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