# **Exploring Common Bonds: Community Pharmacies and URAC**

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## **Today's Speakers**



## Agenda

#### A Little Bit About URAC

Why Accreditation Matters

Programs to Achieve Your Business Goals

**Accreditation Process** 

Questions





## What Brings Us Together Today



## **About URAC**



#### **Our Clients**

Specialty Pharmacies
Community Pharmacies
Mail Service Pharmacies
Infusion Pharmacies
Vaccine Providers
Hospitals
Health Plans
Telehealth Providers
Utilization Management
Credentials Verification
Health Websites

Leader in Specialty Pharmacy Accreditation



## We have **almost 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







### What Is Accreditation?

Independent Review

Verification of Quality

Audit Quality Assurance

Education





#### Continuous Growth to Meet the Needs of Clients



How We Continue to Grow

Streamlining Standards
Increasing Partnerships
Shortening Review Timelines
New Accreditation, Certification and Designation Programs





What We've Added

Affordable pricing Additional client educational tools Offerings for smaller organizations





**Foundational Principles** 

Educational approach to reviews
Independent: No consulting services
Reviewers are URAC employed clinicians
High-quality standards developed by experts in the field



#### **URAC's Accreditation Programs**



#### **Digital Health**

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



#### **Health and Dental Plan**

- Dental Network
- Dental Plan
- Health Network
- Health Plan
- Health Plan with Long-Term Services and Supports
- Marketplace Health Plan
- Medicaid Health Plan
- Medicaid Health Plan with Long-Term Services and Supports
- Medicare Advantage



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



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

- MH/SUD Parity Compliance Guide
- ParityManager<sup>™</sup> Compliance Software
- MH/SUD Parity Accreditation



### Administrative Management

- Clinically Integrated Network
- Community Health Worker
- Credentials Verification Organization
- Employer-Based Population Health
- Health Contact Center
- Home\*
- Patient-Centered Medical
- Provider-Based Population Health
- Health Care Management\*





#### **Pharmacy**

- Infusion Pharmacy
- Medicare Home Infusion Therapy
  Supplier
- Mail Service Pharmacy
- Pharmacy Benefit Management
- Pharmacy Services (choose up to four modules)
  - Community Dispensing
  - Drug Therapy Management
  - Point of Care Testing
  - Vaccine Administration
- Specialty Pharmacy
- Specialty Physician Practice Dispensing
- Specialty Pharmacy Services
- Rare Disease Center of Excellence\*



\* Denotes program is a certification

## **Pharmacy Services Accreditation**

#### **Focus Areas**

Risk Management Operations and Infrastructure

Consumer Protection and Empowerment Performance Monitoring and Improvement

Medication Safety

#### **Modules**

Vaccine Administration Point-of-Care Testing Drug Therapy Management Community Dispensing



## Pharmacy Services Accreditation Foundational Focus Areas

Risk Management

> Regulatory Compliance and Internal Controls

> > Regulatory Compliance

Information Systems

Business Continuity Operations and Infrastructure

Business Management

Staff Management

Clinical Leadership Performance Monitoring and Improvement

> Quality Management Scope

Data Quality Collection and Evaluation Consumer Protection and Empowerment

> Protection of Consumer Information

Consumer Safeguards and Communication Medication Safety

> Medication Safety Controls

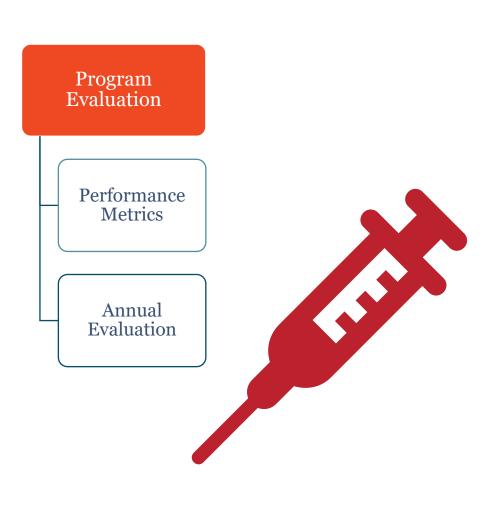




#### **Vaccine Administration Module**

Vaccine Administration Program Development Structure and Oversight Scope Staff Assessment and Education

Program Administration Patient Assessment Patient Education Post Administration Monitoring **Documentation**  Coordination of Care Care Coordination Utilizing Registries





## **Point of Care Testing Module**

Point-of-Care Testing Program Development

> Structure and Oversight

> > Scope

Staff Assessment and Evaluation Program Administration

> Patient Assessment

Patient Education

**Patient Results** 

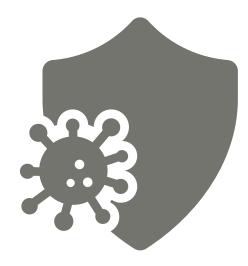
Documentation

Coordination of Care

Care Coordination Program Evaluation

Performance Metrics

Annual Evaluation





## **Drug Therapy Management Module**

Drug Therapy Management Program Administration Program Development Structure and Risk Oversight Assessment **Initial Clinical** Program Review Assessments Follow-Up Scope Plan Clinical Documentation Reassessments Patient Education

Coordination of Care Care Coordination

Program Evaluation Performance Metrics Annual Evaluation





## **Community Dispensing Module**

Pharmacy Operations

Scope of Services

System Requirements Patient Onboarding and Prescription Intake

> Pharmacy Intake

Verification of Eligibility

Manufacturer and FDA Requirements Prescription Order Review and Dispensing

> Prescription Order Review

Labeling and Packaging

Medication Verification Procurement and Inventory Management

> Purchasing Product Inventory

Managing Product Inventory

Product Inventory Temperature Management

Medication Returns

Controlled Substances **Inventory Safety** 

Access Levels

Handling and Removal

Hazardous Material Management

Machine and Equipment Maintenance

Compounding Requirements Performance Metrics

Dispensing Accuracy

Adherence



## URAC's Specialty and Mail Service Pharmacy Accreditation Programs



Payers and manufacturers have <u>independently</u> recognized the value of accreditation and often require SPP and MSP Accreditation for network participation or access to limited distribution drugs



## **Specialty Pharmacy Accreditation Mail Service Pharmacy Accreditation**

#### **Foundational Focus Areas**

Risk Management Operations and Infrastructure

Consumer Protection and Empowerment Performance Monitoring and Improvement

#### **Program Focus Areas**

Pharmacy Operations

Medication Distribution

Patient Service and Communication

Patient Management\*\*



Why Small **Pharmacies Matter to URAC** urac®

### Other Accreditations of Interest



Community Health Worker Program Accreditation

Health Equity
Accreditation

Mental Health at Work Accreditation



## **Community Health Worker Program Accreditation**

Help CHWPs combat rising costs

Formal recognition through payer fee schedule

Supports sustained funding for CHWPs

Aligns with Medicaid and Medicare goals This first-to-market accreditation recognizes excellence in Community Health Worker Program management





## **Health Equity Accreditation**

**Program Highlights** 

Three-year accreditation

Aligns with CLAS

Initiatives to eliminate disparities

Aligns with CMS framework

Equitable Care is Quality Care



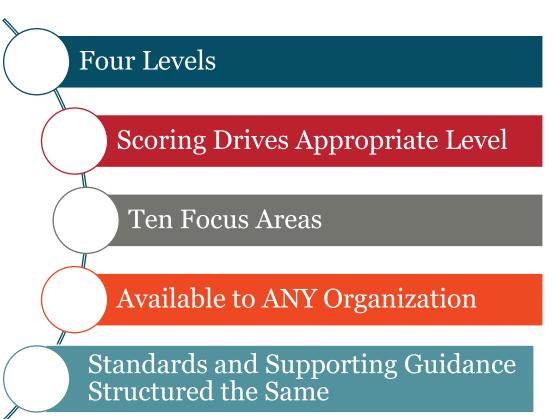


#### Mental Health at Work Accreditation

#### **Program Purpose**

- Promote growth in mental health awareness and strategies within the employer space.
- Provide recognition to organizations that are prioritizing mental health at work.

#### **How Accreditation Works**



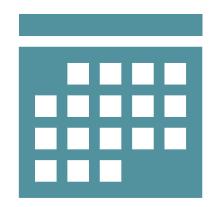


#### ACCREDITATION PROCESS





#### **Review Timeline**



Two Months

Submit application

Desktop review

Validation review

Decision

#### **Total Time Frame: six months**

\* Applies to select, revised programs only





Client Relations
Manager/AccreditNet
Help Desk

## People

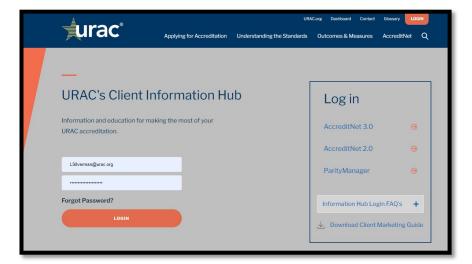


**AccreditNet Guide** 



**Program Guide** 





**Client Information Hub** 



**Accreditation Reviewer** 





Find URAC at booth 1209!



## **Connect with URAC**

Sales and New Accreditation Inquiries 202-216-9413 businessdevelopment@urac.org

> Client Relations Inquiries 202-326-3942 clientrelations@urac.org

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