

# URAC Artificial Intelligence in Healthcare (AIHC) Accreditation

Presentation to the National Council of Insurance Legislators

Dr. Shawn Griffin, M.D.

April 19, 2026

# Agenda

Who is URAC?

The Role of Accreditation

AIHC Accreditation Development and Standards

Questions

# About URAC

Founded in 1990

Nonprofit

Validate  
quality across  
the health  
care landscape

Independent

No consulting



ACCREDITED



CERTIFIED



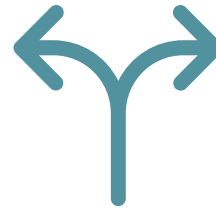
# URAC's Approach

Accreditation is all we do with quality as the focus

Our rigorous, meaningful standard reflect what quality looks like in health care for today and the future



**Education:** Helps teams build the knowledge to sustain improvements for the long haul



**Flexibility:** Recognizes strengths and needs of each organization

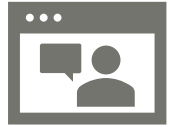


**Trust:** Builds long-term relationships to support ongoing excellence

# Diverse Stakeholders Govern URAC



# URAC's Accreditation Programs



## Digital Health

- Health Website
- Remote Patient Monitoring
- Telehealth
- Health Content Provider\*



## Health and Dental Plan

- Dental Network
- Dental Plan
- Health Network
- Health Plan
- Health Plan with Long-Term Services and Supports
- Marketplace Health Plan
- Medicaid Health Plan
- Medicaid Health Plan with Long-Term Services and Supports
- Medicare Advantage



## Patient Care Management

- Case Management
- Disease Management
- Health Contact Center
- Health Utilization Management
- Independent Medical Examination
- Independent Review Organization
- Workers' Compensation Utilization Management



## Mental Health and Substance Use Disorder (MH/SUD) Parity

- MH/SUD Parity Compliance Guide
- ParityManager™ Compliance Software
- MH/SUD Parity Accreditation



## Administrative Management

- Clinically Integrated Network
- Community Health Worker
- Credentials Verification Organization
- Employer-Based Population Health
- Health Contact Center
- Provider-Based Population Health
- Health Care Management\*



## Health Equity



## Mental Health at Work



## Pharmacy

- Infusion Pharmacy
- Medicare Home Infusion Therapy Supplier
- Mail Service Pharmacy
- Pharmacy Benefit Management
- Pharmacy Services (choose up to four modules)
  - Community Dispensing
  - Drug Therapy Management
  - Point of Care Testing
  - Vaccine Administration
- Specialty Pharmacy
- Specialty Pharmacy Services
- Rare Disease Center of Excellence\*



## Health Care AI

\* Denotes program is a certification

# The Role of Accreditation

# Regulation and Accreditation

Regulation sets the bar  
for safety

---

Accreditation sets  
the bar for quality



# ACCREDITATION PROCESS



# Why Accreditation Works

Based on best practices as reviewed by experts

Ensures data protection

Strengthens existing quality and safety measures

Confidence to patients, providers and payers

Ability to respond quickly to changes in industry dynamics

Trusted standards relied on by state legislatures and regulatory agencies

*Accreditation is a quality tool referenced in state law and regulations to supplement patient protection provisions and ensure high-quality, high-value care*

# URAC AIHC Accreditation Development and Standards

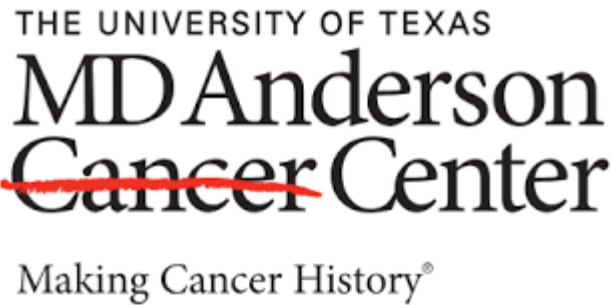
# URAC AIHC Accreditation Development

*The Existing Landscape for AI Users, Developers, Patients and Lawmakers*

- Growth of legislative proposals at state and federal levels
  - Thirty-eight states enacted AI measures in 2025 and all fifty states introduced and considered AI legislation
- Lack of clarity and transparency about the use of AI
  - Results in patients and other stakeholders often failing to understand how and when AI is used in their health care
- Uncertain statutory and regulatory requirements
  - Potentially conflicting standards across jurisdictions
- Need for flexible, adaptable standards

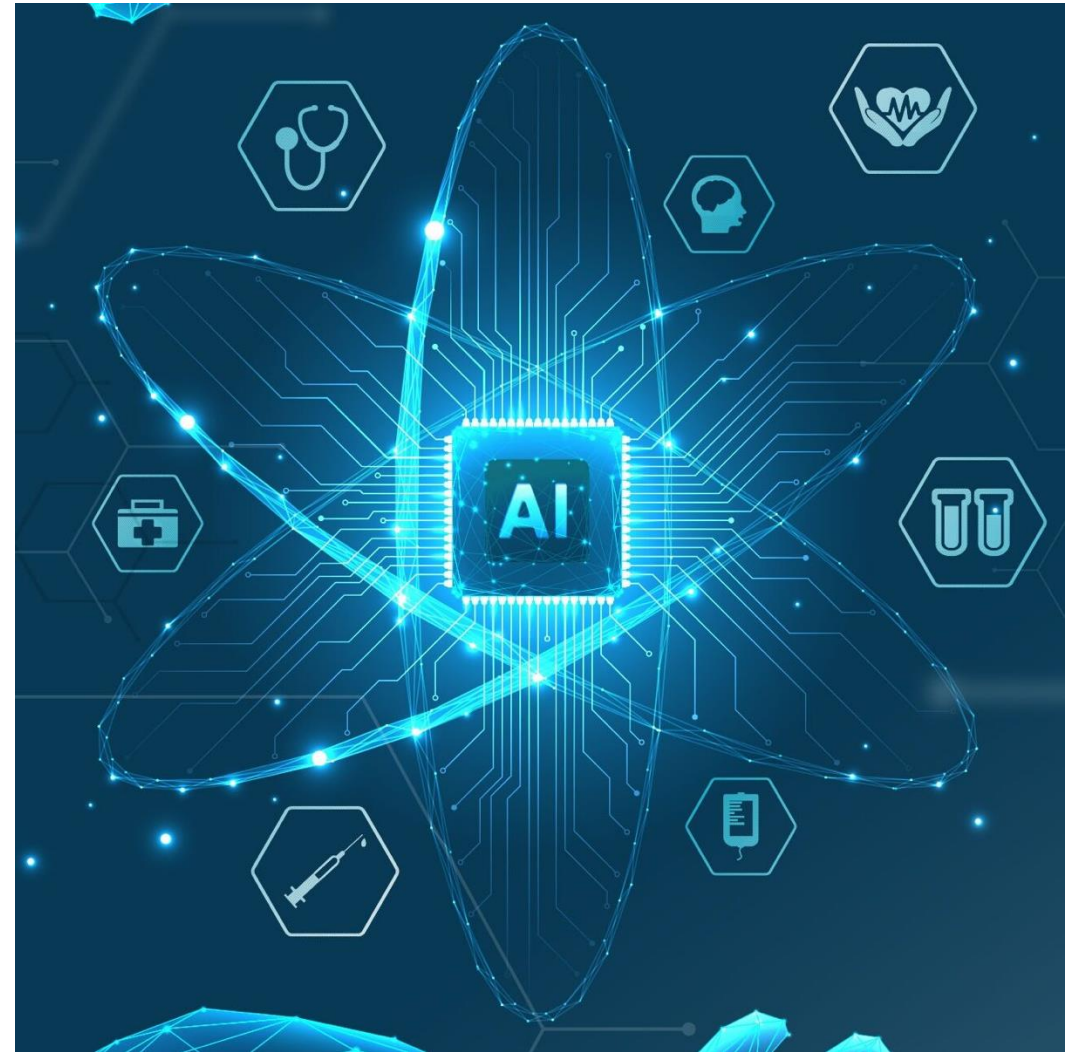
*AI is transforming health care and the need for trust, accountability and safety has never been greater.*

# URAC's Health Care AI Advisory Committee



# URAC AIHC Accreditation Program Objectives

- Provide framework for developing and using AI in healthcare
- Promote quality best practices for the industry
- Allow for innovation with appropriate guardrails for patient safety
- Promote compliance with regulatory requirements for the industry
- Continue to learn from the industry on the changing environment of AI



# URAC AIHC Accreditation Pathways

*URAC AIHC Accreditation is Designed to Give Health Care Organizations and Developers the Independent Validation They Need to Lead with Confidence*

## Health Care AI Users

- Hospitals, health systems, payers, providers
- AI governance
- Clinical oversight
- Data privacy and security
- Bias mitigation
- Workforce training

## Health Care AI Developers

- Vendors, developers, data scientists
- Transparent design and deployment
- Model risk management
- User education
- Responsible innovation
- Patient safety

# AIHC Foundational Focus Areas and Standards

*Applicable to Users and Developers*

*Designed to Emphasize Regulatory Compliance, Privacy, and Security*

## Standard RM 1: Regulatory Compliance and Internal Controls

RM 1-1: Regulatory Compliance Management

RM 1-2: Maintaining Compliance

## Standard RM-AI 2: Contracting

RM 2-1: Written Agreements

RM 2-2: Statement of Work

RM 2-3: Contract Management

## Standard RM-AI 3: Protection of Consumer Information

RM-AI 3-1: Privacy and Security of Consumer Information

RM-AI 3-2: Internal Safeguards

RM-AI 3-3: Privacy and Security Risk Assessment

## Standard RM-AI 4: Risk Analyses

RM-AI 4-1: Impact Analysis

RM-AI 4-2: Scalability Analysis

RM-AI 4-3: Technical Analysis

RM-AI 4-4: Business Continuity Plan

## Standard OPIN 1: Business Management

OPIN 1-1: Policy and Process Maintenance

OPIN 1-2: Delegation Management

## Standard OPIN 2: Staff Management

OPIN 2-1: Clinical Credentialing

OPIN 2-2: Employment Screening

OPIN 2-3: Staff Learning and Development

OPIN 2-4: Code of Ethical Conduct

OPIN 2-5: Employee Engagement

## Standard OPIN-AI 3: Leadership

OPIN-AI 3-1: Clinical Leadership

OPIN-AI 3-2: Technical Leadership

OPIN-AI 3-3: Ethical Leadership

## Standard PMI 1: Quality Management Program

PMI 1-1: Quality Structure

PMI 1-2: Data Collection and Analysis

# Health Care AI User Focus Area and Standards

*URAC AIHC Accreditation helps health systems, hospitals and provider organizations demonstrate the AI tools they are using are safe, ethical and effective*

- *Independent validation that AI use meets nationally recognized standards for safety, transparency and ethical governance*
- *Risk mitigation strategies to minimize risks associated with using AI in health care*
- *Operational confidence to ensure staff training, governance policies, and oversight processes are in place for AI adoption*

## AIHC User Standards

### Standard USER 1: AI System(s) User Management

USER 1-1: AI System(s) User Management Plan

USER 1-2: Annual AI System(s) User Management Plan Evaluation Outcomes

### Standard USER 2: AI System(s) User Testing

USER 2-1: AI System(s) Testing and Monitoring in User Setting

USER 2-2: Population Applicability Verification

### Standard USER 3: AI System(s) User Training

USER 3-1: Intended Use

USER 3-2: Population Applicability

USER 3-3: AI System(s) Results

### Standard USER 4: Appropriate Use of AI System(s)

USER 4-1: Responsible Use Assessment

### Standard USER 5: AI System(s) Use Disclosures

USER 5-1: Disclosure Procedures

USER 5-2: Disclosure of AI System(s) Use Impact

# Health Care AI Developer Focus Area and Standards

## AIHC Developer Standards

### Standard DEV 1: AI System(s) Management

DEV 1-1: AI System(s) Management Plan

DEV 1-2: Annual AI System(s) Management Plan Evaluation Outcomes

### Standard DEV 2: AI System(s) Build and Data Management

DEV 2-1: AI System(s) Build

DEV 2-2: AI System(s) Training

DEV 2-3: AI Data Governance

### Standard DEV 3: AI System(s) Testing

DEV 3-1: Pre-Deployment Testing

DEV 3-2: AI System(s) Validation and Evaluation

DEV 3-3: Addressing Drift and False Findings

### Standard DEV 4: AI Development Disclosures

DEV 4-1: Disclosure Procedures

DEV 4-2: Intended Use

DEV 4-3: Ethical Development and Use

DEV 4-4: Data Features

DEV 4-5: AI System(s) Testing Disclosure

DEV 4-6: Performance Limitations

*URAC AIHC Accreditation helps technology innovators demonstrate that their solutions meet the highest standards for safety, transparency and ethical deployment in health care*

- *Develops frameworks to align with evolving U.S. and international AI governance frameworks*
- *Demonstrates to health systems, payers and patients that AI solutions meet independent quality standards*
- *Provides credibility for new and evolving AI solutions with third-party validation of safety and trustworthiness*

# Benefits of Artificial Intelligence Accreditation

- Existing AI landscape is reminiscent of “wild west” telehealth and behavioral health landscape years ago
- AI is already being used and “point solutions” are marketing directly to employers, payers, providers, and consumers
- Patient health and safety, and billions of dollars of health care funding, dependent on development of national AI “guardrails”
- Lack of national “guardrails” means consumers and payers cannot distinguish safe, well-designed, and monitored options
- State regulatory variation means patchwork of laws even in the same communities
- URAC provides a pro-active common set of best practices to everyone in healthcare landscape from a name trusted for decades

# Questions and Answers