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Access and Authorization

Creating User Accounts

URAC grants access to ParityManager™ based on the information provided by the organization’s primary point of contact in the Client Intake Form.

After a user's account has been created in ParityManager™, an auto-generated email notification is sent to the user’s email address.

![Email Notification]

Each new user must set a password for their account by using the password reset link. New users may also access the link by clicking the Forgot Your Password link located on the ParityManager™ login page.

![Login Page]

User Types

**User:** An individual associated with an organization which has a license to use ParityManager™.

**Team Lead:** The primary point of contact for the ParityManager™ account for URAC. The team lead has the same capabilities as a regular user, but also has permissions to copy product lines, edit product line name on the Dashboard page, invite and remove team users, and delete product lines not associated with an accreditation submission, if applicable. Only the team lead can submit the completed accreditation application to URAC for review.
Logging In

There are two options to gain access to ParityManager™:

- Password authentication
- Single Sign On (SSO) using your company’s authentication platform

**Password Authentication**

To login with your email address and password:

1. Enter the email address associated with your ParityManager™ user account.
2. Enter the password that you have set for your user account.
3. Click **Login**.

**Note:** In accordance with URAC’s policy, user accounts become automatically disabled after 90 days of inactivity. Users can request to reenable their inactive user account at any point by contacting accreditnet@urac.org or 202-216-9010 (Option 6), Monday-Friday, 8am-5pm ET.

**Logging In (with SSO option)**

Some companies prefer to use their own Microsoft authentication server to handle user access. URAC has its own SSO implementation using SAML (Security Assertion Markup Language). If you would like to set up your company to control user access with SSO, please contact accreditnet@urac.org to set up the authentication. (This will require coordination with your IT support team during the initial setup phase only).

**Note:** While your IT team can control who has access to the system, it will still require URAC to assign your users to specific teams and products within the system.

Once setup is complete, a user should click the **SSO Login** button (shown below) to access ParityManager™.
This will redirect the user to URAC’s SSO login. The only information that must be provided is the email address that you use to login on your company network, which is typically your work email address. Once you click SSO Login, if properly authenticated already on your company account, you will be redirected back to ParityManager™ and logged in automatically.

Team Access

Parity compliance is a team effort for the different health plans. Access and permissions are assigned at the team level. Every product line has one team that owns the product and has full access to all parity sections for that product. Reporting features and access are assigned separately.

If it becomes necessary to grant access to portions of a product line (referred to as a “carve out” plan), additional teams can be assigned to that product line by URAC with restricted access. See Assigning Additional Access.

Assigning Additional Access (Input/Output, Standards, Classification/Benefit Category)

Sometimes it is necessary for a user to have limited access to a product line. An example of this might be where part of your product line is serviced by a 3rd party.

URAC support can assist you with assigning limited access to product lines within ParityManager™. You can restrict access in a few key areas: sections, classifications, and benefit categories.

Settings

When clicking your name in the upper-right corner of the application, select Your Settings and you will be presented with a view like the screenshot below. The first tab is basic account information, including the password reset button on the left-hand side of the screen.
Note: If your company is using SSO, the password reset functionality will not work for you as it is not tied directly to your company account login.

Account Information

The Account Information tab allows you to view the first name, last name and email address associated with your user account.

To update the name for your user account, edit the First Name and Last Name fields as needed.

Note: The email address field is grayed out. A user does not have permissions to change their own email address. Please contact your Client Relations Manager with any changes in the email address for a user account.

Product Lines

The Product Lines tab allows you to modify what data is available for selection within a given product line. There are sections within ParityManager™ where URAC provided default selections as examples of the type of content expected. These examples can be used when making selections, or you can provide your own custom items.

There are instances where you might want to hide the default list so only your custom uploaded data is made available within your product line(s).

To hide the default list items:

1. On the User Settings page, select the Product Lines tab.

2. Select the appropriate product line from the drop-down list and options will appear below.
3. For each data type and section, select show or hide from the **Default List** column.
Note: If you select Hide on a default list, but you or another user had made a selection from the default list, all default items will be hidden except the selected items.

Teams

The Teams tab allows you to view a list of users for each team with which your access is associated in ParityManager™. User accounts with team lead permissions can use this tab to add or remove users for their team.

To view team users:

1. Click the Teams tab in the User Settings navigation pane.

A list of users for the team with which you are associated will display.

The Active column will show whether the user’s account is currently active, based on the user’s last login date in the past 90 days.

2. If you are associated with more than one team, select the team for which you want to view users. Most users will have only one team.
To add or remove users as a team lead:

1. Click the **Teams** tab in the **User Settings** navigation pane.
2. Select the team you are managing from the table. Most users will have only one team.
3. Type the email address of the user to add to your team.
4. Click **Send Invitation**.
5. Users who have accepted the invitation will be active members on your team and appear in this table.
6. Click the trash can icon next to the user’s name to remove them from your team. This does not prohibit the user from logging into the system, but revokes all access to any product lines owned by your team.

**Data Sharing**

If you would like to ensure all products assigned to a group together work from the same list of NQTLs, you can use the **Data Sharing** tab under **User Settings**, shown below.
1. If you have products grouped together, they will be listed in the dropdown box on the left-hand side.
2. After choosing a product group from the dropdown, below you will see a list of product lines within the group that will be impacted by NQTL additions/removals as well as a list of custom NQTLs previously added to this group.
3. Add an NQTL by typing it in the box on the right-hand side of the screen and click Add.
4. To remove a custom NQTL, click the red “X” on the appropriate row.

**Note:** If you remove a custom NQTL that has been used by any of the products within the group, all responses associated with that NQTL will also be removed.

Dashboard

The product dashboard is the home screen for ParityManager™. It is where you find a list of product lines available to your login as well as some basic information about your accreditation application (if applicable).

<table>
<thead>
<tr>
<th>Product Name</th>
<th>Team</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demo Commercial Product Line</td>
<td>Demo Team</td>
<td>No</td>
</tr>
</tbody>
</table>

Products Table

<table>
<thead>
<tr>
<th>Product Name</th>
<th>Team</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample Medicaid Product Line for PM Report Generation</td>
<td>Parity Demo Team</td>
<td>No</td>
</tr>
<tr>
<td>Sample Commercial Product Line for PM Report Generation</td>
<td>Parity Demo Team</td>
<td>No</td>
</tr>
<tr>
<td>OL Test Product Line for PM Report Testing</td>
<td>Parity Demo Team</td>
<td>No</td>
</tr>
<tr>
<td>OL Test Commercial Accreditation Application - Redesigned Standards</td>
<td>Parity Demo Team</td>
<td>No</td>
</tr>
<tr>
<td>Demo Commercial Product Line</td>
<td>Parity Demo Team</td>
<td>No</td>
</tr>
<tr>
<td>Demo Commercial Product Line 3.24.24</td>
<td>Parity Demo Team</td>
<td>No</td>
</tr>
<tr>
<td>OL Test Product Line 2.22.24</td>
<td>Parity Demo Team</td>
<td>No</td>
</tr>
<tr>
<td>OL Factors Section Testing 2.29.24</td>
<td>Parity Demo Team</td>
<td>No</td>
</tr>
</tbody>
</table>
When you open any given product line by selecting it on the **Dashboard**, the navigation is segmented into sections identified by the tabs across the top of the screen.

![Dashboard Example](image)

**Accreditation**

For accreditation applicants, there will be a **Submit for Review** button displayed on the **Dashboard** for users with team lead permissions. It will be disabled until all product lines associated with your application are marked as **Yes** in the **Complete** column in the product table on the **Dashboard**.
Classifications

Product lines can be formatted to process commercial or Medicaid plans. There are a few sections and questionnaires that have their answers segmented by classification.

<table>
<thead>
<tr>
<th>Classification</th>
<th>Commercial</th>
<th>Medicaid</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Network Inpatient</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Out of Network Inpatient</td>
<td></td>
<td></td>
</tr>
<tr>
<td>In Network Outpatient - Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>In Network Outpatient - Office Based</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Out of Network Outpatient - Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Out of Network Outpatient - Office Based</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Benefits</td>
<td></td>
<td>Emergency Benefits</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td></td>
<td>Prescription Drugs</td>
</tr>
</tbody>
</table>

Benefit Categories

On top of the segmentation by benefit classifications, product lines are also segmented into benefit categories: Mental Health, Substance Use Disorder and Medical/Surgical. Teams can assign limited access to data entered for specific categories.

Note: In most cases, Mental Health and Substance Use Disorder will be combined into one category. They can be segmented into separate categories but must be done before any data entry has begun.

Product Lines

Product lines are the different insurance products that an organization will be submitting to ParityManager™ to track for parity purposes. The product line name will appear on all ParityManager™ reports.

Plan Types

Every product line is assigned a plan type. Commercial and Medicaid are the two plan types currently available in ParityManager™. The benefit classifications for a commercial plan are different from those for a Medicaid plan. During accreditation, the Complete column can be helpful as a quick identifier on product lines still requiring input before submitting for accreditation.

Basic Plan Updates

The user with team lead permissions can perform these actions from the home screen on a product line:

- Update the name of the product line
- Make a copy of the product line
- Delete the product line
To update the name of a product line:

1. On the **Dashboard**, click the product line that you would like to rename.

![Dashboard](image1.png)

2. The **Product Details** and the **Manage** tabs will display to the right of the selected product line. Select the **Manage** tab.

![Dashboard](image2.png)

3. Make the necessary updates in the **Update Product Line Name** field.
4. Click **Update**.

**To copy a product line:**

To help save time on manual data entry, a copy feature is available for use. An organization can complete a product line and then use it as a starting point for other product lines. This copy feature allows the team lead to duplicate all previous information and documents associated with an existing product line into a new one.

**Note:** Because Commercial plans and Medicaid plans have different benefit classifications, duplicating information and documents from one product line into another one is only possible if both product lines have the same plan type.

1. On the **Dashboard** page, click the product line that you would like to duplicate.
2. The **Product Details** and the **Manage** tabs will display to the right of the selected product line. Select the **Manage** tab.

3. Rename the product line to be duplicated, if desired, and click **Copy Product**.
4. In the pop-up window, click the **Confirm Duplication** button.

5. Reload the page. A copy of the selected product line will display in the products table on the **Dashboard**.
To delete a product line:

**Note:** Product lines associated with an accreditation application cannot be deleted.

1. On the **Dashboard** page, click the product line that you would like to delete.

2. The **Product Details** and the **Manage** tabs will display to the right of the selected product line. Select the **Manage** tab.

3. Click the **Delete Product** button.
4. In the pop-up window, click **Confirm Delete**.

**Document Manager**

There are several locations throughout ParityManager™ where documentation, along with citations, is required.

When you click on the button for adding documentation within your product line, a pop-up window for the Document Manager will display.
The Document Manager allows to access a list of documents uploaded for a given product line.

Each document is required to be uploaded only once but can be associated with any response, where applicable, for a given product line.

**To attach a document:**

1. Access the Document Manager by navigating to the appropriate section within the product line.
   - If attaching documentation within the **Standards** section, navigate to the appropriate Standards response page and click the **Supporting Documentation** button.
If attaching documentation for a Questionnaire within the **Standards** section, navigate to the **Standards** section and the appropriate Questionnaire and then click the **Manage Documents** button.

If attaching documentation with an NQTL response instead of entering the information manually in the interface, where available, navigate to the appropriate section or sub-section, click the down arrow to the right of the **Save** button and select **Add Document**. A screenshot with an example is shown below.
2. In the Document Manager pop-up window, drag and drop or click the area shaded in green to navigate for files on your computer to upload.

3. Browse to the appropriate file on your computer and click **Open**.
Once uploaded, each document will display under **File** on the left side of the Document Manager pop-up window.

4. Under **File**, click the document that you would like to attach.
5. Enter the citation details into the **Citation Required** field.

6. Click **Attach File**.

7. Click **Close**.
The attached document, along with the citation details, will display in the document area.

To detach a document from a response:

1. Click the trash can icon next to the document that you would like to detach from the response.
Note: Once uploaded into the system for a given product line, the documents cannot be deleted by the users in the Document Manager.

Sections

Accreditation applicants are required to complete all sections for each product line associated with their accreditation application. Organizations with ParityManager™ license agreements will focus their efforts in the sections outside of the Standards section. Additional automated parity checks occur within the Questionnaires within Standards 4, 6 and 7.

Plan Information

The Plan Information section is used for capturing basic information and a summary description of the product line.

To access the response page, select the Plan Information section from the product line navigation bar. Provide responses in the applicable fields, which include:
1. **Name**: Plan name. The current plan name will pre-populate in this field and may be updated, as needed.
2. **Annual Enrollment**: Annual enrollment for the product line.
3. **SERFF #**: System For Electronic Rate and Form Filing (SERFF) tracking number(s) for the product line, if applicable.
4. **Approval Date**: Approval date for SERFF tracking number(s), if applicable.
5. **Provide a summary description of your product line**: Summary description of the product line.
6. Click **Save**.

**To add or delete SERFF numbers:**

![Diagram](image-url)
1. Fill in the **SERFF #** field.
2. In the **Approval Date** field, click the calendar icon and select the appropriate date. The plus icon will then become enabled.
3. Click the plus icon (➕) to insert a new row.
4. To delete a row, click the minus icon (➖).

**NQTLs**

The **NQTLs** section is used to identify NQTLs, define them, and identify them by benefit and covered service classification.

The section is comprised of three sub-sections:

- **Identify NQTLs** is for identifying the NQTLs within each respective classification.
- **Define NQTLs** is for providing a definition for each identified NQTL.
- **Apply Benefits to NQTL** is for identifying NQTLs by benefit and covered service classification.

**Identify NQTLs**

As you save the NQTLs in this sub-section, the selections will build the list of NQTLs available in the subsequent sub-sections and sections:

- **NQTLs Section:**
- Define NQTLs sub-section
- Apply Benefits to NQTL sub-section

**Factors** Section:
- Identify Factors sub-section
- Define Factors sub-section
- Sources & Evidentiary Standards sub-section

**Measures** Section
**Comparative Analysis** Section
**Findings and Conclusions** Section

The **Identify NQTLs** sub-section must contain a response in each relevant classification and benefit category:

![Image of a table with NQTLs and benefit classifications]

Organizations may select NQTLs from the default list provided in the **Identify NQTLs** sub-section or add custom NQTLs. To add, edit or delete a custom NQTL, see [Custom Items](#). Custom NQTLs will only be associated with the current product line.

There are instances where multiple products should be grouped together, such as for accreditation and/or reporting to State and/or Federal regulators, and a master list of NQTLs can be created. This master list will be available within all product lines in a defined group. For information about master lists, see [Data Sharing](#).
To identify NQTLs:

1. Select the NQTLs section in the product line navigation bar.
2. Click the Classification dropdown and select the appropriate classification from the menu.
3. Click the check boxes in the corresponding benefit category columns for each NQTL selection.
4. Click Save.

**Warning:** If you have saved responses for an identified NQTL and you return and uncheck that NQTL in the Identify NQTLs sub-section, all saved information will be deleted from all sub-sections and sections.

**Completion Check Marks**

When at least one NQTL has been saved in each benefit category within a classification, a check mark will display next to the corresponding classification in the Classification dropdown.
After all classifications have been completed, a check mark will display in the Identify NQTLs tab.
Define NQTLs

As a prerequisite for completing the Define NQTLs sub-section, the Identify NQTLs sub-section must have the applicable NQTL, classification and benefit category selected.

An option is available to attach documentation instead of adding the NQTL definitions manually in the interface. To use this option, see Providing Documentation with an NQTL Definition.

To provide an NQTL definition:

1. Select the **NQTLs** section in the product line navigation bar.
2. Select the **Define NQTLs** tab.
3. Select the appropriate NQTL.
4. Enter a description of the NQTL into the text box.
5. Click **Save**.

Repeat the above steps for each applicable NQTL.

Completion Check Marks

When the definition entered for an NQTL has been saved, a check mark will display next to the corresponding NQTL name on the left. The check mark indicates the NQTL is complete.
When all applicable NQTLs are complete, a check mark will display in the Define NQTLs tab.
Providing Documentation with an NQTL Definition

Responses to the Define NQTLs sub-section may be provided by attaching documentation. If using this option, documentation and citation information must be attached to each applicable NQTL.

To attach a document with an NQTL definition:

1. Select the NQTLs section in the product line navigation bar.
2. Select the Define NQTLs tab.
3. Select the appropriate NQTL.
4. Click the down arrow to the right of the Save button.
5. Select Add Document. A pop-up window for the Document Manager will open. For instructions on how to add documents, see Document Manager.

After you have attached the document(s) for the selected NQTL, a check mark will display next to the corresponding NQTL name on the left. The definition field is deemed complete for the NQTL.

Apply Benefits to NQTL

As a prerequisite for completing the Apply Benefits to NQTL sub-section, the Identify NQTLs sub-section must have the applicable NQTL, classification and benefit category selected. Organizations may use the default list of covered services provided in the Apply Benefits to NQTL sub-section or add their own covered services. For information about adding custom services, see Custom Covered Services.

An option is available to attach documentation instead of making the benefit selections in the interface. To use this option, see Uploading Documentation with Response.
To apply benefits to an NQTL:

1. Select the NQTLs section in the product line navigation bar.
2. Select the Apply Benefits to NQTL tab.
3. Click the Classification dropdown and select the appropriate classification from the menu.
4. Select the appropriate benefit category tab. The highlighted tab indicates the response is being provided for that category.
5. Select the NQTL for which you want to apply benefits.
6. Under Covered Service, click the check box for each applicable service.
7. Click Save.

Repeat the above steps for each identified NQTL, benefit category and classification.

Completion Check Marks

When at least one covered service has been saved for an NQTL within a benefit category, a check mark will display in the corresponding category tab.
When the covered service selection has been completed for all applicable benefit categories within a classification, a check mark will display next to the corresponding classification in the **Classification** dropdown.
When the covered service selection has been completed for all applicable benefit categories and classifications, a check mark will display next to the corresponding NQTL name on the left.
When the covered service selections have been completed for all NQTLs within all respective benefit categories and classifications, a check mark will display in the **Apply Benefits** tab.
Uploading Documentation with Response

Responses to the **Apply Benefits to NQTL** sub-section may be provided by attaching documentation instead of making the benefit selections in the interface. If using this option, documentation and citation information must be attached to each applicable NQTL.
To attach a document for an NQTL:

1. Select the **NQTLs** section in the product line navigation bar.
2. Select the **Apply Benefits to NQTL** tab.
3. Click the Classification dropdown and select the appropriate classification from the menu.
4. Select the appropriate benefit category tab.
5. Select the NQTL for which you want to upload a response.
6. Click the down arrow to the right of the **Save** button.
7. Click Add Document. A pop-up window for the Document Manager will open. For instructions on how to add documents, see Document Manager.

Repeat the above steps for each identified NQTL, as appropriate.

**Completion Check Marks**

Attaching a document automatically completes the NQTL in all relevant classifications and benefit categories. Check marks will display indicating that the NQTL is complete.
Custom Covered Services

There are two ways to add custom services:

- **Single benefits**: Add custom covered services one at a time.
- **Benefit lists**: Create one or more lists of custom covered services and upload them in a spreadsheet or add manually. For instructions, see [List Manager](#).

**Single Benefits**

Use this method to add custom covered services manually and without creating a list. Such custom services become available for selection under the specific benefit category and classification combination where you add the custom service. To make it available under additional combinations, see [To add category and classification combination(s) for a custom service](#).

To add, edit or delete a custom service in single benefit mode, navigate to the NQTLs section and then select the **Apply Benefits to NQTL** tab.
Select the appropriate NQTL, classification and benefit category.

**To add a custom service:**

1. Type the name of the custom service into the text box.
2. Click **Add**. Custom services will be displayed on the list in alphabetical order and denoted with a pencil icon.

**To edit a custom service:**

1. Under **Covered Service**, click the pencil icon next to the custom service that you want to edit.
2. In the Manage Benefits pop-up window, make the necessary updates to the name in the Benefit Name field.

3. Click **Save Changes**.
To add category and classification combination(s) for a custom service:

1. **Under Covered Service**, click the pencil icon next to the custom service that you want to edit.

2. In the Manage Benefits pop-up window, click the check box for each additional category and classification combination where you want the custom service to be available for selection.

3. Click **Save Changes**.
To delete a custom service:

1. **Under Covered Service**, click the pencil icon next to the custom service that you want to delete.

2. In the Manage Benefits pop-up window, click **Delete Benefit**.

3. In the **Are You Sure** pop-up window, click **Confirm** to verify intent.
List Manager

Organizations may want to upload a spreadsheet with a custom list of covered services. Benefits offered by an organization’s plan may vary between classifications and/or the different MH/SUD and medical/surgical. Because these lists may be large, creating separate lists and uploading the benefits into the system is possible using the List Manager.

A default list of benefits is available for selection within the **Apply Benefits to NQTL** sub-section in the **NQTLs** section. If an organization does not find the default list suitable for their needs, they can upload a list of their benefits and create relationships to the benefit classifications and benefit categories.

**To use the List Manager:**

1. Select the **NQTLs** section in the navigation bar for the product line to which you want to upload the benefits.
2. Select the **Apply Benefits to NQTL** tab.
3. Click the down arrow to the right of the **Add** button.
4. Select the **List Manager** option in the dropdown.
5. The Manage Benefits pop-up window will display.

6. In the Manage Benefits window, click the green + icon in the top middle of the screen.
7. The Create List box now turns into an input box to give your list a name. Enter the name of your list.

**Note:** This name is an internal reference to remember what the list contains. It will not be displayed anywhere outside the List Manager.

8. After you have entered the name of your list, click **Create List**.
9. After you have created the list, two more icons will display. The upload icon is for uploading an Excel spreadsheet with your benefits. The plus icon allows you to add one benefit at a time to the list.

10. To upload the file with your benefits, click the upload icon, shown in red in the screenshot. The file must be in Excel and contain the benefits in the first column of the spreadsheet.
11. On your computer, select the appropriate Excel file and click **Open**.

12. The benefits imported from your Excel file will display in the Benefit table.
13. The table on the right half of the List Manager allows you to identify where these benefits should be available as an option for users to select. You may have a very long list that can apply to every classification or you want to make several lists so only relevant benefits are displayed as you navigate the different classifications. The lists you create within the List Manager do not automatically indicate that benefits apply to those classifications. These benefits are made available within those classifications for selection under the Apply Benefits to NQTL sub-section in the NQTLs section.

Click the checkboxes for the category and classification combinations where you want the benefits to be available for selection under the Apply Benefits to NQTL sub-section.
14. When finished, click **Save**.

You can reopen any previous list of benefits in the List Manager at any point to add or delete benefits, as desired.

**Factors**

The **Factors** section is used to identify factors, provide factor definitions, sources, and any evidentiary standards for each NQTL identified in the **Identify NQTLs** sub-section. The **Identify NQTLs** sub-section must have the applicable NQTL, classification and benefit category selected as a prerequisite for completing the **Factors** section.

Organizations may use the default lists of factors, sources, and evidentiary standards available in the **Factors section** or add their custom items. For information about adding custom items, see **Custom Items**.

The **Factors** section is comprised of three sub-sections:
1. **Identify Factors** is for identifying factors considered and/or relied upon when applying NQTLs to applicable benefits and classifications
2. **Define Factors** is for defining each factor
3. **Sources & Evidentiary Standards** is for providing the source(s) and any evidentiary standard(s) used to define the factors

**Identify Factors**

**To identify factors:**
1. Select the **Factors** section in the product line navigation bar.
2. Select the **Identify Factors** tab.
3. Select the NQTL for which you want to identify factors.
4. Click the **Classification** dropdown and select the appropriate classification from the menu.
5. Select the appropriate benefit category tab.
6. In the **Relied Upon** and **Considered (Not Relied Upon)** columns, click the check box corresponding to each applicable factor.
7. Click **Save**.

Repeat the steps above for each identified NQTL, benefit category and classification.

**Note:** Only the classifications relevant to the selected NQTL, based on responses saved in the **Identify NQTLs** sub-section, will display as clickable in the **Classification** dropdown. Other classifications will be grayed out. The screenshot below shows an example.

![Classification dropdown example](image)

**Note:** Only the benefit categories relevant to the selected NQTL, based on responses saved in the **Identify NQTLs** sub-section, will display as clickable tabs. The screenshot below shows an example.

![Benefit category example](image)
**Optional:** To save the same factor selections to all relevant classifications at once, select the **Apply to all Classifications** check box after selecting applicable factor(s) and click **Save**.
**Completion Check Marks**

*Identify Factors Sub-section*

When at least one factor selection has been saved for an NQTL within a benefit category, a check mark will display in the corresponding category tab.

When the factor selection has been completed for all relevant benefit categories within a classification, a check mark will display next to the corresponding classification in the **Classification** dropdown.
When the factor selection has been completed for all relevant benefit categories and classifications, a check mark will display next to the corresponding NQTL in the list on the left.
When the factor selection has been completed for all applicable NQTLs, benefit categories and classifications, a check mark will display in the **Identify Factors** tab.

**Define Factors Sub-section**

When the definition entered into the text box has been saved for a factor, a check mark will display next to the corresponding factor.
When the definitions have been entered and saved for all applicable factors, a check mark will display in the Define Factors tab.
Sources and Evidentiary Standards Sub-section

When the source and any evidentiary standard selections have been completed for all factors for an NQTL within a benefit category, a check mark will display in the corresponding category tab.
When the source and any evidentiary standard selections have been completed for all relevant benefit categories within a classification, a check mark will display next to the classification in the **Classification** dropdown menu.
When the source and any evidentiary standard selections have been completed for all relevant benefit categories and classifications, a check mark will display next to the corresponding NQTL in the list on the left.
When the source and any evidentiary standard selections have been completed for all NQTLs within all respective benefit categories and classifications, a check mark will display in the **Sources and Evidentiary Standards** tab.
Define Factors

This sub-section has an option to attach documentation instead of adding the factor definitions manually in the interface. To use this option, see Providing Factor Definition in Documentation.

To provide factor definitions:
1. Select the **Factors** section in the product line navigation bar.
2. Select the **Define Factors** tab.
3. Select the factor for which you want to provide a definition.
4. Enter the definition into the text box.
5. Click **Save**.

**Note:** The same definition will be used for the same factor across the platform. If you use the same factor but it has a different definition, you are required to enter a new custom factor.

### Providing Factor Definition in Documentation

**To attach a document with a factor definition:**

1. Select the **Factors** section in the product line navigation bar.
2. Select the **Define Factors** tab.
3. Select the factor for which you want to attach a document.
4. Click the down arrow to the right of the **Save** button.
5. Click **Add Document**. A pop-up window for the Document Manager will open. Attach the appropriate document(s). For instructions, see [Document Manager](#).

After a document has been attached for a factor, a check mark will display next to the factor. The definition requirement is deemed complete for the factor.
Sources and Evidentiary Standards

This sub-section has an option to attach documentation instead of making selections manually in the interface. To use this option, see Uploading Documentation with Response.

To provide factor source(s) and evidentiary standard(s):

1. Select the Factors section in the product line navigation bar.
2. Select the Sources & Evidentiary Standards tab.
3. Select the appropriate NQTL.
4. Click the Classification dropdown and select the appropriate classification from the menu.
5. Select the appropriate benefit category tab.
6. Select the factor for which you want to provide source(s) and any evidentiary standard(s).
7. In the Source table, click the checkbox for each applicable source and/or evidentiary standard.
8. Click Save.

Optional: To apply the same source(s) and/or evidentiary standard(s) to all factors at once, click the Apply to All Factors check box after making the selections for at least one factor and click Save.
Uploading Documentation with Response

To attach a document with source(s) and/or evidentiary standard(s):
1. Select the **Factors** section in the product line navigation bar.
2. Select the **Sources & Evidentiary Standards** tab.
3. Select the appropriate NQTL.
4. Click the **Classification** dropdown and select the appropriate classification from the menu.
5. Select the appropriate benefit category tab.
6. Select the factor for which you want to attach a document.
7. Click the down arrow to the right of the **Save** button.
8. Click **Add Document**. A pop-up window for the Document Manager will open. Attach the appropriate document(s). For instructions, see [Document Manager](#).

Attaching a document for an NQTL completes the source and/or evidentiary standard sub-section for the NQTL in all relevant classifications and benefit categories. A check mark will appear in each of the corresponding navigation labels for the NQTL, classification and benefit category.

**Measures**

The **Measures** section is used to identify all operations measures for each NQTL identified in the **Identify NQTLs** sub-section. The **Identify NQTLs** sub-section *must* have the applicable NQTL, classification and benefit category selected as a prerequisite for filling out the **Measures** section.

Organizations may select from the default list provided in the **Measures** section or add custom measures. To add, delete, or edit a custom measure, see [Custom Items](#).

An option is available to attach documentation instead of making selections manually in the interface. To use this option, see [Uploading Documentation with Response](#).

**To identify measures:**

![Diagram of the Measures section](image)
1. Select the **Measures** section in the product line navigation bar.
2. Select the appropriate NQTL.
3. Click the **Classification** dropdown and select the appropriate classification from the menu.
4. Select the appropriate benefit category tab.
5. Click the check box for each applicable operations measure.
6. Click **Save**.

Repeat the steps above for each NQTL, each respective benefit category and classification.

**Note:** Only the relevant classifications for the selected NQTL, based on responses saved in the Identify NQTLs sub-section, will display as clickable in the **Classification** dropdown.

---

**Note:** Only the relevant benefit categories for the selected NQTL and classification, based on responses saved in the Identify NQTLs sub-section, will display as clickable tabs.
Completion Check Marks

When at least one operations measure selection has been saved for an NQTL within a benefit category, a check mark will display in the corresponding category tab.
When the operations measure selection has been completed for all relevant benefit categories within a classification, a check mark will display next to the corresponding classification in the Classification dropdown.

When the operations measure selection has been completed for all relevant benefit categories and classifications, a check mark will display next to the corresponding NQTL name on the left.
Uploading Documentation with Response

To attach a document with operations measures:
1. Select the **Measures** section in the product line navigation bar.
2. Select the NQTL for which you want to attach a document.
3. Click the **Classification** dropdown and select the appropriate classification from the menu.
4. Select the appropriate benefit category tab.
5. Click the down arrow to the right of the **Save** button.
6. Click **Add Document**. A pop-up window for the Document Manager will open. Attach the appropriate document(s). For instructions, see Document Manager.

**Completion Check Marks**

Attaching a document automatically completes the NQTL in all relevant classifications and benefit categories. A check mark will display in each of the corresponding navigation labels for the NQTL, classification and benefit category.

![Demo Commercial Product Line](image)

**Comparative Analysis**

The **Comparative Analysis** section is used to provide a comparative analysis for each NQTL identified in the **Identify NQTLs** sub-section. The **Identify NQTLs** sub-section must have the applicable NQTL and classification selected as a prerequisite for completing the **Comparative Analysis** section.

An option is available to attach documentation for an NQTL instead of entering the comparative analysis manually in the interface. To use this option, see Uploading Documentation with Response.
To provide a comparative analysis:

1. Select the **Comparative Analysis** section in the product line navigation bar.
2. Select the appropriate NQTL.
3. Click the **Classification** dropdown and select the appropriate classification from the menu.
4. Enter text into the box.
5. Click **Save**.

Repeat the above steps for each NQTL and each respective classification.

**Optional:** To apply the same comparative analysis text for an NQTL to all relevant classifications at once, click the **Apply to All Classifications** check box after entering the text for the selected NQTL and click **Save**.
Note: Only the classifications relevant to the selected NQTL, based on responses saved in the Identify NQTLs sub-section, will display as clickable in the Classification dropdown.

Uploading Documentation with Response

To attach a document with the comparative analysis for an NQTL:

1. Select the Comparative Analysis section in the product line navigation bar.
2. Select the NQTL for which you want to attach a document.
3. Click the Classification dropdown and select the appropriate classification from the menu.
4. Click the down arrow to the right of the Save button.
5. Click **Add Document**. A pop-up window for the Document Manager will open. Attach the appropriate document(s). For instructions, see Document Manager.

Attaching a document completes the NQTL in all applicable classifications. A check mark will display next to the corresponding NQTL and each applicable classification.

**Findings and Conclusions**

The **Findings and Conclusions** section is used for inferences regarding compliance to MHPAEA for each NQTL identified in the **Identify NQTLs** sub-section. The **Identify NQTLs** sub-section must have the applicable NQTL selected as a prerequisite for completing the **Findings and Conclusions** section.

An option is available to attach documentation for an NQTL instead of entering the findings and conclusions information manually in the interface. To use this option, see Uploading Documentation with Response.

**To provide findings and conclusions:**

1. Select the **Findings & Conclusions** section in the product line navigation bar.
2. Select the appropriate NQTL.
3. Enter text into the box.
4. Click **Save**.

Repeat the above steps for each identified NQTL.
Uploading Documentation with Response

To attach a document with findings and conclusions for an NQTL:

1. Select the **Findings and Conclusions** section in the product line navigation bar.
2. Select the NQTL for which you want to attach a document.
3. Click the down arrow to the right of the **Save** button.
4. Click **Add Document**. A pop-up window for the Document Manager will open. Attach the appropriate document(s). For instructions, see [Document Manager](#).

Attaching a document completes the NQTL. A check mark will display next to the corresponding NQTL.

**Standards**

The **Standards** section is used for evidence of compliance to Mental Health/Substance Use Disorder Parity Program Accreditation Standards and MHPAEA.

There are 13 Standards for response. Organizations seeking accreditation are required to complete the **Standards** section in its entirety for each product line associated with the accreditation application.

Organizations which are licensing the ParityManager™ software only and are not pursuing accreditation still have full access to view and complete the **Standards** section.
To complete a Standard (accreditation applicants only):

1. Select the Standards section in the product line navigation bar.
2. Select the appropriate Standard in the sidebar navigation pane.
3. Click the Supporting Documentation button. A pop-up window for the Document Manager will display.
4. Attach the appropriate document(s). See Document Manager for instructions.
5. Click the I certify this standard is complete check box.

- Clicking the I certify this standard is complete check box locks your ability to make further edits to your responses.
- To make further edits to your responses, uncheck the I certify this standard is complete check box. You can continue to make further edits until you have submitted your accreditation application to URAC for review.
To complete a Standard (ParityManager™ software licensees only):

1. Select the **Standards** section in the product line navigation bar.
2. Select the appropriate Standard in the sidebar navigation pane.
3. Click the **Supporting Documentation** button. A pop-up window for the Document Manager will display.
4. Attach the appropriate document(s). See Document Manager for instructions.

**Standards with Sub-sections**

Standards 1, 2 and 3 contain sub-sections that each require a response. The sub-sections will be displayed as separate tabs, as depicted in the example screenshot below.
**Completion Check Marks**

When at least one file has been attached as supporting documentation on a Standard response page, a check mark will display next to the corresponding Standard in the sidebar navigation.
Accreditation Applicants Only

When the I certify the Standard is complete check box is clicked on a Standard response page, a check mark will display next to the corresponding Standard in the sidebar navigation.
Standards with Questionnaires

When the Standard and the Questionnaire components have both been completed on Standards 4, 6 and 7, a check mark will display next to the corresponding Standard in the sidebar navigation.
Standards with Sub-sections

When all sub-sections on Standards 1, 2 and 3 have been completed, a check mark will display next to the corresponding Standard in the sidebar navigation.
Questionnaires

Standards 4, 6 and 7 each contain a Questionnaire component. Each Questionnaire is a series of questions that require a Yes or No response. Depending on the Yes or No responses, some questions require supporting documentation. Organizations seeking accreditation must complete the Questionnaire on Standards 4, 6 and 7.

To complete a questionnaire:

Standard 4

1. Select the Standards section in the product line navigation bar.
2. Select Standard 4: Annual/Lifetime Dollar Limits in the sidebar navigation.
3. Click the Questionnaire tab.
4. In the **Question** table, respond to the question in the first row by selecting the Yes or No radio button in the **Type** column.
Based on the user’s response, the Yes and No radio buttons will become enabled for the relevant next question, as depicted in the example screenshot below.

Notes:
- Based on the user’s response, it is possible that some questions will be skipped, as depicted in the example below.
- The highlighted row is the question being answered.
5. Click the row with the relevant next question with the Yes and No radio buttons displaying as enabled.

6. Respond to the question by selecting the appropriate radio button.
### Note:

Some responses may have an asterisk appear next to the selected response after the radio button has been clicked. The asterisk indicates that additional documentation is required. In such cases, a **Manage Documents** button will display in a grey box specifying the documentation required.

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>TYPE</th>
<th>Annual</th>
<th>Lifetime</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the Organization apply an aggregate [TYPE] dollar limits to either</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>mental health or substance use disorder benefits?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the Organization apply an aggregate [TYPE] dollar limit to at least</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>two thirds of the projected expenditures on medical/surgical benefits?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the Organization apply the same aggregate [TYPE] dollar limit to</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>mental health/substance use disorder benefits and medical/surgical</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>benefits?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the Organization apply an aggregate [TYPE] dollar limit to mental</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>health/substance use disorder benefits that is not lower than the</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>aggregate [TYPE] dollar limit applied to medical/surgical benefits?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the Organization apply an aggregate [TYPE] dollar limit to more</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>than one-third but less than two-thirds of medical/surgical benefits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>and apply an aggregate lifetime dollar limit to mental health or</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Substance Use benefits that is not lower than the average limit applied</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>to medical/surgical benefits?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please upload documents supporting this response, including an Actuarial Analysis as applicable. **Manage Documents**
7. Attach the appropriate document(s), where required. For instructions, see Document Manager.

Notes:
- The citation and limit type fields are required to attach a document to a response.
- The list of documents below the table only shows documents for that given question.
- When attaching a document to a given answer, it is possible to make that citation apply to more than the context of the most recently given answer. For instructions, see Document Manager.
- The user can toggle between questions by clicking on the previous question in the table.
- When clicking that question, the list of documents attached to it populates below.
- If you go back and change the answer, it will delete the documents.

Each document associated with a response will be displayed below the table.

Standards 6 and 7
The Questionnaires on Standards 6 and 7 have the same layout but different questions. Follow the steps below to complete these Questionnaires.

1. Select the Standards section in the product line navigation bar.
2. Select Standard 6: Financial Requirements or Standard 7: Quantitative Treatment Limitations (QTLs) Requirements, as appropriate, in the sidebar navigation.
3. Click the Questionnaire tab.
4. In the **Question** table, respond to the question by selecting the Yes or No radio button for each type and each classification.
Note: Some responses may have an asterisk appear next to the selected response after the radio button has been clicked. The screenshot below shows an example.

The asterisk indicates that additional documentation is required. In such cases, a Manage Documents button will display in a grey box specifying the documentation required.
5. Attach the appropriate document(s), where required.

**Notes:**
- The classification, citation and limit type are required to attach a document to a response.
- The list of documents below the table only shows documents for that given question.
- When attaching a document to a given answer, it is possible to make that citation apply to more than the context of the most recently given answer. See [Document Manager](#).
- The user can toggle between questions by clicking on the previous question in the table.
- When clicking that question, the list of documents attached to it populates below.
- If you go back and change the answer, it will delete the documents.

Each document associated with a response will be displayed below the table.
6. Click Next.

The next relevant question with the Yes and No radio buttons enabled will be displayed. This is dependent on the user’s response to the previous question. Based on the user’s response, it is possible that some questions will be skipped.

Note:

If the Yes and No radio buttons do not display for the financial requirement type and classification combination(s), the current question is not relevant or the previous question has no response provided for the respective combination(s). The below screenshots depict an example of such a scenario.
## Do you apply [TYPE] to any mental health or substance use disorder benefits within this classification?

<table>
<thead>
<tr>
<th>Classification</th>
<th>Deductible</th>
<th>Co-pay</th>
<th>Coinsurance</th>
<th>Out-of-pocket maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Network Inpatient</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Out of Network Inpatient</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>In Network Outpatient - Other</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>In Network Outpatient - Office Based</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Out of Network Outpatient - Office Based</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Emergency Benefits</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

No response provided (Yes or No not selected) for these FR type and classification combinations.

## Do you apply this [TYPE] to 100% of the projected expenditures for medical/surgical benefits within the same classification?

<table>
<thead>
<tr>
<th>Classification</th>
<th>Deductible</th>
<th>Co-pay</th>
<th>Coinsurance</th>
<th>Out-of-pocket maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Network Inpatient</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Out of Network Inpatient</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>In Network Outpatient - Other</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>In Network Outpatient - Office Based</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Out of Network Outpatient - Office Based</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Emergency Benefits</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

The Yes and No radio buttons are not enabled, because these FR type and classification combinations are missing a response on the previous question.
Reporting

ParityManager™ provides a capability for organizations to generate different automated reports for the selected product line(s), based on the input into the system. The organization’s primary point of contact must indicate in the ParityManager™ Client Intake Form which users should be granted reporting permissions.

To access the Reporting section:

1. Click on your name in the top right-hand corner on any screen within the system.
2. Under Dashboards, select Reporting from the menu.
3. The Reporting Dashboard will display.
The reports are separated into two columns:
- Single Product Reports
- Group Reports

If you only select one product line, the reports in the Single Product Reports section will be enabled. If you select more than one product line, the Single Product Reports will become disabled and the Group Reports will be enabled.

To generate a report and have it sent to your email address:

1. On the Reporting Dashboard page, select the product line(s) that you want included in the report in the left-hand column.
2. Select the report type in the right-hand column.

Example:

To generate the NQTL Analysis report in PDF with an accompanying Excel sheet, click the NQTL Analysis hyperlink under Single Product Reports.

3. A pop-up window with the Success message will display. Click OK.
If you selected the NQTL Analysis report, you will receive an auto-generated ParityManager Report Attached email from the system. In the email, click on the .zip file attachment.

The attachment will contain the NQTL Analysis report in PDF and an Excel spreadsheet.

**Note:** Based on the current NQTL Analysis report configuration, the tables in the PDF file should be considered a sample of the data, particularly if the table footer explicitly states this.
The Excel sheet has the full data layout. The Excel file should be considered the source of truth on large tables.

**Parity Flags**

ParityManager™ contains some automation to track parity compliance within your plan. Based on your input into the system, the Parity Flag Report will flag area(s) within your plan as potential parity violations. This occurs when you identify NQTLs in the NQTLs section of the application as well as the Questionnaires within the Standards section on Standards 4, 6 and 7.

**Custom Items**

Organizations may use the default lists of NQTLs, factors, sources, evidentiary standards, and operations measures provided in each respective section in ParityManager™ or add custom items. Custom items will only be associated with the current product line.

Custom items are available for the following:

- NQTLs
- Factors
- Sources
- Evidentiary standards
- Operations measures

The steps for adding, editing and deleting are the same for all types of custom items.

The screenshots below use custom NQTLs as an example of how to add, edit or delete all types of custom items.

1. On the **Dashboard**, select the appropriate product line.
2. Navigate to the appropriate page:
   a. For custom NQTLs, see [Identify NQTLs](#)
   b. For custom factors, see [Identify Factors](#)
   c. For custom sources and evidentiary standards, see [Sources and Evidentiary Standards](#)
   d. For custom operations measures, see [Measures](#)
3. Enter the custom item name into the text box.
4. Click **Add**.
Note: Any custom items added are available for selection on the corresponding page across all applicable classifications and benefit categories.

To edit a custom item:

1. On the page containing the custom item that you want to edit, double-click on the corresponding custom item text. This will enable the NQTL name field to become editable.
2. Make your changes and click **Save**.
To delete a custom item:

1. On the page containing the custom item that you want to delete, click the X next to the corresponding item.
2. In the pop-up window, click Confirm to verify intent.

Support

To request assistance regarding ParityManager™, please contact Olesya Lamb, Senior Application Support Specialist.

Phone: (202) 326-3957
Email: olamb@urac.org