



**AccreditNet 3.0**  
**URAC Client User Guide**

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## Support

<https://www.urac.org/contact/>

### AccreditNet Helpdesk

The helpdesk is available Monday through Friday from 8 a.m. to 5 p.m. Eastern Time. To request assistance:

Phone: (202) 216-9010 (option 6)

Email: [accreditnet@urac.org](mailto:accreditnet@urac.org)

### Client Services Inquiries

Phone: (202) 326-3942

Email: [clientservices@urac.org](mailto:clientservices@urac.org)

### Accreditation Seal Use Approval, Press Release Approval and All Marketing-Related Inquiries

Phone: (202) 326-3968

Email: [marketing@urac.org](mailto:marketing@urac.org)

## Supported Browsers and Platforms

**Chrome:** Windows 10, 8.1, 8 & 7, limited support on MAC OS X and iOS

**Internet Explorer 11** and above: Windows 10, limited support on Windows 8.1, 8 & 7

**Firefox** current version: Limited support on Windows 10, 8.1, 8 & 7

**Safari** current version: Limited support on MAC OS X and iOS

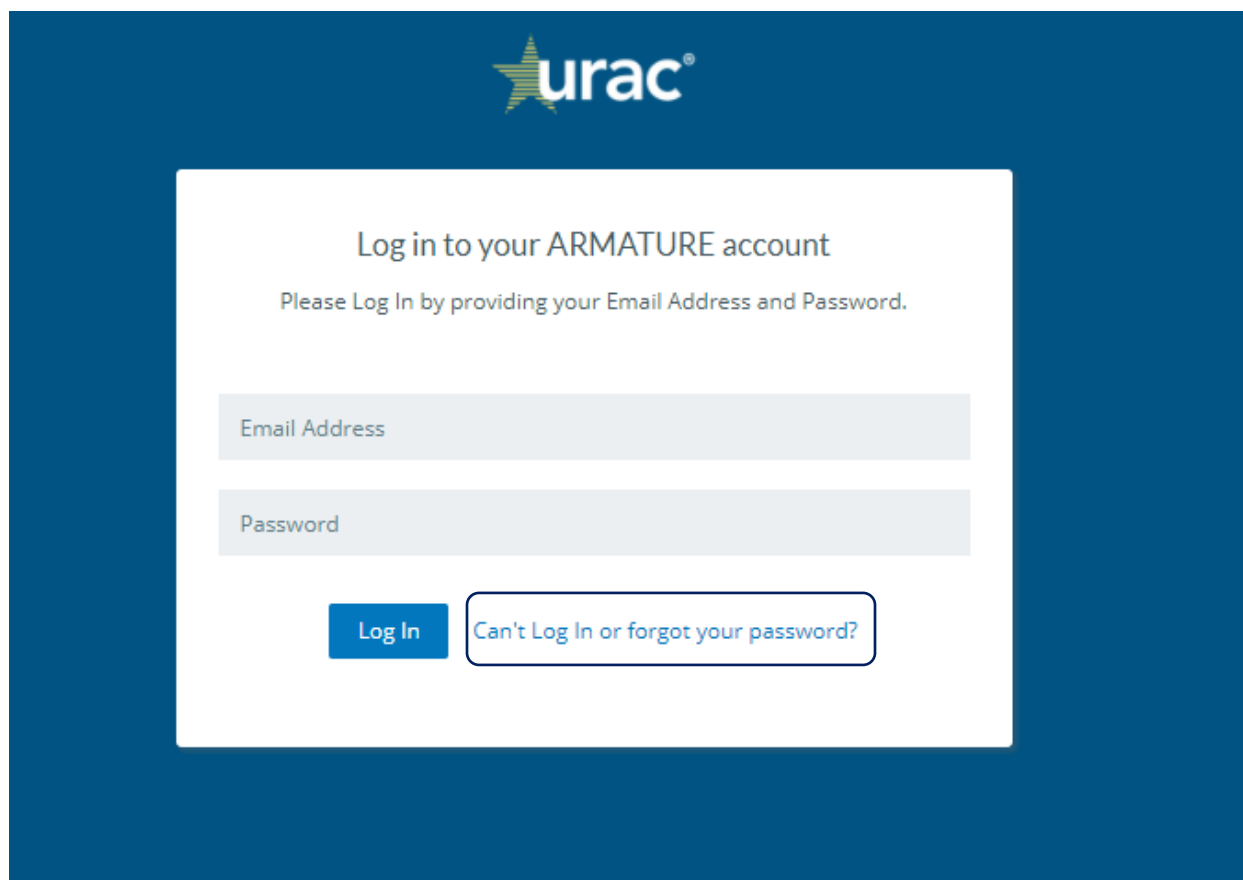
For best user experience we recommend using **Chrome**.

Other Browser Requirements:

- JavaScript must be enabled on your web browser
- Cookies must be enabled on your web browser

## Login

Launch AccreditNet® 3.0 using this URL from your browser: <https://accreditnet.urac.org/#/auth/login>

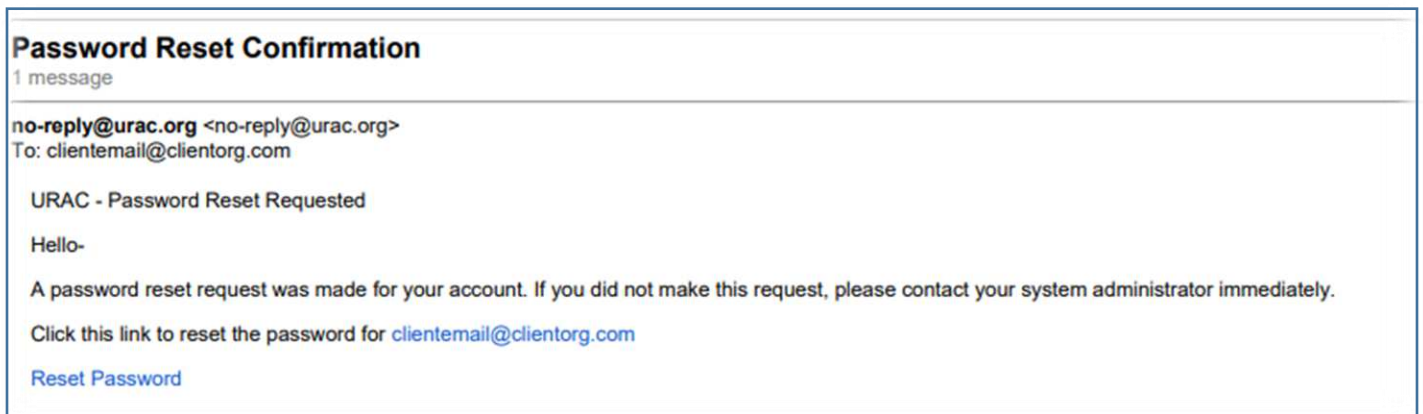


If this is your first time accessing AccreditNet® 3.0, you will need to use the “**Can’t Login or forgot your password**” link. This will allow for the system to send a reset password email to your user account.

**Important!** If you enter your email address incorrectly or enter a non-existing email, the reset password email will not be sent.

Enter your email address on the “**Having trouble logging in?**” screen.

The Password Reset Confirmation email will be sent from “**no-reply@urac.org**”.



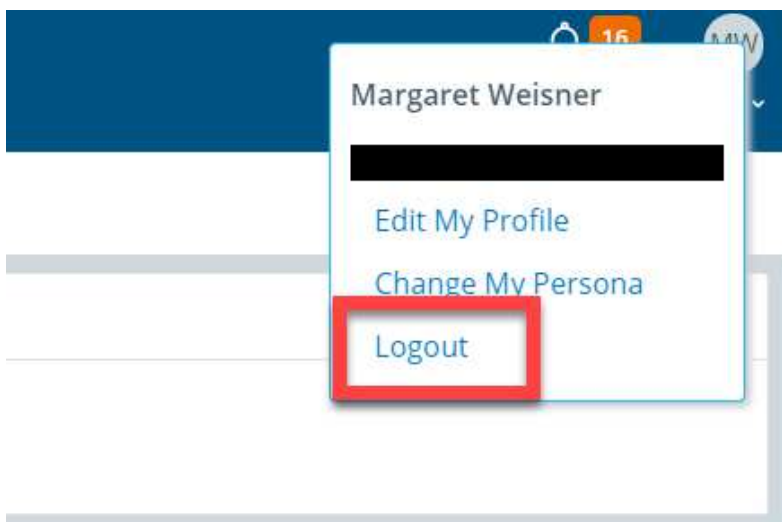
**Important!** You should request the “no-reply@urac.org” email address to be white-listed in your organization’s email system.

## Logging Out

The “Me” icon located in the blue banner, in the top right of your Home Screen/Dashboard provides access to log out of the system.



Select the “Me” icon, the “Logout” selection is listed:



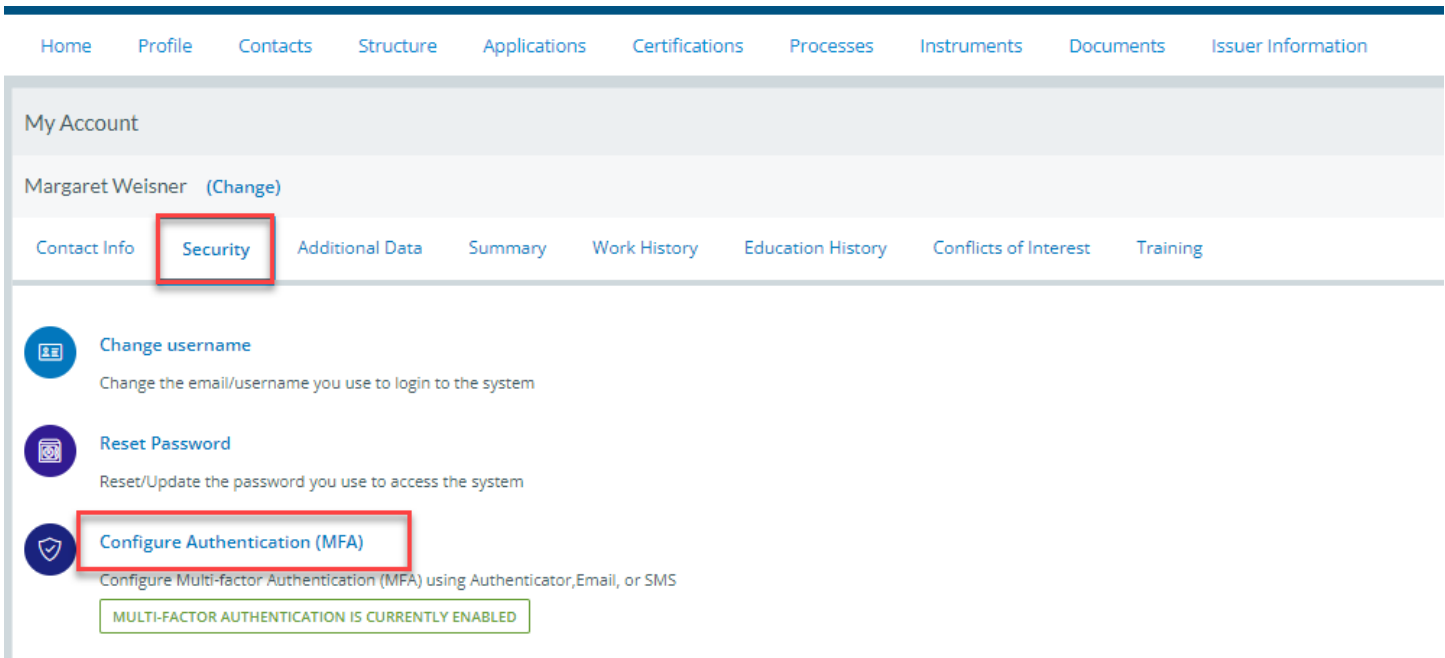


## Multi-Factor Authentication

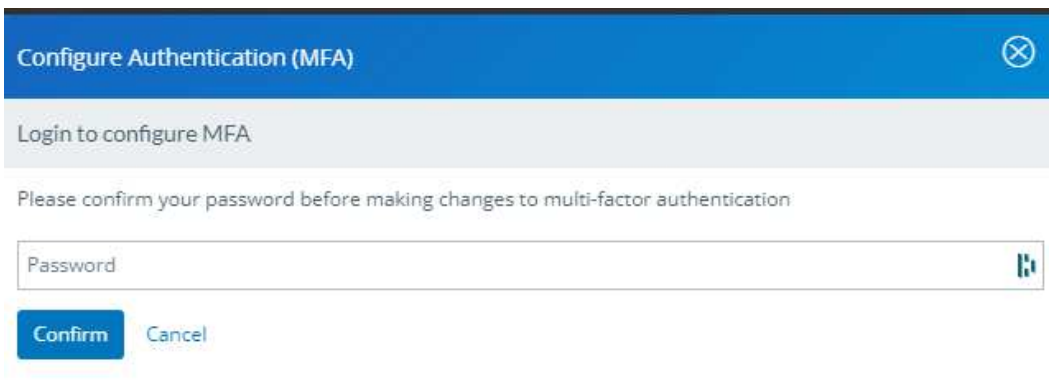
The “Me” icon, located in the blue banner, top right corner of your screen provides access to configure multi-factor authentication. After selecting the “Me” icon, select “Edit My Profile”.



Select the “Security” tab, then “Configure authentication (MFA)”:



You will be prompted to re-enter your system password:



Three authentication methods are available, Authenticator, SMS and/or Email.

Configure Authentication (MFA)

Authentication Method	On	Off
<b>Authenticator (Recommended)</b> Use a smart phone authenticator application to generate a one time password Requires smart phone (iOS, Android, Windows 10 Mobile) Requires authenticator application <a href="#">Show Apps</a>		
<b>SMS</b> Provide a phone number to receive a one time password via SMS Requires phone Requires SMS		
<b>Email</b> Provide an email address to receive a one time password via email Requires email address		

Cancel

**Important!** While Authenticator is the recommended method, please configure an additional method as well. This will ensure that the loss of the Authenticator application does not result in an inability to access the system.

### Authenticator (Recommended)

You have the choice of 3 authenticator applications: Google, LastPass and/or Microsoft. Using your cell phone authenticator application, add an account and scan the code that displays on the AccreditedNet 3.0 screen. Then enter the Authentication code provided.

Authenticator

Configure Authenticator based MFA

Use a smart phone authenticator application to generate a one time password

Google Authenticator


iOS | [Android](#) | Windows 10 Mobile

LastPass Authenticator

iOS | [Android](#) | [Windows 10 Mobile](#)

Microsoft Authenticator

iOS | [Android](#) | [Windows 10 Mobile](#)



Authentication code

[Verify](#)

You will be prompted to add an Authentication code from your Authenticator each time when logging into AccreditedNet 3.0.

## SMS

Enter a phone number that accepts SMS messages.

Text/SMS

Configure SMS based MFA

Provide a phone number to receive a one time password via SMS

Requires phone, Requires SMS

Phone Number

202-555-1212

Send Code

A SMS text will be sent to your phone containing a Verification Code to be entered.

Text/SMS

Message Sent

A text message has been sent to 703-919-3051

If you did not receive your text [click here](#) to resend

Authentication code

4351712

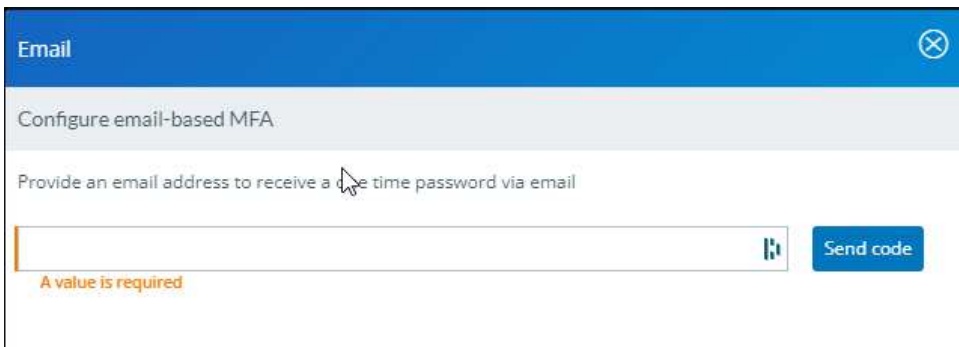
Verify

Back

You will be prompted to add a Authentication code received via SMS text each time when logging into AccrediNet 3.0.

## Email

Provide an email address to receive a one-time password via email.



The screenshot shows a window titled "Email" with a close button in the top right. Below the title bar is a header "Configure email-based MFA". The main text says "Provide an email address to receive a one-time password via email". There is a text input field with a red error message "A value is required" below it. To the right of the input field is a "Send code" button.


Once an email address is provided, you will receive an email containing a verification code to be used to enter your account


Your one-time ARMATURE Fabric for URAC verification code



noreply@armaturecorp.com

To

 This sender noreply@armaturecorp.com is from outside your organization.

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**This email originated from outside of the organization. Do not respond or open attachments unless you recognize the sender and know the content is safe.**

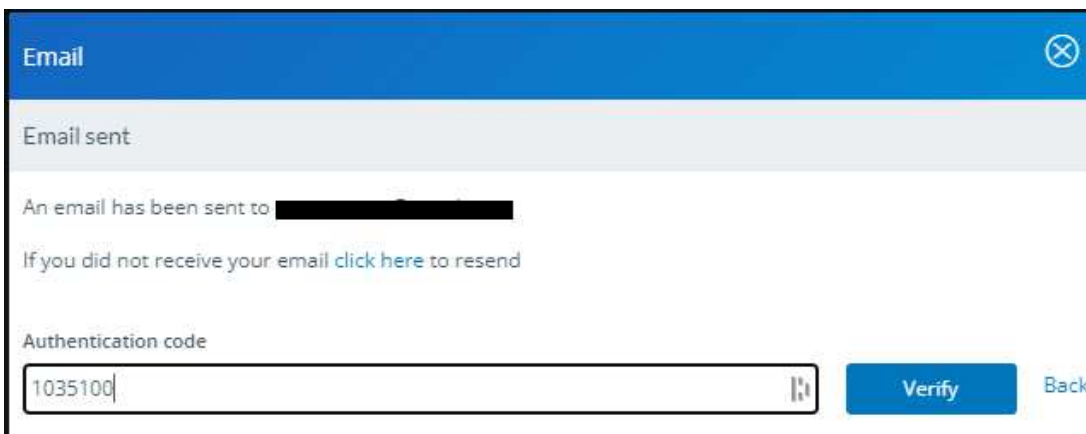
Dear Margaret,

Below is your one-time verification code for your ARMATURE Fabric for URAC account.

1035100

Please note that this code will be valid for 15 minutes. After this time you will need to request a new code.

If you did not request a verification code, please contact your system administrator immediately.



The screenshot shows a window titled "Email" with a close button in the top right. Below the title bar is a header "Email sent". The main text says "An email has been sent to [redacted]". Below this is a link "If you did not receive your email click here to resend". There is a section titled "Authentication code" with a text input field containing "1035100". To the right of the input field are "Verify" and "Back" buttons.

You will be prompted to add an Authentication code received via the provided email address each time when logging into AccreditedNet 3.0.

## Dashboard

Select the “**Organization Representative**” to view and access all detail related to your organization.



If you have access to multiple organizations, AccreditNet® 3.0 will list the organizations for access selection.

Your Organizations			
Please select an Organization from the list below.			
Name	Id	Location	Website
ABC Company	2017-ORG-00012	Washington, District of Columbia	
Scribe3	2020-ORG-00132	testing, District of Columbia	scribe3.com
If you do not see the Organization you are looking for, please contact your representative and ask them to grant you access.			
<a href="#">Choose Persona</a>   <a href="#">Logout</a>			

Select the organization you wish to view to be taken to that organization’s Dashboard.

Your Dashboard provides a summary view, which is your ability to see what's in progress at a glance with your application. In addition, navigation tabs located across the top of the screen provide more in-depth information. You'll find more information about each of these sections in the screenshots that follow.

The screenshot displays the URAC - UAT dashboard with the following sections:

- A:** Organization profile for ABC Company (2017-ORG-00012) with primary contact Margaret Wiesner and primary liaison Derrick Wilder. Includes an "Actions" button and a "New Notice of Change" link.
- B:** Certifications table showing the status and expiration dates for Clinical Integration 1.0, Contact Center 1.0, and Telehealth v3.0.
- C:** NOTICE OF CHANGE section.
- D:** Applications table listing various applications (APP-138, APP-132, APP-129, APP-75, APP-73) with their status and submission dates.
- E:** Processes table showing the progress of accreditation processes.
- F:** Scheduled Items table listing upcoming items for Health Utilization Management and Contact Center.

Certification Type	Status	Effective	Expires
Clinical Integration 1.0	Pending		
Contact Center 1.0	Pending		
Telehealth v3.0: Consumer-to-Provider, Provider-to-Consumer, Provider-to-Provider - THH-1	Active	02/01/2021	06/30/2021

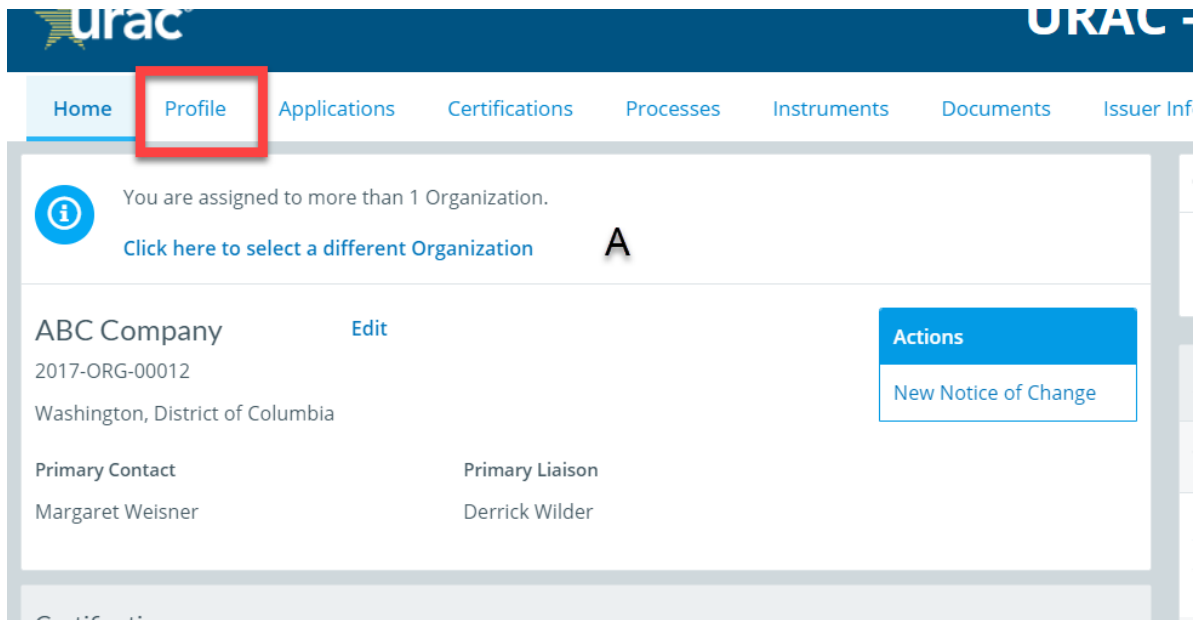
Application	Type	Status	Submitted	Activities
Application: APP-138	Contact Center	Submitted	01/15/2021	1
Application: APP-132	Clinical Integration	Submitted	01/11/2021	1
Application: APP-129	Telehealth Accreditation	Open		0
Application: APP-75	Infection Pharmacy	Open		1
Application: APP-73	Telehealth Accreditation	Submitted	12/03/2020	1

Process	Progress
Accreditation In Progress on 08/21/2020	9%
Accreditation In Progress on 08/21/2020	19%
Accreditation In Progress on 09/01/2020	30%

Item	Begin	End
App: Health Utilization Management v7.3	Feb 1st	
App: Health Utilization Management v7.3	Feb 1st	
App: Health Utilization Management v7.3	Feb 1st	
APP: Contact Center v1.0	Jan 14th	



- A. The top-left screen shows general organization information. Additional detailed information can be found by navigating to the “**Profile**” tab.

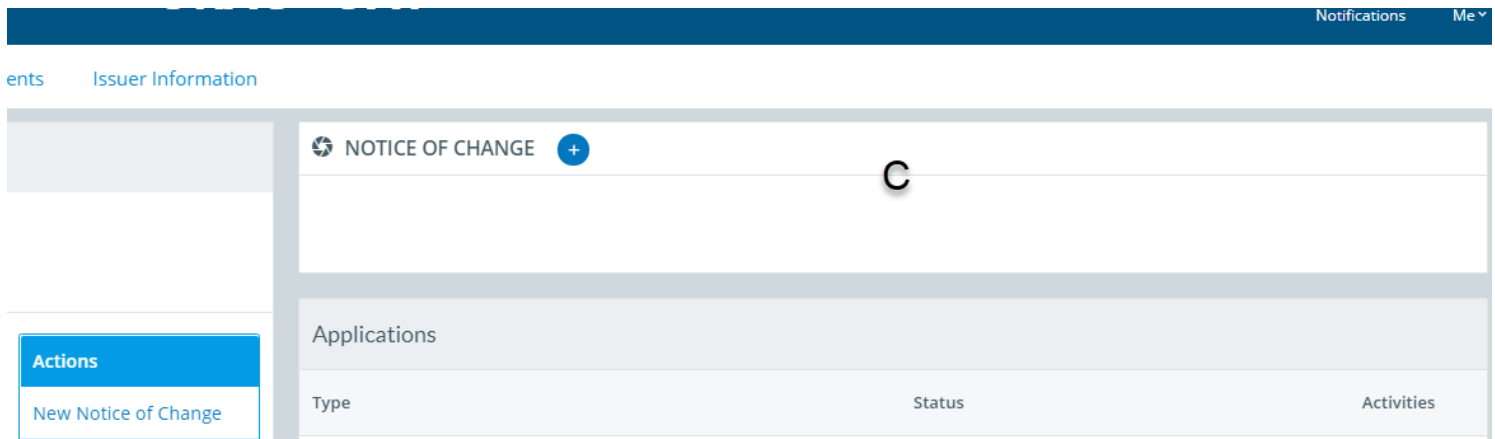


The screenshot shows the URAC website's 'Profile' tab. The navigation bar includes 'Home', 'Profile' (highlighted with a red box), 'Applications', 'Certifications', 'Processes', 'Instruments', 'Documents', and 'Issuer Info'. Below the navigation bar, a message states: 'You are assigned to more than 1 Organization. Click here to select a different Organization'. The main content area displays information for 'ABC Company' (2017-ORG-00012) located in Washington, District of Columbia. It lists the Primary Contact as Margaret Weisner and the Primary Liaison as Derrick Wilder. An 'Actions' button is visible, with a sub-button labeled 'New Notice of Change'.

- B. The bottom-left screen shows the list of accreditations/certification your organization has. Clicking on the “**Certification Type**” or navigating to the certification tab provides detail of the accreditation/certification.

Certifications				
Certification Type	Status	Effective	Expires	
Clinical Integration 1.0	Pending			
Contact Center 1.0	Pending			
Telehealth v3.0: Consumer-to-Provider, Provider-to-Consumer, Provider-to-Provider - THH-1	Active	02/01/2021	06/30/2021	

- C. “**Notice of Change (NOC)**” – gives you the ability to add new NOC or select and navigate to an existing NOC.



Notifications Me

ents Issuer Information

NOTICE OF CHANGE +

C

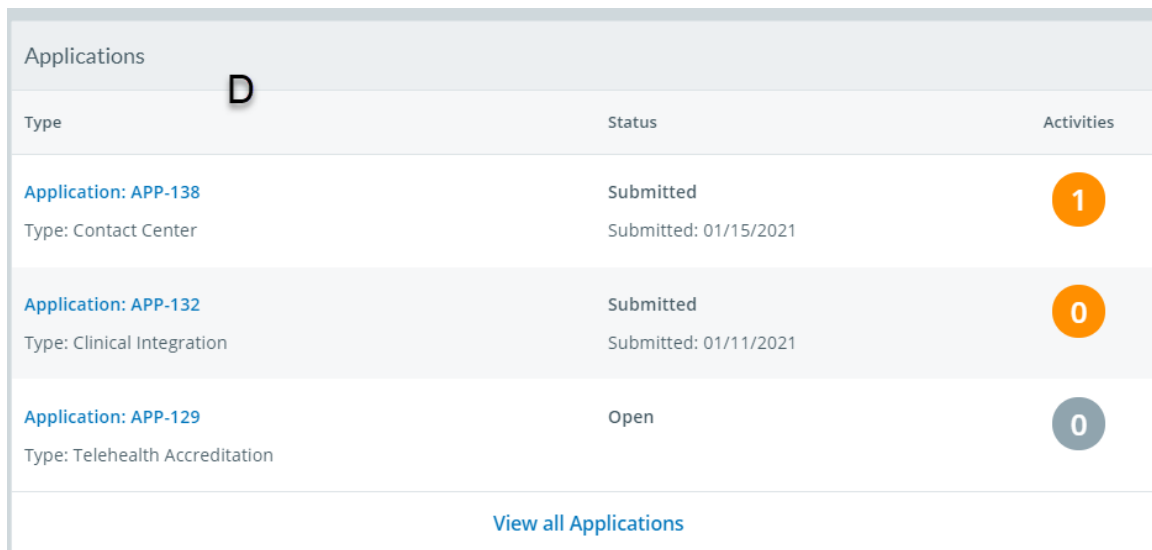
Applications

Type	Status	Activities
------	--------	------------

Actions

New Notice of Change

- D. “**Applications**” – shows the list of incomplete application(s) with indicator on whether there are activities waiting for you on the application. You can also navigate to the Applications tab to view all applications (present and past).






Applications

D

Type	Status	Activities
<a href="#">Application: APP-138</a> Type: Contact Center	Submitted Submitted: 01/15/2021	1
<a href="#">Application: APP-132</a> Type: Clinical Integration	Submitted Submitted: 01/11/2021	0
<a href="#">Application: APP-129</a> Type: Telehealth Accreditation	Open	0

[View all Applications](#)

- E. **“Processes”** – shows ALL processes that are incomplete for the organization. This will include application, Notice of Change (NOC) or any other process. You can also navigate to the Processes tab to view all processes (present and past).

Processes	
Process	Progress
<a href="#">Accreditation</a> In Progress on 08/21/2020	 9%
<a href="#">Accreditation</a> In Progress on 08/21/2020	 18%
<a href="#">Accreditation</a> In Progress on 09/01/2020	 36%
<a href="#">VIEW ALL</a>	

- F. **“Scheduled Items”** – shows the list of instruments scheduled and not submitted. You can also navigate to instrument tab to view all instruments (present and past).

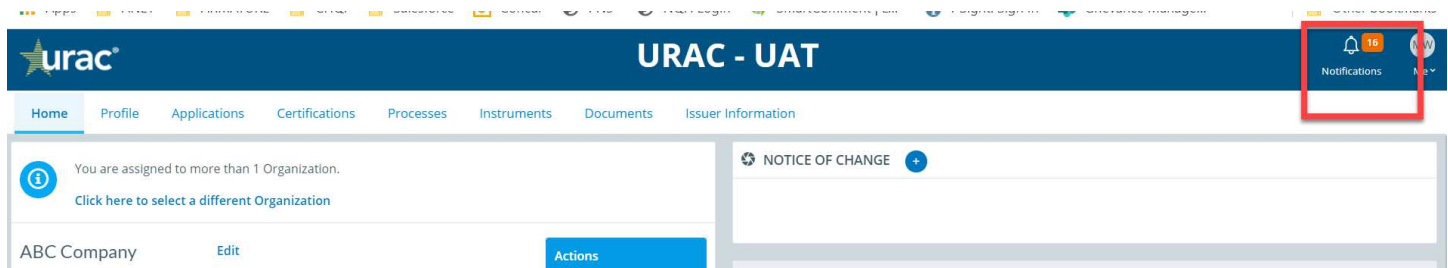
Scheduled Items		
Item	Begin	End
 <a href="#">App: Health Utilization Management v7.3</a>	Feb 1st	--
 <a href="#">App: Health Utilization Management v7.3</a>	Feb 1st	--
 <a href="#">App: Health Utilization Management v7.3</a>	Feb 1st	--

**Important!** In AccrediNet 3.0 an “instrument” refers to your accreditation/certification application.

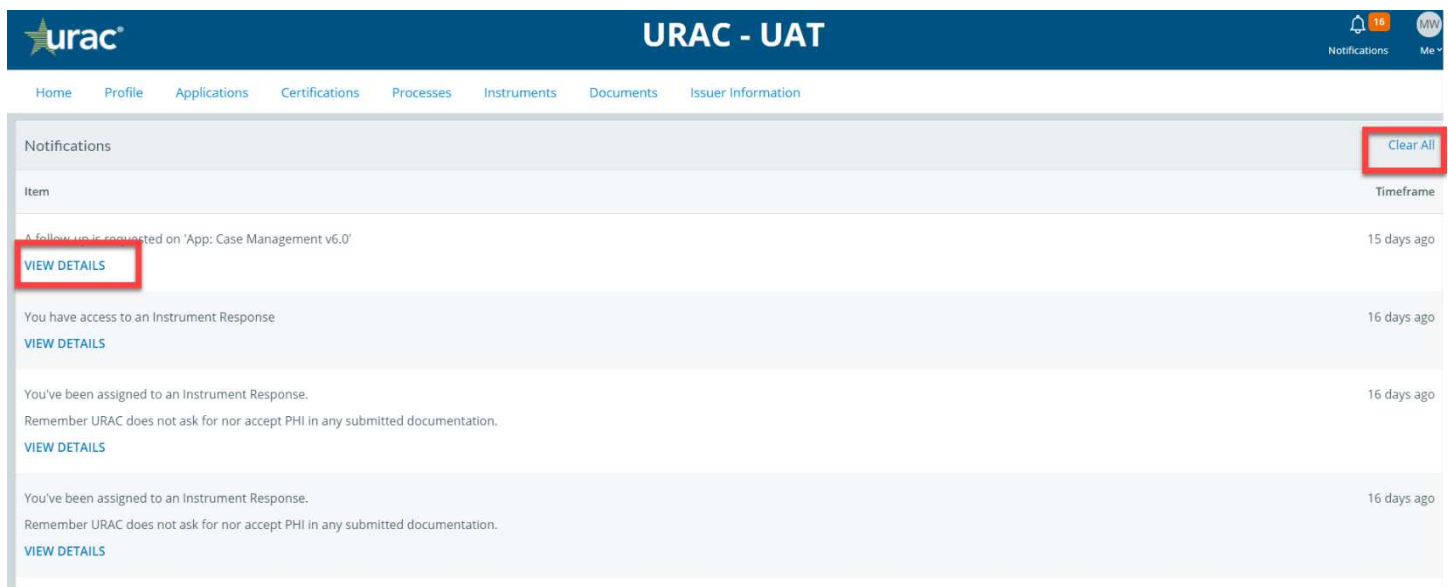
## Notifications

Organization contacts will receive notifications noted by a number next to the bell in the top right corner of your screen when certain actions need their attention.

- Dashboard notification with high-level information
- Email notification going to their inbox



Access your Dashboard Notifications by selecting the “**bell**” icon. Notifications are dismissed individually by selecting a “**View Details**” link or all at once by selecting the “**Clear All**” link on the top right of the notifications screen.



Email notifications are sent directly to you. System Email Samples:

---

**You've been assigned to the Instrument Response 'APP: Contact Center v1.0'**

---

**no-reply@urac.org** <no-reply@urac.org>  
To: clientemail@clientorg.com

Dear URAC Client,

You've been assigned to an Instrument Response.

Subject: APP: Contact Center v1.0  
Open Date: 2021-03-08  
Close Date: 2021-06-10

[Click here to access](#)

Sent from ARMATURE Fabric

---

**A follow-up is requested on 'APP: Contact Center v1.0'**

---

**no-reply@urac.org** <no-reply@urac.org>  
To: clientemail@clientorg.com

Dear URAC Client,

A change request has been submitted for a survey/assessment response that requires your input.

Instrument name: APP: Contact Center v1.0

[Click here to access](#)

Sent from ARMATURE Fabric

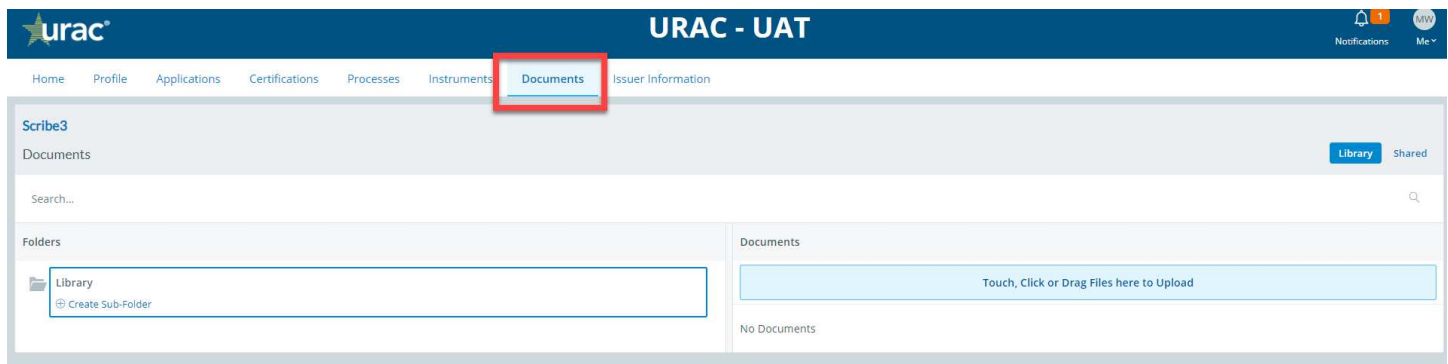
**Important!** All system generated emails will be sent from “no-reply@urac.org”. You should request this email address be white-listed in your organization’s email system.

## Documents

Certificates for accreditation/certification achievement are accessible via the “**Documents**” tab, filed in a folder within the “**Library**” section.

### Resource Documents (Program Guide/Standards)

The Program Guide and Standards have been uploaded to your organizations Documents folder for reference. In order to download these documents, navigate to the “**Documents**” tab on your Dashboard:



The screen will default to the “**Library**” tab within the “**Documents**” page. To download the Program Guide and Standards, select to the “**Shared**” tab:



## Accreditation/Certification

You can navigate to certification record via:

- Dashboard: Click on certificate type name
- Top navigation: Certification - Click on certificate type name

**urac®** URAC - UA

Home Profile Applications **Certifications** Processes Instruments Documents Issuer Information

Organization Profile

**ABC Company** [Edit](#)

2017-ORG-00012

Washington, District of Columbia

Primary Contact: Margaret Weisner

Primary Liaison: Derrick Wilder

**Certifications**

☒ Show Active Only

Certification Type	Status	Effective	Expires
<a href="#">Contact Center 1.0 - CCC-2</a>	Active	02/01/2021	02/01/2025
<a href="#">Telehealth v3.0: Consumer-to-Provider, Provider-to-Consumer, Provider-to-Provider - THH-1</a>	Active	02/01/2021	06/30/2021

When a record is selected via the certificate type name, the detail page will display current stats, historical decisions, sites and the seal (html code) to be copied and used on organization website.

**MBM Demo Org**

Current Certification Info

**Dental Network 7.2** Active

DNW-1 as of 10/28/2020

Status	Issued	Effective	Expires
Granted	10/28/2020	10/01/2018	10/01/2022

Scope Statement

Measurement-Based Health Care Designation

**Sites**

C/N	Site	Effective	Expires
DNW-1-1	MBM Demo Site 1 3340 Business Court Dulles, VA 20166 UNITED STATES	10/01/2018	10/01/2022

C/N	Decision	Effective	Expires	Source
DNW-1	Approve Accreditation Program Full Accreditation	10/01/2018	10/01/2022	APP-30

## Seals

URAC-accredited or certified organizations should display a valid, dated URAC Accreditation or Certification Seal applicable to your program status on your company website. The seal contains a hyperlink to your listing on the URAC Directory of Accredited Organizations or the URAC Directory of Certified Organizations web page as appropriate. With a “click-to-verify” Accreditation or Certification Seal, you ensure that anyone visiting your website can easily recognize and verify your status.

Embed Certification Seal HTML

```

<div>
  <a href="https://urac.fabricuat.armaturecorp.net/directory/#/accreditation/DNW-1/info">
    
  </a>
  <div>Dental Network</div>
  <div>10/01/2022</div>
</div>

```

Copy to Clipboard

Located on the Certification Record, AccreditedNet 3.0 provides a more versatile format for seal generation. The HTML code provided includes the URAC seal image, the program for which you have been accredited/certified, the expiration date of the accreditation/certification and an embedded link back to your organization’s directory information. **Copy the code provided to Notepad and save as an HTML file. Provide the file to your website administrator for incorporation on your website.**



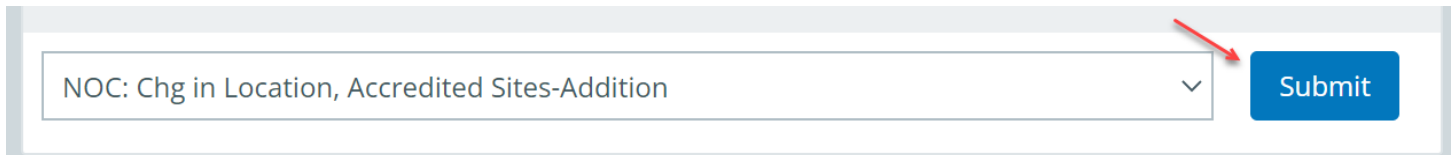
## Notice of Change (NOC)

Once created you can navigate to NOC record via:

- Dashboard: Click on NOC process listed
- Top navigation: Processes - Search and click on NOC process name

To start an NOC:

- Select the type of NOC that you wish to submit from the drop down menu in the “**Notice of Change**” widget on your Dashboard.
- Click on the “**Submit**” button.



The screenshot shows a user interface for submitting a Notice of Change (NOC). It features a light gray rectangular container. Inside, on the left, is a white dropdown menu with the text "NOC: Chg in Location, Accredited Sites-Addition" and a small downward-pointing chevron icon on the right. A red arrow points from the top right corner of the dropdown menu to a blue rectangular button on the right side of the container. The button has the word "Submit" in white text.

- After selecting the “**Submit**” button:
  1. The form that generates outlines the information that needs to be collected in order to process the NOC.
  2. Depending upon the type of NOC, you may be asked to provide the impacted Application Number.
  3. Once the information is entered, you can choose to “**Save**”, “**Submit**” or “**Abandon**” this form.

**Edit Form**

NOC: Change in Location, Accredited Sites-Addition

Please enter application number into the below textbox:

APP-2308

New Site Address:

12 Main Street

Address 2

Suite 33

City: State: Zip Code:

Phoenixville Pennsylvania 19460

What functions are performed at this location?

All accredited functions

Save Submit Abandon

Once “**Submit**” is selected, the NOC instrument will be available to URAC staff for processing.

## Application

In AccrediNet 3.0 an Application encompasses all necessary activities to achieve accreditation/certification, including the Process and the Instrument.

Users can go directly to the accreditation process or the instrument if needed however, URAC's recommendation is to start viewing information from the application listed on the Dashboard or via the **"Applications"** tab.

The screenshot displays the URAC - UAT interface. The top navigation bar includes the URAC logo, the title "URAC - UAT", and user information (Notifications: 36, Me). The main navigation menu has tabs for Home, Profile, Applications (selected), Certifications, Processes, Issues, Standards, Instruments, Documents, and Programs.

The "Applications" section shows details for Application: APP-29, Application Date: 10/28/2020, Type: Dental Plan, and Status: Open.

Below this, there are two main sections: Activities and Processes.

**Activities Table:**

Item	Begin	End
Application Open for Submission Accreditation	Oct 28th	Nov 28th in a month

**Processes Table:**

Process	Progress
Accreditation In Progress on 10/28/2020	18%

Below the Processes section, there are tabs for Overview (selected), Attributes, Artifacts, and History.

**Certifications Section:**

Dental Plan 7.4

Type	Status	Decision
Initial	--	--

Scope Statement: --

**Sites Section:**

Site	
MBM Demo Site 1 3340 Business Court Dulles, VA 20166 UNITED STATES	Dental Plan 7.4

**Top Widgets:** Confirms application information including as application number, application type, application date and status.

**Middle Widget:** Shows the active Activities and Processes in the application. The Activities indicates what's on the organization's task list at the time. Users can use either feature to navigate to the active activity and complete as needed.

- Complete the instrument(s) scheduled and assigned to the organization contacts (Application POC, Application User)
- Complete the process stage when done (submitted) all instruments

**Bottom Widget:** Displays overview information that organizations need to review before submitting application. If information is incorrect, contact your Client Relations Manager (CRM) to make necessary changes.

- Certificate type applied for
- Scopes
- Sites

**Important!** Please review the list of applicable site names and locations for accuracy. Notify your Client Relations Manager (CRM) if this list is inaccurate.

## Processes

There are different types of processes

- Accreditation process
- NOC processes per type

In all cases the process will work in a similar manner. You can access a process from:

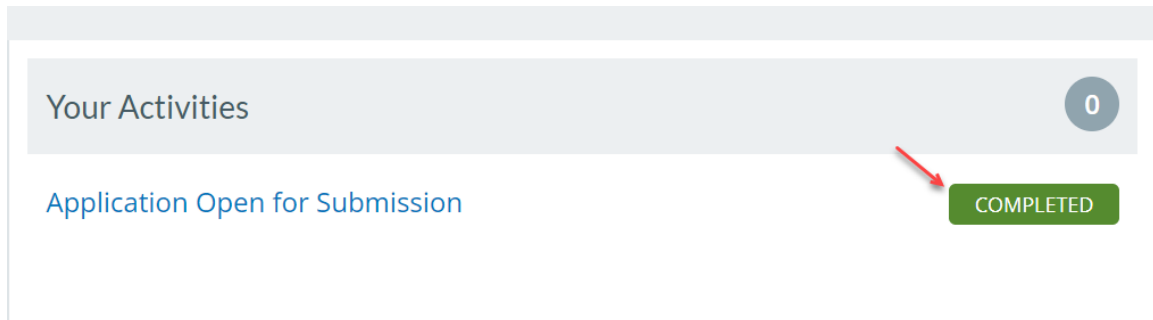
- Within an application
- From the Dashboard – incomplete processes
- “**Processes**” tab (top navigation)

The screenshot displays the URAC - UAT web application interface. The top navigation bar includes the URAC logo, the text 'URAC - UAT', and user information (Notifications: 36, Me). The main navigation menu is visible, with the 'Processes' tab selected. The page content shows details for 'MBM Demo Org - 2020-ORG-00053'. Under the 'Applications' section, 'APP-29' is listed with a status of 'Open' and a type of 'Dental Plan'. The 'MBM Demo Org' section shows 'Accreditation' as the selected process. The 'Process View' section displays a table with one item: 'Application Open for Submission', which is 'IN PROGRESS' and due on '11/28/2020'. To the right of the table, there is a summary card for the application, showing 'App: Dental Plan v7.4' and 'Open Date : 10/27/2020' with a progress indicator at 0%.

Item	Status	Due
Application Open for Submission	IN PROGRESS	11/28/2020

Name	Status
App: Dental Plan v7.4 Open Date : 10/27/2020	0%

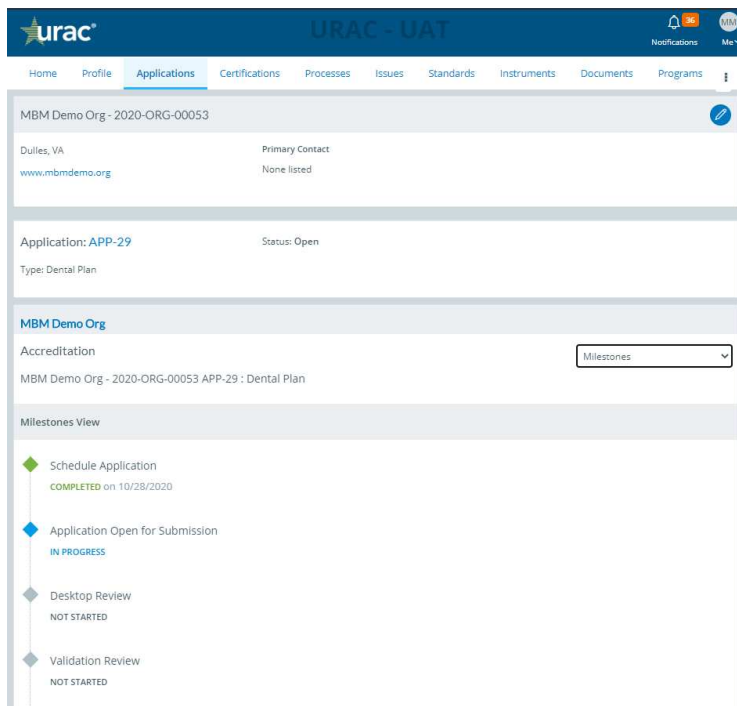
After opening the process tab, you'll see any process activity that's visible to the organizational contact. When the Application POC "Submits" the application Instrument, the "Application Submission" process step will automatically be marked as Complete.



**IMPORTANT!** When you submit the Instrument the "Application Submission" Process step will automatically update to Complete.

## Milestones

This is a high-level view of a process to help users understand how far their application is in the process.



## Instruments

Instruments are used to capture question responses or criteria compliance documentation. This feature is used for the following activities:

- Application instrument – for program, addendums, designations
- NOC Instrument forms

Instruments can be accessed in various ways:

- Dashboard > Scheduled Items: Lists all incomplete instruments
- Instrument (top navigation tab): Lists of all instruments including the completed instruments for the organization
- Associated processes will also list the scheduled instruments to be completed

The screenshot displays the URAC UAT interface. The top navigation bar includes links for Home, Profile, Applications, Certifications, Processes, Issues, Standards, Instruments, Documents, Programs, History, and Issuer Information. The 'Instruments' tab is selected.

**Instrument Overview**

**App: Dental Plan v7.4**

FOR	OPENS	CLOSES
MBM Demo Org	10/27/2020	12/31/2020
www.mbmddemo.org	COORDINATOR	STATUS
Dulles, Virginia	--	Not Started

Opened on October 27th, 2020 - Not Started

WAITING

**Instrument detail**

Progress	Documents	Issues	Assignees
0%			Introduction
0%			General Questions [M]
0%			CORE - Organizational Structure
0%			CORE - Policies and Procedures
0%			CORE - Regulatory Compliance
0%			CORE - Inter-Departmental Coordination
0%			CORE - Oversight of Delegated Functions
0%			CORE - Marketing and Sales Communications
0%			CORE - Business Relationships
0%			CORE - Information Management
0%			CORE - Quality Management
0%			CORE - Staff Qualifications
0%			CORE - Staff Management
0%			CORE - Clinical Staff Credentialing and Oversight Role
0%			CORE - Health Care System Coordination
0%			CORE - Consumer Protection and Empowerment
0%			Network Management

## Instrument Summary Page

- Instrument Overview: Name, start/end dates, and status
- Review Scoring Summary: Displays information after reviewer has gone through scoring and calculated score
- Instrument Detail
  - o Progress: List of pages in the instrument along with percentage of completion
  - o Documents: List all documents uploaded into instrument
  - o Assignees: List users assigned to the instrument to access

Users can navigate into the specific instrument pages using the page links on the right side of the screen.

**urac** **URAC - UAT** Notifications 2 Me

Home Profile Applications Certifications Processes Instruments Documents Issuer Information

### Instrument Overview

**APP: Remote Patient Monitoring International Accreditation v1.0**

FOR	OPENS	CLOSES
Scribe3	02/16/2021	--
scribe3.com	COORDINATOR	STATUS
testing, District of Columbia	--	Not Started

Opened on February 16th, 2021 - Not Started

### Review Scoring Summary

No Reviews

### Instrument detail

Progress Documents Issues Reports Assignees

Progress	Documents	Issues	Reports	Assignees
---				Introduction
0%				General Questions [M]
0%				Focus Area RPM-MDY: Mandatory Requirements
0%				Focus Area RPM-BR: Business Requirements
0%				Focus Area RPM-PO: Professional Oversight
0%				Focus Area RPM-QPS: Quality and Patient Safety
0%				Focus Area RPM-CW: Clinical Workflows
0%				Focus Area RPM-TE: Technology
0%				Focus Area RPM-RM: Risk Management
0%				Thank You [M]

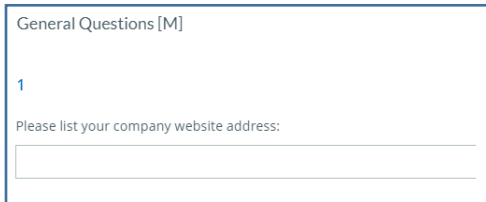
Submit



## Instrument Question Types

All accreditation/certification instruments begin with an Introduction, followed by a page of General Questions. In addition, some programs may include additional program specific questions. The program standards are listed on separate pages. A final Attestation, the “Thank You [M]” page concludes the application/certification instruments. The following types of questions can be found within the Instrument:

1. Text box: An open text field for data entry

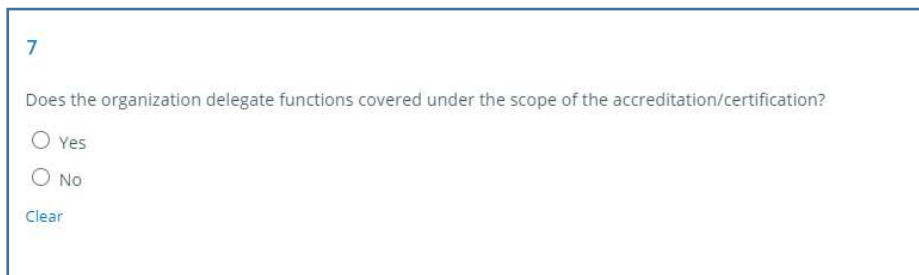


General Questions [M]

1

Please list your company website address:

2. Radio buttons: Used typically for yes/no questions. To use, simply select the icon next to the appropriate response:



7

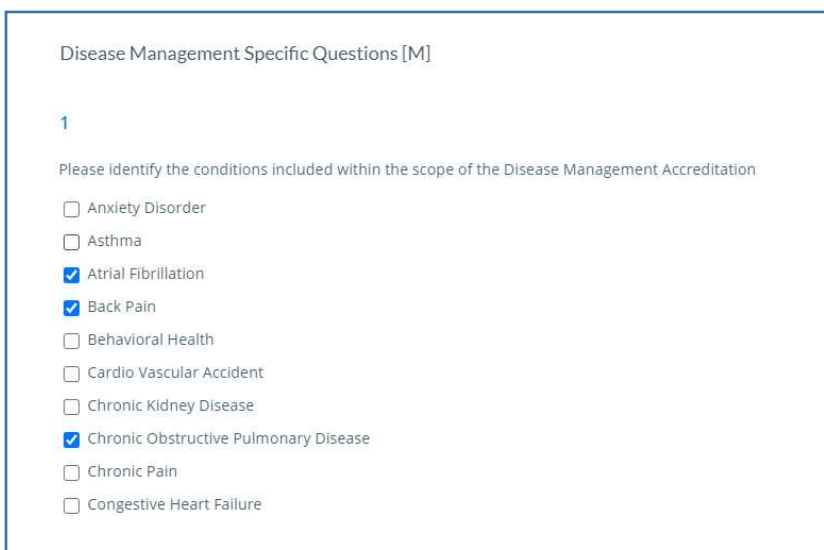
Does the organization delegate functions covered under the scope of the accreditation/certification?

☐ Yes

☐ No

[Clear](#)

3. Multi-select Buttons: Multiple options may be selected to provide the appropriate response to the question:



Disease Management Specific Questions [M]

1

Please identify the conditions included within the scope of the Disease Management Accreditation

- ☐ Anxiety Disorder
- ☐ Asthma
- ☒ Atrial Fibrillation
- ☒ Back Pain
- ☐ Behavioral Health
- ☐ Cardio Vascular Accident
- ☐ Chronic Kidney Disease
- ☒ Chronic Obstructive Pulmonary Disease
- ☐ Chronic Pain
- ☐ Congestive Heart Failure

4. Supporting Documentation: These questions allow you to upload evidence in the form of policies, procedures, minutes, etc. that demonstrate your organization's compliance with the Standard or Element of Performance:

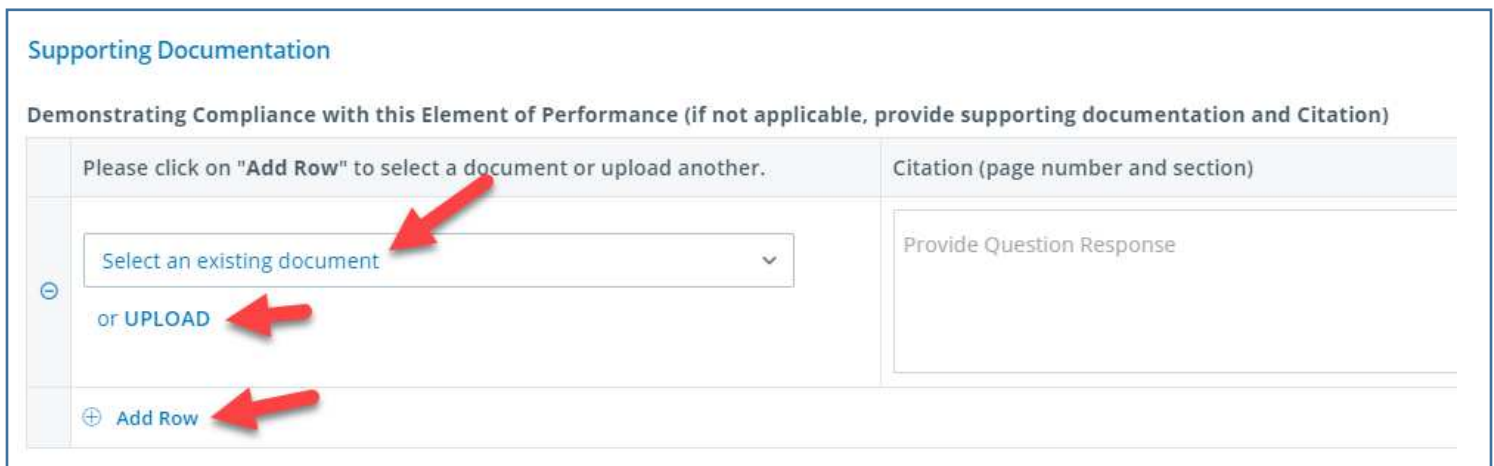


**Supporting Documentation**

Demonstrating Compliance with this Element of Performance (if not applicable, provide supporting documentation and Citation)

Please click on "Add Row" to select a document or upload another.	Citation (page number and section)
<div>⊕ Add Row</div>	

Select **"Add Row"** to enable the attach document function:



**Supporting Documentation**

Demonstrating Compliance with this Element of Performance (if not applicable, provide supporting documentation and Citation)

Please click on "Add Row" to select a document or upload another.	Citation (page number and section)
<div>⊖</div> <div> <div>Select an existing document</div> <div>or <b>UPLOAD</b></div> <div>⊕ Add Row</div> </div>	<div>Provide Question Response</div>

You can re-use an already-attached document or upload a document from file explorer. To attach additional documents, continue to use the **"Add Row"** function. In general, one or two documents can demonstrate compliance with an element. Only upload documents that specifically address compliance with the element. URAC will not review more than three documents per standard element prior to a "Request for Information" being sent.

Specify in the **"Citation (page number and section)"** text box the location within the attached document that the evidence is found. URAC will not accept or review any document that does not include a clear, specific citation.

**Important!** URAC will not review more than three documents per standard element prior to a "Request for Information" being sent.

**IMPORTANT!**

**DO NOT** submit any protected health information (PHI) or individually identifiable health information (IIHI) in your Supporting Documentation. PHI/IIHI is any information about health status, provision of health care, or payment for health care that can be linked to a specific individual. Submitting PHI/IIHI to URAC is strictly prohibited.

## Instrument Navigation

Navigate between instrument pages using the “PREV.” and “NEXT” icons at the bottom of each page or by using the page links on the right side of the screen.

The screenshot displays the URAC - UAT interface for the 'Disease Management Accreditation v4.2' instrument. The main content area shows the 'CORE 1-2: Organizational Structure' section, which is currently at 0% completion. The 'Progress' sidebar on the right lists various sections with their completion status: Introduction (0%), General Questions [M] (0%), Disease Management Specific Questions [M] (100%), CORE 1-2: Organizational Structure (0%), CORE 3: Policy and Procedures (0%), CORE 4: Regulatory Compliance (0%), CORE 5: Inter-Departmental Coordination (0%), CORE 6-9: Oversight of Delegated Functions (0%), CORE 10: Marketing and Sales Communications (0%), CORE 11-12: Business Relationships (0%), CORE 13-16: Information Management (0%), CORE 17-24: Quality Management (0%), and CORE 25-26: Staff Qualifications (0%). A red box highlights the 'SAVE' button in the top right corner. A red arrow points from the 'SAVE' button to the 'CORE 1-2: Organizational Structure' section in the progress list. At the bottom, red boxes highlight the 'PREV.' and 'NEXT' navigation buttons. The 'Submit' button is also visible in the bottom right corner.

Remember to select “**SAVE**” before moving between pages.

Only the Application POC can “**Submit**” an Instrument. All pages must be 100% complete before the “**Submit**” button is active.

## Request for Information (RFI)

Submitted instruments will go through URAC's Desktop Review (DTR) process with potential Request for Information (RFI). When an RFI is issued, assignees will receive notification via email and in within the "Notifications" screen accessible through the bell icon in the top right corner of the system banner.

- Feedback/Changes Requested: Indicates that there is feedback expected
- Orange Hazard Triangle: Indicates there is a question marked for follow-up on the page
- Review Scoring Summary: Shows the current score after the initial DTR and RFI rounds

The screenshot displays the URAC - UAT system interface. The top navigation bar includes the URAC logo, the text "URAC - UAT", and a notifications bell icon with a red "1" badge. Below the navigation bar, the "Instrument Overview" section on the left shows details for "APP: Remote Patient Monitoring International Accreditation v1.0", including the Scribe3 logo, submission date (February 19th, 2021), and a "Submitted" status. The "Review Scoring Summary" table shows a score of 0% for the Desktop Review. The "Instrument detail" section on the right lists various items with their completion status. A red box highlights the "FEEDBACK / CHANGES REQUESTED" tab in the overview section. Another red box highlights the "Progress" tab in the instrument detail section. A third red box highlights the "Filter" button in the bottom right corner of the interface.

Navigate to the page where further clarification or feedback is requested. You will be able to filter the page to just display those items requiring attention:

This screenshot shows a filtered view of the instrument details. The top section displays the instrument name "APP: Remote Patient Monitoring International Accreditation v1.0" and the Scribe3 logo. Below this, a message states "Showing all items but some require feedback / modification". A red arrow points to the "Filter" button in the bottom right corner of the interface.

Respond to each Request for Information by uploading a new or amended document. DO NOT delete any documents that were previously uploaded or linked to an element.

**Important!** You do not reply to the RFI, rather you need to upload additional documentation to demonstrate compliance.

Showing all items but some require feedback / modification

Filter

#### Supporting Documentation

On February 20th, 2021 at 12:11 PM, Maggie Cornett asked ...

"please cite specifically in the document where the response is found."



Reply

On February 19th, 2021 at 03:38 PM, Maggie Cornett asked ...

Demonstrating Compliance with this Element of Performance (if not applicable, provide supporting documentation and Citation)

Please click on "Add Row" to select a document or upload another.		Citation
<b>Test Doc 2.docx</b> Margaret Weisner - 02/19/2021 02:50:27 pm <a href="#">Download</a>   <a href="#">Change</a>   <a href="#">Show Remarks</a>		Citation Information entered here
<b>Test Doc 1.docx</b> Margaret Weisner - 02/19/2021 02:49:32 pm		page 16

Once you have responded to each of the RFIs, select "**Submit Changes**" to proceed. This will notify the URAC Reviewer that you have responded and are ready to proceed with the accreditation/certification process.

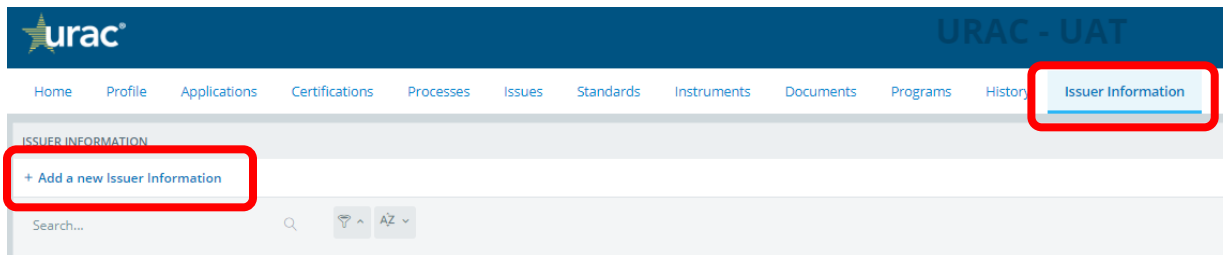
#### **IMPORTANT!**

**Do NOT delete any previously uploaded documents when responding to an RFI.**

## Issuer information

Your organization can view all issuer information at any point in time. However, you may only add or archive issuer records during an active application. Any changes during non-application periods should be done by submitting a **“NOC: Change in Issuer Information [For HPL, DPL and HIM only]”**

Access Issuer Information from top navigation bar:



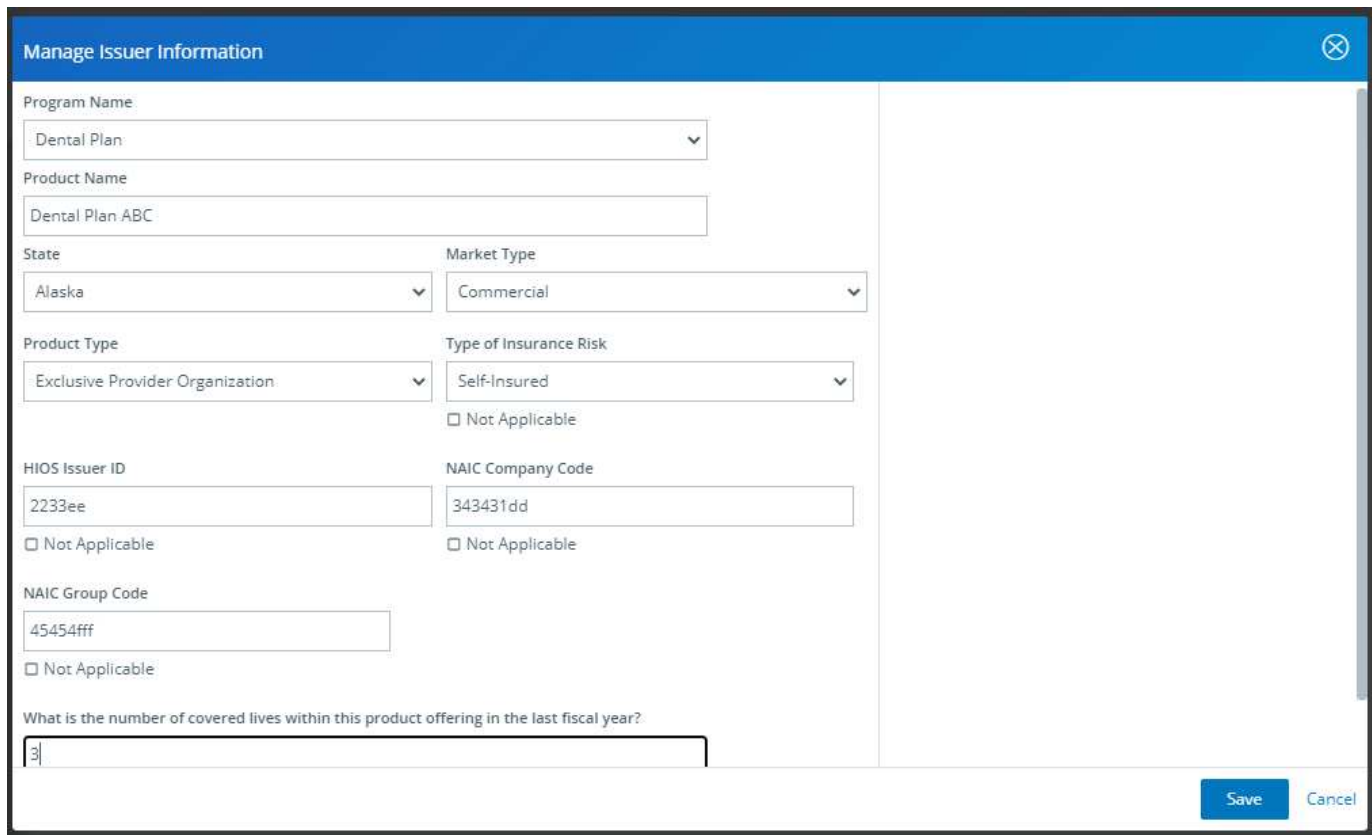
urac® URAC - UAT

Home Profile Applications Certifications Processes Issues Standards Instruments Documents Programs History **Issuer Information**

ISSUER INFORMATION

**+ Add a new Issuer Information**

Search...



**Manage Issuer Information**

Program Name  
Dental Plan

Product Name  
Dental Plan ABC

State  
Alaska

Market Type  
Commercial

Product Type  
Exclusive Provider Organization

Type of Insurance Risk  
Self-Insured  
☐ Not Applicable

HIOS Issuer ID  
2233ee  
☐ Not Applicable





NAIC Company Code  
343431dd  
☐ Not Applicable

NAIC Group Code  
45454fff  
☐ Not Applicable

What is the number of covered lives within this product offering in the last fiscal year?  
3

Save Cancel

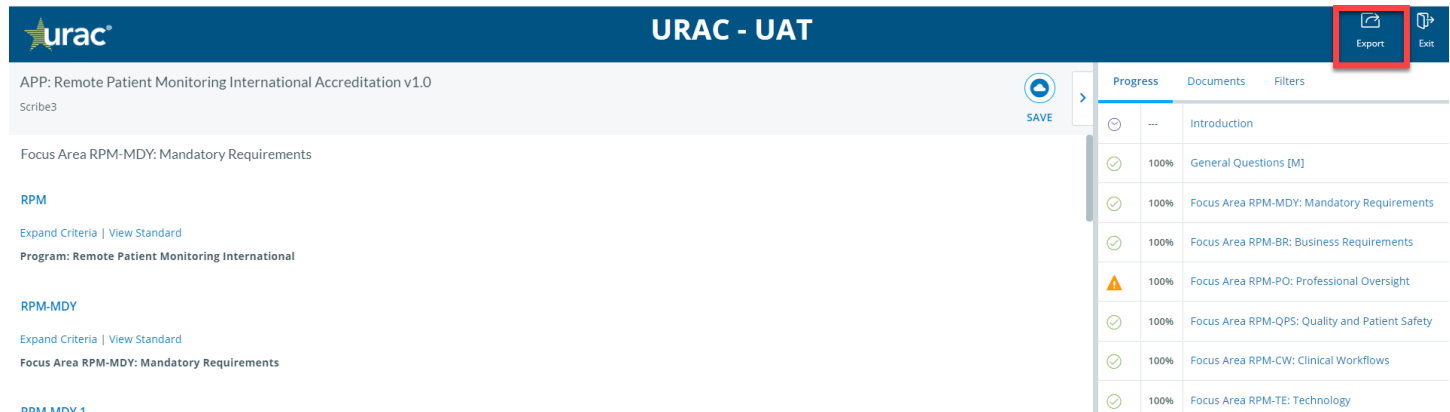
If Issuer Information has changed, you will need to archive the previous record and add a new one.

+ Add a new Issuer Information					
Search...   AZ 					
	Program Name	State	Market Type	Product Type	Created Date
	Dental Plan	American Samoa	Commercial	Exclusive Provider Organization	10/28/2020

**Important!** If the Issuer Information remains unchanged, you do not need to add or modify record.

## Export

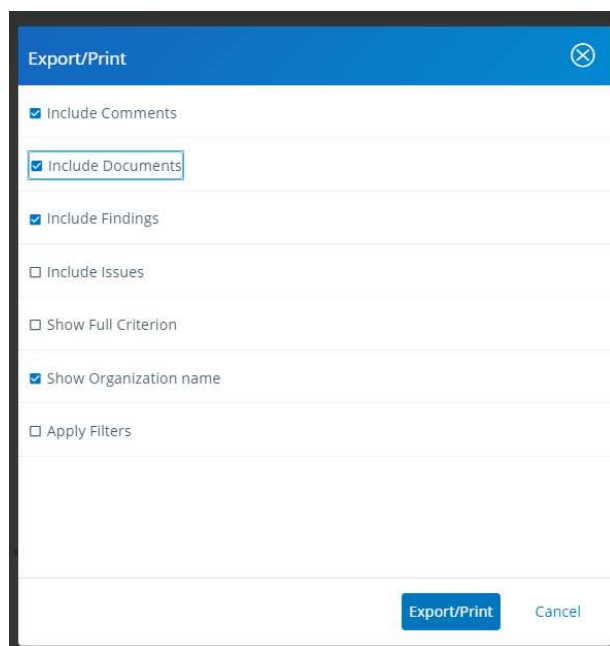
You can export details regarding your instrument submission from within your instrument by selecting the “**Export**” icon in the right upper corner of the banner:



The screenshot shows the URAC - UAT interface. The top banner is dark blue with the URAC logo on the left and the text "URAC - UAT" in the center. On the right side of the banner, there are two icons: "Export" (a document with a download arrow) and "Exit" (a door icon). The "Export" icon is highlighted with a red rectangle. Below the banner, the main content area is white. On the left, there is a sidebar with the following text: "APP: Remote Patient Monitoring International Accreditation v1.0", "Scribe3", "Focus Area RPM-MDY: Mandatory Requirements", "RPM", "Expand Criteria | View Standard", "Program: Remote Patient Monitoring International", "RPM-MDY", "Expand Criteria | View Standard", "Focus Area RPM-MDY: Mandatory Requirements", and "RPM-MDY 1". On the right, there is a table with the following columns: "Progress", "Documents", and "Filters". The table contains the following rows:

Progress	Documents	Filters
100%	...	Introduction
100%	100%	General Questions [M]
100%	100%	Focus Area RPM-MDY: Mandatory Requirements
100%	100%	Focus Area RPM-BR: Business Requirements
100%	100%	Focus Area RPM-PO: Professional Oversight
100%	100%	Focus Area RPM-QPS: Quality and Patient Safety
100%	100%	Focus Area RPM-CW: Clinical Workflows
100%	100%	Focus Area RPM-TE: Technology

Select the details you wish to include in the export:



The screenshot shows the "Export/Print" dialog box. It has a blue header with the text "Export/Print" and a close button (X). Below the header, there are several checkboxes and options:

- ☒ Include Comments
- ☒ Include Documents
- ☒ Include Findings
- ☐ Include Issues
- ☐ Show Full Criterion
- ☒ Show Organization name
- ☐ Apply Filters

At the bottom right of the dialog box, there are two buttons: "Export/Print" and "Cancel".



**URAC - UAT**

Export
Print
Exit

**APP: Remote Patient Monitoring International Accreditation v1.0**  
Scribe3

Introduction

Congratulations. Your organization has taken an important step in seeking URAC recognition. The URAC seal signifies that an organization has gone above and beyond regulatory compliance in its commitment to service excellence for patients, purchasers and providers. We commend you and your organization for your commitment to consumer safety and empowerment and wish you success as you work through the recognition program – be it accreditation, certification or designation.

Shawn Griffin, MD  
President and CEO, URAC

General Questions [M]

1

Please list your company website address:  
www.urac.org

You will be able to export to .pdf or print the results for your records.

## Important Contact Information

### Support

<https://www.urac.org/contact/>

### AccreditNet Helpdesk

The helpdesk is available Monday through Friday from 8 a.m. to 5 p.m. Eastern Time. To request assistance:

Phone: (202) 216-9010 (option 6)

Email: [accreditnet@urac.org](mailto:accreditnet@urac.org)

### Client Services Inquiries

Phone: (202) 326-3942

Email: [clientservices@urac.org](mailto:clientservices@urac.org)

### Accreditation Seal Use Approval, Press Release Approval and All Marketing-Related Inquiries

Phone: (202) 326-3968

Email: [marketing@urac.org](mailto:marketing@urac.org)