



# Five Phases of URAC Recognition via Accreditation and Certification



As a URAC client, you will be provided with an account manager and access to our secure web portal, AccrediNet® 2.0, to begin the two-part application process. Once your organization is approved as an applicant in part one, you will begin part two of the application, which includes uploading required information for the accreditation or certification process. For new applicants, this phase usually takes six to nine months. This phase of documenting your compliance is important to position your organization for the next steps in the accreditation process.

## APPLICATION



After your application has been submitted, URAC reviewers begin a 30 to 45-day Desktop Review (DTR). During this period, the documentation submitted about the organization is checked to ensure that it demonstrates compliance with URAC standards. URAC reviewers may submit a Desktop Review Request for Information (RFI) if there are deficiencies in the application. The Desktop Review and subsequent requests for information must be met before a validation review can be scheduled. URAC reviewers offer the opportunity to communicate via email, telephone or web conferencing regarding outstanding issues and preparation for the validation review.

## DESKTOP REVIEW



The validation review (VR) may be conducted at your location or through web conferencing, depending on the accreditation program. In this phase of the process, reviewers focus on confirming that the systems, work processes, and policies and procedures, described in the organization's desktop review have been implemented. During the validation review, your leaders and staff members are interviewed about the organization's policies and programs. Education and quality management programs are also reviewed. If we are on-site, the operations of the facility are observed. Various records, such as personnel, credentialing, and case files, are audited. At the end of the validation review, you receive a debriefing of the findings from your Lead Reviewer. Following completion of the validation review and any VR RFIs, URAC generates a score representing your organization's compliance level for reporting to the URAC Accreditation Committee.

## VALIDATION REVIEW



This last phase before the accreditation determination is a formal assessment by URAC's Accreditation Committee. While the validation review score constitutes an important part of the assessment, your result is also influenced by performance element applicability and compliance with mandatory URAC standards. The Accreditation Committee comprises volunteer professionals who are recognized experts in healthcare fields relevant to URAC's accreditation programs. After an examination of the review findings, the Committee makes the determination of your application's status. URAC aims to communicate the results of their deliberations to you within one week of their decision.

## COMMITTEE REVIEW



URAC monitors organizations to ensure the sustainability of programs covered by your accreditation or certification:

- 1) Quality measurement: In order to demonstrate an organization's quality and performance improvement activities, many of URAC's programs require organizations to collect and report quality measures on an annual basis.
- 2) Mid-cycle validation reviews: Chosen by statistical analysis and given no more than 14 days' notice, URAC conducts a mid-cycle onsite review of organizations to confirm ongoing compliance with URAC's standards.

These processes allow URAC to confirm that organizations continue to meet quality best practices throughout the life of their accreditation or certification.

## MONITORING

### About URAC®

Founded in 1990, URAC is the independent leader in promoting healthcare quality through accreditation, certification and measurement. URAC is a nonprofit organization developing evidence-based measures and standards through inclusive engagement with a range of stakeholders committed to improving the quality of healthcare.

Our portfolio of accreditation and certification programs span the healthcare industry, addressing healthcare management, healthcare operations, health plans, pharmacies, telehealth providers, physician practices and more. URAC accreditation is a symbol of excellence for organizations to showcase their validated commitment to quality and accountability.

Learn about URAC accreditation at [urac.org](http://urac.org)