

### 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 Programs
  - 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

### PATIENT SERVICE AND COMMUNICATION

- SPS-PSC 1: Patient Information and Support
  - SPS-PSC 1-1: Adverse Drug Events
- P-PSC 2: Measuring Complaints and Satisfaction
  - P-PSC 2-1: Patient and Prescriber Complaints
  - P-PSC 2-2: Patient 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

### PATIENT MANAGEMENT

- PM 1: Patient Management Program Structure
  - PM 1-1: Program Structure
- PM 2: Patient Management Program Overview
  - PM 2-1: Program Oversight
  - PM 2-2: Patient Participation
  - PM 2-3: Documentation
- PM 3: Program Disclosures
  - PM 3-1: Rights and Responsibilities
- PM 4: Clinical Assessments and Interventions
  - PM 4-1: Initial Assessment
  - PM 4-2: Reassessments
  - PM 4-3: Clinical Interventions
- PM 5: Education and Support
  - PM 5-1: Education Requirements
- PM 6: Care Team Collaboration
  - PM 6-1: Coordination of Care
- PM 7: Program Evaluation and Review
  - PM 7-1: Annual Patient Management Program Evaluation

### 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