We look at the following areas for both accreditations:

**URAC’S FOCUS AREA**

- **PROGRAM MANAGEMENT**
  - Your organization’s program goals, how you evaluate your program, roles and responsibilities of your staff, how your organization uses clinical decision support tools and how your organization implements digital communication technology.

- **STAFFING**
  - Your organization’s requirements for clinical and non-clinical staff and how staff escalate issues in a timely manner.

- **INDIVIDUAL CONSUMER INFORMATION**
  - What information your organization collects, how you go about collecting it and who is giving you the information.

- **COMMUNICATION PROCESS AND MONITORING**
  - How your organization communicates with consumers, including:
    - How staff identify themselves
    - How your organization works with diverse populations
    - How you gather consent from your consumers
    - How your organization communicates with providers and clinicians

- **PERFORMANCE MONITORING**
  - Proof that you are responding to calls in a timely manner and that you have a way of reviewing data by a quality oversight body.

For the Clinical Accreditation, we also look at the following:

- **COMMUNICATION PROCESS AND MONITORING**
  - How your organization analyzes the outcomes of the recommendations from your clinical triage interactions with consumers.

- **COMMUNICATION PROCESS AND MONITORING**
  - The process your organization has for communicating with clinicians for any recommended continuing care and treatment.

- **PERFORMANCE MONITORING**
  - Who in your organization responds to clinical inquiries.

For more information, please contact businessdevelopment@urac.org or 202-216-9413