



United Concordia has received URAC's Health Network Accreditation, a significant milestone in our company's efforts to improve member care by increasing network quality – in terms of both provider attributes and process measures.

URAC's Health Network Accreditation is the leading accreditation program for health insurer's PPO and specialty networks. URAC's standards include key quality benchmarks for network management, provider credentialing, quality management and improvement, and consumer protection. Health Network Accreditation means United Concordia has undergone and passed a rigorous, independent, top-to-bottom review of every aspect of our network operations.

"United Concordia is committed to being a valuable partner to our dentists and a trusted dental care company to our members. Our URAC accreditation ensures that honor that commitment by employing industry best practices in all phases of managing our provider networks," said James Bramson, D.D.S., United Concordia chief dental officer. "We are proud to join a select group of health organizations nationwide that have worked to meet URAC's

rigorous standards for quality and accountability."

URAC's Health Network Accreditation standards address a company's approach to ensuring appropriate patient protections have been established. This includes policies for confidentiality of patient information, informed consent, dispute resolution and other issues. The standards also cover staff structure and qualifications, quality improvement, information management, oversight of delegated functions, ethics, complaints and the case management process.

"URAC has a modular approach to accreditation that allows for a diverse range of health care organizations to apply for accreditation with the flexibility to achieve accreditation for a wide spectrum of managed care services," said William Vandervennet, URAC chief operating officer. "This approach adapts to the continuing evolution of the health care system. We applaud United Concordia on achieving URAC's Health Network Accreditation, which is a mark of distinction demonstrating a commitment to quality health care."

URAC is an independent, nonprofit organization that promotes health care quality through its accreditation, education and measurement programs.



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