CREDENTIALS VERIFICATION ORGANIZATION VERSION 4.1

ORGANIZATIONAL STRUCTURE
CORE 1: Organizational Structure
CORE 2: Organization Documents

POLICIES AND PROCEDURES
CORE 3: Policy and Procedure Maintenance, Review and Approval

REGULATORY COMPLIANCE
CORE 4: Regulatory Compliance

INTER-DEPARTMENTAL COORDINATION
CORE 5: Inter-Departmental Coordination

OVERSIGHT OF DELEGATED FUNCTIONS
CORE 6-8: N/A
CORE 9: Delegation Management

MARKETING AND SALES COMMUNICATIONS
CORE 10: Review of Marketing and Sales Materials

BUSINESS RELATIONSHIPS
CORE 11: Written Business Agreements
CORE 12: Client Satisfaction

INFORMATION MANAGEMENT
CORE 13: Information Management
CORE 14: Business Continuity
CORE 15: Information Confidentiality and Security
CORE 16: Confidentiality of Individually-Identifiable Health Information

QUALITY MANAGEMENT
CORE 17: Quality Management Program
CORE 18: Quality Management Program Resources
CORE 19: Quality Management Program Requirements
CORE 20: Quality Management Committee
CORE 21: Quality Management Documentation
CORE 22: Quality Improvement Projects
CORE 23: Quality Improvement Project Requirements
CORE 24: Quality Improvement Projects: Consumer Organizations

STAFF QUALIFICATIONS
CORE 25: Job Descriptions
CORE 26: Staff Qualifications

STAFF MANAGEMENT
CORE 27: Staff Training Program
CORE 28: Staff Operational Tools and Support
CORE 29: Staff Assessment Program

CLINICAL STAFF CREDENTIALING & OVERSIGHT ROLE
CORE 30: Clinical Staff Credentialing
CORE 31: Senior Clinical Staff Requirements
CORE 32: Senior Clinical Staff Responsibilities
CORE 33: Financial Incentive Policy
CORE 34: Access to Services
CORE 35: Consumer Complaint Process

HEALTH CARE SYSTEM COORDINATION
CORE 36: Coordination with External Entities

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CONSUMER PROTECTION AND EMPOWERMENT
CORE 37: Consumer Rights and Responsibilities
CORE 38: Consumer Safety Mechanism
CORE 39: Consumer Satisfaction
CORE 40: Health Literacy

ORGANIZATIONAL REQUIREMENTS
CVO 1: Organizational Requirements
CVO 2: Policy and Procedures

CREDENTIALS VERIFICATION PROCESS
CVO 3: Credentialing Application
CVO 4: Confidentiality
CVO 5: Review of Credentialing Information
CVO 6: Communication Mechanism
CVO 7: Primary Source Verification
CVO 8: Credentialing Time Frame

DATA INTEGRITY
CVO 9: Data Integrity

CREDENTIALS VERIFICATION COMMUNICATIONS
CVO 10: Credentials Verification Reporting

ONSITE REVIEW
CVO 11: Onsite Review Inclusions
CVO 12: Onsite Reviewer Requirements
CVO 13: Onsite Review Recredentialing
CVO 14: Onsite Review Deficiency Requirements
Re: New Regulatory Compliance Standard

Dear URAC Prospects and Clients,

As the nation’s leading health care accredits, URAC values patient care and safety first. When we discover an improvement opportunity that could enhance patient safety within our standards, we work quickly to incorporate the additional knowledge into our programs.

Therefore, URAC has introducing a new regulatory compliance Standard. Effective immediately, this new Standard will apply to all current, non-deemed applications, accreditations and certifications. Although we expect immediate compliance with this Standard, we will not be asking for any additional documentation at this time. As new versions of programs are released, this Standard will be built into the program requirements and documentation will be submitted on Desktop.

Attached you will find the Standard language (see Attachment A). As a requirement of this Standard, organizations must remain in good standing with any issuing body/agency for all permits, licenses, registrations and/or charters held by the organization. If at any time during the accreditation or certification cycle this Standard is identified as “Not Met,” the finding(s) will be presented to the Accreditation Committee for review and final determination of status.

If you have any further questions, please reach out to Product Development Department at productdevelopment@urac.org.

Sincerely,
Jenn Richards, PharmD, JD, CSP
Product Development Principal
Email: productdevelopment@urac.org
Attachment A: URAC’s New Regulatory Compliance Standard

Standard: Regulatory Compliance
The organization maintains compliance with applicable jurisdictional laws and regulations.

Regulatory Compliance
The organization:
  a. Maintains compliance with applicable laws, regulations and requirements from any relevant jurisdictions