Pharmacy Benefit Management Core Standards, Version 3.1
Required as part of Pharmacy Benefit Management Accreditation Guide, Version 2.2

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

Customer Service, Communications, and Disclosure
CSCD 1 - Post-Enrollment Consumer Information Requirements
CSCD 2 - On-going Communication Practices
CSCD 3 - Disclosure on Refilling Prescriptions
CSCD 4 - Communication Safeguards
CSCD 5 - Integration with Existing Benefits
CSCD 6 - Coordination of Communications
CSCD 7 - Disclosure
CSCD 8 - Disclosure Verification
CSCD 9 - Program Representative Availability
CSCD 10 - Call Center Operating Requirements
CSCD 11 - Multiple Format Communications Requirement
CSCD 12 - Communications Process
CSCD 13 - Health Literacy and Cultural Sensitivity Communication Requirement
CSCD 14 - Electronic Prescribing

Pharmacy Distribution Channel Standards
PHARM-DC 1 - Scope of Services
PHARM-DC 2 - Access and Availability
PHARM-DC 3 - Quality and Safety Criteria
PHARM-DC 4 - Out of Network Services
PHARM-DC 5 - Participating Pharmacy Relations Program
PHARM-DC 6 - Participating Pharmacy Written Agreements
PHARM-DC 7 - Written Agreement Inclusions
PHARM-DC 8 - Written Agreement Subcontracting
PHARM-DC 9 - Distribution Channel Management: Credentialing Network Pharmacies
PHARM-DC 10 - Other Participating Pharmacy Agreement Documentation
PHARM-DC 11 - Participating Pharmacy Dispute Resolution Scope
PHARM-DC 12 - Participating Pharmacy Suspension Mechanism
PHARM-DC 13 - Claims Processing

Drug Utilization Management Standards
DrUM 1 - Drug Utilization Management Program Components
DrUM 2 - Coverage Decisions Based on Clinical Information
DrUM 3 - Review Criteria Requirements
DrUM 4 - Prospective, Concurrent and Retrospective Drug Utilization Management
DrUM 5 - Consumer Safety Process Requirements
DrUM 6 - General Transition Process Requirements
DrUM 7 - Review Service Disclosures
DrUM 8- Prospective Reviewer Qualifications
DrUM 9 - Rendering of Non-Certifications
DrUM 10 - Automated Review
DrUM 11 - Oversight of Automated Review Non-Certifications
DrUM 12 - Exceptions
DrUM 13 - Policies and Procedures for Excluded Drugs
DrUM 14 - Written Notice of Non-Certification Decisions & Rationale
DrUM 15 - Reversal of Certification Determinations
DrUM 16 - Scope of Review Information
DrUM 17 - Prospective, Concurrent, and Retrospective Review Determination
DrUM 18 - Lack of information Policy and Procedure
DrUM 19 - Appeals
DrUM 20 - Appeals Process Consumer Rights
DrUM 21 - Non-Certification Appeals Process
DrUM 22 - Appeals Process
DrUM 23 - Appeal Peer Reviewer Qualifications
DrUM 24 - Expedited Appeals Process Timeline
DrUM 25 - Standard Appeals Process Timeframe
DrUM 26 - Written Notification of Upheld Non-Certifications
DrUM 27 - Appeal Record Documentation

P&T Standards/Formulary Development
PTFD 1 - P&T/Formulary Development
PTFD 2 - Economic Formulary Considerations
PTFD 3 - Organizational Specifications
PTFD 4 - P&T Committee Membership
PTFD 5 - P&T Committee Conflict of Interest
PTFD 6 - P&T Committee Policies and Procedures
PTFD 7 - P&T Committee Meeting Administration
PTFD 8 - P&T Committee
PTFD 9 - Interface with Quality Improvement & DrUM Programs
PTFD 10 - Timely Consideration of New Molecular Entities
PTFD 11 - P&T Review Functions

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