



ACCREDITATION



EDUCATION



MEASUREMENT

Empowering Consumers by Promoting
Quality Health Care Management





HISTORY

Founded in 1990, URAC's first accreditation program was designed for health care organizations performing utilization review (the practice of determining whether a health care service is medically necessary). Since that time, URAC has expanded its accreditation, education and measurement services to cover nearly every functional aspect of health care management and health insurance, and accredits over 400 health care organizations doing business in the United States under at least one of its accreditation programs.

Promoting Quality



URAC is a not-for-profit organization that promotes continuous improvement in the quality and efficiency of health care management through processes of accreditation, education and measurement.

Health care organizations that wish to demonstrate their commitment to consumer protection and empowerment, quality operations, and regulatory compliance have the opportunity to be reviewed under a wide variety of quality standards. These standards serve as “building blocks” for quality improvement that can be expanded as organizations grow and evolve. This provides the assurance that the accreditation of quality health care operations is affordable for every organization, large or small.

FOUNDATIONAL BELIEF

URAC’s foundational belief is that it exists to ensure that health care consumers are protected and empowered.



ACCREDITATION PHILOSOPHY

Pursuing quality is never easy, and URAC promotes a successful outcome through an educational and collaborative process.

Detailed accreditation guides and accreditation workshops are provided to all applicants as part of their review process. In addition, URAC staff embraces a positive customer service approach, providing suggestions, tips and proven methods to help improve quality and operations.

Accreditation



Accreditation is a symbol of quality in the health care industry that identifies best practices and promotes performance measurement by evaluating operations and services against national standards developed by experts and stakeholders in the health care marketplace.

Accreditation also advances the goal of value-based health care purchasing: obtaining the highest quality care at the most reasonable cost. By engaging in a hands-on process of evaluating quality and efficiency, URAC accreditation goes far beyond the assurances provided by an RFP, and is a critical measure used for purchaser decision making.

Organizations earn accreditation by voluntarily undergoing a rigorous and comprehensive review that ensures ongoing compliance.

EMPLOYERS VALUE ACCREDITATION

“The National Business Coalition on Health sees URAC’s process as significant in aiding health plans, health care management organizations and health web sites to provide high value with an eye toward consumer protection and consumer empowerment. We share a common goal with URAC to improve the overall value of health care.”

— Marianne Fazen, PhD
Executive Director, Dallas/Fort Worth
Business Group on Health



MEASUREMENT

URAC's accreditation decisions are rendered by an independent panel of judges who utilize a standardized scoring system to measure and evaluate health care organizations' consumer services and the quality of their health care management programs. This process provides employers, consumers and other organizations a common point of reference for evaluating health care quality.

URAC is also moving forward with a pilot measurement program which will complement the accreditation process by gathering and reporting aggregate quality and service metrics to create industry benchmarks against which organizations can compare themselves. By publicly providing survey data, health care organizations will have the ability to demonstrate their commitment to quality and consumer transparency.

Education



URAC offers a wide range of education services to health care organizations, policy makers, employers, consulting and international organizations; all of whom have a vested interest in working with comprehensive health care standards.

Accreditation guides contain detailed descriptions of accreditation standards, as well as points to remember, tips, and bright ideas. Interactive education is offered through accreditation workshops in both live and on-line environments.

URAC also hosts national conferences that focus on quality, consumer protection and empowerment, and the advancement of best practices. Health care leaders from across the industry come together in these conferences to share their knowledge and advance the state of health care quality.

HOW TO LEARN MORE

To learn more about URAC's accreditation, education and measurement programs, please visit www.urac.org

Or contact URAC by calling **202-216-9010**

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