

RISK MANAGEMENT (RM)

- 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)

- 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
- OPIN-IME 4: Client Complaints
 - OPIN-IME 4-1: Client Complaint Process

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)

- 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

IME PROGRAM MANAGEMENT (IME-PM)

- IME-PM 1: Program Management
 - IME-PM 1-1: Program Description
 - IME-PM 1-2: Program Evaluation

IME PROFESSIONAL SAFEGUARDS (IME-PS)

- IME-PS 1: Reviewers'/Examiners' Qualifications
 - IME-PS 1-1: Selection of Reviewers/Examiners
- IME-PS 2: Professional Safeguards
 - IME-PS 2-1: Reviewer/Examiner Attestation
- IME-PS 3: Independent Medical Examination Policy
 - IME-PS 3-1: Avoiding Conflict of Interest
 - IME-PS 3-2: Financial Incentives

IME PROCESS (IME-IP)

- IME-IP 1: IME Case Process
 - IME-IP 1-1: Initial Case Assessment
 - IME-IP 1-2: Review of Pertinent Information
 - IME-IP 1-3: Time Frames for IME Review/Examination
 - IME-IP 1-4: Opinion Notice

IME CASE MONITORING AND EVALUATION

- IME-CM 1: Monitoring and Evaluation Process
 - IME-CM 1-1: Case Monitoring and Evaluation