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 – 9:05 AM** | Introductions | Each individual team lead should introduce their teams (name and role for those presenting). |
| **9:05 AM – 9:20 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 should include time to implement (project start date and go-live date), total cost of DDI, project timeline, stakeholder feedback, lessons learned, notes about system development and architecture, integration with any other systems, and issues that had an impact on business. |
| **9:20 AM – 9:30 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. |
| **9:30 AM – 10:00 AM** | Information Request Listing (IRL) | If the state did not respond to the IRL at least 2 business days before the review, present the IRL during the review and prepare answers to each question for discussion with the CMS Certification Team. |
| **10:00 AM – 10:15 AM** | Break |  |
| **10:15 AM – 12:00 PM** | Module Outcome Demonstrations | Demonstrate the applicable outcomes 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 Discussion | Review the metrics (Operational Report Workbook). Discuss any issues or trends that emerged in the metric 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. |