

RISK MANAGEMENT

- 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 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 Learning and Development 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)

- 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

MEASURES REPORTING

- 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

MODULE: CLINICAL PROGRAM

- CP 1: Program Management
 - CP 1-1: Program Description
 - CP 1-2: Program Evaluation
 - CP 1-3: Program Staff
 - CP 1-4: Program Clinical Decision Support Tools
 - CP 1-5: Implementation of Digital Communication Technology
- CP 2: Staff Qualifications and Requirements
 - CP 2-1: Clinical Staff Qualifications
 - CP 2-2: Requirements for Non-Clinical Staff
 - CP 2-3: Escalation Requirements
- CP 3: Individual Consumer Information
 - CP 3-1: Information Collection and Sharing
- CP 4: Communication Process and Monitoring
 - CP 4-1: Staff Identification
 - CP 4-2: Handling Emergency Calls
 - CP 4-3: Consumer Communication
 - CP 4-4: Consumer Notifications
 - CP 4-5: Consumer Consent
 - CP 4-6: Triage Outcomes
 - CP 4-7: Feedback to Clinician
- CP 5: Performance Monitoring for Clinical Communication Modalities
 - CP 5-1: Telephone Performance
 - CP 5-2: Non-Telephonic Communication Performance
 - CP 5-3: Clinical Staff Response Requirements
- CP 6: Program Satisfaction Performance and Reporting
 - CP 6-1: Client Satisfaction
 - CP 6-2: Consumer Satisfaction

MODULE: NON-CLINICAL PROGRAM

- NCP 1: Program Management
 - NCP 1-1: Program Description
 - NCP 1-2: Program Evaluation
 - NCP 1-3: Implementation of Digital Communication Technology
- NCP 2: Staff Qualifications and Requirements
 - NCP 2-1: Staff Qualifications
 - NCP 2-2: Staff Requirements
- NCP 3: Individual Consumer Information
 - NCP 3-1: Information Collection and Sharing
- NCP 4: Communication Process and Monitoring
 - NCP 4-1: Staff Identification
 - NCP 4-2: Handling Emergency Calls
 - NCP 4-3: Consumer Communication
 - NCP 4-4: Consumer Notifications
 - NCP 4-5: Consumer Consent
- NCP 5: Performance Monitoring for Communication Modalities
 - NCP 5-1: Telephone Performance
 - NCP 5-2: Non-Telephonic Communication Performance
- NCP 6: Program Satisfaction Performance and Reporting
 - NCP 6-1: Client Satisfaction
 - NCP 6-2: Consumer Satisfaction