Pharmacy Benefit Management Accreditation v4.0

RISK MANAGEMENT

RM 1: Regulatory Compliance and Internal Controls
- RM 1-1: Regulatory Compliance Management
- RM 1-2: Maintaining Compliance

RM 2: Information Systems
- RM 2-1: Information Systems Management
- RM 2-2: Systems Risk Assessment

RM 3: Business Continuity
- RM 3-1: 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: Employment Screening
- OPIN 2-2: Staff Learning and Development
- OPIN 2-3: Code of Ethical Conduct
- OPIN 2-4: Employee Engagement

OPIN 3: Clinical Staff Management
- OPIN 3-1: Clinical Staff Leadership
- OPIN 3-2: Clinical Staff Credentialing

PERFORMANCE MONITORING AND IMPROVEMENT

PMI 1: Quality Management Program
- PMI 1-1: Quality Management Program Structure
- PMI 1-2: Data Collection, Analysis, and Performance Improvement

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 Safety and Communication
- CPE 2-1: Consumer Safety Protocols
- CPE 2-2: Consumer Complaint Process
- CPE 2-3: Health Literacy Promotion
- CPE 2-4: 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 DRUG MANAGEMENT

PBM-FDM 1: Formulary Management
- PBM-FDM 1-1: Formulary Development and Review

PBM-FDM 2: Exceptions and Exclusions
- PBM-FDM 2-1: Formulary Exceptions
- PBM-FDM 2-2: Coverage Exclusions
- PBM-FDM 2-3: Administrative Requests

PBM-FDM 3: Drug Utilization Management Program
- PBM-FDM 3-1: Program Implementation
- PBM-FDM 3-2: Initial Determinations
- 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 3-7: Artificial Intelligence

FORMULARY DRUG MANAGEMENT (cont.)

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 Requirements
PBM-FDM 6: Program Performance Reporting
  PBM-FDM 6-1: Drug Utilization Management Program
  PBM-FDM 6-2: Drug Utilization Review Program Reporting
  PBM-FDM 6-3: Adherence Program Reporting

NETWORK MANAGEMENT

PBM-NM 1: Network Scope
  PBM-NM 1-1: Scope of Services
  PBM-NM 1-2: Electronic Requirements
  PBM-NM 1-3: Timely Application Review
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 4-2: Resolving Disputes
PBM-NM 5: Network Management Performance
  PBM-NM 5-1: Member Access
  PBM-NM 5-2: Network Pharmacy Satisfaction

CLIENT RELATIONS

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

MEMBER SERVICE AND COMMUNICATION

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