

New in Your Role? Keep Calm and Accredited On

Monday, June 10, 2024

Before We Get Started



Message Lisa Silverman for any *tech issues*



Use the chat box for *questions* and to *introduce yourself*



Explore *resources* we'll share in the chat box

Agenda for Today

Welcome and
Introductions

About URAC

Accreditation
Process

Tools to
Support You

Overview of
AccreditNet

Questions



Karen Watts, PhD

Vice President
Accrediting and
Client Services



Joe Costello, JD

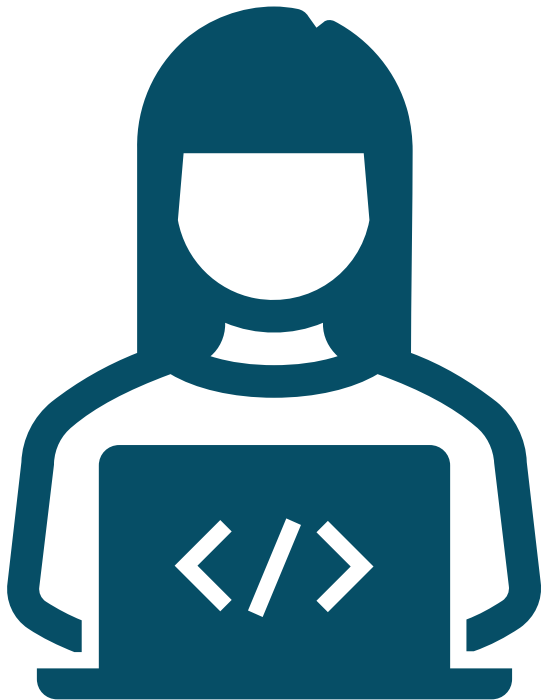
Director
Client Relations



Maggie Cornett, MS
Chief Information Officer

Today's Presenters

Who's Here Today



What type of organization do you represent?

Is this your first time going through accreditation with URAC?

What makes you the most nervous about going through accreditation?

About URAC

Karen Watts, PhD

About URAC

- Founded in 1990
- Nonprofit
- Independent
- No consulting
- Validates quality throughout the health care landscape



ACCREDITED



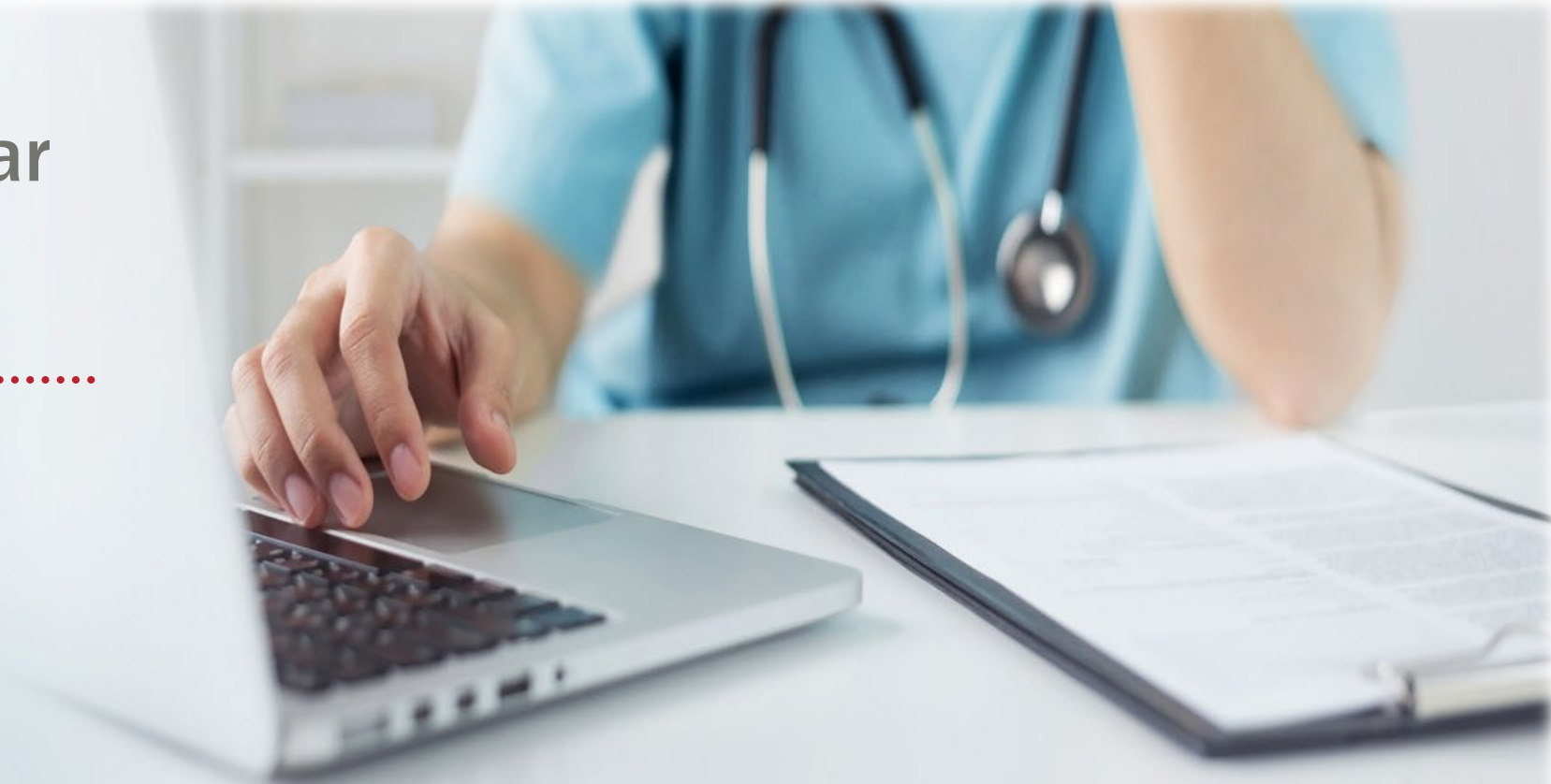
CERTIFIED

Regulation and Accreditation

About URAC

Regulation sets the bar
for safety

Accreditation sets
the bar for quality





Provides a
quality
framework



Ensures
continuous
quality
improvement



Independent,
third-party
verification of
a quality
program



Demonstrates
leadership
and initiative
in a growing
field

*Leaders and teams use accreditation to
improve performance and demonstrate value*

Examples of URAC's Programs



Digital Health

- Telehealth
- Remote Patient Monitoring
- Telehealth Support Services
- Health Website
- Health Content Provider



Patient Care Management

- Health Utilization Management
- Independent Medical Examination
- Independent Review Organization
- Case Management
- Health Contact Center
- Disease Management
- Workers' Compensation Utilization Management



Administrative Management

- Health Care Management
- Clinically Integrated Network
- Patient-Centered Medical Home
- Provider- and Employer-Based Population Health
- Credentials Verification Organization



Pharmacy

- Infusion Pharmacy
- Medicare Home Infusion
- Mail Service Pharmacy
- Rare Disease
- Pharmacy Benefit Management
- Pharmacy Services
- Specialty Pharmacy
- Specialty Pharmacy Services



Mental Health and Substance Use Disorder (MH/SUD) Parity

- ParityManager™
- MH/SUD Parity



Mental Health at Work



Health and Dental Plan

- Health Plan and Marketplace
- Medicaid Health Plan
- Medicare Advantage
- Dental Plan
- Health Network
- Dental Network



Health Equity

The Accreditation Process

ACCREDITATION PROCESS



UPLOAD
APPLICATION



DESKTOP
REVIEW



VALIDATION
REVIEW



COMMITTEE
REVIEW



MONITORING

Meet Your Client Relations Team

Accreditation
Process



Joe Costello



**Derrick
Wilder**



**Joel
Rodney**

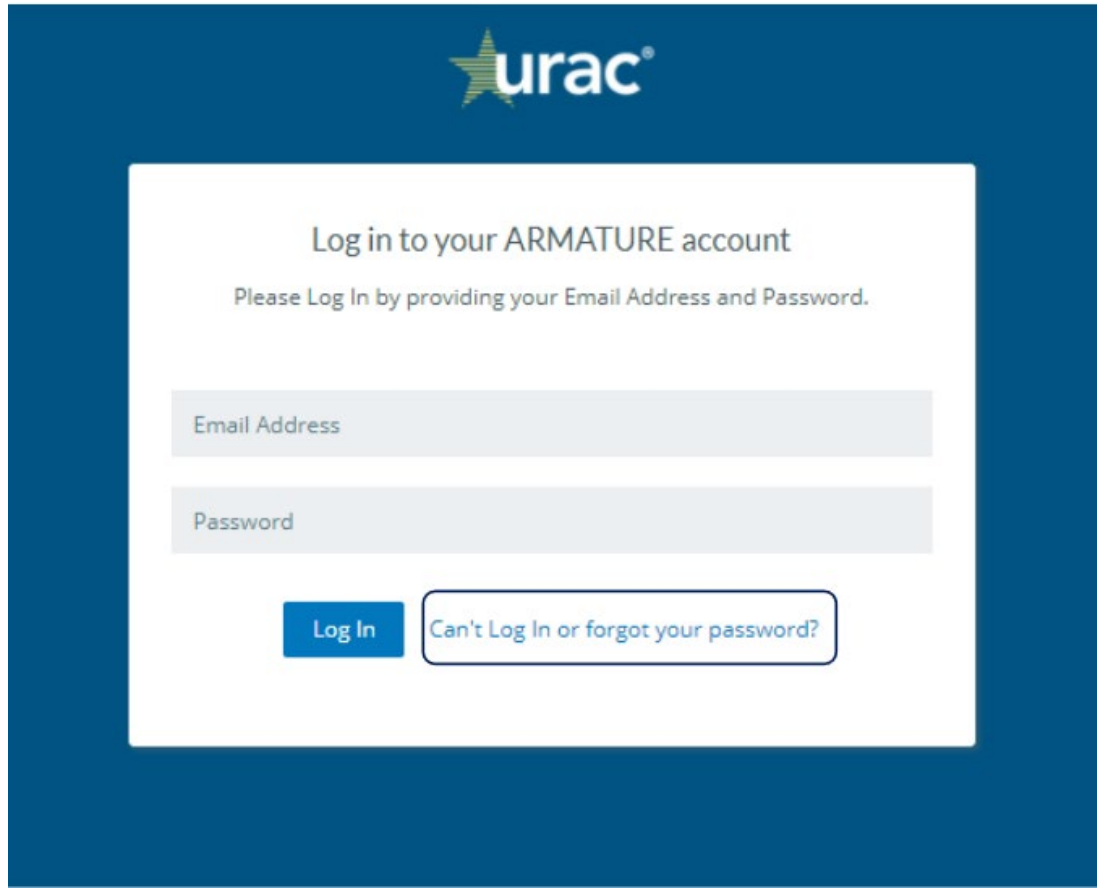


**Morinola
Sodeke**



**Robyn
Owens**

Application Submission



The screenshot shows the URAC ARMATURE login interface. At the top is the URAC logo. Below it, the text reads "Log in to your ARMATURE account" and "Please Log In by providing your Email Address and Password." There are two input fields: "Email Address" and "Password". Below the fields are two buttons: a blue "Log In" button and a white button with a blue border that says "Can't Log In or forgot your password?".

- Organizational Overview
 - Sites, structure, scope of services, governance, and delegation activities
- Supporting evidence for each program standard
 - Policies, procedures, meeting minutes, program descriptions, reports, etc.
 - All documents **MUST** be cited
 - No Protected Health Information

Meet The Reviewer Teams

Accreditation
Process

Care Management Reviewers



Carmen



Donald



Jackie



Lessely



Monica



Rosemarie



Shelley



Steve



Monica

Pharmacy Reviewers



Bruce



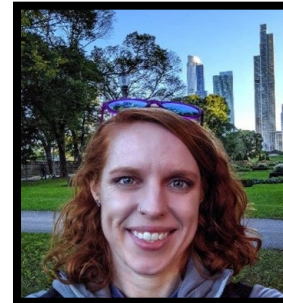
Dan



Dawn



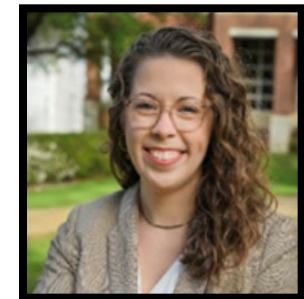
Heidi



Jackie



Joe



Mallory



Mark



Michelle



Troy



Vijeev



Heather

Desktop Review Process

Program
Document
Review

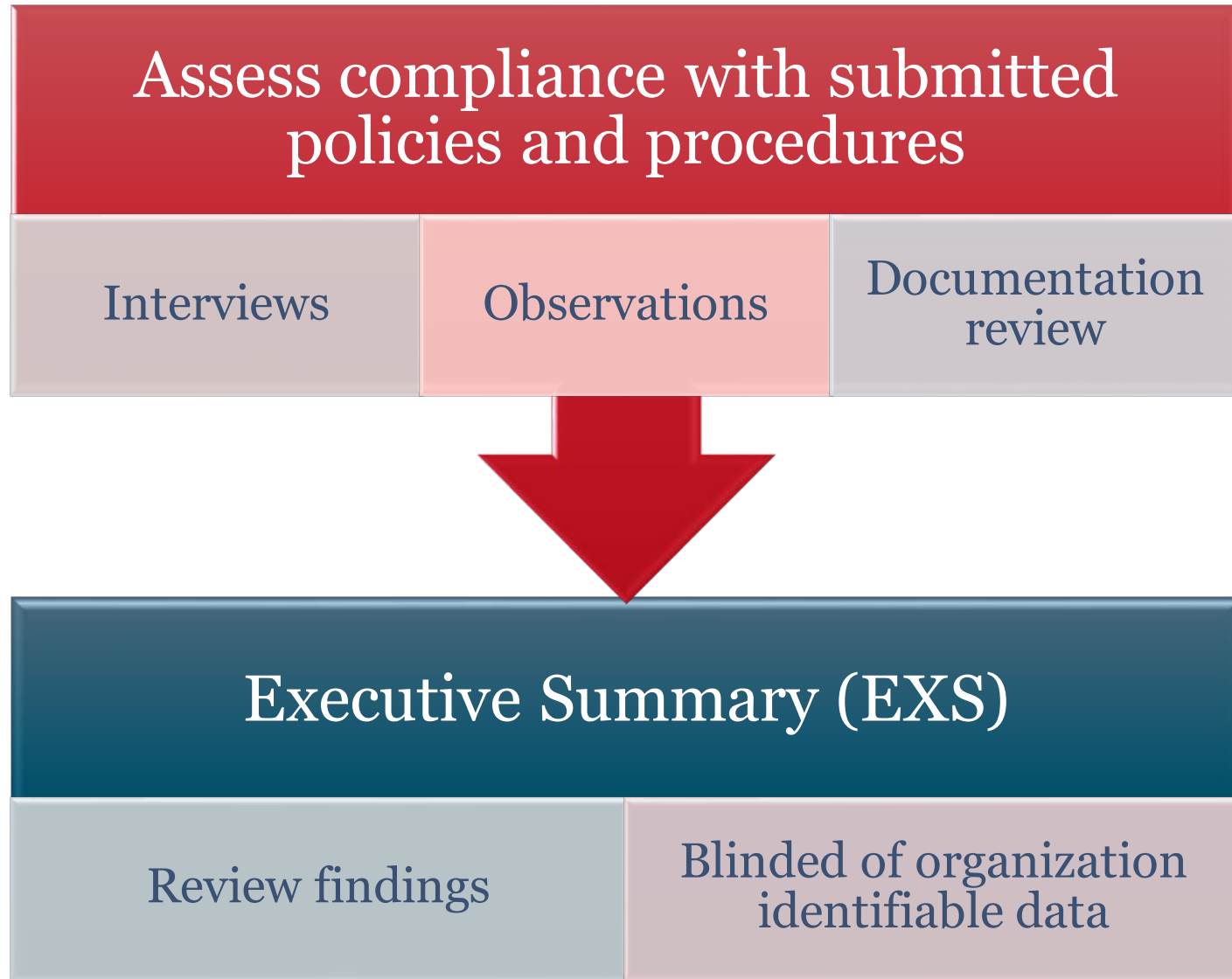
Request for
Information



Iterative
Learning
Process



Validation Review and Executive Summary



Decision Notification

Accreditation
Process

Accreditation Committee Decision

Decision Letter

Official Certificate and Seal

Directory

Appeal Rights

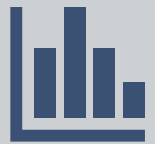


ACCREDITED

Ongoing Compliance



Organizations must remain compliant during award cycle



Measures reporting for select programs



Virtual mid-cycle Monitoring Review

Random selection
Notified in advance
No additional cost

Programs with Measures



Provider Integration & Coordination Programs

- Measurement-Based Care
- Patient Centered Medical Health



Pharmacy Quality Management Programs

- Drug Therapy Management
- Mail Service Pharmacy
- Pharmacy Benefit Management
- Specialty Pharmacy
- Specialty Pharmacy Services
- Specialty Pharmacy Physician Dispensing
- Pharmacy Services
 - Vaccine Administration
 - Point-of-Care Testing
 - Drug Therapy Management
 - Community Dispensing



Health Care Management Programs

- Case Management
- Disease Management
- Health Contact Center



Health & Dental Plan Programs

- Dental Plan
- Health Plan
- Health Plan with LTSS
- Marketplace Health Plan
- Medicaid Health Plan
- Medicaid Health Plan & LTSS



Digital Health Programs

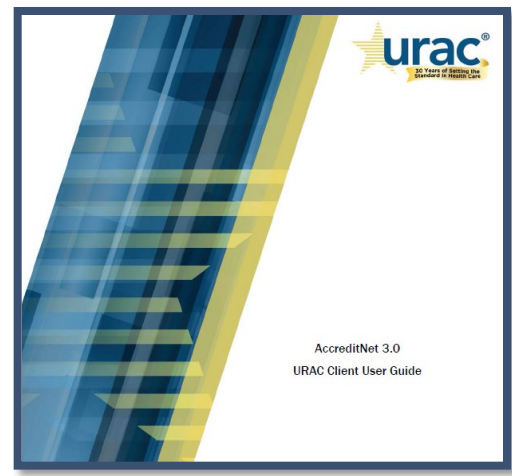
- Telehealth

Resources to Support Clients

Joe Costello, JD



Client Relations Manager



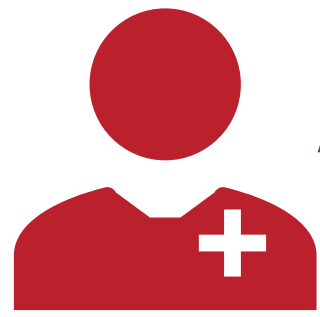
AccreditNet Guide



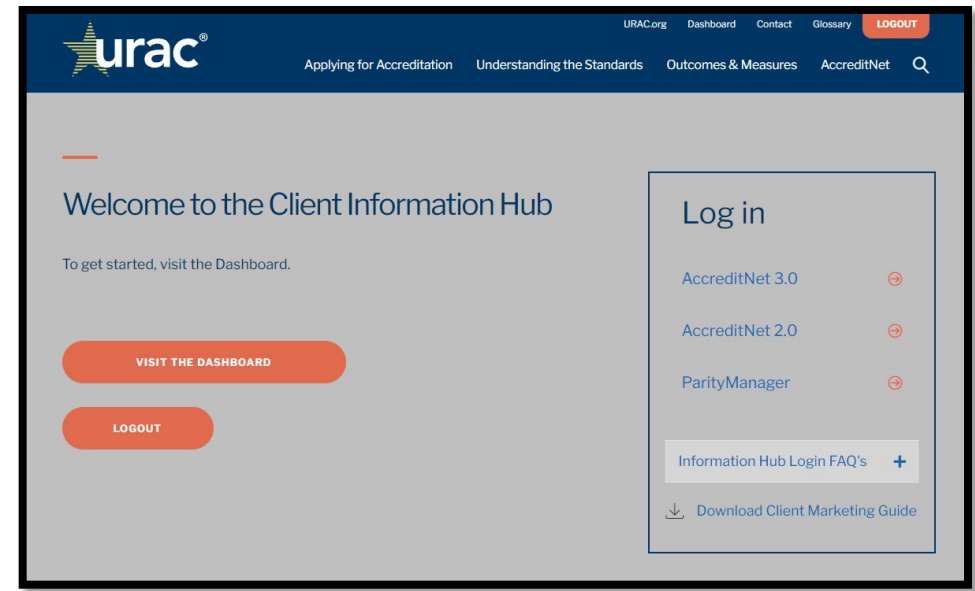
Program Guide

People

Tools




Accreditation Reviewer



Client Information Hub

Client Information Hub

clients.urac.org



Welcome to the Program Updates Page

As health care changes, URAC revises our programs to reflect those changes and to reflect:

- Promote industry best practices
- Encourage quality improvement
- Protect and empower consumers

Our programs are further strengthened by certification-specific standards and evidence-based measures.

Any updates to your programs will be posted to this page, please bookmark and check back often to keep up-to-date with any accreditation program updates that affect you.

Application Process Guide

Home / Application Process Guide

We are here to guide you every step of the way

We know the application process can seem daunting at first, but don't worry—our staff are here to guide you every step of the way. And, we have many informative resources available at your fingertips to help you understand the application instrument, interpret the standards and submit a successful application.



Read more

- Getting Started
- Desktop Review
- Request for Information
- Validation Review
- Decision
- Ongoing Compliance

Welcome

You've signed your Application Agreement and designated a Point of Contact (POC) to manage the application process. Now what?

First, we recommend the POC visit the [FAQs](#) section for general information on submitting the application. You should also review the important role of the POC below. Based on input from customers and URAC staff, this information will be helpful in project planning, gathering required documentation and uploading evidence of compliance.

One-stop-shop for client needs

Continuous updates



A Standard in Six

A series of videos on some of the URAC standards you can watch in less than than six minutes.

December 28, 2021

PMI 1: Quality Management Scope

POSTED IN PERFORMANCE MONITORING AND IMPROVEMENT

urac Performance Monitoring and Improvement: PMI 1: Quality ... Watch later Share

A Standard in Six

Foundational Focus Area:
Performance Monitoring & Improvement
PMI 1: Quality Management Scope

Watch on YouTube

In this video, URAC Accreditation Reviewer Laura Higginbotham goes into more detail on what we're looking for in Standard PMI 1: Quality Management Scope.

urac © URAC 2022

Quick Links

- News
- Resources
- Webinars
- Standards In Six
- Interpretation Portal

urac Consumer Protection and Empowerment 2: Consumer Safe... Watch later Share

A Standard in Six

Foundational Focus Area: Consumer Protection and Empowerment
CPE 2: Consumer Safeguards and Communication

- 2-1: Consumer Diversity, Equity and Inclusion
- 2-2: Consumer Safety Protocols
- 2-3: Consumer Complaint Process
- 2-4: Health Literacy Promotion
- 2-5: Consumer Marketing and Communication Safeguards

Watch on YouTube

urac © URAC 2022

In this video, URAC Accreditation Reviewer Troy Reese goes into more detail about standard CPE 2: Consumer Protection and Empowerment.

URAC Interpretations Submission Form

Name*

Email*

Company*

Phone*

Are you currently URAC Accredited?

*
What is your application number?

Which program does your question concern?*

What is the version number of the Standards?

*
Is this a standards or measures question?*

What is the Standard/Meas... number?*

Inquiry/ Question:*

Standards Interpretations Inquiries and AccreditNet Assistance

The screenshot shows the URAC website's contact page. The header includes the URAC logo and navigation links: Accreditations & Certifications, Outcomes & Measures, About URAC, News, and Events. Below the header is a "Home / Contact" breadcrumb. The main content area features a heading "We look forward to hearing from you." followed by a sub-heading "Send us a message using the form on this page, or connect with us via the contact info below." The contact information provided is: 1220 L Street NW, Suite 900, Washington, DC 20005; and phone number 202-216-9010. There are social media icons for Twitter, LinkedIn, and Facebook. Below this, there are two links: "BUSINESS DEVELOPMENT" and "FILE A GRIEVANCE". On the right side, there is a contact form with the following fields: First Name *, Last Name *, Your Email Address *, Your Phone Number, Your Company or Organization *, How can we help? * (with a dropdown menu showing "AccreditNet Help Desk"), and Message *. A red "SUBMIT" button is located at the bottom right of the form.

urac®

Accreditations & Certifications Outcomes & Measures About URAC News Events

Home / Contact

We look forward to hearing from you.

Send us a message using the form on this page, or connect with us via the contact info below.

1220 L Street NW, Suite 900
Washington, DC 20005

202-216-9010

Connect With Us

[Twitter](#) [LinkedIn](#) [Facebook](#)

[BUSINESS DEVELOPMENT](#)

[FILE A GRIEVANCE](#)

First Name * Last Name *

Your Email Address * Your Phone Number

Your Company or Organization *

How can we help? *
AccreditNet Help Desk

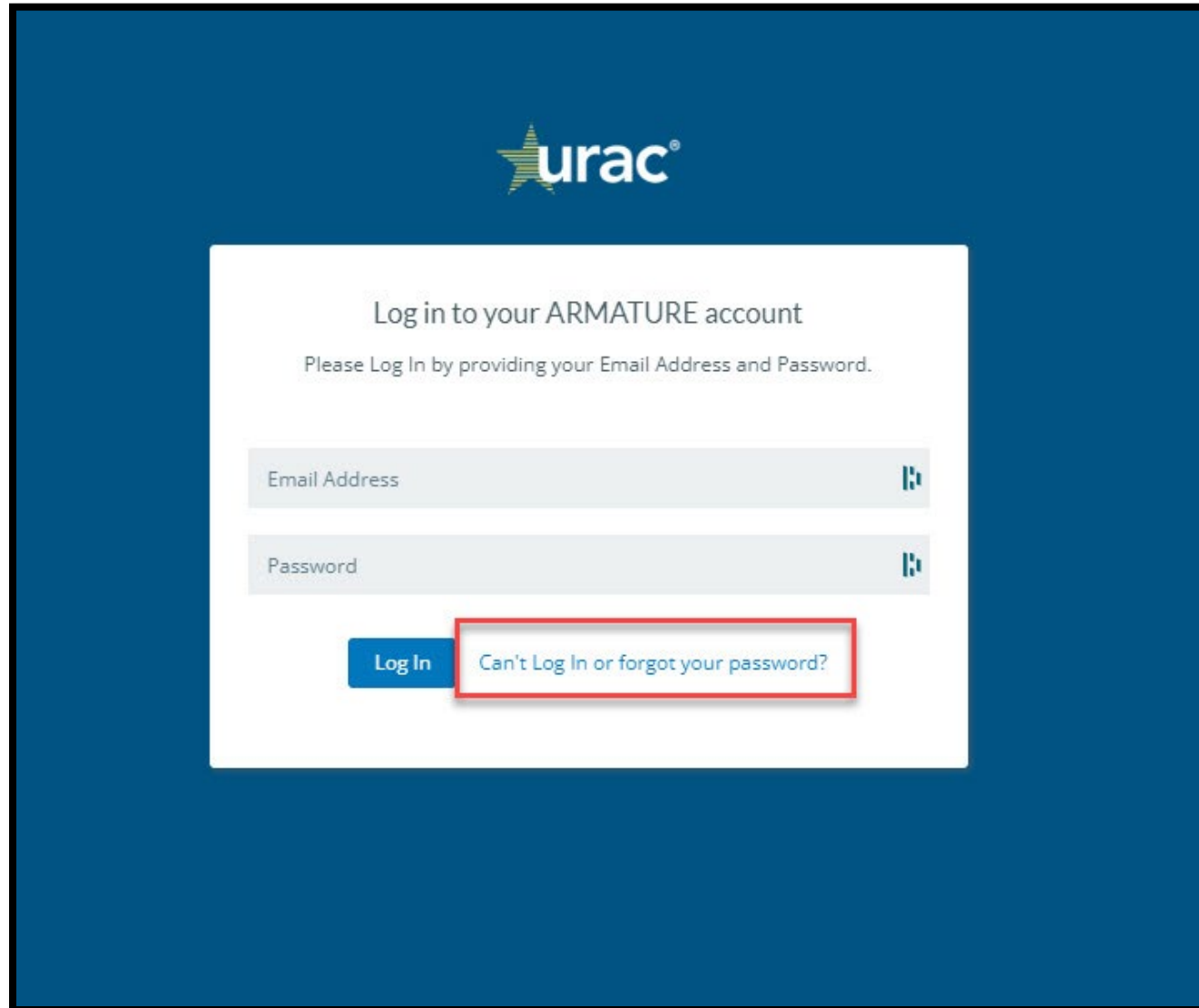
Message *

SUBMIT

Overview of AccreditedNet

Maggie Cornett, MS

AccreditNet: Logging In



The screenshot shows the URAC login interface. At the top center is the URAC logo. Below it, the text reads "Log in to your ARMATURE account" followed by "Please Log In by providing your Email Address and Password." There are two input fields: "Email Address" and "Password", each with a small icon on the right. Below the fields are two buttons: a blue "Log In" button and a white button with a red border containing the text "Can't Log In or forgot your password?".

urac®

Log in to your ARMATURE account

Please Log In by providing your Email Address and Password.

Email Address

Password

Log In

Can't Log In or forgot your password?

AccreditNet: Home Page

The screenshot shows the URAC AccreditNet Home Page. The navigation bar includes Home, Profile, Contacts, Structure, Applications, Certifications, Processes, Instruments, Documents, and Issuer Information. The user's name 'MW' and a notification bell are in the top right.

1 Organization Profile: Shows 'URAC's Prod Test Org' with details like address, website, and primary contact information.

2 Certifications: A table listing active certifications.

Certification Type	Status	Effective	Expires
Accountable Care 1.0 - ACA-1	Active	05/01/2022	05/01/2025

3 Applications: A table listing submitted applications.

Type	Status	Activities
Application: APP-680 Type: Accountable Care	Submitted Submitted: 05/16/2022	0
Application: APP-664 Type: Pharmacy Services	Submitted Submitted: 05/03/2022	0
Application: APP-642 Type: Independent Review Organization: Comprehensive Review (Internal & External)	Submitted Submitted: 04/25/2022	0

4 Notice of Change: A dropdown menu for selecting a notice of change to submit.

5 Scheduled Items: A table listing upcoming accreditation items.

Item	Begin	End
APP: Clinical Integration Accreditation v1.1	Mar 7th	--
APP: Pharmacy Services Accreditation v1.0: VAX+PCT+DTM+CD	Apr 27th	--
APP: IRO: Comprehensive Review Accreditation v5.2	Apr 25th	Apr 25th 24 days ago
APP HP: Health Plan Accreditation v8.1	Mar 29th	--
APP HP: Health Network Accreditation v8.1	Apr 5th	--

AccreditNet: Documents

The screenshot shows the URAC AccreditNet interface. At the top left is the URAC logo. The navigation menu includes Home, Profile, Contacts, Structure, Applications, Certifications, Processes, Instruments, Documents (highlighted with a red box), and Issuer Information. In the top right corner, there are icons for Notifications (with a '5' badge) and a user profile (labeled 'Me'). Below the navigation bar, the page title is 'URAC's Prod Test Org' and the section is 'Documents'. On the right side, there are two buttons: 'Library' and 'Shared', with a green arrow pointing to the 'Library' button. Below these buttons is a search bar with the placeholder text 'Search...'. The main content area is divided into two sections: 'Folders' on the left and 'Documents' on the right. The 'Folders' section shows a 'Library' folder with a '+ Create Sub-Folder' option. The 'Documents' section contains a large light blue box with the text 'Touch, Click or Drag Files here to Upload' and 'No Documents' below it.

AccreditNet: Instrument

Instruments / All / Instrument Response Summary

Instrument Overview

APP: Health Web Site International Accreditation v1.0

Summary Documents Assignees Reports

Overview

	Coordinator	
Riyadh	--	
SAUDI ARABIA		
Opens	Closes	Status
02/16/2022	06/30/2022	Not Started

Instrument Workflow

● Opened on February 16th, 2022 - Not Started

Review Scoring Summary

No Reviews

Progress

0%	Application Introduction
0%	General Questions [M]
0%	Focus Area HWS-MDY: Mandatory Requirements
0%	Focus Area HWS-OPIN: Operations and Infrastructure
0%	Focus Area HWS-RM: Risk Management
0%	Focus Area HWS-PMI: Performance Monitoring and Improvement
0%	Focus Area HWS-WSD: Web Site Design
0%	Focus Area HWS-HCM: Health Content Management
0%	Focus Area HWS-PIM: Personal Information Management
0%	Focus Area HWS-ER: External Relationships
0%	Thank You [M]

Submit

AccreditNet: Digital Seal

The screenshot displays the URAC AccreditNet interface. At the top is the URAC logo and a navigation menu with items: Home, Profile, Contacts, Structure, Applications, Certifications (selected), Processes, Instruments, Documents, and Issuer Information. Below the navigation is the header for the organization: "URAC's Prod Test Org - 2022-ORG-00161".

Organization details include:
Location: washington DC, DC
Website: uracprodtest.org
Primary Contact: Margaret Weisner
Email: maggieannc@gmail.com
Phone: 2023263962

The main content area is titled "URAC's Prod Test Org" and "Current Certification Info". It shows a certification for "Accountable Care 1.0" with a sub-type of "ACA-1". The status is "Active" (indicated by a green dot) and is "as of 05/16/2022".

Status	Issued	Effective	Expires
Granted	05/16/2022	05/01/2022	05/01/2025

Below the table is the "Embed Certification Seal HTML" section, which contains the following code:

```
<div>  
<a href="https://accreditnet.urac.org/directory/#/accreditation/ACA-1/info">  
    
</a>  
<div>Accountable Care</div>  
<div>05/01/2025</div>  
</div>
```

A "Copy to Clipboard" button is located at the bottom right of the HTML code block, with a green arrow pointing to it.

On the right side of the interface, there is a table with the following data:

C/N	Decision
ACA-1	Approve Accreditation Program Full Accreditation

Upcoming AccreditNet Trainings

Wednesday,
June 12

Wednesday,
July 10

2:00 p.m. Eastern

Recordings will be on
Client Information Hub

Register Here



What We'll Cover

- Login
- Home Page
- Documents
- Application Overview
- Instrument Overview
- Certification/Digital Seal
 - Issuer Information
 - Notices of Change

Webinar: The Basics of Writing Policies and Procedures

Friday, June 21
2:00 p.m. Eastern



<https://www.urac.org/events/upcoming-events/>

Connect with URAC



Client Relations Inquiries

202-326-3942

clientrelations@urac.org

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Connect with URAC on [LinkedIn](#)

Watch URAC on [YouTube](#)