



URAC Training

February 2014 Quality Topic

What is URAC ?

URAC

- Utilization Review Accreditation Commission
- Founded in 1990
- Accredits approximately 2700 different health care programs in U.S.
- As of 2013, URAC is now recognized by 47 states, District of Columbia, and 6 federal agencies



URAC Mission Statement

To promote continuous improvement in the quality and efficiency of healthcare delivery by achieving a common understanding of excellence among purchasers, providers, and patients through the establishment of standards, programs of education and communication, and a process of accreditation.



Sample URAC Programs Offered

Utilization Management

Case Management

Disease Management

Health Call Centers

Independent Review Organizations

Health Plans

Credentialing

Network Management and Member Services

Health Web Sites

HIPAA

Claims Processing



HealthSmart and URAC Accreditation

- **HealthSmart Care Management Solutions** is currently accredited in Health Utilization Management (HUM) thru April 2015.
- At this time HCMS is not accredited with CM or DM but is compliant with the URAC standards used for Case Management and Disease Management
- Re-submission of accreditation is required every 2 years to maintain good status, with 3 year cycles available to renewing organizations in good standing
- Surprise Onsite Monitoring visits can occur at any time within the accreditation cycle



Value of URAC Accreditation

- Improves operations internally
- Creates efficiencies in regulatory compliance
- Differentiates the organization from the competition
- Satisfies many RFP (request for proposal) requirements for clients out to bid
- Aggregates best practices
- Provides support for risk management strategies
- Provides a “Good Housekeeping” stamp of approval, indicating that practices meet the criteria established as a benchmark



URAC Accreditation Process

1. Building and Submitting the Application
2. Desktop Review
3. On-site Review
4. Final Accreditation Committee Review



Building The Application

- Consists of 3 main parts:
 1. The overall and program specific applications
 2. The CORE standards
 3. The program specific standards (UM)
- For each given standard, we must provide evidence that our organization meets or exceeds the requirements of that standard.
 - ▶ There are currently 40 CORE standards
 - ▶ NEW in 2013, there are now 38 HUM Standards



2013 Updates

HUM Version 7.0, there are 2 NEW standards to introduce:

1. HUM 24: Prospective Review Patient Safety

To improve *patient* safety and reduce medical errors, the *organization* has implemented a mechanism to address potential safety issues identified during *prospective review* through to resolution.

2. HUM 34: Reviewer Attestation Regarding Credentials & Knowledge

For each appeal case they accept, reviewers attest to:

(a) Having a scope of *licensure* or *certification* that typically manages the medical *condition*, procedure, treatment, or issue under review; **and**

(b) Current, relevant experience and/or knowledge to render a determination for the *case* under review.



Desktop Review

- Once the completed application is submitted, URAC will “blind” our name from the application by assigning a number to our application
- The application is then sent on to Accreditation Reviewers
 - ▶ They will grade the application based on the elements submitted to meet each standard
 - ▶ Timeframe for Desktop Review is approximately 1-3 months



On-Site Review

- Several Accreditation Reviewers will conduct an on-site review of the organization once Desktop review is completed.
- The On-site Review typically lasts 1-2 full days
- They will assess that we practice the elements submitted for desktop review by:
 - ▶ Conducting interviews of staff members
 - ▶ Reviewing our records and meeting minutes
 - ▶ Ensuring that we adhere to all of our policies and procedures
- Timeframe for On-site review is typically 4-6 months after the application is submitted



Accreditation Committee Review

- Meets twice a month
- Charged with reviewing accreditation applications as presented by the Accreditation Reviewers (after the desktop and on-site reviews have been conducted)
- Makes final determinations on accreditation
- Also charged with oversight of the accreditation process, developing policies such as scoring methodology or compliance on-site reviews.



URAC Determination

- Following review of the results of the desktop and on-site reviewer comments, the Accreditation Committee meets and makes the final determination.
- CORE and UM standards are scored separately.
- The committee evaluates accreditation based on:
 - ▶ Compliance with mandatory standards
 - ▶ Overall Percentage

The Lower of the 2 scores will help determine the final accreditation decision.

- Typically the final results of accreditation are provided approximately **1 month** after the on-site review occurs.





Take Your Completion Survey!

Please click on the link below to complete the February Quality Topic completion survey. The answers to the quiz questions can be found in this presentation.

ALL Care Management staff is responsible for submitting their online completion survey by **February 28th**.

Completion Survey Link:

<https://www.surveymonkey.com/s/Feb2014QualityTopicSurvey>

Please contact Joslyn Crain if you have any questions.

Email: joslyn.crain@healthsmart.com | Phone: 214.574.2319