Certification Review (CR) Sample Agenda

**Note:** The suggested order of topics and proposed timeframes can be modified as needed to fit any unique circumstances of the review.

| Time (EST) | Topic | Description |
| --- | --- | --- |
| **9:00 AM – 9:15 AM** | Introductions | Each individual team lead should introduce their teams (name and role for those presenting). |
| **9:15 AM – 9:45 AM** | Medicaid & Project Overview | Provide a brief overview of Medicaid within the state as it relates to the system under review (e.g., MCO vs FFS, number of providers or members, or specific programs).  Provide a project background, history, and overview, which could include a project timeline, stakeholder feedback, lessons learned, notes about system development and architecture, integration with any other systems, and issues that had an impact to business. |
| **9:45 AM – 10:00 AM** | Operational Readiness Review (ORR) Recap | Provide an overview of any observations or recommendations provided during the ORR and any steps the state has taken to mitigate or rectify issues. Include any system enhancements that have been implemented since then. |
| **10:00 AM – 10:15 AM** | Break |  |
| **10:15 AM – 12:00 PM** | Module Outcome Demonstrations | Demonstrate the applicable CMS-Required outcomes, state-specific outcomes, or Electronic Visit Verification (EVV) criteria in the production environment.  If applicable, provide an overview of any open Severity 1 (critical) and Severity 2 (high) system defects or issues and business impact with planned resolution. |
| **12:00 PM – 1:00 PM** | Lunch |  |
| **1:00 PM – 1:15 PM** | CEF Q&A | Time to allow the CMS Certification Team to address any open questions or any new questions on this topic (no overview or demonstration needed from the state). |
| **1:15 PM – 1:45 PM** | Metric/KPI Discussion | Review the SMC metrics or EVV KPI data (Operational Report Workbook). Discuss any issues or trends that emerged in the metric or KPI data. |
| **1:45 PM – 2:00 PM** | Additional Q&A, Action Item Review and Next Step Discussion | Address any outstanding questions, review action items, and discuss next steps. |