

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)

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

PROGRAM MANAGEMENT

- UMP 1: Utilization Management Program
 - UMP 1-1: Program Structure
 - UMP 1-2: Utilization Review Monitoring
- UMP 2: AI and ML Medical Software Selection Criteria
 - UMP 2-1: AI and ML Medical Software Used in Utilization Review

CLINICAL REVIEW CRITERIA

CRC 1: Clinical Review Criteria

CRC 1-1: Review Criteria Requirements

PRE-REVIEW SCREENING

PRS 1: Limitations of Initial Screening

PRS 1-1: Initial Screening Policy

PRS 2: Initial Screening Process

PRS 2-1: Initial Screening Staff Resources

PRS 2-2: Non-Clinical Staff Provide Administrative Support

INITIAL CLINICAL REVIEW

ICR 1: Limitations of Initial Clinical Review

ICR 1-1: Initial Clinical Review Policy

ICR 1-2: Automated-Only Review

ICR 1-3: Initial Clinical Reviewer Licensure

ICR 2: Initial Clinical Review Process

ICR 2-1: Initial Clinical Reviewer Resources

ICR 3: Initial Drug Management Determinations

ICR 3-1: Initial Determinations

ICR 3-2: Initial Denial Determination Reviewer

CLINICAL DECISIONS

CD 1: Clinical Peer Review

CD 1-1: Clinical Peer Review Policy

CD 2: Clinical Peer Review Qualifications

CD 2-1: Clinical Peer Reviewer Licensure

CD 2-2: Additional Clinical Peer Reviewer Qualifications

CD 3: Clinical Peer Review Process

CD 3-1: Peer-to-Peer Conversation

UM NOTIFICATIONS

UMN 1: Utilization Review Timelines and Notification

UMN 1-1: Utilization Review Notification Time Frames

UMN 1-2: Lack of Information Policy

UMN 1-3: Information Upon Which to Base Review Determinations

UMN 1-4: Certification Decision Notice

UMN 1-5: Written Notice of Non-Certification Decisions

APPEALS

AP 1: Utilization Review Appeals

AP 1-1: Appeal Policy

AP 2: Appeal Reviewer Qualifications

AP 2-1: Appeal Peer Reviewer Licensure

AP 2-2: Additional Appeal Peer Reviewer Qualifications

AP 2-3: Additional Appeal Peer Reviewer Requirements

AP 3: Appeals

AP 3-1: Appeal Process

AP 3-2: Appeal Notification Time Frames

AP 3-3: Written Notice of Non-Certifications Upheld on Appeal

AP 4: Appeal Drug Management Reviewer

AP 4-1: Appeal Determination Reviewer