Are you ready for URAC’s Specialty Physician Practice Dispensing Accreditation?

Your Patient Management program includes patient education and protocols that are disease state and/or drug specific.

ENSURE your organization bases clinical protocols on specific clinical guidelines and does not generalize for all patients.

Your organization performs and documents initial clinical assessments and periodic reassessments.

AUDIT a random sample of patient files to confirm documentation of clinical assessments that evaluate appropriateness of therapy.

You evaluate the effectiveness of your Patient Management program at least annually.

CONFIRM the program evaluation uses sound methodology to consider clinical, financial and quality of life benefits of the program.

There is a process for tracking performance metrics for dispensing accuracy, distribution accuracy, and adherence.

REVIEW Quality Management Committee meeting minutes to ensure documentation of monitoring these performance metrics and implementation of quality improvement when needed.

The organization monitors telephone performance metrics.

CHECK your monthly and quarterly telephone metric reports to make sure you are meeting URAC’s Average Abandonment Rate (5% or less) and Average Speed of Answer (80% of calls within 30 seconds) thresholds.

There is clear documentation of verification of licensure or certification for clinical staff.

REVIEW personnel records to ensure all staff whose job description requires a licensure or certification have evidence of primary source verification of the required credential.

Your organization’s Business Continuity Plan is in place and tested at least every two years.

ENSURE you have a documented plan to address all systems and processes to minimize patient impact in an emergency.

For more information, please contact businessdevelopment@urac.org or 202-216-9413