

ORGANIZATIONAL STRUCTURE

- CORE 1: Organizational Structure
- CORE 2: Organization Documents

POLICIES AND PROCEDURES

- CORE 3: Policy and Procedure Maintenance, Review and Approval

REGULATORY COMPLIANCE

- CORE 4: Regulatory Compliance

INTER-DEPARTMENTAL COORDINATION

- CORE 5: Inter-Departmental Coordination

OVERSIGHT OF DELEGATED FUNCTIONS

- CORE 6: Delegation Review Criteria
- CORE 7: Delegation Review
- CORE 8: Delegation Contracts
- CORE 9: Delegation Oversight

MARKETING AND SALES COMMUNICATIONS

- CORE 10: Review of Marketing and Sales Materials

BUSINESS RELATIONSHIPS

- CORE 11: Written Business Agreements
- CORE 12: Client Satisfaction

INFORMATION MANAGEMENT

- CORE 13: Information Management
- CORE 14: Business Continuity
- CORE 15: Information Confidentiality and Security
- CORE 16: Confidentiality of Individually-Identifiable Health Information

QUALITY MANAGEMENT

- CORE 17: Quality Management Program
- CORE 18: Quality Management Program Resources
- CORE 19: Quality Management Program Requirements
- CORE 20: Quality Management Committee
- CORE 21: Quality Management Documentation
- CORE 22: Quality Improvement Projects
- CORE 23: Quality Improvement Project Requirements
- CORE 24: Quality Improvement Projects: Consumer Organizations

STAFF QUALIFICATIONS

- CORE 25: Job Descriptions
- CORE 26: Staff Qualifications

STAFF MANAGEMENT

- CORE 27: Staff Training Program
- CORE 28: Staff Operational Tools and Support
- CORE 29: Staff Assessment Program

CLINICAL STAFF CREDENTIALING AND OVERSIGHT ROLE

- CORE 30: Clinical Staff Credentialing
- CORE 31: Senior Clinical Staff Requirements
- CORE 32: Senior Clinical Staff Responsibilities
- CORE 33: Financial Incentive Policy
- CORE 34: Access to Services
- CORE 35: Consumer Complaint Process

HEALTH CARE SYSTEM COORDINATION

- CORE 36: Coordination with External Entities

CONSUMER PROTECTION AND EMPOWERMENT

- CORE 37: Consumer Rights and Responsibilities
- CORE 38: Consumer Safety Mechanism
- CORE 39: Consumer Satisfaction
- CORE 40: Health Literacy

REVIEW CRITERIA

- HUM-1: Review Criteria Requirements

ACCESSIBILITY OF REVIEW SERVICES

- HUM-2: Access to Review Staff
- HUM-3: Review Service Communication and Time Frames
- HUM-4: Review Service Disclosures

ON-SITE REVIEW SERVICES

- HUM-5: On-Site Review Requirements
- HUM-6: N/A

INITIAL SCREENING

- HUM-7: Limitations in Use of Non-Clinical Staff
- HUM-8: Pre-Review Screening Staff Oversight
- HUM-9: Pre-Review Screening Non-Certifications

INITIAL CLINICAL REVIEW

- HUM-10: Initial Clinical Reviewer Qualifications
- HUM-11: Initial Clinical Reviewer Resources
- HUM-12: Initial Clinical Reviewer Non-Certifications

PEER CLINICAL REVIEW

- HUM-13: Peer Clinical Review Cases
- HUM-14: Peer Clinical Reviewer Qualifications
- HUM-15: Drug Utilization Management Reviewer Qualifications
- HUM-16: Prospective, Concurrent and Retrospective Drug Utilization Management

PEER-TO-PEER CONVERSATION

- HUM-17: Peer-to-Peer Conversation Availability
- HUM-18: Peer-to-Peer Conversation Alternate

TIME FRAMES FOR INITIAL UM DECISION

- HUM-19: Prospective Review Time Frames
- HUM-20: Retrospective Review Time Frames
- HUM-21: Concurrent Review Time Frames

NOTICE OF CERTIFICATION DECISIONS

- HUM-22: Certification Decision Notice and Tracking
- HUM-23: Continued Certification Decision Requirements

NOTICE OF NON-CERTIFICATION DECISIONS

- HUM-24: Written Notice of Non-Certification Decisions and Rationale
- HUM-25: Clinical Rationale for Non-Certification Requirements

UM POLICY

- HUM-24: Written Notice of Non-Certification Decisions and Rationale
- HUM-25: Clinical Rationale for Non-Certification Requirements

INFORMATION UPON WHICH UM IS CONDUCTED

- HUM-29: Scope of Review Information
- HUM-30: Prospective and Concurrent Review Determinations
- HUM-31: Retrospective Review Determinations
- HUM-32: Lack of Information Policy and Procedures

UM APPEALS

- HUM-33: Non-Certification Appeals Process
- HUM-34: Appeals Process
- HUM-35: Appeal Peer Reviewer Qualifications
- HUM-36: Drug Utilization Management Appeals: Reviewer Qualifications
- HUM-37: Reviewer Attestation Regarding Credentials and Knowledge
- HUM-38: Expedited Appeals Process Time Frame
- HUM-39: Standard Appeal Process Time Frame
- HUM-40: Written Notice of Upheld Non-Certifications
- HUM-41: Appeal Record Documentation