PHARMACY BENEFIT MANAGEMENT v3.1

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 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 AND THERAPEUTICS COMMITTEE
PBM-PT 1: Committee Members
  PBM-PT 1-1: Membership
  PBM-PT 1-2: Conflict of Interest
  PBM-PT 1-3: Membership Exclusions
PBM-PT 2: Committee Meetings and Responsibilities
  PBM-PT 2-1: Meetings
  PBM-PT 2-2: Responsibilities
FORMULARY AND DRUG MANAGEMENT
PBM-FDM 1: Formulary Management
  PBM-FDM 1-1: Formulary Management
PBM-FDM 2: Formulary Exceptions and Coverage Exclusions
  PBM-FDM 2-1: Formulary Exceptions
  PBM-FDM 2-2: Coverage Exclusions
PBM-FDM 3: Drug Utilization Management Program
  PBM-FDM 3-1: Program Implementation
  PBM-FDM 3-2: Initial Determination
  PBM-FDM 3-3: Initial Determination Notifications
  PBM-FDM 3-4: Lack of Information
  PBM-FDM 3-5: Appeal Determinations
  PBM-FDM 3-6: Appeal Determination Notifications
PBM-FDM 4: Drug Utilization Review Program
  PBM-FDM 4-1: Drug Utilization Review
PBM-FDM 5: Adherence Program
  PBM-FDM 5-1: Adherence Program Scope
PBM-FDM 6: Program Performance Reporting
  PBM-FDM 6-1: Drug Utilization Management Program Reporting
  PBM-FDM 6-2: Drug Utilization Review Program Reporting
  PBM-FDM 6-3: Adherence Program Reporting

NETWORK MANAGEMENT
PBM-NM 1: Scope
  PBM-NM 1-1: Scope of Services
  PBM-NM 1-2: Electronic Requirements
PBM-NM 2: Pharmacy Network Participation
  PBM-NM 2-1: Participation Agreement
  PBM-NM 2-2: Network Participation Information
PBM-NM 3: Network Credentialing and Recredentialing
  PBM-NM 3-1: Credentialing and Recredentialing
PBM-NM 4: Pharmacy Network Management
  PBM-NM 4-1: Suspension and Termination

PBM-NM 5: Network Management Performance
  PBM-NM 5-1: Access and Availability
  PBM-NM 5-2: Network Pharmacy Satisfaction

CLIENT RELATIONS
PBM-CR 1: Client Disclosures
  PBM-CR 1-1: Client Disclosures
PBM-CR 2: Client Performance and Reporting
  PBM-CR 2-1: Client Satisfaction
  PBM-CR 2-2: Client Reporting

MEMBER SERVICES AND COMMUNICATION
PBM-MSC 1: Information and Support Services
  PBM-MSC 1-1: Information & Support
  PBM-MSC 1-2: Benefit Changes
  PBM-MSC 1-3: Accommodating Diverse Populations
PBM-MSC 2: Measuring Complaints and Satisfaction
  PBM-MSC 2-1: Member and Prescriber Complaints
  PBM-MSC 2-2: Member and Prescriber Satisfaction
PBM-MSC 3: Communication Process and Monitoring
  PBM-MSC 3-1: Telephone Performance
  PBM-MSC 3-2: Non-Telephonic Communications
  PBM-MSC 3-3: 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