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
UM 9: Clinical Peer Review Qualifications
   UM 9-1: Clinical Peer Reviewer Licensure
   UM 9-2: Additional Clinical Peer Reviewer Qualifications
UM 10: Clinical Peer Review Process
   UM 10-1: Peer-to-Peer Conversation
UM 11: Utilization Review Timelines and Notification
   UM 11-1: Utilization Review Notification Time Frames
   UM 11-2: Lack of Information Policy
   UM 11-3: Information Upon Which to Base Review Determinations
   UM 11-4: Certification Decision Notice
   UM 11-5: Written Notice of Non-Certification Decisions
UM 12: Utilization Review Appeals
   UM 12-1: Appeal Policy
UM 13: Appeal Reviewer Qualifications
   UM 13-1: Appeal Peer Reviewer Licensure
   UM 13-2: Additional Appeal Peer Reviewer Qualifications
   UM 13-3: Additional Appeal Peer Reviewer Requirements
UM 14: Appeals
   UM 14-1: Appeal Process
   UM 14-2: Appeal Notification Time Frames
   UM 14-3: Written Notice of Non-Certifications Upheld on Appeal
UM 15: Drug Utilization Management
   UM 15-1: Initial Determinations
   UM 15-2: Initial Denial and Appeal Determinations

WORKERS’ COMPENSATION UTILIZATION MANAGEMENT
WCUM 1: Initiation of the Workers’ Compensation Review Process
WCUM 2: Workers’ Compensation Appeal Process