

URAC's UPDATED HEALTH CONTACT CENTER V6.0

URAC is combining its Health Call Center Accreditation and Contact Center Certification into a single Accreditation program with two modules - one clinical and one non-clinical. Organizations can pursue one or both modules to reflect their business operations.

This change to a single Accreditation reflects the current and future state of health care communications, where the method of communication is less critical because patients access these services across channels.

Independent validation matters.

Here are the changes you can expect to see:



Reduced number of required submissions



Move to URAC's foundational focus areas, in alignment with other programs



Contact Center program is now a full accreditation



Updating standards to address current topics such as diversity, equity and inclusion and a focus on a multichannel approach



Retiring of standards or elements of performance of low value in the current health care market

Accreditation possible within six months

(of a signed agreement)

This program is ideal for organizations that provide clinical or non-clinical services including:

Health plans

Provider groups or clinics

Self-insured employer groups

Medical management companies

Behavioral Health organizations