



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



Customer Service, Communications, and Disclosure (CSCD)

- CSCD 1 - Post-Enrollment Consumer Information Requirements
- CSCD 2 - Ongoing Communication Practices
- CSCD 3 - Disclosure on Refilling Prescriptions
- CSCD 4 - Integration and Coordination with Existing Benefits
- CSCD 5 - Disclosure
- CSCD 6 – Disclosure Verification
- CSCD 7 - Ongoing Consumer Support
- CSCD 8 - Telephone Performance Monitoring
- CSCD 9 – Telephone Performance Metrics
- CSCD 10 – Multiple Format Communication Requirement
- CSCD 11 – Communications Process
- CSCD 12 – Literacy and Culturally Appropriate Communications
- CSCD 13 – Electronic Prescribing

Specialty Drug Management (SDrM)

- SDrM 1 - Roles and Responsibilities of Pharmacies
- SDrM 2 – Principles that Support Pharmacy Services
- SDrM 3 - Treatment Recommendations Based on Clinical Information
- SDrM 4 – Prospective, Concurrent, and Retrospective Drug Management
- SDrM 5 - Drug Utilization Management Reporting
- SDrM 6 – Patient Safety Process Requirements

Pharmacy Operations (PHARM-OP)

- PHARM-OP 1 – Pharmacy Operations: Scope of Services and Performance Metrics
- PHARM-OP 2 – Prescription Intake Process
- PHARM-OP 3 - Prescription Order Review and Verification by Pharmacist
- PHARM-OP 4 - Product Preparation and Dispensing Process
- PHARM-OP 5 - Prescription Dispensing by Pharmacist
- PHARM-OP 6 - Shipping

- PHARM-OP 7 - Cold Chain Distribution: Process Controls and Monitoring System
- PHARM-OP 8 - Product Handling, Storage, and Inventory
- PHARM-OP 9 - Procurement and Supply
- PHARM-OP 10 - Machine and Equipment Maintenance
- PHARM-OP 11 - Pharmacy Drug Claims Processing
- PHARM-OP 12 - Handling and Removal of Unacceptable Medications
- PHARM-OP 13 - Pharmacy Oversight
- PHARM-OP 14 - Facility Safety and Security
- PHARM-OP 15 - Quality and Error Management in the Facility
- PHARM-OP 16 - Compounding

Patient Management (PM)

- PM 1 - Patient Centered Strategy
- PM 2 - Patient Management Program Services
- PM 3 - Additional Program Characteristics
- PM 4 - Program Development and Review
- PM 5 - Periodic Patient Reassessment Process
- PM 6 - Evidence-Based Research and Practices
- PM 7 - Staff Qualifications
- PM 8 – Coordination of Care
- PM 9 - Informed Decision-Making with Patients
- PM 10 – Communication and Education Materials
- PM 11 - Patient Management Integrated Approach
- PM 12 - Participating Patient Rights and Responsibilities
- PM 13 - Quality Improvement
- PM 14 - Demonstrating Patient Management Program Value
- PM 15 - Program Evaluation Outcomes Reporting
- PM 16 - Program Evaluation Methodology Disclosure

Measures Reporting

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