

RISK MANAGEMENT

- T-RM 1: Regulatory Compliance Monitoring
 - T-RM 1-1: Regulatory Compliance
- T-RM 2: Maintaining Internal Controls
 - T-RM 2-1: Maintaining Compliance
- T-RM 3: Information Systems
 - T-RM 3-1: Information Systems Management
- T-RM 4: Risk Management
 - T-RM 4-1: Systems Risk Assessment
- T-RM 5: Business Continuity
 - T-RM 5-1: Business Continuity Plan

OPERATIONS AND INFRASTRUCTURE

- T-OPIN 1: Business Management
 - T-OPIN 1-1: Policy and Process Maintenance
- T-OPIN 2: Delegation Management
 - T-OPIN 2-1: Delegation Management Plan
- T-OPIN 3: Staff Management
 - T-OPIN 3-1: Clinical Staff Credentialing
- T-OPIN 4: Learning and Development
 - T-OPIN 4-1: Staff Learning and Development Programs
- T-OPIN 5: Ethical Conduct
 - T-OPIN 5-1: Code of Ethical Conduct
- T-OPIN 6: Employee Diversity, Equity and Inclusion
 - T-OPIN 6-1: Employee Diversity, Equity and Inclusion Practices
- T-OPIN 7: Clinical Leadership
 - T-OPIN 7-1: Clinical Staff Leadership
- T-OPIN 8: Technical Director
 - T-OPIN 8-1: Technical Director Requirements
- T-OPIN 9: Provider Credentialing
 - T-OPIN 9-1: Credentialing and Re-credentialing

PERFORMANCE MONITORING AND IMPROVEMENT

- T-PMI 1: Quality Management Program
 - T-PMI 1-1: Quality Structure
- T-PMI 2: Quality Management Evaluation
 - T-PMI 2-1: Data Collection and Evaluation

CONSUMER PROTECTION AND EMPOWERMENT

- T-CPE 1: Protection of Consumer Information
 - T-CPE 1-1: Privacy and Security of Consumer Information
- T-CPE 2: Privacy and Security Safeguards
 - T-CPE 2-1: Internal Safeguards
- T-CPE 3: Consumer Diversity, Equity and Inclusion
 - T-CPE 3-1: Diversity, Equity and Inclusion Practices
- T-CPE 4: Consumer Safeguards
 - T-CPE 4-1: Consumer Safety Protocols
- T-CPE 5: Consumer Communication
 - T-CPE 5-1: Consumer Complaint Process

TELEHEALTH OPERATIONS

- T-OPS 1: Telehealth Business Authorization
 - T-OPS 1-1: Business Authorization
- T-OPS 2: Telehealth Scope of Services
 - T-OPS 2-1: Scope of Services
- T-OPS 3: Organizational Capacity
 - T-OPS 3-1: Capacity
- T-OPS 4: Telehealth Delivery Site Assessment
 - T-OPS 4-1: Delivery Site Assessment
- T-OPS 5: Telehealth Technology
 - T-OPS 5-1: Technology
- T-OPS 6: Safety and Maintenance
 - T-OPS 6-1: Equipment Safety and Maintenance
- T-OPS 7: E-Prescribing Practices
 - T-OPS 7-1: E-Prescribing

- T-OPS 8: Artificial Intelligence (AI)
 - T-OPS 8-1: Artificial Intelligence (AI) Used in Telehealth

PATIENT ENCOUNTERS

- T-PE 1: Patient and Provider Identification
 - T-PE 1-1: Patient and Provider Information
- T-PE 2: Patient Consent
 - T-PE 2-1: Consent
- T-PE 3: Patient Billing, Insurance Coverage, and Fees Disclosures
 - T-PE 3-1: Financial Disclosures
- T-PE 4: Commercial Disclosures
 - T-PE 4-1: Identity Disclosures

CLINICAL CARE

- T-CC 1: Clinical Practice Guideline Development
 - T-CC 1-1: Guideline Development
- T-CC 2: Clinical Practice Guideline Inclusions
 - T-CC 2-1: Guideline Inclusions
- T-CC 3: Patient Safety
 - T-CC 3-1: Patient Safety Protocols
- T-CC 4: Infection Protocols
 - T-CC 4-1: Infection Prevention
- T-CC 5: Clinical Triage
 - T-CC 5-1: Triage
- T-CC 6: Patient Clinical History
 - T-CC 6-1: Clinical History

REPORTING PERFORMANCE MEASURES

- RPT 1: Reporting Mandatory Performance Measures
 - RPT 1-1: Reporting Mandatory Performance Measures to URAC
- RPT 2: Reporting Exploratory Performance Measures
 - RPT 2-1: Reporting Exploratory Performance Measures to URAC

MODULE: CONSUMER-TO-PROVIDER

- T-C2P 1: Program Goals
 - T-C2P 1-1: Goals and Objectives
- T-C2P 2: User Technology Proficiency
 - T-C2P 2-1: Technology Proficiency
- T-C2P 3: Patient-Provider Encounters
 - T-C2P 3-1: Patient-Provider Relationship
- T-C2P 4: Continuity of Care and Medical Record Documentation
 - T-C2P 4-1: Documentation and Continuity of Care
- T-C2P 5: Patient-Initiated Encounters for Telehealth Service
 - T-C2P 5-1: Patient-Initiated Encounters
- T-C2P 6: Patient Health Information and Education
 - T-C2P 6-1: Information and Education
- T-C2P 7: Program Evaluation of Telehealth Services
 - T-C2P 7-1: Program Evaluation
- T-C2P 8: Program Evaluation Reporting of Telehealth Services
 - T-C2P 8-1: Program Evaluation Reporting

MODULE: PROVIDER-TO-CONSUMER

- T-P2C 1: Program Goals
 - T-P2C 1-1: Goals and Objectives
- T-P2C 2: User Technology Proficiency
 - T-P2C 2-1: Technology Proficiency
- T-P2C 3: Patient-Provider Encounters
 - T-P2C 3-1: Patient-Provider Relationship
- T-P2C 4: Continuity of Care and Medical Record Documentation
 - T-P2C 4-1: Documentation and Continuity of Care
- T-P2C 5: Program Evaluation of Telehealth Services
 - T-P2C 5-1: Program Evaluation
- T-P2C 6: Program Evaluation Reporting of Telehealth Services
 - T-P2C 6-1: Program Evaluation Reporting

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- T-P2P 5: Program Evaluation of Telehealth Services
 - T-P2P 5-1: Program Evaluation
- T-P2P 6: Program Evaluation Reporting of Telehealth Services
 - T-P2P 6-1: Program Evaluation Reporting