

RISK MANAGEMENT (RM)

- RM 1: Risk Management Strategies
- RM 2: Regulatory Compliance Program and Internal Controls

CONSUMER PROTECTION AND EMPOWERMENT (CPE)

- CPE 1: Information Systems Confidentiality and Security
- CPE 2: Healthcare Ethics
- CPE 3: Consumer Empowerment
- CPE 4: Consumer Protection

ONGOING CREDENTIALING AND MAINTENANCE OF PRACTICE PRIVILEGES (OCM)

- OCM 1: Clinical Staff Credentialing

PERFORMANCE MONITORING AND IMPROVEMENT (PMI)

- PMI 1: Quality Oversight Procedures and Responsibilities

OPERATIONS AND INFRASTRUCTURE (OPIN)

- OPIN 1: Leadership
- OPIN 2: Staff Management
- OPIN 3: Process Optimization & Efficiency
- OPIN 4: Business Ethics

TELEHEALTH PROFESSIONAL PRACTICE (TH-PP)

- TH-PP 1: Professional Practice via Telehealth

TELEHEALTH TECHNOLOGY (TH-TE)

- TH-TE 1: Information Systems

CONSUMER EDUCATION VIA TELEHEALTH MEDIA (TH-CE)

- TH-CE 1: Health Information Content
- TH-CE 2: Decision-Making Support Tools for Consumers
- TH-CE 3: Consumer Empowerment for Self-Management Participation
- TH-CE 4: Consumer Education Effectiveness Evaluation

MEASURES REPORTING (RPT)

- RPT 1: Reporting Measures to URAC

OPTIONAL DESIGNATION: CARE COORDINATION VIA TELEHEALTH MEDIA (TH-CC)

- TH-CC 1: Care Coordination Services
- TH-CC 2: Care Coordination Effectiveness Evaluation