's Foundational Focus Areas.

December 28, 2021

PMI 1: Quality Management Scope

POSTED IN PERFORMANCE MONITORING AND IMPROVEMENT

 Performance Monitoring and Improvement: PMI 1: Quality Management Scope  

A Standard in Six

Foundational Focus Area:
Performance Monitoring & Improvement
PMI 1: Quality Management Scope



[Watch on YouTube](#)  © URAC 2022

In this video, URAC Accreditation Reviewer Laura Higginbotham goes into more detail on what we're looking for in Standard PMI 1: Quality Management Scope.

Quick Links

- [News](#)
- [Resources](#)
- [Webinars](#)
- [Standards In Six](#)
- [Interpretation Portal](#)

 Consumer Protection and Empowerment 2: Consumer Safeguards and Communication  

A Standard in Six

Foundational Focus Area: Consumer Protection and Empowerment
CPE 2: Consumer Safeguards and Communication

2-1: Consumer Diversity, Equity and Inclusion
2-2: Consumer Safety Protocols
2-3: Consumer Complaint Process
2-4: Health Literacy Promotion



Consumer Marketing and Communication Safeguards

 © URAC 2022

Accreditation Reviewer Troy Reese goes into more detail about Consumer Protection and Empowerment.

URAC Interpretations Submission Form

Name*

Email*

Company*

Phone*

Are you currently
URAC Accredited?
*

What is your
application
number?

Which program
does your
question
concern?*

What is the
version number
of the Standards?
*


Is this a
standards or
measures
question?*

What is the
Standard/Meas...
number?*

Inquiry/
Question:*

Resources


Standards Interpretations Inquiries and AccreditNet Assistance


Accreditations & CertificationsOutcomes & MeasuresAbout URACNewsEvents

Home / Contact




We look forward to hearing from you.


Send us a message using the form on this page, or connect with us via the contact info below.


 1220 L Street NW, Suite 900
Washington, DC 20005

 202-216-9010

Connect With Us

 BUSINESS DEVELOPMENT

 FILE A GRIEVANCE

First Name *

Last Name *

Your Email Address *

Your Phone Number

Your Company or Organization *

How can we help? *

Message *


SUBMIT



A Preview of AccreditedNet


Maggie Cornett, RN, MS


Logging In



Log in to your ARMATURE account

Please Log In by providing your Email Address and Password.

Email Address 

Password 

[Log In](#) [Can't Log In or forgot your password?](#)

Home Page

The screenshot shows the URAC AccreditNet Home Page. The top navigation bar includes the URAC logo and a menu with links: Home, Profile, Contacts, Structure, Applications, Certifications, Processes, Instruments, Documents, and Issuer Information. In the top right corner, there are links for Notifications (with a badge showing 5) and a user profile icon labeled 'Me'.

1 Organization Profile

You are assigned to more than 1 organization.
Click here to select a different organization

URAC's Prod Test Org [Edit](#)

2022-ORG-00161
Washington DC, District of Columbia
uracprodtest.org

Primary Contact: Margaret Weisner
maggieannc@gmail.com
2023263962

Primary Liaison: Derrick Wilder

2 Certifications

☒ Show Active Only

Certification Type	Status	Effective	Expires
Accountable Care 1.0 - ACA-1	Active	05/01/2022	05/01/2025

3 Applications

Type	Status	Activities
Application: APP-680 Type: Accountable Care	Submitted Submitted: 05/16/2022	0
Application: APP-664 Type: Pharmacy Services	Submitted Submitted: 05/03/2022	0
Application: APP-642 Type: Independent Review Organization: Comprehensive Review (Internal & External)	Submitted Submitted: 04/25/2022	0

[View all Applications](#)

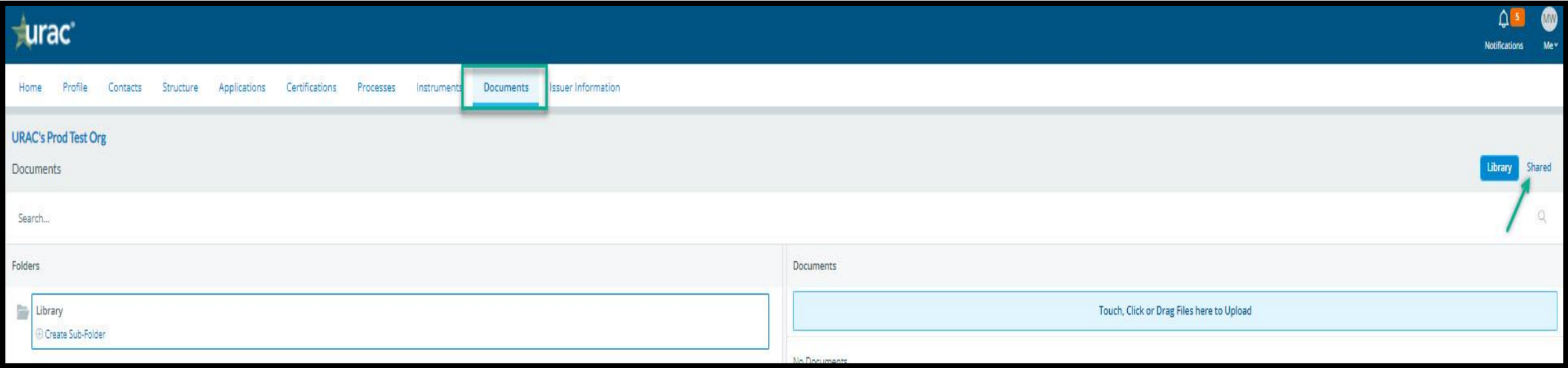
4 Notice of Change

Please select the notice of change you would like to submit

5 Scheduled Items

Item	Begin	End
APP: Clinical Integration Accreditation v1.1	Mar 7th	--
APP: Pharmacy Services Accreditation v1.0: VAX+PCT+DTM+CD	Apr 27th	--
APP: IRO: Comprehensive Review Accreditation v5.2	Apr 25th	Apr 25th 24 days ago
APP HP: Health Plan Accreditation v8.1	Mar 29th	--
APP HP: Health Network Accreditation v8.1	Apr 5th	--

Documents



Instrument

AccreditNet



Instruments / All / Instrument Response Summary

Instrument Overview

APP: Health Web Site International Accreditation v1.0

Summary Documents Assignees Reports

Overview



Riyadh
SAUDI ARABIA

Opens
02/16/2022

Closes
06/30/2022

Instrument Workflow

● — Opened on February 16th, 2022 - Not Started

Review Scoring Summary

No Reviews

Coordinator
--

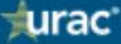
Status
Not Started

Progress

0%	Application Introduction
0%	General Questions [M]
0%	Focus Area HWS-MDY: Mandatory Requirements
0%	Focus Area HWS-OPIN: Operations and Infrastructure
0%	Focus Area HWS-RM: Risk Management
0%	Focus Area HWS-PMI: Performance Monitoring and Improvement
0%	Focus Area HWS-WSD: Web Site Design
0%	Focus Area HWS-HCM: Health Content Management
0%	Focus Area HWS-PIM: Personal Information Management
0%	Focus Area HWS-ER: External Relationships
0%	Thank You [M]

Submit

Digital Seal



HomeProfileContactsStructureApplicationsCertificationsProcessesInstrumentsDocumentsIssuer Information

URAC's Prod Test Org - 2022-ORG-00161

washington DC, DC
uracprodtest.org

Primary Contact
Margaret Weisner
maggieann@gmail.com
2023263962

Primary
Derrick

URAC's Prod Test Org

Current Certification Info

Accountable Care 1.0

ACA-1

Active ●

as of 05/16/2022

Status	Issued	Effective	Expires
Granted	05/16/2022	05/01/2022	05/01/2025

Embed Certification Seal HTML

```
<div>
  <a href="https://accreditnet.urac.org/directory/#/accreditation/ACA-1/info">
    
  </a>
  <div>Accountable Care</div>
  <div>05/01/2025</div>
</div>
```

Copy to Clipboard

C/N	Decision
ACA-1	Approve Accreditation Program Full Accreditation

Upcoming AccreditNet Trainings

February 8

March 8

April 12

2:00 p.m. Eastern

Recording will be on
Client Information Hub

What We'll Cover

- Login
- Home Page
- Documents
- Application Overview
- Instrument Overview
- Certification/Digital Seal
- Issuer Information
- Notices of Change

Upcoming Pharmacy 5.0 Workshop



- February 28 and March 1
- Charlotte, North Carolina
- Early Bird Rate (though TODAY!): \$799
- Regular Rate (through 2/6): \$849

www.urac.org/pharm5

SPOTS WILL SELL OUT



Connect with URAC

Client Relations Inquiries

202-326-3942

clientrelations@urac.org

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Watch URAC on [YouTube](#)