

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