



Risk Management (RM) v1.0

RM 1: Risk Management Strategies

- RM 1-1: Enterprise Risk Management Program Structure
- RM 1-2: Risk Management Program Scope
- RM 1-3: Enterprise Risk Management Program

RM 2: Regulatory Compliance Program and Internal Controls

- RM 2-1: Compliance Program Structure
- RM 2-2: Compliance Program Scope
- RM 2-3: Compliance Program Implementation

Consumer Protection and Empowerment (CPE) v4.0

CPE 1: Information Systems Confidentiality and Security

- CPE 1-1: Protection of Data and Information
- CPE 1-2: Confidentiality of Individually-Identifiable Health Information

CPE 2: Healthcare Ethics

- CPE 2-1: Consumer Rights and Responsibilities
- CPE 2-2: Ethical Healthcare Practices

CPE 3: Consumer Empowerment

- CPE 3-1: Access to Services
- CPE 3-2: Consumer Complaint Process
- CPE 3-3: Consumer Satisfaction
- CPE 3-4: Consent
- CPE 3-5: Health Literacy Promotion

CPE 4: Consumer Protection

- CPE 4-1: Clinical Oversight of Program
- CPE 4-2: Consumer Safety Mechanism
- CPE 4-3: Coordination with External Entities
- CPE 4-4: Marketing Safeguards
- CPE 4-5: Financial Incentives

Ongoing Credentialing and Maintenance of Practice Privileges (OCM) v4.0

OCM 1: Clinical Staff Credentialing

- OCM 1-1: Verification and Maintenance of Credentials
- OCM 1-2: Clinical Roles and Responsibilities
- OCM 1-3: Clinical Staff Training Program
- OCM 1-4: Credentialing Authority

- OCM 1-5: Credentialing Program Plan
- OCM 1-6: Credentialing Application
- OCM 1-7: Credentialing Confidentiality
- OCM 1-8: Review of Credentialing Information
- OCM 1-9: Credentialing Communication Mechanisms
- OCM 1-10: Primary Source Verification
- OCM 1-11: Consumer Safety Credentialing Investigation
- OCM 1-12: Credentialing Application Review
- OCM 1-13: Credentialing Time Frame
- OCM 1-14: Recredentialing
- OCM 1-15: Recredentialing and Provider Quality Monitoring
- OCM 1-16: Credentialing Delegation
- OCM 1-17: Clinical Practice Oversight and Evaluation

Performance Monitoring and Improvement (PMI) v4.0

PMI 1: Quality Oversight Procedures and Responsibilities

- PMI 1-1: Quality Management Program Structure
- PMI 1-2: Quality Management Program Scope
- PMI 1-3: Quality Management Program Implementation
- PMI 1-4: Corrective Action Plans and Performance Remediation
- PMI 1-5: Performance Improvement
- PMI 1-6: Quality Management Program Evaluation

Operations and Infrastructure (OPIN) v4.0

OPIN 1: Leadership

- OPIN 1-1: Culture of Safety
- OPIN 1-2: Nondiscrimination Requirements
- OPIN 1-3: Planning and provision of resources
- OPIN 1-4: Accountability

OPIN 2: Staff Management

- OPIN 2-1: Job Descriptions
- OPIN 2-2: Staff Qualifications
- OPIN 2-3: Staff Training Program
- OPIN 2-4: Staff Member Performance Review

OPIN 3: Process Optimization v 4.0

- OPIN 3-1: Provider Training & Performance Feedback
- OPIN 3-2: Delegation

OPIN 4: Business Ethics

- OPIN 4-1: Code of Ethical Conduct



Telehealth Professional Practice (TH-PP) v1.0

TH-PP 1: Professional Practice via Telehealth

- TH-PP 1-1: Provider–Patient Relationship
- TH-PP 1-2: Patient Experience
- TH-PP 1-3: Safe Prescribing
- TH-PP 1-4: Provider Collaboration
- TH-PP 1-5: Evidence-based Practice
- TH-PP 1-6: Documentation
- TH-PP 1-7: Agreements between Participating Sites
- TH-PP 1-8: Policy and Procedure Maintenance, Review and Approval

Telehealth Technology (TH-TE) v1.0

TH-TE 1: Information Systems

- TH-TE 1-1: Information Systems Capabilities
- TH-TE 1-2: Organization Management Capabilities
- TH-TE 1-3: Technology Selection
- TH-TE 1-4: User Competence
- TH-TE 1-5: Risk Assessment and Prevention
- TH-TE 1-6: System Privacy, Security, and Integrity
- TH-TE 1-7: Information Exchange Issues
- TH-TE 1-8: Transmission Reliability

Consumer Education via Telehealth Media (TH-CE) v1.0

TH-CE 1: Health Information Content

- TH-CE 1-1: Consumer Health Content Delivery
- TH-CE 1-2: Editorial Policy Transparency
- TH-CE 1-3: Disclosures

TH-CE 2: Decision-Making Support Tools for Consumers

- TH-CE 2-1: Information Source for Target Populations
- TH-CE 2-2: Consumer Educational Information

TH-CE 3: Consumer Empowerment for Self-Management Participation

- TH-CE 3-1: Patient Self-management
- TH-CE 3-2: Health Behavior Guidance
- TH-CE 3-3: Safe Practices
- TH-CE 3-4: Patient Counseling
- TH-CE 3-5: Patient Goals
- TH-CE 3-6: Monitoring Progress

TH-CE 4: Consumer Education Effectiveness Evaluation

- TH-CE 4-1: Self-selected Materials
- TH-CE 4-2: Consumer Satisfaction
- TH-CE 4-3: Healthy Behaviors
- TH-CE 4-4: Health Status

Care Coordination via Telehealth Media (TH-CC) v1.0

TH-CC 1: Care Coordination Services

- TH-CC 1-1: Scope of Services Provided
- TH-CC 1-2: Health Professionals Performing Care Coordination
- TH-CC 1-3: Care Coordination Provider Qualifications

TH-CC 2: Care Coordination Effectiveness Evaluation

- TH-CC 2-1: Comprehensive Outcomes Evaluation
- TH-CC 2-2: Consumer Experience Data
- TH-CC 2-3: Implementation of Program Improvements

Measures Reporting (RPT) v4.0

RPT 1: Reporting Measures to URAC

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