

New in Your Role? Keep Calm and Accredited On

Thursday, June 26, 2025

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



Derrick Wilder

Director
Client Relations

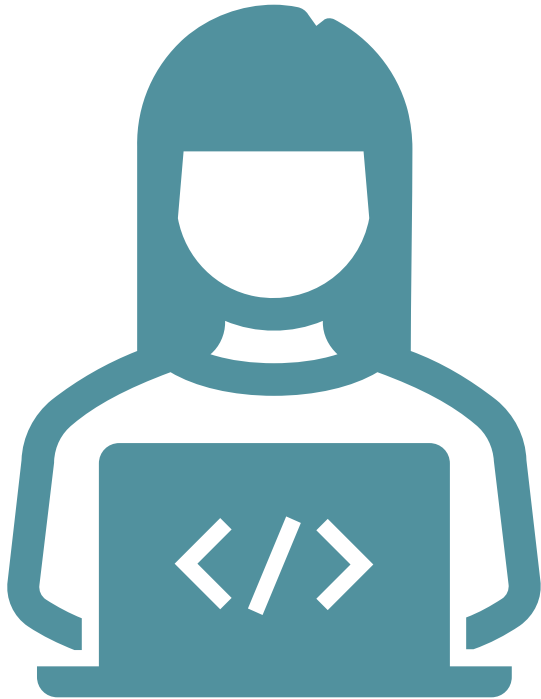


Maggie Cornett, MS

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?

Tell us this one in the chat

About URAC

Karen Watts, PhD

We have **35 years of experience** as an
accreditor

We believe in growth through **education
and quality improvement**

We understand that **excellence looks
different** in every organization

We know **partnerships are the key** to
our work



ACCREDITED

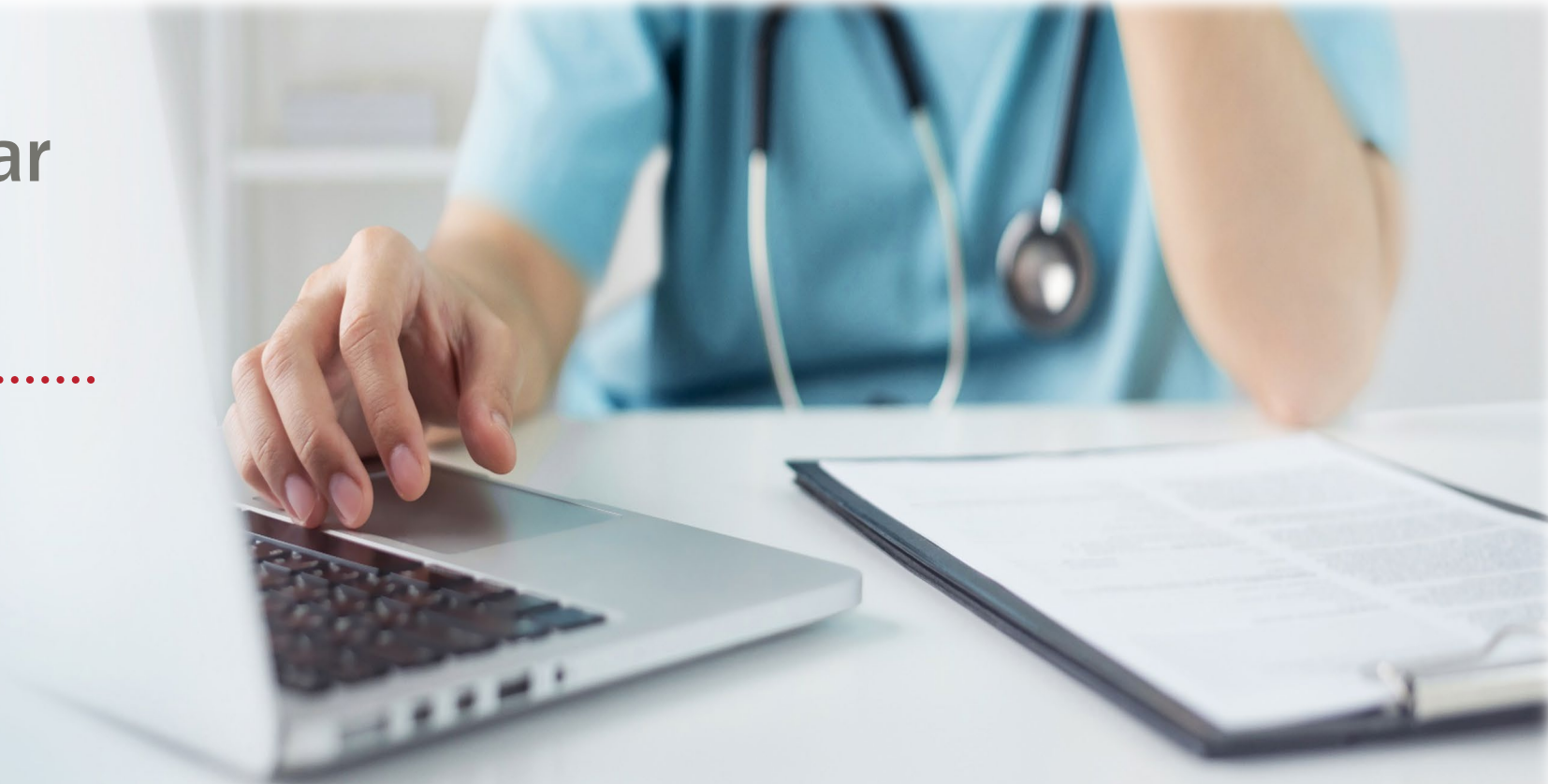


CERTIFIED

Regulation and Accreditation

Regulation sets the bar
for safety

Accreditation sets
the bar for quality



Some 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
- Community Health Worker Program



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

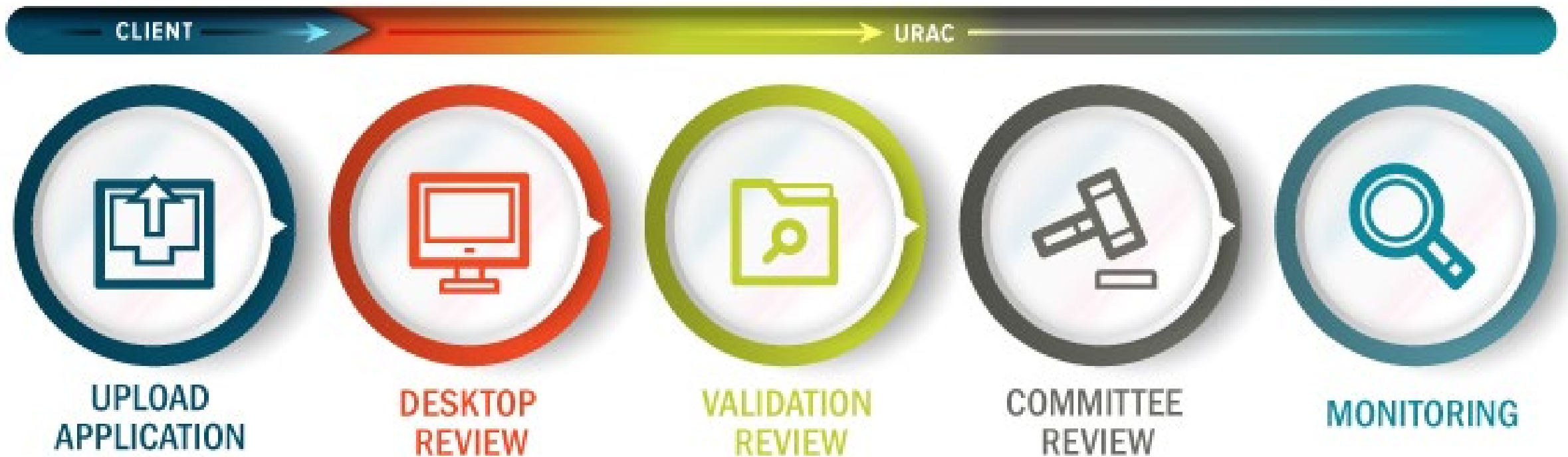
- Health Plan and Marketplace
- Medicaid Health Plan
- Medicare Advantage
- Dental Plan
- Health Network
- Dental Network



Health Equity

The Accreditation Process

ACCREDITATION PROCESS



Meet the Client Relations Team



Keith Barnes



Robyn Owens



Joel Rodney



Tammie Silva




**Charleston
Strickland**

Phone: (202) 326-3942

Email: clientrelations@urac.org

Application Submission



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?

- 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

Care Management Reviewers



Carmen



Jackie



Monica



Rosemarie



Shelley



Tosha



Yexica



Monica

Pharmacy Reviewers



Bruce



Dan



Dawn



Heidi



Jackie



Joe



Mallory



Mark



Michelle



Troy



Vijeev



Heather

Desktop Review Process

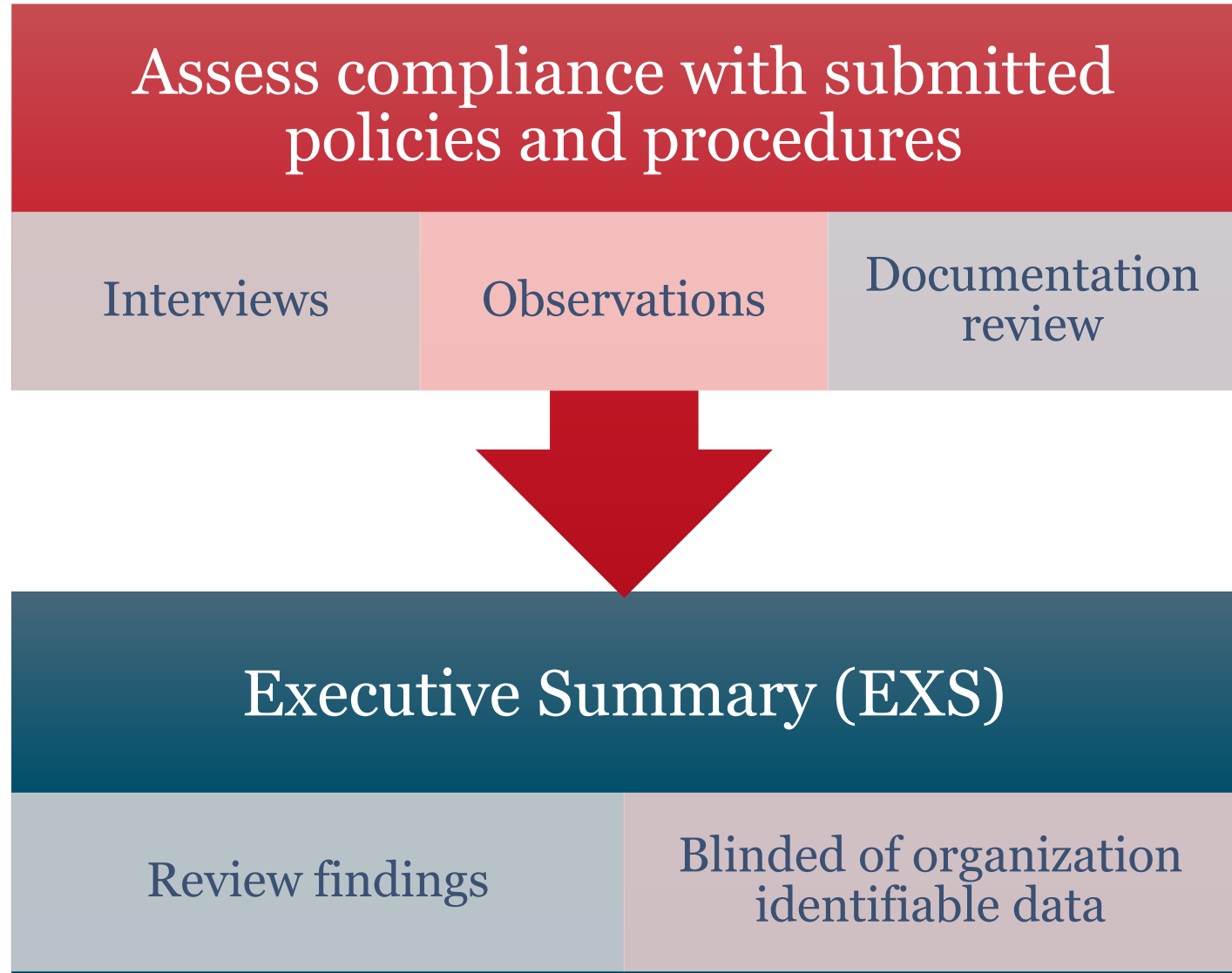
Program
Document
Review

Request for
Information

Iterative
Learning
Process



Validation Review and Executive Summary



Decision Notification

Accreditation Committee Decision

Decision Letter

Official Certificate and Seal

Directory

Appeal Rights

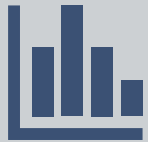


ACCREDITED

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



PROGRAMS WITH MEASURES



Provider Integration & Coordination Programs

- Measurement-Based Care



Pharmacy Quality Management Programs

- Drug Therapy Management
- Mail Service Pharmacy
- Pharmacy Benefit Management
- Specialty Pharmacy
- Specialty Pharmacy Services
- 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 Programs

- Telehealth

Resources to Support Clients

Derrick Wilder

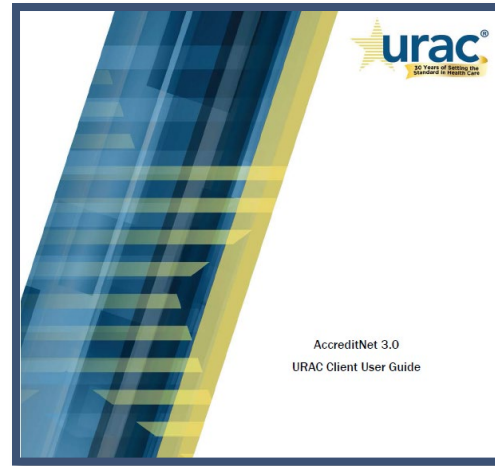


Client Relations
Manager

People



Accreditation Reviewer

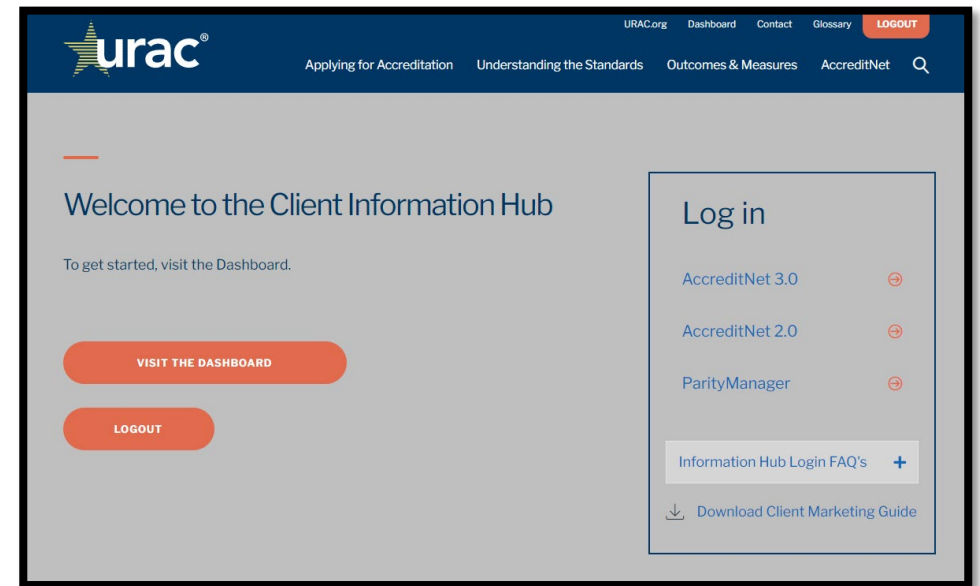


AccreditNet Guide



Program Guide

Tools



Client Information Hub

Client Information Hub

clients.urac.org

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.

Understanding the Standards

Home / Understanding the Standards

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

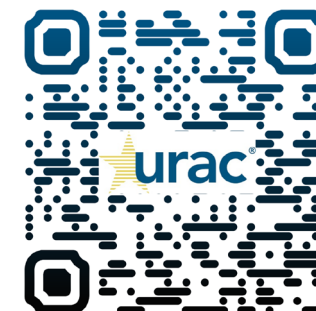
- Promote industry best practices
- Encourage quality improvement
- Protect and empower consumers



We've created educational materials for many of our programs to help you better understand the standards in the program you're applying for. Click on your program area below to see the resources to help you better understand the standards and what URAC looks for in your application.

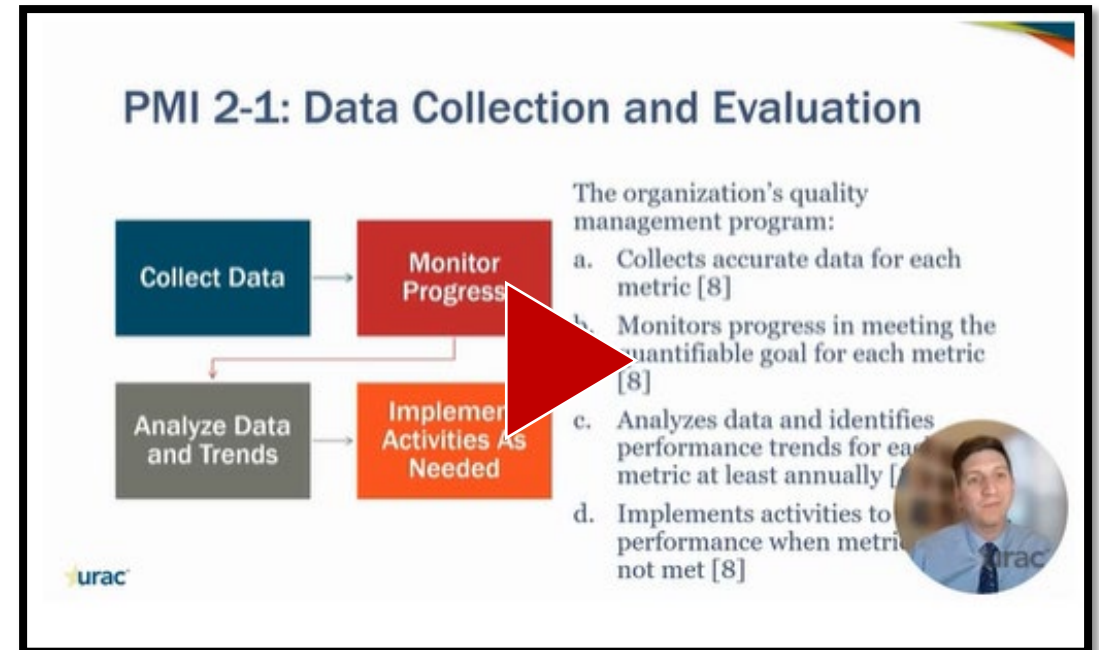
One-stop-shop for client needs

Continuous updates



A Standard in Six

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



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


Accreditations & CertificationsOutcomes & MeasuresAbout URACNewsEvents

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

 BUSINESS DEVELOPMENT

 FILE A GRIEVANCE

First Name *

Last Name *

Your Email Address *

Your Phone Number

Your Company or Organization *

How can we help? *

Message *

SUBMIT

URAC Connect 2025

Tuesday, October 7 through
Thursday, October 9

Washington Marriott
Georgetown
Washington, DC

Registration Rates and Dates

Regular: \$1,249, May 17 to September 12
Late: \$1,319, September 13 to September 26


<https://www.urac.org/connect>



Overview of AccreditedNet


Maggie Cornett, MS


AccreditNet: Logging In



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



Notifications 13 Me

HomeProfileContactsStructureApplicationsCertificationsProcessesInstrumentsDocumentsIssuer Information

Organization Profile

 You are assigned to more than 1 organization.
Click here to select a different organization

URAC Training Org (2021-ORG-00755) Edit

Washington, DC

Primary Contact

Margaret Weisner

maggieannc@gmail.com

2023263962

Notice of Change

Please select the notice of change you would like to submit

Submit

NOC: Change in "Doing Business As" or Trade Name

Created 03/13/2024

Processing

NOC: Change in Corporate Name

Created 04/12/2023

Processing

Active Applications

Rare Disease Pharmacy Center of Excellence Certification - 10/11/2023 App # APP-1286	Submitted	0
Health Equity - 10/11/2023 App # APP-1285	Open	1
Health Plan - 11/09/2022 App # APP-925	Open	1

Certifications

Show Active Only


THH-19 expires 07/12/2026 Telehealth v3.0: Consumer-to-Provider	Active
--	--------

In-Progress Reviews

APP: Rare Disease Pharmacy Center of Excellence Certification v3.0	Requires Feedback 3 items require attention
--	--

Scheduled Items


Item	Begin	End
APP: Rare Disease Pharmacy Center of Excellence Certification v3.0	Sep 15th	Jan 2nd 3 months ago
APP HE: Health Equity Accreditation v1.0	Feb 1st	Jun 1st in 2 months
APP HD: Health Plan Accreditation v2.1	Feb 1st	Jun 1st



AccreditNet: Documents

The screenshot displays the URAC AccreditNet interface. At the top, the URAC logo is on the left, and notification and user icons are on the right. A navigation bar contains links for Home, Profile, Contacts, Structure, Applications, Certifications, Processes, Instruments, **Documents** (highlighted with a red box), and Issuer Information. Below the navigation bar, the page title is "URAC's Prod Test Org". The main content area is divided into two sections. On the left, under the heading "Documents", there is a search bar and a "Folders" section containing a "Library" folder with a "Create Sub-Folder" option. On the right, there are "Library" and "Shared" buttons, with a green arrow pointing to the "Library" button. Below these buttons is a large blue box with the text "Touch, Click or Drag Files here to Upload".

AccreditNet: Instrument



EmailNotificationsMe

Instruments / All / Instrument Response Summary

Instrument Overview

APP: Health Web Site International Accreditation v1.0

SummaryDocumentsAssigneesReports

Overview

Riyadh

SAUDI ARABIA

Opens

02/16/2022

Closes

06/30/2022

Status

Not Started

Coordinator

--

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]

Instrument Workflow

Opened on February 16th, 2022

- Not Started

Review Scoring Summary

No Reviews

Submit

AccreditNet: Digital Seal

The screenshot displays the URAC AccreditedNet interface. At the top is the URAC logo and a navigation menu with links: Home, Profile, Contacts, Structure, Applications, Certifications (highlighted), Processes, Instruments, Documents, and Issuer Information. Below the menu, the page title is 'URAC's Prod Test Org - 2022-ORG-00161'. The main content area is divided into two columns. The left column contains information about the organization: 'Washington DC, DC', 'uracprodtest.org', and 'Primary Contact: Margaret Weisner, maggieannc@gmail.com, 2023263962'. Below this is a section titled 'URAC's Prod Test Org' with 'Current Certification Info'. It shows 'Accountable Care 1.0' with a status of 'Active' (indicated by a green dot) and 'as of 05/16/2022'. A table below this shows the certification status: 'Status: Granted', 'Issued: 05/16/2022', 'Effective: 05/01/2022', and 'Expires: 05/01/2025'. The right column has a table with two columns: 'C/N' and 'Decision'. It shows 'ACA-1' under 'C/N' and 'Approve Accreditation Program Full Accreditation' under 'Decision'. At the bottom of the left column is a section titled 'Embed Certification Seal HTML' containing a code block with HTML and JavaScript code to embed the digital seal. A green arrow points to a 'Copy to Clipboard' button located at the bottom right of the code block.

URAC's Prod Test Org - 2022-ORG-00161

washington DC, DC
uracprodtest.org

Primary Contact
Margaret Weisner
maggieannc@gmail.com
2023263962

Primary
Derrick

URAC's Prod Test Org
Current Certification Info

Accountable Care 1.0
ACA-1

Active ●
as of 05/16/2022

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

Embed Certification Seal HTML

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

Copy to Clipboard

For issues with your digital seal, you can always email seals@urac.org.

Upcoming AccrediNet Trainings

Wednesday,
July 9

Wednesday,
August 13

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



Connect with URAC

Client Relations Inquiries

202-326-3942

clientrelations@urac.org

Like URAC on [Facebook](#) • Follow URAC on [Twitter/X](#)

Connect with URAC on [LinkedIn](#)

Watch URAC on [YouTube](#)

**We hope to see you in
Washington, DC in October for
URAC Connect 2025!**