RISK MANAGEMENT
RM 1: Regulatory Compliance and Internal Controls
  RM 1-1: Regulatory Compliance Management
RM 2: Regulatory Compliance
  RM 2-1: Maintaining Compliance
RM 3: Information Systems
  RM 3-1: Information Systems Management
  RM 3-2: Systems Risk Assessment
RM 4: Business Continuity
  RM 4-1: Business Continuity Plan

OPERATIONS AND INFRASTRUCTURE
OPIN 1: Business Management
  OPIN 1-1: Policy and Process Maintenance
  OPIN 1-2: Delegation Management
OPIN 2: Staff Management
  OPIN 2-1: Clinical Staff Credentialing
  OPIN 2-2: Employment Screening
  OPIN 2-3: Staff Training Programs
  OPIN 2-4: Code of Ethical Conduct
  OPIN 2-5: Employee Diversity, Equity and Inclusion
OPIN 3: Clinical Leadership
  OPIN 3-1: Clinical Staff Leadership

PERFORMANCE MONITORING AND IMPROVEMENT (PMI)
PMI 1: Quality Management Scope
  PMI 1-1: Quality Structure
PMI 2: Quality Data Collection and Evaluation
  PMI 2-1: Data Collection and Evaluation

CONSUMER PROTECTION AND EMPOWERMENT
CPE 1: Protection of Consumer Information
  CPE 1-1: Privacy and Security of Consumer Information
  CPE 1-2: Internal Safeguards
CPE 2: Consumer Safeguards and Communication
  CPE 2-1: Consumer Diversity, Equity and Inclusion
CPE 2-2: Consumer Safety Protocols
CPE 2-3: Consumer Complaint Process
CPE 2-4: Health Literacy Promotion
CPE 2-5: Consumer Marketing and Communication Safeguards

CASE MANAGEMENT STAFF QUALIFICATIONS, TRAINING AND RESPONSIBILITIES
QTR 1: Professional Case Manager Qualifications
  QTR 1-1: Professional Case Manager Credentials
  QTR 1-2: Professional Case Manager Competencies
  QTR 1-3: Evaluating Professional Case Manager Competencies
QTR 2: Professional Case Manager Training
  QTR 2-1: Professional Case Manager Orientation and Training
QTR 3: Supervision of Professional Case Management Staff
  QTR 3-1: Requirements of the Professional Case Management Supervisor
  QTR 3-2: Certification Requirements for the Professional Case Management Supervisor
  QTR 3-3: Responsibilities of the Professional Case Management Supervisor
QTR 4: Case Management Support Staff
  QTR 4-1: Role and Responsibilities of the Case Management Support Staff
  QTR 4-2: Case Management Support Staff Orientation and Training

MEASURES REPORTING
RPT 1: Reporting Mandatory Performance Measures to URAC
  RPT 1-1: Reporting Mandatory Performance Measures to URAC
RPT 2: Reporting Exploratory Performance Measures to URAC
  RPT 2-1: Reporting Exploratory Performance Measures to URAC
MODULE: CASE MANAGEMENT PROGRAM
MM 1: Case Management Program Development
   MM 1-1: Program Description
   MM 1-2: Program Monitoring and Evaluation
   MM 1-3: Reporting and Analysis of Program Performance Metrics
MM 2: Screening and Assessment Process
   MM 2-1: Screening Process
   MM 2-2: Assessment Process
   MM 2-3: Medication Review, Assessment and Interventions
MM 3: Case Management Plan Development and Ongoing Monitoring
   MM 3-1: Member Case Management Plan Development
   MM 3-2: Monitoring Progress
MM 4: Case Closure
   MM 4-1: Closure of Services

MODULE: WORKERS’ COMPENSATION CASE MANAGEMENT PROGRAM
WM 1: Case Management Program Development
   WM 1-1: Program Description
   WM 1-2: Program Monitoring and Evaluation
   WM 1-3: Reporting and Analysis of Program Performance Metrics
WM 2: Screening and Assessment Process
   WM 2-1: Screening Process
   WM 2-2: Assessment Process
   WM 2-3: Medication Review, Assessment, and Interventions
WM 3: Case Management Plan Development and Ongoing Monitoring
   WM 3-1: Claimant/Injured Worker Case Management Plan Development
   WM 3-2: Monitoring Progress
WM 4: Case Closure
   WM 4-1: Closure of Services