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 1: Quality Management Scope
  PMI 1-1: Quality Structure
PMI 2: Quality Data Collection and Evaluation
  PMI 2-1: Data Collection and Evaluation
PMI-DMP 3: Disease Management Program Metrics
  PMI-DMP 3-1: Collected Member Experience Metrics
  PMI DMP 3-2: Member Participation Metrics
  PMI-DMP 3-3: Program Performance Metrics

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

DISEASE MANAGEMENT PROGRAM
DMP 1: Program Description
  DMP 1-1: Disease Management Program Description
  DMP 1-2: Disease Management Program Structure
  DMP 1-3: Coordination of Services and Communications
  DMP 1-4: Program Monitoring and Evaluation
  DMP 1-5: Program Staff
DMP 2: Program Strategy
  DMP 2-1: Provider Input
  DMP 2-2: Member Engagement
  DMP 2-3: Securing Member Input
DMP 3: Evidence-Based Disease Management Program
  DMP 3-1: Maintaining an Evidence-Based Program
DMP 4: Digital Health Technology
  DMP 4-1: Digital Health Technology Strategy
  DMP 4-2: Criteria for Adopting Digital Health Technology
  DMP 4-3: Implementation of Digital Health Technology
DMP 5: Member Rights and Responsibilities
  DMP 5-1: Member Rights
  DMP 5-2: Member Responsibilities
DMP 6: Program Information for Members
  DMP 6-1: Initial Member Contact Information
  DMP 6-2: Information for Participating Members

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DMP 7: Comprehensive Population Assessments
  DMP 7-1: Population Assessment Methodology
  DMP 7-2: Population Identification and Stratification
  DMP 7-3: Target Population Management

DMP 8: Comprehensive Member Assessments
  DMP 8-1: Member Assessments
  DMP 8-2: Member Preferences Assessment
  DMP 8-3: Member Assessment for Care Coordination Needs
  DMP 8-4: Member Assessment Categories
  DMP 8-5: Additional Member Assessment Categories

DMP 9: Interventions
  DMP 9-1: Interventions for Targeted Conditions
  DMP 9-2: Proactive Member Support
  DMP 9-3: Communications to Prevent Gaps in Care and Services
  DMP 9-4: Tracking Interventions

REPORTING PERFORMANCE MEASURES
RPT 1: Reporting Mandatory Performance Measures
  RPT 1-1: Reporting Mandatory Performance Measures to URAC

RPT 2: Reporting Exploratory Performance Measures
  RPT 2-1: Reporting Exploratory Performance Measures to URAC