

SPECIALTY PHARMACY SERVICES V. 2.0

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 1-2: Internal Safeguards
- 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

PATIENT SERVICE AND COMMUNICATION

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