

URAC's Utilization Management Recognition Programs: *Recognizing what you do best*

Tuesday, April 4, 2023

Before We Get Started



Message Nick Davis for any ***tech issues***



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



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

The URAC Team



Lisa Silverman, MA
Client Education Specialist

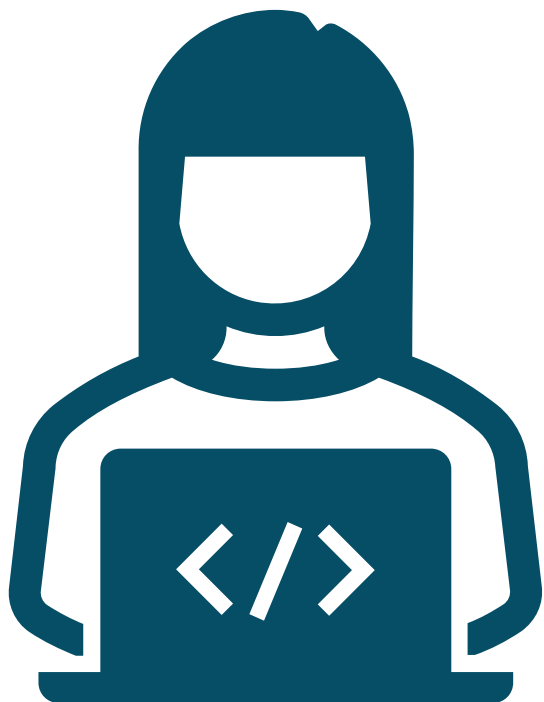


Kurt Acker
Director of Sales



Rosemarie Reich, RN, CLSSBB
Accreditation Reviewer

Who's Here Today



What type of organization do you represent?

What's your organization's relationship to URAC?

About URAC



**Leader in Utilization Management, Telehealth and
Specialty Pharmacy Accreditation**

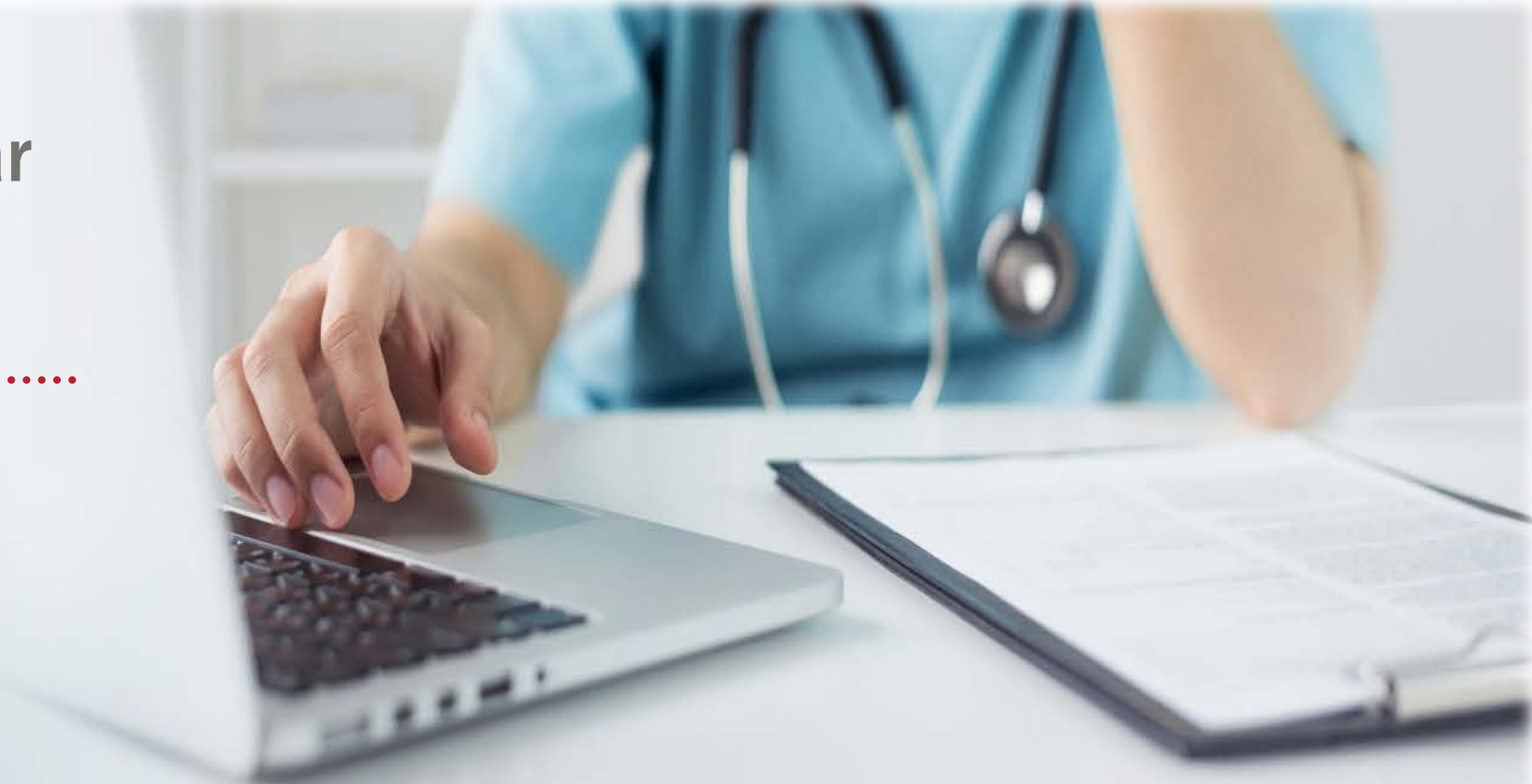
Our Clients
Hospitals
Health Plans
Pharmacies
Telehealth Providers
Independent Review
Population Health
Utilization
Management
Credentials Verification
Health Websites
Case Management
Disease Management



Regulation and Accreditation

Regulation sets the bar
for safety

Accreditation sets
the bar for quality



Diverse Stakeholders Govern URAC



Some of URAC's UM Clients



Suite of URAC's UM Recognition Programs



Pre-Review Screening Certification

What Part of the UM Process Your Organization Does

Conducts pre-review screenings

What Your Organization Excels At

Providing timely, reviews of service requests and collection and transfer of non-clinical data

What URAC Looks For

An outline of your process for pre-review/initial screening

Initial Clinical Review Certification

What Part of the UM Process Your Organization Does

Uses licensed clinical professionals to issue a certification or moves the case to peer review

What Your Organization Excels At

Having a team of credentialed and qualified reviewers

What URAC Looks For

The organization does **NOT** issue a non-certification based on initial clinical review

Clinical Decision Support Certification

What Part of the UM Process Your Organization Does

Peer review when the initial clinical review does not result in a certification

What Your Organization Excels At

Facilitating the peer review process

What URAC Looks For

Peer clinical review occurs for all cases where a certification is not issued through initial clinical review

Clinical Review Criteria Certification

What Part of the UM Process Your Organization Does

Develop the criteria for making decisions

What Your Organization Excels At

Maintaining the clinical review criteria

What URAC Looks For

The organization uses approved evidence-based clinical criteria

Health Utilization Management Accreditation

What Your Organization Does

- Everything in the certifications
- Facilitates the appeals process for standard and expedited reviews

What We'll Look For

- Everything in the certifications
- Outline of the appeal process
- Primary source verification of credentials

Benefits of Working with a Recognized Entity

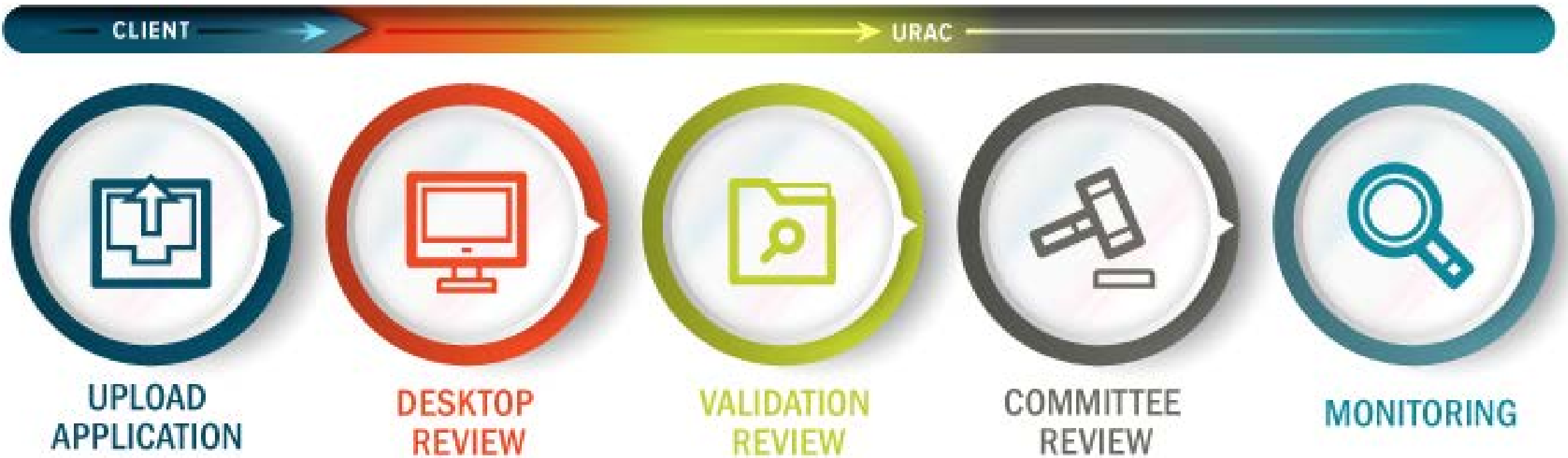


CERTIFIED



ACCREDITED

ACCREDITATION PROCESS



Application Resources



Client Relations
Manager



Accreditation
Program Guide



Client Information
Hub



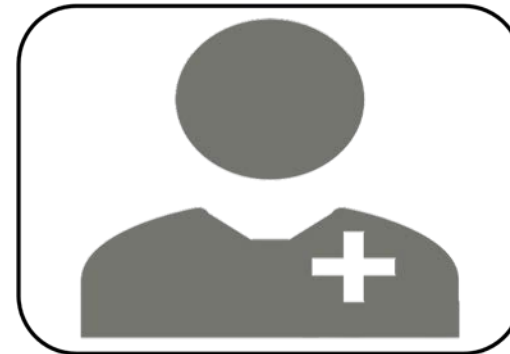
Standards Inquiries/
Interpretation Portal



Webinars

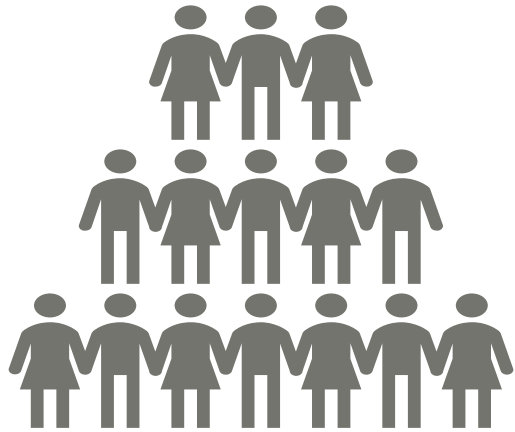


AccreditNet 3.0

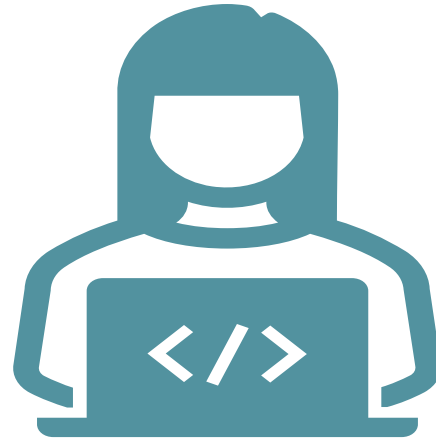


Reviewer

Tips for Preparing for Accreditation



Prepare Staff



Watch Webinar on
Policies and
Procedures



Gather Documents

Connect with URAC



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