



CORE Standards, Version 3.0

Required as part of Health Utilization Management Accreditation Guide, Version 7.3

Organizational Structure

CORE 1 - Organizational Structure
CORE 2 - Organization Documents

Policies and Procedures

CORE 3 - Policy and Procedure Maintenance, Review and Approval

Regulatory Compliance

CORE 4 - Regulatory Compliance

Inter-Departmental Coordination

CORE 5 - Inter-Departmental Coordination

Oversight of Delegated Functions

CORE 6 - Delegation Review Criteria
CORE 7 - Delegation Review
CORE 8 - Delegation Contracts
CORE 9 - Delegation Oversight

Marketing and Sales Communications

CORE 10 - Review of Marketing and Sales Materials

Business Relationships

CORE 11 - Written Business Agreements
CORE 12 - Client Satisfaction

Information Management

CORE 13 - Information Management
CORE 14 - Business Continuity
CORE 15 - Information Confidentiality and Security
CORE 16 - Confidentiality of Individually-Identifiable Health Information

Quality Management

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

Staff Qualifications

CORE 25 - Job Descriptions
CORE 26 - Staff Qualifications

Staff Management

CORE 27 - Staff Training Program
CORE 28 - Staff Operational Tools and Support
CORE 29 - Staff Assessment Program

Clinical Staff Credentialing and Oversight Role

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

Health Care System Coordination

CORE 36 - Coordination with External Entities

Consumer Protection and Empowerment

CORE 37 - Consumer Rights and Responsibilities
CORE 38 - Consumer Safety Mechanism
CORE 39 - Consumer Satisfaction
CORE 40 - Health Literacy



Review Criteria

HUM - 1 - Review Criteria Requirements

Accessibility of Review Services

HUM - 2 - Access to Review Staff

HUM - 3 - Review Service Communication and Time Frames

HUM - 4 - Review Service Disclosures

On-Site Review Services

HUM - 5 - On-Site Review Requirements

HUM - 6 - N/A

Initial Screening

HUM - 7 - Limitations in Use of Non-Clinical Staff

HUM - 8 - Pre-Review Screening Staff Oversight

HUM - 9 - Pre-Review Screening Non-Certifications

Initial Clinical Review

HUM - 10 - Initial Clinical Reviewer Qualifications

HUM - 11 - Initial Clinical Reviewer Resources

HUM - 12 - Initial Clinical Reviewer Non-Certifications

Peer Clinical Review

HUM - 13 - Peer Clinical Review Cases

HUM - 14 - Peer Clinical Reviewer Qualifications

HUM - 15 - Drug Utilization Management Reviewer Qualifications

HUM - 16 - Prospective, Concurrent and Retrospective Drug Utilization Management

Peer-to-Peer Conversation

HUM - 17 - Peer-to-Peer Conversation Availability

HUM - 18 - Peer-to-Peer Conversation Alternate

Time Frames for Initial UM Decision

HUM - 19 - Prospective Review Time Frames

HUM - 20 - Retrospective Review Time Frames

HUM - 21 - Concurrent Review Time Frames

Notice of Certification Decisions

HUM - 22 - Certification Decision Notice and Tracking

HUM - 23 - Continued Certification Decision Requirements

Notice of Non-Certification Decisions

HUM - 24 - Written Notice of Non-Certification Decisions and Rationale

HUM - 25 - Clinical Rationale for Non-Certification Requirements

UM Policy

HUM - 26 - Prospective Review Patient Safety

HUM - 27 - Reversal of Certification Determinations

HUM - 28 - Frequency of Continued Reviews

Information upon which UM is Conducted

HUM - 29 - Scope of Review Information

HUM - 30 - Prospective and Concurrent Review Determinations

HUM - 31 - Retrospective Review Determinations

HUM - 32 - Lack of Information Policy and Procedures

UM Appeals

HUM - 33 - Non-Certification Appeals Process

HUM - 34 - Appeals Process

HUM - 35 - Appeal Peer Reviewer Qualifications

HUM - 36 - Drug Utilization Management Appeals: Reviewer Qualifications

HUM - 37 - Reviewer Attestation Regarding Credentials and Knowledge

HUM - 38 - Expedited Appeals Process Time Frame

HUM - 39 - Standard Appeal Process Time Frame

HUM - 40 - Written Notice of Upheld Non-Certifications

HUM - 41 - Appeal Record Documentation