Pharmacy Program Updates from URAC

Friday, October 3, 2025

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Before We Get Started

Message Matthew Marshall for any *tech issues*

Use the chat box for ***questions*** and to ***introduce yourself***

Explore ***resources*** we'll share in the chat box

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Today's Presenters

Heather Bonome, PharmD
Director, Pharmacy Programs

Jenn Richards, PharmD, JD, PhD
Senior Director, Product Management

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Plan for Today

2025 Pharmacy Program Revisions

Highlight of Standard Updates

Resources

Questions

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URAC's Pharmacy Programs

Pharmacy Quality Management® (PQM)

- Infusion Pharmacy Accreditation

- Medicare Home Infusion Therapy Supplier Accreditation

- Mail Service Pharmacy Accreditation*

- Pharmacy Benefit Management Accreditation

- Pharmacy Services Accreditation (chose up to four modules)

  - Community Dispensing

  - Drug Therapy Management

  - Point of Care Testing

  - Vaccine Administration

- Rare Disease Pharmacy Center of Excellence Certification

- Specialty Pharmacy Accreditation*

- Specialty Pharmacy Services

* Denotes program is available for small pharmacies

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Programs Revised in 2025

Specialty Pharmacy v. 6.0
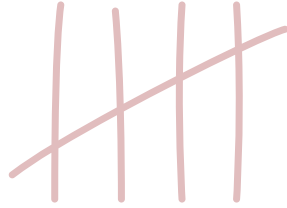
Mail Service Pharmacy v. 6.0

Specialty Pharmacy Services v. 3.0
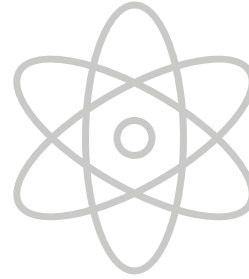
Pharmacy Benefit Management v. 4.0
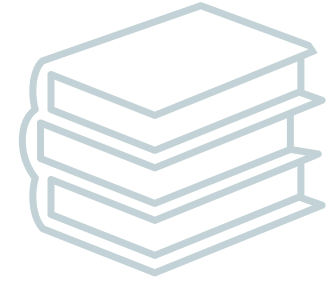
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Revision Objectives

Promote Best Practices and Solid Foundational Principals
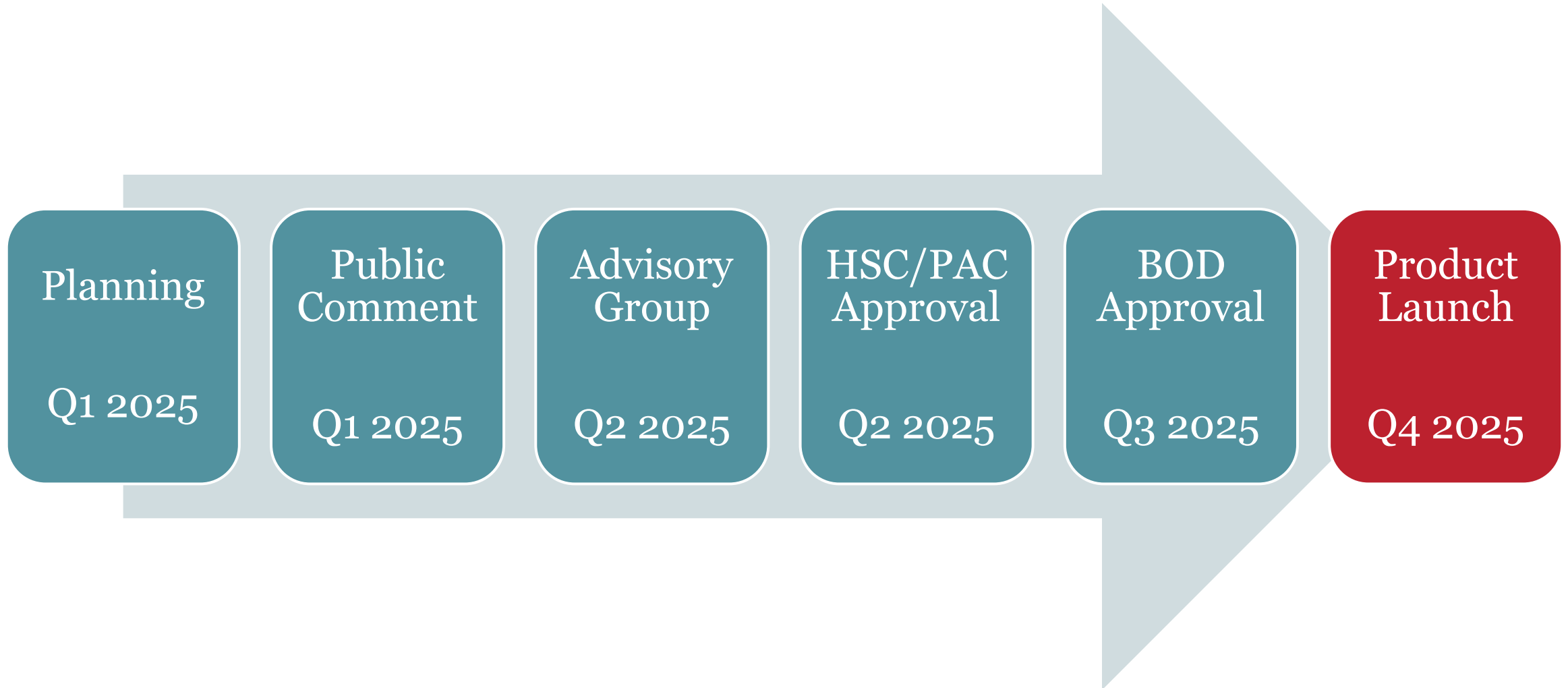
Update Format to Match Updated Scoring

Align with PBM and other Pharmacy Programs.

Ensure Program Accurately Reflects Industry

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2025 Revision Timeline

Planning

Q1 2025

Public Comment

Q1 2025

Advisory Group

Q2 2025

HSC/PAC Approval

Q2 2025

BOD Approval

Q3 2025

Product Launch

Q4 2025

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Revision Overview

- What's staying the same
  - Scoring Methodology (2-4-8-G)
  - Accreditation Timeline: 6 Months
  - Structure: FFA + Same Program Focus Areas
  - Measures Required
- Relatively few updates to standards

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Which Program Version?

Contract Under Review or Fully Executed By:	Program Version
October 1, 2025	Specialty Pharmacy Accreditation v. 5.0 Specialty Pharmacy Services Accreditation v. 2.0 Mail Service Pharmacy Accreditation v. 5.0 Pharmacy Benefit Management Accreditation v. 3.1
October 2, 2025 or later	Specialty Pharmacy Accreditation v. 6.0 Specialty Pharmacy Services Accreditation v. 3.0 Mail Service Pharmacy Accreditation v. 6.0 Pharmacy Benefit Management Accreditation v. 4.0

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Already Accredited: When to Comply with Revised Program Standards?

Question

- I am currently accredited under SPP v. 5.0. When do I need to comply with SPP v. 6.0 program standards?

Answer

- You must comply with the **program version to which you are contracted**. If accredited under SPP v. 5.0, you must remain compliant to those standards until you submit your reaccreditation application for SPP v. 6.0.

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Specialty Pharmacy v. 6.0
Mail Service Pharmacy v. 6.0
Specialty Pharmacy Services v. 3.0

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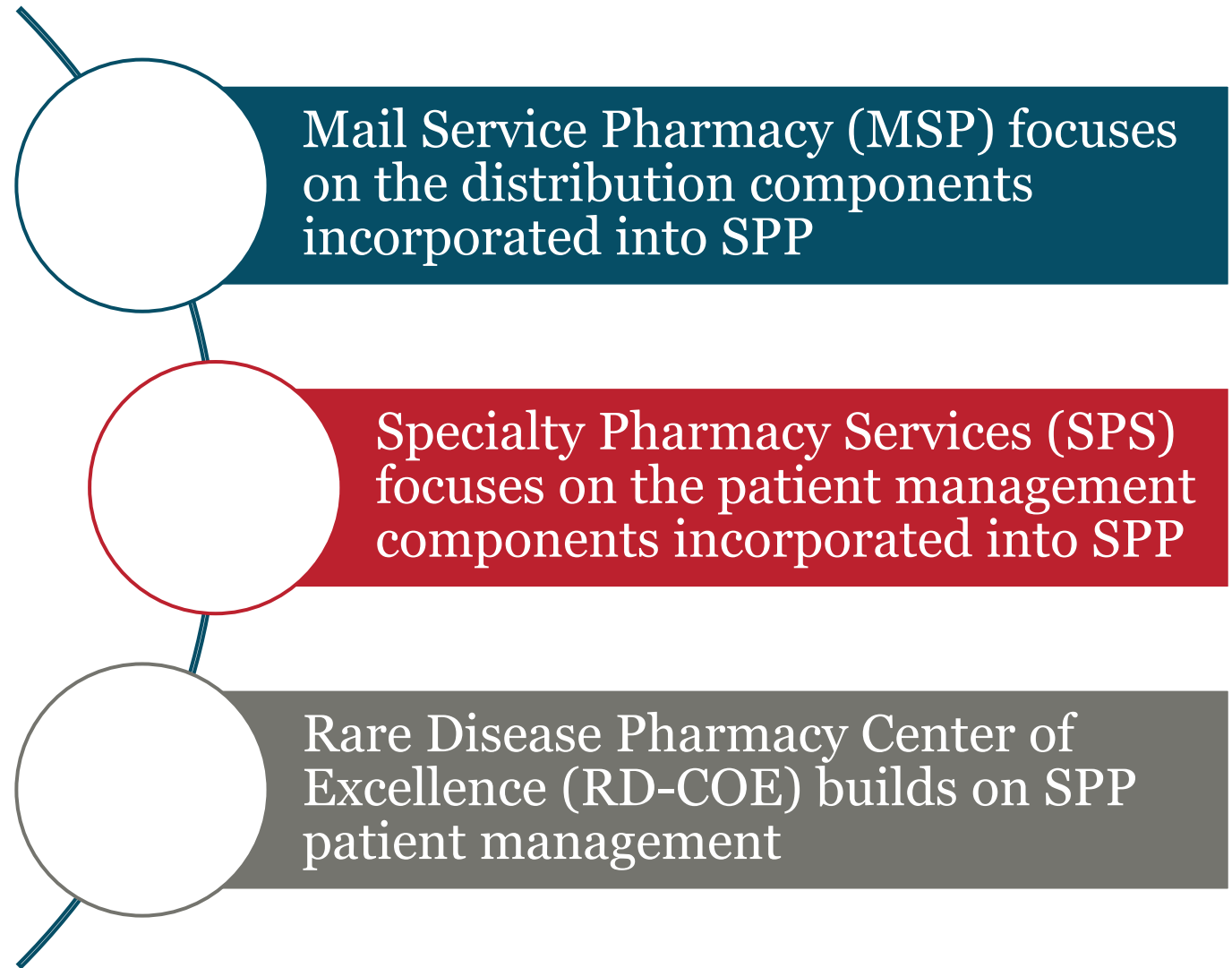# URAC Specialty and Mail Service Pharmacy Accreditation Programs

2008

600+

v6.0

Payers and manufacturers have recognized the value of accreditation and often require SPP Accreditation for network participation or access to limited distribution drugs
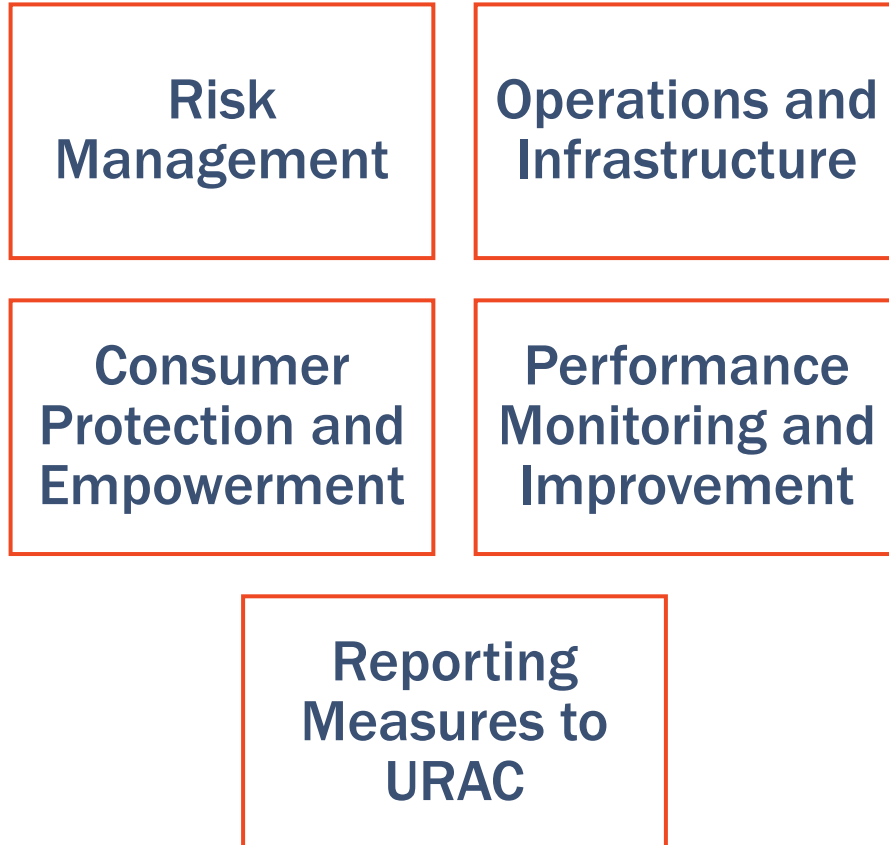
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Specialty Base

- Specialty Pharmacy (SPP) is a foundational program
- Other programs are associated with this program

Mail Service Pharmacy (MSP) focuses on the distribution components incorporated into SPP

Specialty Pharmacy Services (SPS) focuses on the patient management components incorporated into SPP

Rare Disease Pharmacy Center of Excellence (RD-COE) builds on SPP patient management

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URAC Specialty Pharmacy Accreditation Requirements

Foundational Focus Areas

Risk Management

Operations and Infrastructure

Consumer Protection and Empowerment

Performance Monitoring and Improvement

Reporting Measures to URAC

Program Focus Areas

Pharmacy Operations

Medication Distribution

Patient Service and Communication

Patient Management

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Program Specific Focus Areas

Specialty Pharmacy

- Pharmacy Operations (P-OPS)
- Medication Distribution (P-MD)
- Patient Services and Communications (P-PSC)
- Patient Management (PM)

Mail Service Pharmacy

- Pharmacy Operations (P-OPS)
- Medication Distribution (P-MD)
- Patient Services and Communications (P-PSC)

Specialty Pharmacy Services

- Patient Services and Communications (P-PSC)
- Patient Management (PM)

Rare Disease

- Patient Management (RD-PM)

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FFA Standard Highlights

Clinical Staff Credentialing

- 3 years or prior to expiration

Employee Engagement

- Promote engagement in organizational culture

Delegation

- Report adverse changes in performance
- Act on identified problems

SPP & MSP v. 6.0 – Standard Updates

Promoting Dispensing Accuracy

- Track/report & promote
- Reporting culture
- Promote safety culture

Telephone Performance

- Response to voicemail and call backs
- Calls answered by an "agent"
- Average hold time metric [L]

Satisfaction

- Patient satisfaction remains
- Provider satisfaction removed

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Pharmacy Benefit Management v. 4.0

URAC Pharmacy Benefit Management Accreditation Program
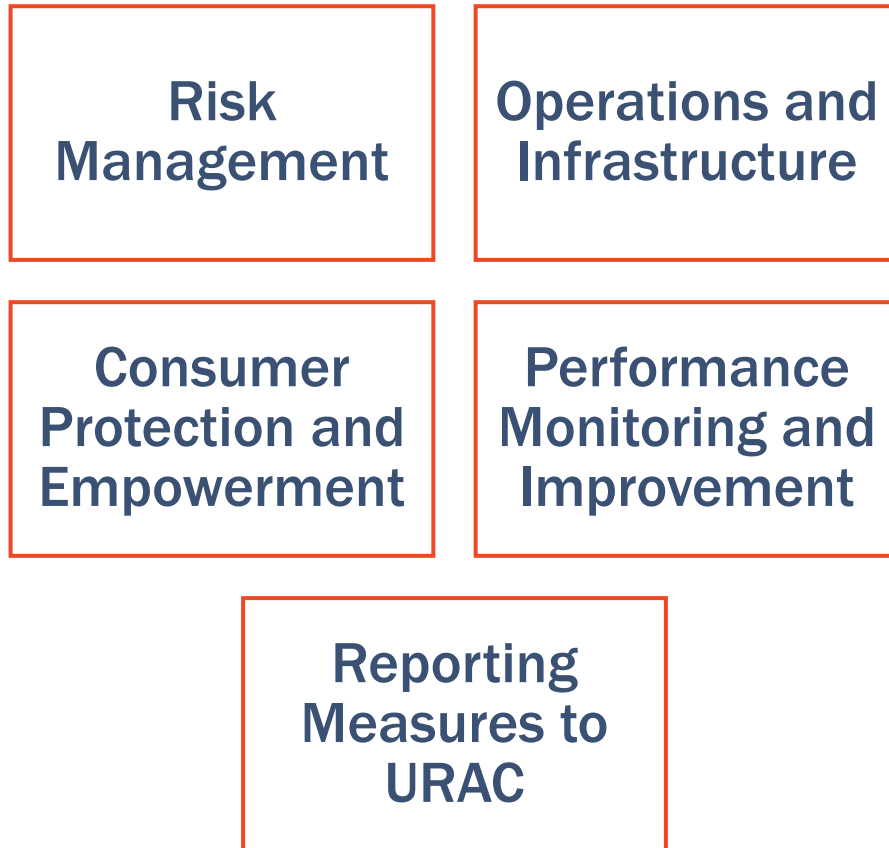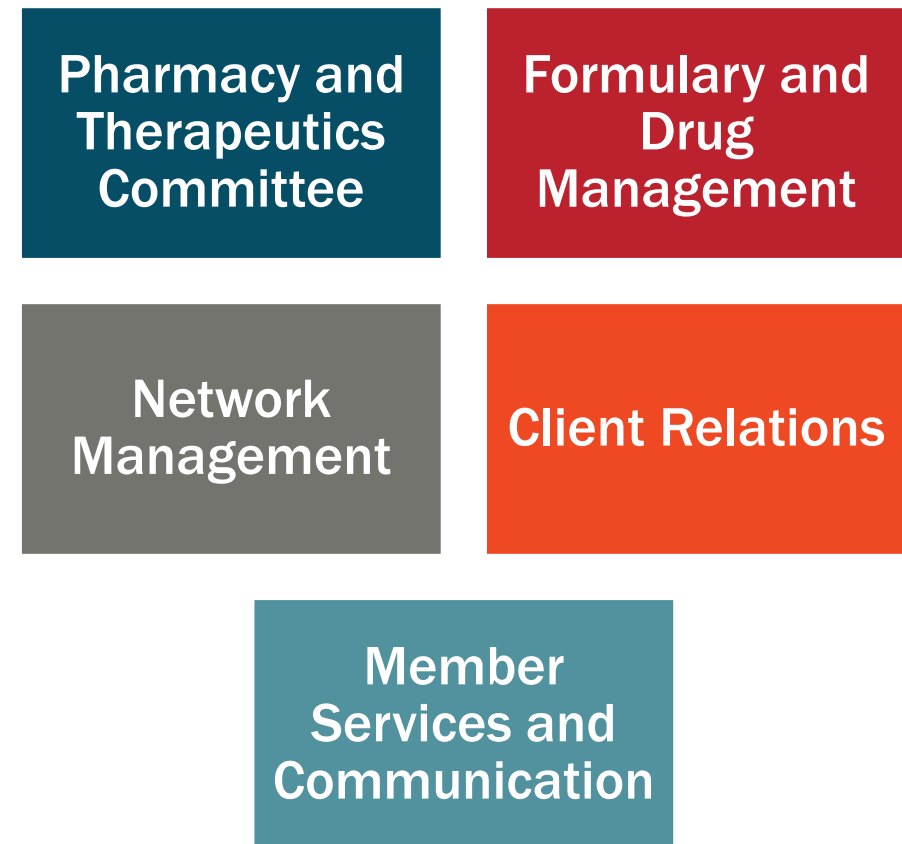
2007

~25

V4.0

Health plans and plan sponsors recognize the value of accreditation and often <u>require</u> URAC's PBM Accreditation.

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URAC Pharmacy Benefit Management Accreditation Requirements

Foundational Focus Areas

Risk Management	Operations and Infrastructure
Consumer Protection and Empowerment	Performance Monitoring and Improvement
Reporting Measures to URAC	

Program Focus Areas

Pharmacy and Therapeutics Committee	Formulary and Drug Management
Network Management	Client Relations
Member Services and Communication	

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FFA Standard Highlights

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PBM v. 4.0 – Standard Updates

Administrative Requests

Process for handling administrative requests

In addition to handling exclusions and exceptions

Artificial Intelligence

Define criteria for selection and use

Ongoing testing plan to verify results

Network Management

Process for timely network application review

Process for resolving disputes with network pharmacies

Telephone Performance

Average hold time requirements [L]

Calls answered by an "agent"

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Resources

How can I get more information about the standard updates?

URAC Website

- Standards-at-a-Glance
- Standards for Purchase
- Are You Ready?
- Program Overviews
- Interpretation Portal

Client Information Hub

- ***Link to Request Revised Program Guide and Crosswalk***
- Frequently Asked Questions
- On-Demand Standards Education

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Crosswalks

SPP v. 6.0	SPP v. 5.0	SPP v. 4.0	NOTES
P-PSC 3-2: Telephone Performance	P-PSC 3-2: Telephone Performance	P-PSC 3-1: Telephone Performance	New Requirements for v. 6.0:
The pharmacy:	The pharmacy:	The pharmacy maintains processes to:	Average hold time [L]
		a. Sustain the following quarterly telephone performance metrics:	Responds to voicemails and call backs
a. Sustains a quarterly telephone performance metric of average abandonment rate of 5% or less [4]	a. Sustains a quarterly telephone performance metric of average abandonment rate of 5% or less [4]	i. Average abandonment rate of 5% or less [4]	
b. Sustains a quarterly telephone performance metric of at least 80% of calls answered by a live agent within 30 seconds [4]	b. Sustains a quarterly telephone performance metric of at least 80% of calls answered by a live person within 30 seconds [4]	ii. At least 80% of calls answered by a live person within 30 seconds [4]	
c. Sustains a quarterly telephone performance metric of average hold time of two minutes or less [L]	NA	NA	
d. Analyzes data and identifies performance trends on telephone performance metrics for review by quality oversight body at least quarterly [4]	c. Analyzes data and identifies performance trends on telephone performance metrics for review by the quality oversight body at least quarterly [4]	b. Analyze data and identify performance trends on telephone performance metrics for review by the quality oversight body at least quarterly [4]	
e. Implements action plans to correct or improve performance as needed [2]	d. Implements action plans designed to improve or correct identified problems as needed [2]	c. Implement action plans designed to improve or correct identified problems as needed [4]	
f. Responds to voicemails and call-back requests in a timely manner [2]	NA	NA	

Crosswalks are available for the following programs:

SPP v. 6.0

SPS v. 3.0

MSP v. 6.0

PBM v. 4.0

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Request Revised Program Guide and Crosswalk in the Client Information Hub

What's Next

Artificial Intelligence in Health Care Accreditation	URAC Removes Diversity, Equity and Inclusion (DEI) Standards from Its Programs	Delegation Webinar on Client Information Hub	Rare Disease Center of Excellence Program Revision
Available Now	Communicated 10/3/2025	4Q2025	2026

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Questions

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