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

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
CPE-DN 3: Financial Incentives
  CPE-DN 3-1: Monitoring Financial Incentives

NETWORK MANAGEMENT
NM 1: Network Management Program
  NM 1-1: Network Management Program Structure
NM 2: Provider Relations
  NM 2-1: Participating Provider Written Agreements
  NM 2-2: Participating Provider Representation
  NM 2-3: Provider Dispute Resolution Mechanisms
  NM 2-4: Disputes Impacting Network Status
NM 3: Provider Access Management
  NM 3-1: Provider Directory Database
  NM 3-2: Disruptions to Dental Services
CREDENTIALING
CR 1: Credentialing Program
   CR 1-1: Credentialing Program Structure
CR 2: Credentialing Requirements
   CR 2-1: Credentialing Program Policy
CR 3: Credentialing Process
   CR 3-1: Credentialing Application – History and Disclosure
   CR 3-2: Credentialing Application – Additional Information
   CR 3-3: Primary Source Verification
   CR 3-4: Credentialing Confidentiality
   CR 3-5: Credentialing Time Frame
   CR 3-6: Notification of Credentialing Decision
   CR 3-7: Participating Provider Credentials Monitoring
   CR 3-8: Recredentialing
   CR 3-9: Credentialing Delegation Oversight