

New in Your Role? Keep Calm and Accredited On

Monday, May 23, 2022

Before We Get Started



Message Nick
Davis for any
tech issues



Use the chat
box for
questions and
to ***introduce***
yourself



Explore
resources
we'll share in
the chat box

Agenda for Today

Welcome and
Introductions

About URAC

Accreditation
Process

Tools to
Support You

Overview of
AccreditNet

Questions

Welcome



Shawn Griffin, MD
President & CEO



Karen Watts, PhD
Vice President
Accrediting and
Client Services



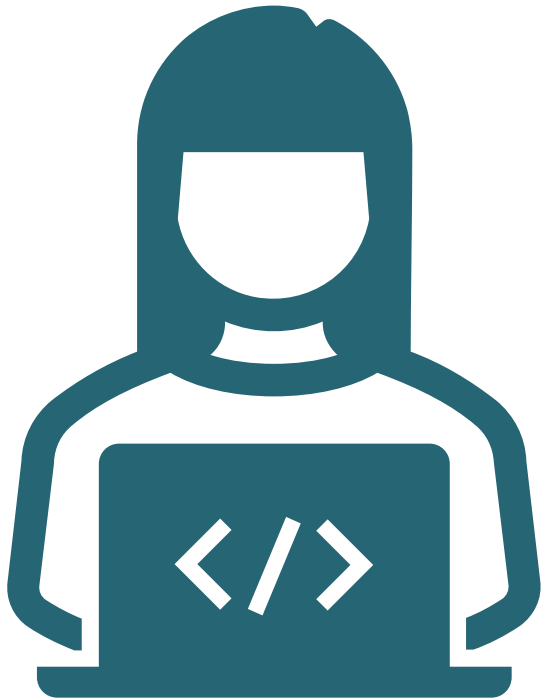
Joe Costello, JD
Director
Client Services



Maggie Cornett, RN, MS
Chief Information Officer

Today's Presenters

Who's Here Today



What type of
organization do you
represent?

Is this your first
time going through
accreditation with
URAC?

What makes you the
most nervous about
going through
accreditation?

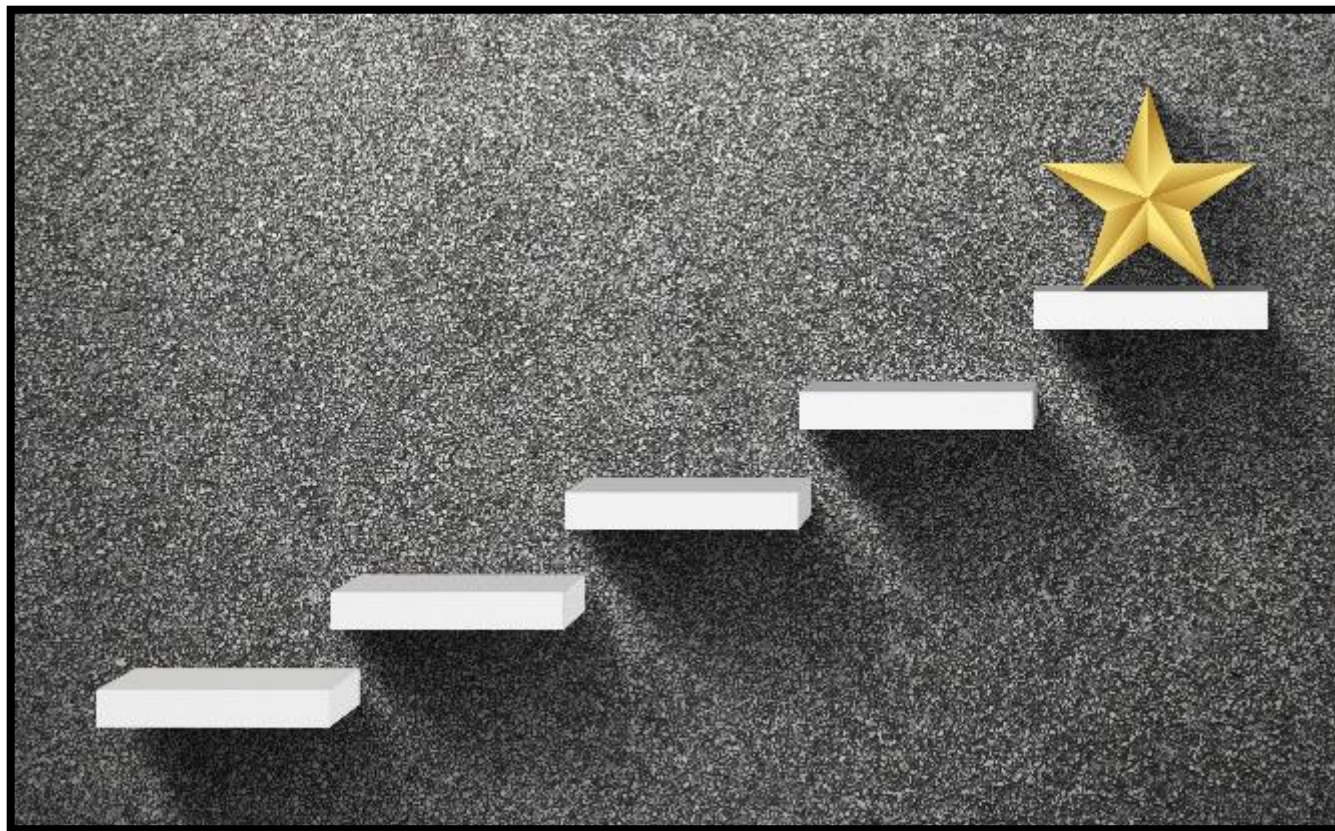


About URAC

Shawn Griffin, MD



- Founded in 1990
- Non profit
- Independent
- Validates quality throughout the health care landscape



Regulation and Accreditation

Regulation sets the bar
for safety

.....

Accreditation sets
the bar for quality





**Provides a
quality
framework**



**Ensures
continuous
quality
improvement**



**Independent,
third-party
verification of
a quality
program**



**Demonstrates
leadership
and initiative
in a growing
field**



*Leaders and teams use accreditation to
improve performance and demonstrate value*

URAC's Health Care Management Programs



Digital Health

- Telehealth Accreditation
- Remote Patient Monitoring Accreditation
- Telehealth Support Services Certification
- Health Website Accreditation
- Health Content Provider Certification



Mental Health and Substance Use Disorder (MH/SUD) Parity

- MH/SUD Parity Compliance Guide
- ParityManager™ Compliance Software
- MH/SUD Parity Accreditation



Patient Care Management

- Health Utilization Management Accreditation
- Health Utilization Management Certification
- Independent Medical Examination Accreditation
- Independent Review Organization Accreditation
- Case Management Accreditation
- Health Call Center Accreditation
- Disease Management Accreditation
- Workers' Compensation Utilization Management Accreditation



Administrative Management

- Health Care Management Certification
- Contact Center Certification
- Clinically Integrated Network Accreditation
- Patient-Centered Medical Home Accreditation
- Provider-Based Population Health Accreditation
- Employer-Based Population Health Accreditation
- Credentials Verification Organization Accreditation



Health and Dental Plan

- Health Plan Accreditation
- Health Plan with Long-Term Services and Supports
- Marketplace Health Plan Accreditation
- Medicaid Health Plan
- Medicaid Health Plan with Long-Term Services and Supports
- Medicare Advantage Accreditation
- Dental Plan Accreditation
- Health Network Accreditation
- Dental Network Accreditation



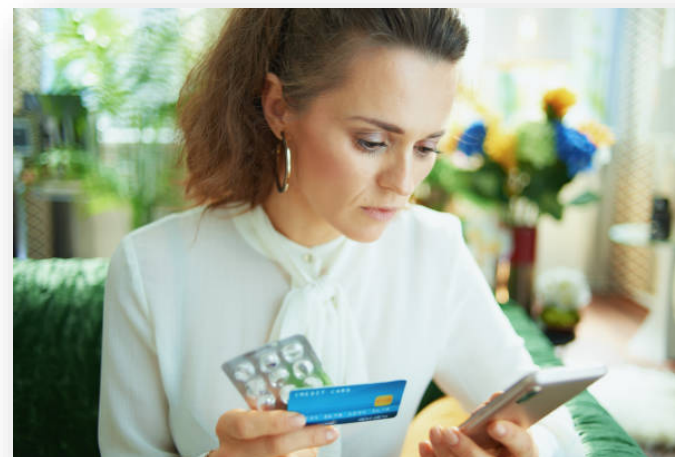
Pharmacy

- Infusion Pharmacy Accreditation
- Medicare Home Infusion Therapy Supplier Accreditation
- Mail Service Pharmacy Accreditation*
- Pharmacy Benefit Management Accreditation
- Pharmacy Services Accreditation (chose up to four modules)
 - Community Dispensing
 - Drug Therapy Management
 - Point of Care Testing
 - Vaccine Administration
- Specialty Pharmacy Accreditation*
- Specialty Physician Practice Dispensing Accreditation
- Specialty Pharmacy Services



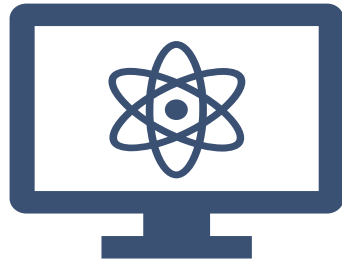
Supplemental Designations

- Rare Disease Center of Excellence
- Opioid Stewardship
- Measurement-Based Care
- Integrated Behavioral Health
- Transitions of Care



** Denotes program is available for small pharmacies*

Core Tenets of a URAC Accreditation



Educational
Process



Demonstrate
Your Excellence



Long-standing
Relationships



Constant
Improvement



Measure Quality

Continuous Growth to Meet Your Needs

About URAC



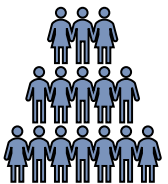
How We Continue to Grow

Streamlining Standards
Increasing Partnerships
Shortening Review Timelines
New Accreditation, Certification, and Designation Programs



What We've Added

Affordable pricing
Additional client educational tools
Offerings for smaller organizations
Increased "free" education and training



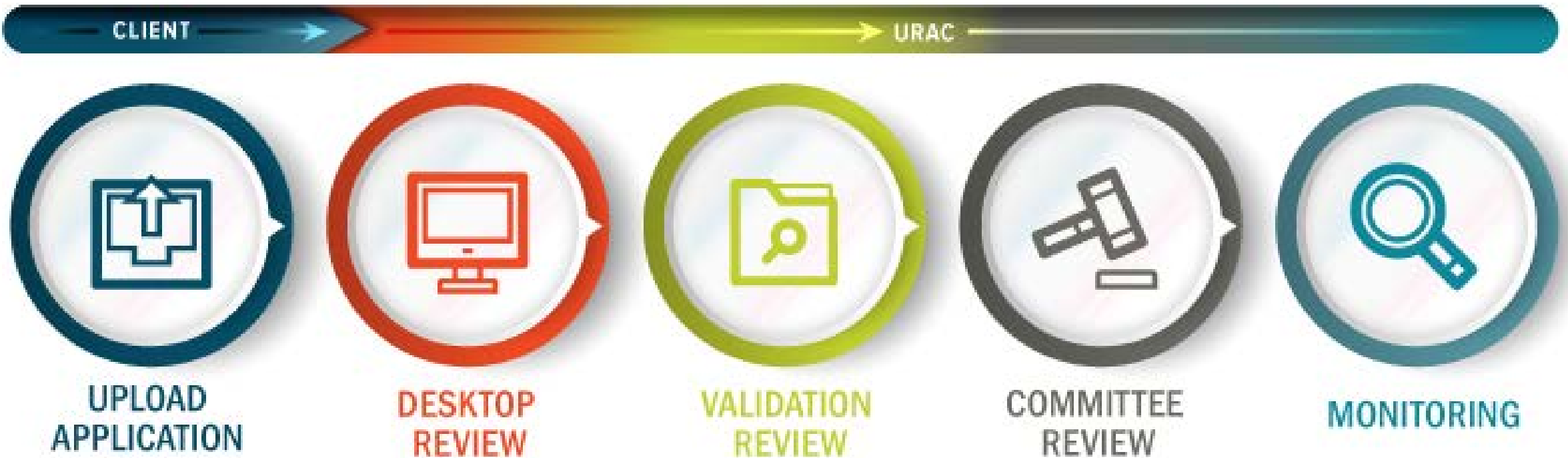
Foundational Principles

Educational approach to reviews
Independent: No consulting services
Reviewers are URAC-employed clinicians
High-quality standards developed by experts in the field

The Accreditation Process

Karen Watts, PhD

ACCREDITATION PROCESS



Meet Your Client Relations Manager

Accreditation
Process



**Derrick
Wilder**



**Joel
Rodney**

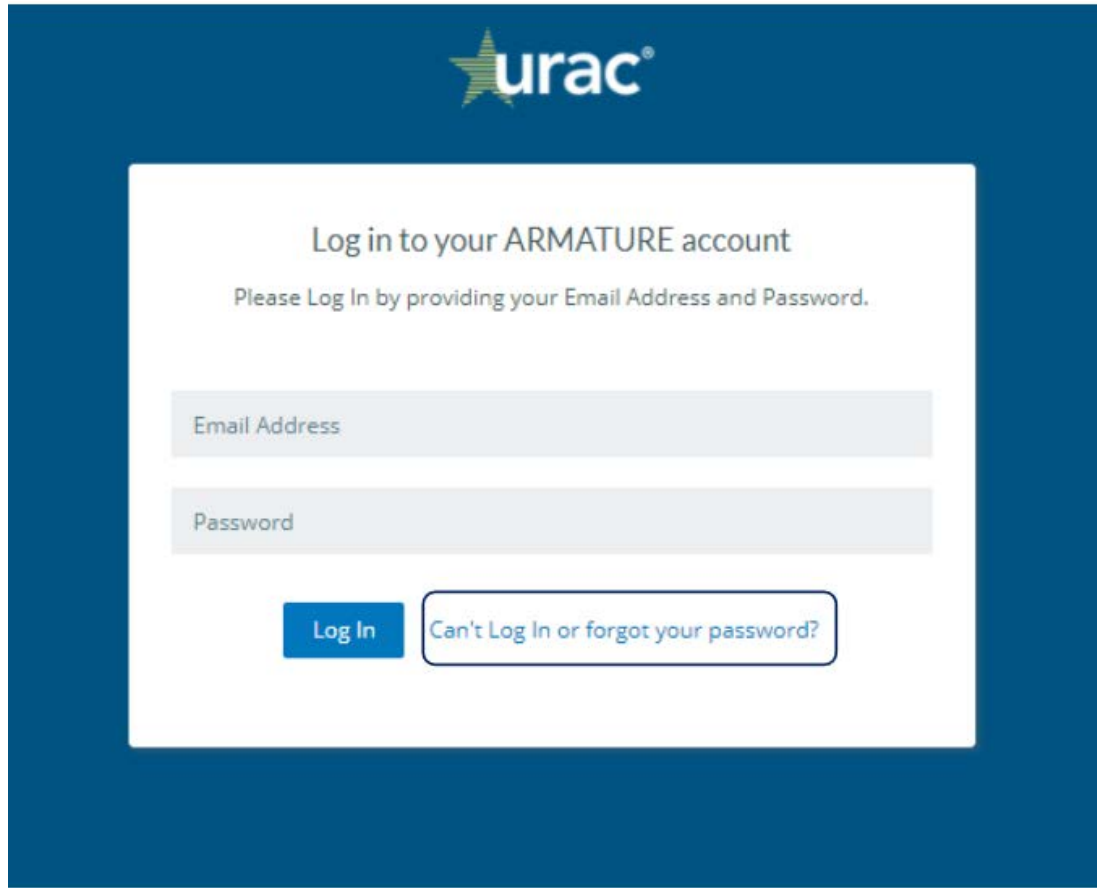


**Morinola
Sodeke**



**Robyn
Owens**

Application Submission

The image shows a login interface for the URAC ARMATURE account. At the top is the URAC logo. Below it, the text reads "Log in to your ARMATURE account" and "Please Log In by providing your Email Address and Password." There are two input fields: "Email Address" and "Password". Below the "Email Address" field is a blue "Log In" button. To the right of the "Log In" button is a link that says "Can't Log In or forgot your password?".

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Log in to your ARMATURE account

Please Log In by providing your Email Address and Password.

Email Address

Password

Log In

Can't Log In or forgot your password?

- **Organizational Overview**
 - Sites, structure, scope of services, governance, and delegation activities
- **Supporting evidence for each program standard**
 - Policies, procedures, meeting minutes, program descriptions, reports, etc.
 - All documents **MUST** be cited
 - No Protected Health Information

Meet Your Reviewer

Accreditation
Process

Care Management Reviewers



Aleta



Diane



Gosia



Rosemarie



Shelley



Steve

Pharmacy Reviewers



Bruce



Dan



Heather



Heidi



Jackie



Jenn



Joe



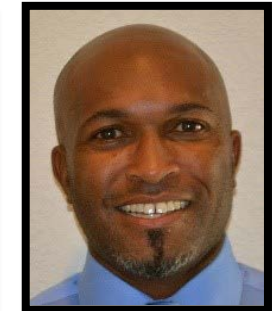
Laura



Mark



Michelle



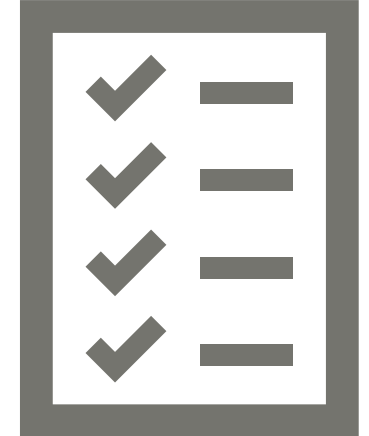
Troy

Desktop Review Process

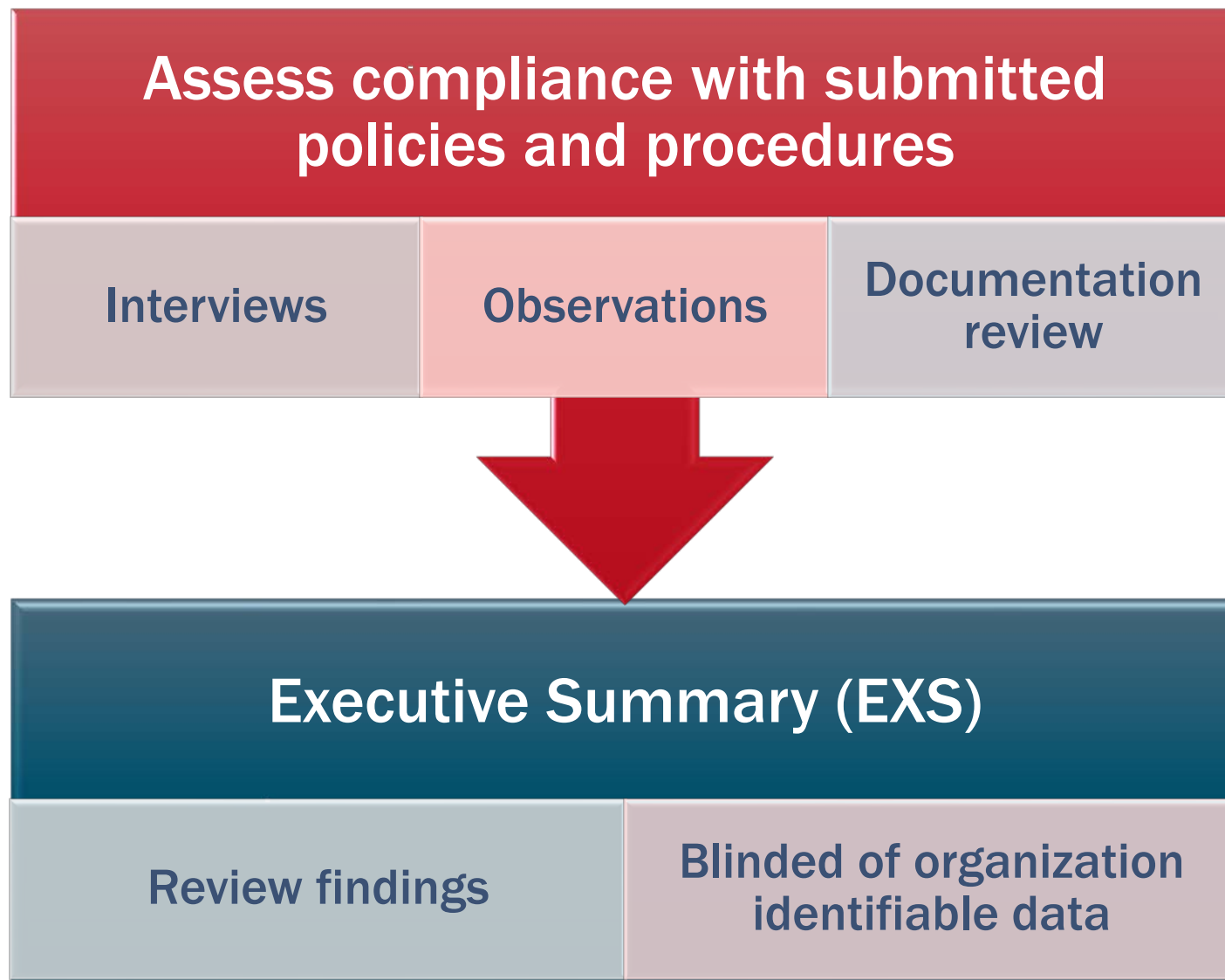
Program
Document
Review

Request for
Information

Iterative
Learning Process



Validation Review and Executive Summary



Decision Notification

Accreditation
Process

Accreditation Committee Decision

Decision Letter

Official Certificate and Seal

Directory

Appeal Rights



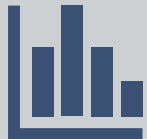
ACCREDITED



Ongoing Compliance



Organizations must remain compliant during award cycle



Measures reporting for select programs



Virtual mid-cycle Monitoring Review

Random selection
Notified in advance
No additional cost

Programs with Measures



Provider Integration & Coordination Programs

- Accountable Care
- Measurement Based Care
- Patient Centered Medical Health



Pharmacy Quality Management Programs

- Community Pharmacy
- Drug Therapy Management
- Mail Service Pharmacy
- Pharmacy Benefit Management
- Specialty Pharmacy



Health Care Management Programs

- Case Management
- Disease Management



Health & Dental Plan Programs

- Dental Plan
- Health Plan
- Health Plan with Health Insurance Marketplace



Digital Programs

- Telehealth

Resources to Support Clients

Joe Costello, JD



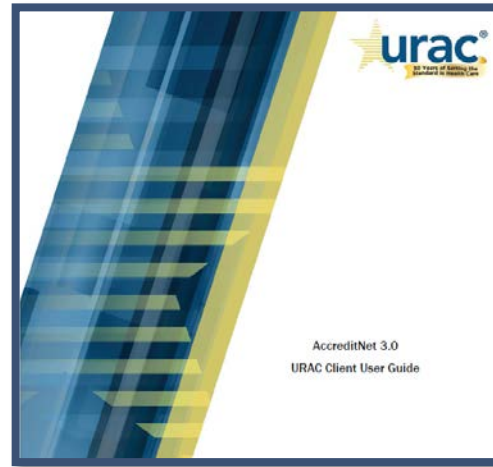
Client Relations
Manager

People



Accreditation Reviewer

Tools

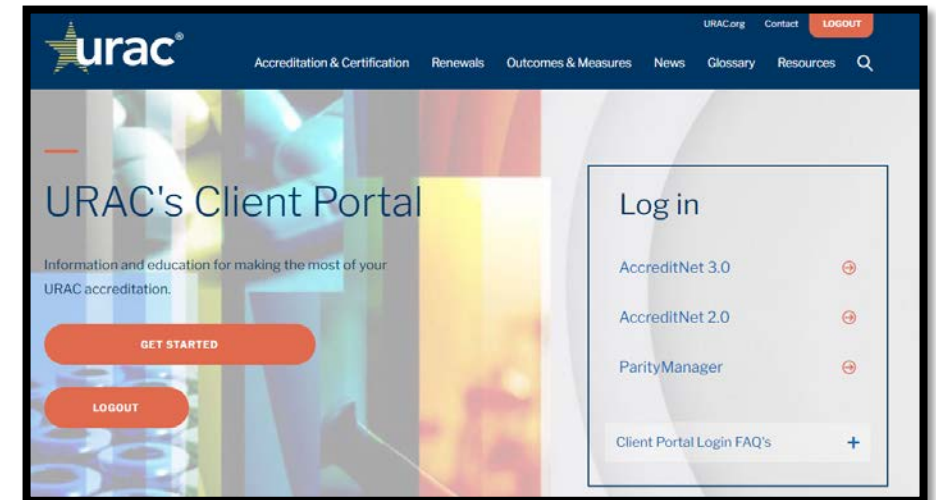


AccreditNet Guide



Program Guide

Resources

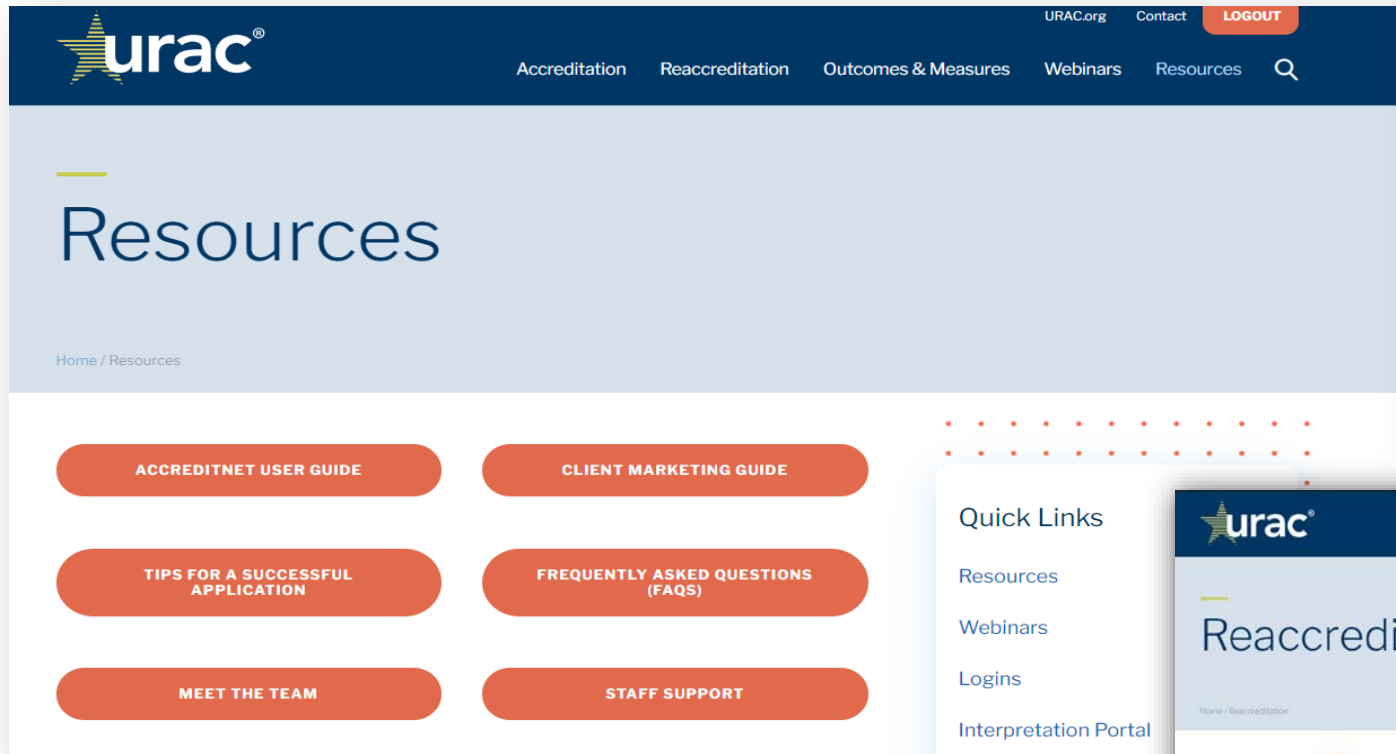


Client Information Hub



Client Information Hub

Resources



The image shows the 'Resources' page of the URAC Client Information Hub. The header is dark blue with the URAC logo on the left and navigation links (URAC.org, Contact, LOGOUT) on the right. Below the header, the main content area has a light blue background with the title 'Resources' in a large, dark blue font. Underneath the title is a breadcrumb trail: 'Home / Resources'. The main content area features a grid of six orange buttons with white text: 'ACCREDITNET USER GUIDE', 'CLIENT MARKETING GUIDE', 'TIPS FOR A SUCCESSFUL APPLICATION', 'FREQUENTLY ASKED QUESTIONS (FAQS)', 'MEET THE TEAM', and 'STAFF SUPPORT'. To the right of this grid is a 'Quick Links' sidebar with a dotted line separator above it, containing links for 'Resources', 'Webinars', 'Logins', and 'Interpretation Portal'.

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URAC.org Contact LOGOUT

Accreditation Reaccreditation Outcomes & Measures Webinars Resources

Resources

Home / Resources

ACCREDITNET USER GUIDE

CLIENT MARKETING GUIDE

TIPS FOR A SUCCESSFUL APPLICATION

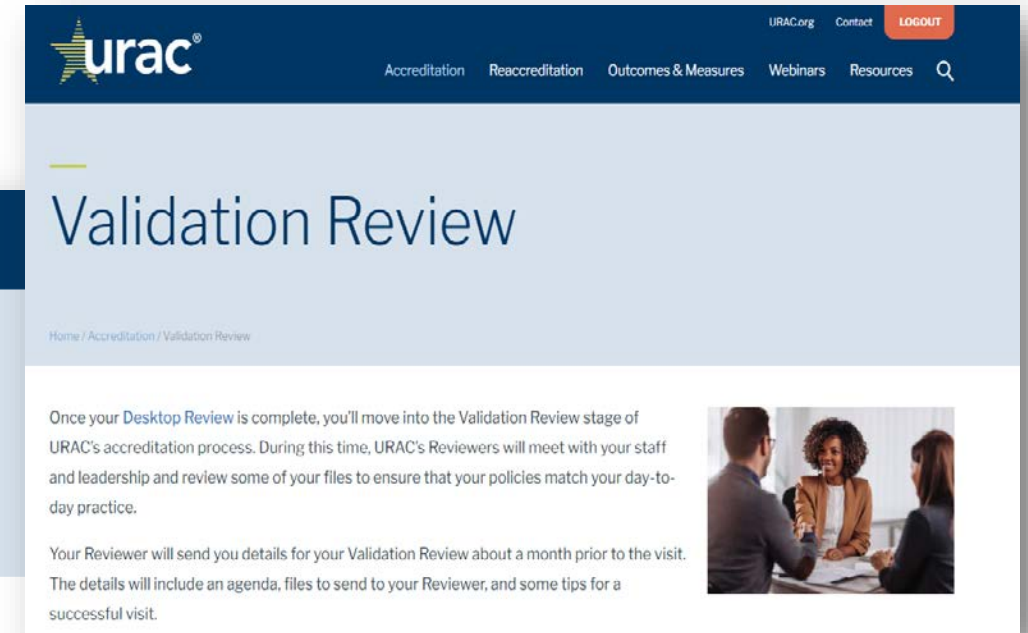
FREQUENTLY ASKED QUESTIONS (FAQS)

MEET THE TEAM

STAFF SUPPORT

Quick Links

- Resources
- Webinars
- Logins
- Interpretation Portal



The image shows the 'Validation Review' page of the URAC Client Information Hub. The header is dark blue with the URAC logo on the left and navigation links (URAC.org, Contact, LOGOUT) on the right. Below the header, the main content area has a light blue background with the title 'Validation Review' in a large, dark blue font. Underneath the title is a breadcrumb trail: 'Home / Accreditation / Validation Review'. The main content area features a paragraph of text: 'Once your Desktop Review is complete, you'll move into the Validation Review stage of URAC's accreditation process. During this time, URAC's Reviewers will meet with your staff and leadership and review some of your files to ensure that your policies match your day-to-day practice.' To the right of this text is a small image of three people in a meeting. Below the text is another paragraph: 'Your Reviewer will send you details for your Validation Review about a month prior to the visit. The details will include an agenda, files to send to your Reviewer, and some tips for a successful visit.'

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URAC.org Contact LOGOUT

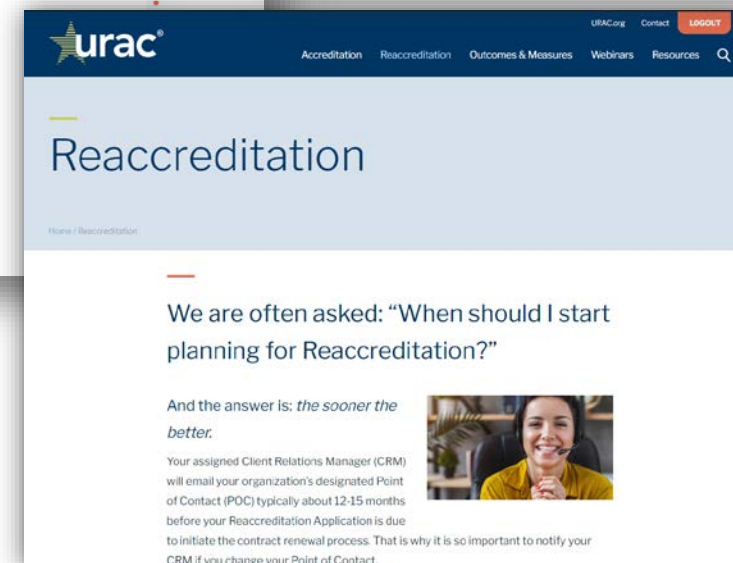
Accreditation Reaccreditation Outcomes & Measures Webinars Resources

Validation Review

Home / Accreditation / Validation Review

Once your Desktop Review is complete, you'll move into the Validation Review stage of URAC's accreditation process. During this time, URAC's Reviewers will meet with your staff and leadership and review some of your files to ensure that your policies match your day-to-day practice.

Your Reviewer will send you details for your Validation Review about a month prior to the visit. The details will include an agenda, files to send to your Reviewer, and some tips for a successful visit.



The image shows the 'Reaccreditation' page of the URAC Client Information Hub. The header is dark blue with the URAC logo on the left and navigation links (URAC.org, Contact, LOGOUT) on the right. Below the header, the main content area has a light blue background with the title 'Reaccreditation' in a large, dark blue font. Underneath the title is a breadcrumb trail: 'Home / Reaccreditation'. The main content area features a paragraph of text: 'We are often asked: "When should I start planning for Reaccreditation?"' Below this text is another paragraph: 'And the answer is: the sooner the better.' To the right of this text is a small image of a woman smiling. Below the text is another paragraph: 'Your assigned Client Relations Manager (CRM) will email your organization's designated Point of Contact (POC) typically about 12-15 months before your Reaccreditation Application is due to initiate the contract renewal process. That is why it is so important to notify your CRM if you change your Point of Contact.'

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URAC.org Contact LOGOUT

Accreditation Reaccreditation Outcomes & Measures Webinars Resources

Reaccreditation

Home / Reaccreditation

We are often asked: "When should I start planning for Reaccreditation?"

And the answer is: the sooner the better.

Your assigned Client Relations Manager (CRM) will email your organization's designated Point of Contact (POC) typically about 12-15 months before your Reaccreditation Application is due to initiate the contract renewal process. That is why it is so important to notify your CRM if you change your Point of Contact.

<https://clients.urac.org>



A Standard in Six

Resources

Standards In Six

[Home](#) / [Standards In Six](#)

A Standard In Six

URAC's *A Standards in Six* video series helps you better understand the standards in URAC's Foundational Focus Areas. By the end, we hope you'll have a better understanding of what we're looking for when evaluating your application.

- Performance Monitoring and Improvement
- Risk Management
- Operations and Infrastructure
- Consumer Protection and Empowerment

We've developed these videos to help you understand the standards in URAC's Foundational Focus Areas. The on-screen text is the most. Look for more details in the video.

December 28, 2021

PMI 1: Quality Management Scope

POSTED IN PERFORMANCE MONITORING AND IMPROVEMENT

 Performance Monitoring and Improvement: PMI 1: Quality Management Scope  

A Standard in Six

Foundational Focus Area:
Performance Monitoring & Improvement
PMI 1: Quality Management Scope



[Watch on YouTube](#)  © URAC 2022

In this video, URAC Accreditation Reviewer Laura Higginbotham goes into more detail on what we're looking for in Standard PMI 1: Quality Management Scope.

Quick Links

- [News](#)
- [Resources](#)
- [Webinars](#)
- [Standards In Six](#)
- [Interpretation Portal](#)



Consumer Protection and Empowerment 2: Consumer Safety and Empowerment

A Standard in Six



Watch later Share

Foundational Focus Area: Consumer Protection and Empowerment

CPE 2: Consumer Safeguards and Communication

2-1: Consumer Diversity, Equity and Inclusion

2-2: Consumer Safety Protocols

2-3: Consumer Complaint Process

2-4: Health Literacy Promotion



Consumer Marketing and Communication Safeguards



 © URAC 2022

Accreditation Reviewer Troy Reese goes into more detail about Consumer Protection and Empowerment.



URAC Interpretations Submission Form

Name*

Email*

Company*

Phone*

Are you currently
URAC Accredited?
*

What is your
application
number?

Which program
does your
question
concern?*

What is the
version number
of the Standards?
*


Is this a
standards or
measures
question?*

What is the
Standard/Meas...
number?*

Inquiry/
Question:*

Resources


Standards Interpretations Inquiries and AccreditNet Assistance


Accreditations & CertificationsOutcomes & MeasuresAbout URACNewsEvents

Home / Contact




We look forward to hearing from you.


Send us a message using the form on this page, or connect with us via the contact info below.


 1220 L Street NW, Suite 900
Washington, DC 20005

 202-216-9010

Connect With Us

 BUSINESS DEVELOPMENT

 FILE A GRIEVANCE

First Name *

Last Name *

Your Email Address *

Your Phone Number

Your Company or Organization *

How can we help? *

Message *


SUBMIT



A Preview of AccreditedNet


Maggie Cornett, RN, MS


Logging In



Log in to your ARMATURE account

Please Log In by providing your Email Address and Password.

Email Address 

Password 

[Log In](#) [Can't Log In or forgot your password?](#)

Home Page

The screenshot displays the URAC AccreditNet Home Page. The interface includes a top navigation bar with the URAC logo and a menu with links: Home, Profile, Contacts, Structure, Applications, Certifications, Processes, Instruments, Documents, and Issuer Information. In the top right corner, there are notification and user profile icons.

1 Organization Profile

You are assigned to more than 1 organization.
Click here to select a different organization

URAC's Prod Test Org [Edit](#)

2022-ORG-00161
Washington DC, District of Columbia
uracprodttest.org

Primary Contact: Margaret Weisner
maggieannnc@gmail.com
2023263962

Primary Liaison: Derrick Wilder

2 Certifications

☒ Show Active Only

Certification Type	Status	Effective	Expires
Accountable Care 1.0 - ACA-1	Active	05/01/2022	05/01/2025

3 Applications

Type	Status	Activities
Application: APP-680 Type: Accountable Care	Submitted Submitted: 05/16/2022	0
Application: APP-664 Type: Pharmacy Services	Submitted Submitted: 05/03/2022	0
Application: APP-642 Type: Independent Review Organization: Comprehensive Review (Internal & External)	Submitted Submitted: 04/25/2022	0

[View all Applications](#)


4 Notice of Change

Please select the notice of change you would like to submit

5 Scheduled Items

Item	Begin	End
APP: Clinical Integration Accreditation v1.1	Mar 7th	—
APP: Pharmacy Services Accreditation v1.0: VAX+PCT+DTM+CD	Apr 27th	—
APP: IRO: Comprehensive Review Accreditation v5.2	Apr 25th	Apr 25th 24 days ago
APP HP: Health Plan Accreditation v8.1	Mar 29th	—
APP HP: Health Network Accreditation v8.1	Apr 5th	—

Documents



Notifications

5

Me

MW

Home

Profile

Contacts

Structure

Applications

Certifications

Processes

Instruments

Documents

Issuer Information

URAC's Prod Test Org

Documents

Library

Shared

Search...

Folders

Library

Create Sub-Folder

Documents

Touch, Click or Drag Files here to Upload

No Documents

AccreditNet

[Email](#)
[Notifications](#)
[Me](#)

[Instruments](#) / All / Instrument Response Summary

Instrument Overview

APP: Health Web Site International Accreditation v1.0

- Summary
- Documents
- Assignees
- Reports

Overview	Progress
<div></div> <p>Riyadh SAUDI ARABIA</p> <p>Opens: 02/16/2022 Closes: 06/30/2022</p> <p>Status: Not Started</p>	Application Introduction
	General Questions [M]
	Focus Area HWS-MDY: Mandatory Requirements
	Focus Area HWS-QPIN: Operations and Infrastructure
	Focus Area HWS-RM: Risk Management
	Focus Area HWS-PMI: Performance Monitoring and Improvement
	Focus Area HWS-WSD: Web Site Design
	Focus Area HWS-HCM: Health Content Management
	Focus Area HWS-PIM: Personal Information Management
	Focus Area HWS-ER: External Relationships
	Thank You [M]

Instrument Workflow


Opened on February 16th, 2022 - Not Started

Review Scoring Summary

No Reviews

Submit

Digital Seal



HomeProfileContactsStructureApplicationsCertificationsProcessesInstrumentsDocumentsIssuer Information

URAC's Prod Test Org - 2022-ORG-00161

washington DC, DC
uracprodtest.org

Primary Contact
Margaret Weisner
maggieann@gmail.com
2023263962

Primary
Derrick

URAC's Prod Test Org

Current Certification Info

Accountable Care 1.0

ACA-1

Active ●

as of 05/16/2022

Status	Issued	Effective	Expires
Granted	05/16/2022	05/01/2022	05/01/2025

Embed Certification Seal HTML

```
<div>
  <a href="https://accreditnet.urac.org/directory/#/accreditation/ACA-1/info">
    
  </a>
  <div>Accountable Care</div>
  <div>05/01/2025</div>
</div>
```

Copy to Clipboard

C/N	Decision
ACA-1	Approve Accreditation Program Full Accreditation

Upcoming AccreditNet Trainings

June 8

July 13

August
10

2:00 p.m. Eastern

Recording will be on
Client Information Hub

What We'll Cover

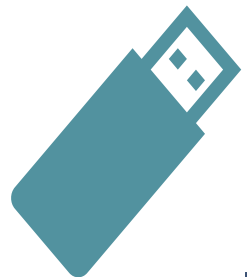
- Login
- Home Page
- Documents
- Application Overview
- Instrument Overview
- Certification/Digital Seal
- Issuer Information
- Notices of Change

Upcoming Webinars and Ways to Stay Connected



Pharmacy Accreditation in a Changing World

Tuesday, May 31, 4:00 p.m. Eastern



Data and Defense: Protecting Patient Data While Providing Better Care

Thursday, June 8, 3:00 p.m. Eastern

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Connect with URAC on [LinkedIn](#)

Watch URAC on [YouTube](#)



Connect with URAC

Client Relations Inquiries

202-326-3942

clientrelations@urac.org

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