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-DP 3: Dental Plan Quality Management
  PMI-DP 3-1: Quality Management Program Structure
  PMI-DP 3-2: Quality Management Program Evaluation
PMI-DP 4: Dental Plan Quality Improvement Projects
  PMI-DP 4-1: Quality Improvement Projects

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-DP 3: Financial Incentives
  CPE-DP 3-1: Monitoring Financial Incentives
CPE-DP 4: Dental Plan Marketing
  CPE-DP 4-1: Marketing Safeguards
  CPE-DP 4-2: Dental Benefit Plan Information Disclosure

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
NM 4: Provider Network Adequacy
  NM 4-1: Measuring Network Access and Availability
NM 5: Network Adequacy Maintenance
  NM 5-1: Out of Network and Emergency Services
  NM 5-2: Network Access and Availability by Provider Category
  NM 5-3: Factors Impacting Network Access and Availability
Dental Plan Accreditation v8.0

**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

**MEMBER SERVICE AND COMMUNICATIONS**
MSC 1: Rights and Responsibilities
MSC 1-1: Member Rights and Responsibilities
MSC 2: Member Communications
MSC 2-1: Member Communications Regarding Dental Benefits
MSC 3: Optimizing the Member Experience
MSC 3-1: Member Support Services
MSC 4: Member Support and Input
MSC 4-1: Accessing Member Support Services
MSC 4-2: Member Input and Surveys
MSC 4-3: Analysis and Reporting on Member Communications

**UTILIZATION MANAGEMENT**
UM 1: Program Management
UM 1-1: Program Structure
UM 1-2: Utilization Review Monitoring
UM 2: Clinical Review Criteria
UM 2-1: Review Criteria Requirements
UM 3: Limitations of Initial Screening
UM 3-1: Initial Screening Policy

UM 4: Initial Screening Process
UM 4-1: Initial Screening Staff Resources
UM 4-2: Non-Clinical Staff Provide Administrative Support
UM 5: Limitations of Initial Clinical Review
UM 5-1: Initial Clinical Review Policy
UM 5-2: Automated-Only Review
UM 5-3: Initial Clinical Reviewer Licensure
UM 6: AI and ML Medical Software Selection Criteria
UM 6-1: AI and ML Medical Software Used in Utilization Review
UM 7: Initial Clinical Review Process
UM 7-1: Initial Clinical Reviewer Resources
UM 8: Clinical Peer Review
UM 8-1: Clinical Peer Review Policy
UM 9: Clinical Peer Review Qualifications
UM 9-1: Clinical Peer Reviewer Licensure
UM 9-2: Additional Clinical Peer Reviewer Qualifications
UM 10: Clinical Peer Review Process
UM 10-1: Peer-to-Peer Conversation
UM 11: Utilization Review Timelines and Notification
UM 11-1: Utilization Review Notification Time Frames
UM 11-2: Lack of Information Policy
UM 11-3: Information Upon Which to Base Review Determinations
UM 11-4: Authorization Decision Notice
UM 11-5: Written Notice of Denial Decisions
UM 12: Utilization Review Appeals
UM 12-1: Appeal Policy
UM 13: Appeal Reviewer Qualifications
UM 13-1: Appeal Peer Reviewer Licensure
UM 13-2: Additional Appeal Peer Reviewer Qualifications
UM 13-3: Additional Appeal Peer Reviewer Requirements
UM 14: Appeals
UM 14-1: Appeal Process
UM 14-2: Appeal Notification Time Frames
UM 14-3: Written Notice of Denial Upheld on Appeal

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MEASURES REPORTING
RPT 1: Reporting Mandatory Performance Measures to URAC
   RPT 1-1: Reporting Mandatory Performance Measures to URAC
RPT 2: Reporting Exploratory Performance Measures to URAC
   RPT 2-1: Reporting Exploratory Performance Measures to URAC