Are you ready for URAC’s Mail Service Pharmacy Accreditation?

**Dispensing procedures comply with all regulatory and best practice guidelines.**

**WALK** through your dispensing operations to ensure proper clinical oversight and processes for prescription processing, intake, utilization review, verification, preparation, and dispensing functions.

**Processes to maintain medication temperature and integrity during shipping have been implemented and tested.**

**VERIFY** your packing products and shipping methods have been tested for all temperature ranges in all seasons and you have a plan to periodically monitor these processes.

**Performance metrics for dispensing accuracy, distribution accuracy, and adherence are tracked.**

**REVIEW** Quality Management Committee meeting minutes to ensure documentation of monitoring these performance metrics and implementation of quality improvement when needed.

**Telephone performance metrics are monitored.**

**CHECK** your monthly and quarterly telephone metric reports to make sure you are meeting URAC’s Average Abandonment Rate (5% or less) and Average Speed of Answer (80% of calls within 30 seconds) thresholds.

**Verification of licensure or certification for clinical staff is documented.**

**REVIEW** personnel records to ensure all staff whose job description requires a licensure or certification have evidence of primary source verification of the required credential.

**Your organization’s Business Continuity Plan is in place and tested at least every two years.**

**ENSURE** you have a documented plan to address all systems and processes to minimize patient impact in an emergency.

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