

RISK MANAGEMENT (RM)

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

OPERATIONS AND INFRASTRUCTURE (OPIN)

- OPIN 1: Business Management
 - OPIN 1-1: Policy and Process Maintenance
 - OPIN 1-2: Delegation Management
- OPIN-CVO 2: Staff Management
 - OPIN-CVO 2-1: Employment Screening
 - OPIN-CVO 2-2: Staff Learning and Development Programs
 - OPIN-CVO 2-3: Code of Ethical Conduct
 - OPIN-CVO 2-4: Employee Diversity, Equity and Inclusion

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

CREDENTIALS VERIFICATION ORGANIZATION (CVO)

- CVO 1: Credentials Verification Services
 - CVO 1-1: Credentials Verification Services - Scope
 - CVO 1-2: Credentials Verification Services – Structure
 - CVO 1-3: Credentials Verification Services – Performance Metrics
- CVO 2: Credentialing Applications
 - CVO 2-1: Credentialing Application – Health Care Entities
 - CVO 2-2: Credentialing Application – Health Care Practitioners
 - CVO 2-3: Credentialing Application – Non-Clinical Individuals
- CVO 3: Integrity of Credentialing Information
 - CVO 3-1: Review of Credentialing Application Information
 - CVO 3-2: Communication Mechanism
 - CVO 3-3: Acceptance of Additional Information
- CVO 4: Credentials Verification Process
 - CVO 4-1: Primary Source Verification – Licensure
 - CVO 4-2: Primary Source Verification – Board Certification and Education
 - CVO 4-3: Documentation of Primary Source Verification
 - CVO 4-4: Credentialing File Delivery Time Frame
- CVO 5: Program Reporting and Evaluation
 - CVO 5-1: Credentials Verification Reporting
 - CVO 5-2: Annual Credentials Verification Program Evaluation