Workers' Compensation Utilization Management Accreditation v8.1

urac®

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
CPE-HP 3: Financial Incentives
    CPE-HP 3-1: Monitoring Financial Incentives

UTILIZATION MANAGEMENT

UM 1: Program Management
    UM 1-1: Program Structure
    UM 1-2: Utilization Review Monitoring
UM 2: Clinical Review Criteria
    UM 2-1: Review Criteria Requirements
UM 3: Limitations of Initial Screening
    UM 3-1: Initial Screening Policy
UM 4: Initial Screening Process
    UM 4-1: Initial Screening Staff Resources
    UM 4-2: Non-Clinical Staff Provide Administrative Support
UM 5: Limitations of Initial Clinical Review
    UM 5-1: Initial Clinical Review Policy
    UM 5-2: Automated-Only Review
    UM 5-3: Initial Clinical Reviewer Licensure
UM 6: AI and ML Medical Software Selection Criteria
    UM 6-1: AI and ML Medical Software Used in
        Utilization Review
UM 7: Initial Clinical Review Process
    UM 7-1: Initial Clinical Reviewer Resources
UM 8: Clinical Peer Review
    UM 8-1: Clinical Peer Review Policy

WORKERS' COMPENSATION UTILIZATION MANAGEMENT