

# EQR PROTOCOL 1 – ASSESSING MCO COMPLIANCE WITH MEDICAID MANAGED CARE REGULATIONS

## Attachment C: Sample Site Visit Agenda

The purpose of the Agenda is to assure that all parties understand the purpose of the site visit and what will occur during the compliance sessions. The EQRO should prepare the Agenda and send it in advance to the individual representing the MCO in the Protocol 1 regulatory compliance review process. The MCO representative will be responsible for identifying the additional MCO participants who will contribute to each of the sessions. The agenda will also provide the locations where the meetings will occur. The number of days for the site visit will be determined by the EQRO based upon the estimated duration and number of meetings required to carry out the site visit. At the end of each day, the EQRO will lead a concluding meeting to discuss any outstanding information and answer any questions. At the end of the final day, the EQRO will provide concluding remarks and identify next steps in the review process.

### EQRO Site Visit Agenda

- Introduction of Participants
- Purpose of Meeting: To clarify MCO compliance with Protocol 1 Regulations
- Activities Day 1: Several Meetings will be held during the two-day period

Time	Regulatory Issue	Location	Participants	Comments/ Documents
(EQRO)	(EQRO)	(MCO)	(BOTH)	(EQRO)

\*The organization responsible for completing each part of the agenda is identified above in parenthesis.

- Final Meeting Day 1: Outstanding Issues from the first day
- Questions by either EQRO or MCO
- Activities Day 2:

Time	Regulatory Issue	Location	Participants	Comments/ Documents
(EQRO)	(EQRO)	(MCO)	(BOTH)	(EQRO)

\*The organization responsible for completing each part of the agenda is identified above in parenthesis.

- Final Meeting Day 2: Concluding Issues and Comments
- Description of next steps in the process
- Exit Meeting Day: Discussion of problematic findings to clarify reviewer understanding