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 sets the bar for safety

Accreditation sets the bar for quality
Diverse Stakeholders Govern URAC
Why Accreditation Works

Based on best practices as reviewed by experts

Ensures data protection

Strengthens existing quality and safety measures

Confidence to patients, providers and payers
Some of URAC’s UM Clients

carecentrix
MRioA
exceedent
Alliant Health Solutions
Telligen
Humana
Vaya Health
Suite of URAC’s UM Recognition Programs

- Pre-Review Screening Certification
- Initial Clinical Review Certification
- Clinical Decision Support Certification
- Clinical Review Criteria Certification

Pre-Review Screening Certification + Initial Clinical Review Certification + Clinical Decision Support Certification + Clinical Review Criteria Certification + Appeals = HUM Accreditation
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 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

- UPLOAD APPLICATION
- DESKTOP REVIEW
- VALIDATION REVIEW
- COMMITTEE REVIEW
- MONITORING
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

Sales and New Accreditation Inquiries
202-216-9413
businessdevelopment@urac.org

Client Relations Inquiries
202-326-3942
clientrelations@urac.org

Like URAC on Facebook  •  Follow URAC on Twitter
Connect with URAC on LinkedIn  •  Watch URAC on YouTube