



Pharmacy Core Standards, Version 3.1

Organizational Structure

- PHARM Core 1 - Organizational Structure
- PHARM Core 2 - Organization Documents

Policies and Procedures

- PHARM Core 3 - Policy and Procedure Maintenance, Review, and Approval

Regulatory Compliance

- PHARM Core 4 - Regulatory Compliance Program and Internal Controls

Inter-Departmental Coordination

- PHARM Core 5 - Inter-departmental Coordination

Oversight of Delegated Functions

- PHARM Core 6 - Delegation Review Criteria
- PHARM Core 7 - Delegation Review
- PHARM Core 8 - Delegation Contracts
- PHARM Core 9 - Delegation Oversight

Marketing and Sales Communications

- PHARM Core 10 - Review of Marketing and Sales Materials

Business Relationships

- PHARM Core 11 - Written Business Agreements
- PHARM Core 12 - Client Satisfaction

Information Management

- PHARM Core 13 - Information Management
- PHARM Core 14 - Business Continuity / Emergency Management
- PHARM Core 15 - Information Confidentiality and Security
- PHARM Core 16 - Confidentiality of Individually-Identifiable Health Information

Quality Management

- PHARM Core 17 - Quality Management Program
- PHARM Core 18 - Quality Management Program Resources
- PHARM Core 19 - Quality Management Program Requirements
- PHARM Core 20 - Quality Management Committee
- PHARM Core 21 - Quality Management Documentation
- PHARM Core 22 - Quality Improvement Project
- PHARM Core 23 - Quality Improvement Project Requirements
- PHARM Core 24 - Quality Improvement Projects: Consumer Organizations

Staff Qualifications

- PHARM Core 25 - Job Descriptions
- PHARM Core 26 - Staff Qualifications

Staff Management

- PHARM Core 27 - Staff Education and Training Program
- PHARM Core 28 - Staff Operational Tools and Support
- PHARM Core 29 - Staff Assessment Program

Clinical Staff Credentialing and Oversight Role

- PHARM Core 30 - Clinical Staff Credentialing
- PHARM Core 31 - Senior Clinical Staff Requirements
- PHARM Core 32 - Senior Clinical Staff Responsibilities
- PHARM Core 33 - Financial Incentive Policy
- PHARM Core 34 - Access to Services
- PHARM Core 35 - Consumer Complaint Process

Health Care System Coordination

- PHARM Core 36 - Coordination with External Entities

Consumer Protection and Empowerment

- PHARM Core 37 - Consumer Rights and Responsibilities
- PHARM Core 38 - Consumer Safety Mechanism
- PHARM Core 39 - Consumer Satisfaction
- PHARM Core 40 - Health Literacy
- PHARM Core 41 - Employment Background Screening



Drug Therapy Management

- DTM 1 - DTM Program Offerings
- DTM 2 - Program Criteria and Consumer-Centered Approach
- DTM 3 - Additional Program Criteria
- DTM 4 - Drug Therapy Periodic Reassessment Process
- DTM 5 - Program Development and Review
- DTM 6 - At-Risk Patient Identification and Recruitment
- DTM 7 - Periodic Patient Reassessment Process
- DTM 8 - Evidence-Based Research and Practices
- DTM 9 - Staff Qualifications
- DTM 10 - Coordination of Care
- DTM 11 - Provision of Counseling and Education
- DTM 12 - Communication and Education Materials
- DTM 13 – Customization of Education Materials
- DTM 14 - Integration with Existing Benefits
- DTM 15 - Coordination of Communications
- DTM 16 - Informed Decision-Making with Patients

- DTM 17 - DTM Program Telephone Access
- DTM 18 - Participating Patients Rights and Responsibilities
- DTM 19 - Information Regarding Other Resources and Providers
- DTM 20 - Quality Improvement
- DTM 21 - Program Evaluation Process
- DTM 22 - Program Evaluation Outcomes Reporting
- DTM 23 - Program Evaluation Methodology Disclosure
- DTM 24 - DTM Program Provider Performance Feedback

Measures Reporting

- DTM 25 - RPT 1 - Reporting Mandatory Performance Measures to URAC
- DTM 26 - RPT 2 - Reporting Exploratory Performance Measures to URAC