

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

PERFORMANCE MONITORING AND IMPROVEMENT

- PMI 1: Quality Management Scope
 - PMI 1-1: Quality Structure
- PMI 2: Quality Data Collection and Evaluation
 - PMI 2-1: Data Collection and Evaluation
- PMI-DMP 3: Disease Management Program Metrics
 - PMI-DMP 3-1: Collected Member Experience Metrics
 - PMI DMP 3-2: Member Participation Metrics
 - PMI-DMP 3-3: Program Performance Metrics

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 Diversity, Equity and Inclusion
 - CPE 2-2: Consumer Safety Protocols
 - CPE 2-3: Consumer Complaint Process
 - CPE 2-4: Health Literacy Promotion
 - CPE 2-5: Consumer Marketing and Communication Safeguards

DISEASE MANAGEMENT PROGRAM

- DMP 1: Program Description
 - DMP 1-1: Disease Management Program Description
 - DMP 1-2: Disease Management Program Structure
 - DMP 1-3: Coordination of Services and Communications
 - DMP 1-4: Program Monitoring and Evaluation
 - DMP 1-5: Program Staff
- DMP 2: Program Strategy
 - DMP 2-1: Provider Input
 - DMP 2-2: Member Engagement
 - DMP 2-3: Securing Member Input
- DMP 3: Evidence-Based Disease Management Program
 - DMP 3-1: Maintaining an Evidence-Based Program
- DMP 4: Digital Health Technology
 - DMP 4-1: Digital Health Technology Strategy
 - DMP 4-2: Criteria for Adopting Digital Health Technology
 - DMP 4-3: Implementation of Digital Health Technology
- DMP 5: Member Rights and Responsibilities
 - DMP 5-1: Member Rights
 - DMP 5-2: Member Responsibilities
- DMP 6: Program Information for Members
 - DMP 6-1: Initial Member Contact Information
 - DMP 6-2: Information for Participating Members

DMP 7: Comprehensive Population Assessments

- DMP 7-1: Population Assessment Methodology
- DMP 7-2: Population Identification and Stratification
- DMP 7-3: Target Population Management

DMP 8: Comprehensive Member Assessments

- DMP 8-1: Member Assessments
- DMP 8-2: Member Preferences Assessment
- DMP 8-3: Member Assessment for Care Coordination Needs
- DMP 8-4: Member Assessment Categories
- DMP 8-5: Additional Member Assessment Categories

DMP 9: Interventions

- DMP 9-1: Interventions for Targeted Conditions
- DMP 9-2: Proactive Member Support
- DMP 9-3: Communications to Prevent Gaps
in Care and Services
- DMP 9-4: Tracking Interventions

REPORTING PERFORMANCE MEASURES

RPT 1: Reporting Mandatory Performance Measures

- RPT 1-1: Reporting Mandatory Performance
Measures to URAC

RPT 2: Reporting Exploratory Performance Measures

- RPT 2-1: Reporting Exploratory Performance
Measures to URAC