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

NETWORK MANAGEMENT
NM 1: Network Management Program
   NM 1-1: Network Management Program Structure
NM 2: (Not Applicable)
NM 3: Network Adequacy Maintenance
   NM 3-1: Out of Network and Emergency Services
NM 4: Provider Relations
   NM 4-1: Participating Provider Written Agreements
   NM 4-2: Participating Provider Representation
   NM 4-3: Provider Dispute Resolution Mechanisms
   NM 4-4: Disputes Impacting Network Status
NM 5: Provider Access Management
   NM 5-1: Provider Directory Database
   NM 5-2: Disruptions to Health 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
  CR 3-2: Primary Source Verification
  CR 3-3: Credentialing Confidentiality
  CR 3-4: Credentialing Time Frame
  CR 3-5: Notification of Credentialing Decision
  CR 3-6: Participating Provider Credentials Monitoring
  CR 3-7: Recredentialing
  CR 3-8: Credentialing Delegation Oversight