MAIL SERVICE PHARMACY v. 5.0

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

PHARMACY OPERATIONS
P-OPS 1: Scope of Services
   P-OPS 1-1: Services
P-OPS 2: Prescription Processing and Dispensing
   P-OPS 2-1: Reviewing Patient Information
   P-OPS 2-2: Verifying Eligibility
   P-OPS 2-3: Resolving Issues
   P-OPS 2-4: Dispensing Practices
   P-OPS 2-5: Machine and Equipment Maintenance
P-OPS 3: Dispensing Accuracy Monitoring and Promotion
   P-OPS 3-1: Dispensing Accuracy
P-OPS 4: Adherence Monitoring
   P-OPS 4-1: Adherence
P-OPS 5: Product Management
   P-OPS 5-1: Inventory Temperature Management
   P-OPS 5-2: Hazardous Material Management
   P-OPS 5-3: Manufacturer and FDA Requirements
MEDICATION DISTRIBUTION

P-MD 1: Distribution Management
  P-MD 1-1: Defining Distribution Criteria
  P-MD 1-2: Qualification Testing
  P-MD 1-3: Packing and Shipping Procedures
  P-MD 1-4: Distribution Auditing

P-MD 2: Shipping Logistics
  P-MD 2-1: Holding Shipments
  P-MD 2-2: Tracking Shipments
  P-MD 2-3: Handling Breakdowns

P-MD 3: Distribution Accuracy Monitoring
  P-MD 3-1: Distribution Accuracy

PATIENT SERVICE AND COMMUNICATION

P-PSC 1: Patient Information and Support
  P-PSC 1-1: Patient Information
  P-PSC 1-2: Support Services
  P-PSC 1-3: Adverse Drug Events

P-PSC 2: Measuring Complaints and Satisfaction
  P-PSC 2-1: Patient and Prescriber Complaints
  P-PSC 2-2: Patient and Prescriber Satisfaction

P-PSC 3: Communication Process and Monitoring
  P-PSC 3-1: Patient Communications
  P-PSC 3-2: Telephone Performance
  P-PSC 3-3: Non-Telephonic Communications
  P-PSC 3-4: Clinical Communication Services

REPORTING PERFORMANCE MEASURES TO URAC

RPT 1: Reporting Mandatory Performance Measures to URAC
  RPT 1-1: Reporting Mandatory Performance Measures to URAC

RPT 2: Reporting Exploratory Performance Measures to URAC
  RPT 2-1: Reporting Exploratory Performance Measures to URAC