New in Your Role?
Keep Calm and Accredit 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
Welcome

Agenda for Today

- Welcome and Introductions
- About URAC
- Accreditation Process
- Tools to Support You
- Overview of AccreditNet

Questions
Today’s Presenters

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
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
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

**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

**Mental Health and Substance Use Disorder (MH/SUD) Parity**
- MH/SUD Parity Compliance Guide
- ParityManager™ Compliance Software
- MH/SUD Parity Accreditation

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

**About URAC**
URAC’s Pharmacy Programs

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

* Denotes program is available for small pharmacies

Supplemental Designations

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

About URAC
Core Tenets of a URAC Accreditation

Educational Process

Demonstrate Your Excellence

Long-standing Relationships

Constant Improvement

Measure Quality
Continuous Growth to Meet Your Needs

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

About URAC
The Accreditation Process

Karen Watts, PhD
ACCREDITATION PROCESS

- Upload Application
- Desktop Review
- Validation Review
- Committee Review
- Monitoring
Meet Your Client Relations Team

Derrick Wilder
Joel Rodney
Morinola Sodeke
Robyn Owens
Sheila Brunson
Application Submission

• 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

Care Management Reviewers

- Diane
- Donald
- Gosia
- Kelly
- Monica
- Rosemarie
- Shelley
- Steve
- Monica

Pharmacy Reviewers

- Bruce
- Dan
- Heather
- Heidy
- Jackie
- Jenn
- Joe
- Mark
- Michelle
- Troy
- Heather
Desktop Review Process

- Program Document Review
- Request for Information
- Iterative Learning Process
Validation Review and Executive Summary

Executive Summary (EXS)

- Review findings
- Blinded of organization identifiable data

Assess compliance with submitted policies and procedures

Interviews | Observations | Documentation review

Accreditation Process
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

Accreditation Process
Resources to Support Clients

Joe Costello, JD
People

Client Relations Manager

Accreditation Reviewer

Tools

AccreditNet Guide

Program Guide

Client Information Hub
Client Information Hub

Resources

Application Process Guide

We are here to guide you every step of the way

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.

Welcome, please bookmark and check back often to keep up-to-date with any changes.

One-stop-shop for client needs

Continuous updates

Interactive

clients.urac.org
A Standard in Six

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. In this video, we discuss the scope of the standards for evaluating your organization.

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

We’ve developed these videos with the help of our Accreditation Development Team. The goal is to focus on the areas that customers struggle the most. Look for more videos of this kind in the future.

PMI 1: Quality Management Scope

December 28, 2021

POSTED IN PERFORMANCE MONITORING AND IMPROVEMENT

A Standard in Six

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

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.
Standards Interpretations Inquiries and AccreditNet Assistance

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

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Your Company or Organization *

How can we help? * 
AccreditNet Help Desk

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AccreditNet Help Desk

We look forward to hearing from you.
A Preview of AccreditNet

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
Instrument
Digital Seal

URAC’s Prod Test Org - 2022-CRG-00161

Accountable Care 1.0
ACA-1

Status
Granted
Issued
06/16/2022
Effective
01/01/2022
Expires
05/01/2025

Accreditation Status
Active

Copy to Clipboard
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