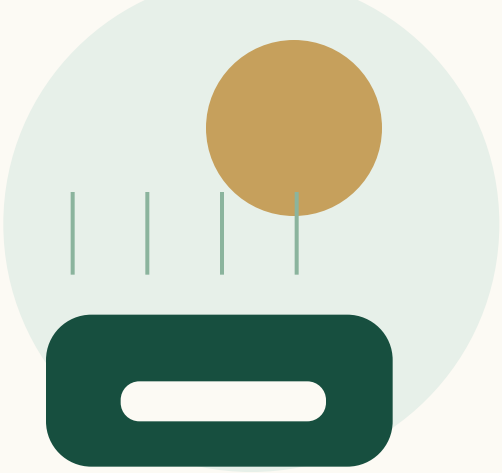
SAVOIR

INSTITUTE FOR PAYER CONFIGURATION

THREE-DAY CERTIFICATION PROGRAM

Payer Configuration Leadership Certification Program

Build the governance behind reliable configuration.



CFGL™ • CERTIFICATION PROGRAM

Who is this course for?

- Configuration managers and directors
- Payer technology and operations leaders
- Configuration team leads and consultants
- Implementation and transformation leaders

Learning objectives

- Design an accountable configuration operating model and decision-rights structure.
- Apply CLEAR™ through practical learning.
- Apply PROVE™ through practical learning.
- Prioritize portfolios using regulatory risk, capacity, quality and business impact.
- Lead a measurable configuration improvement and workforce development plan.

Included course materials

- Participant workbook and practical templates
- Applied case study, exercises and reference tools
- CLEAR™ and PROVE™ methodology guides
- Credential examination at the end of Day 3

Three-day agenda

DAY 1

DESIGN THE FUNCTION

- Configuration leadership and operating models
- Governance, roles and decision rights
- CLEAR™ practice
- Organization design workshop

DAY 2

CONTROL PERFORMANCE

- Intake, prioritization and capacity
- QA independence and release governance
- PROVE™ practice
- Performance, risk and team leadership

DAY 3

TRANSFORM & CERTIFY

- Vendor oversight and executive reporting
- 90-day leadership transformation capstone
- Credential exam | 1:00–4:00 p.m.
- Program closeout and evaluation

CFGL™ | The learning experience

PRACTICAL. STRUCTURED. EVIDENCE-LED.

A learning experience built for application

Learn through practical exercises, realistic payer scenarios, and knowledge checks. Vendor-neutral examples support application across payer platforms.

CLEAR™

- **C** Confirm
- **L** Locate
- **E** Extract
- **A** Analyze
- **R** Record

PROVE™

- **P** Pinpoint
- **R** Run
- **O** Observe
- **V** Verify
- **E** Evidence

Apply what you learn

REALISTIC PAYER CASE STUDY

A multi-product payer faces an aged backlog, uneven approvals and recurring production defects. Participants propose a governed operating model with quality controls and a 90-day improvement roadmap.

TAKEAWAY **Governance model + performance scorecard + 90-day transformation roadmap**

Earn your credential

Each participant completes the credential examination for this program on Day 3, from 1:00–4:00 p.m. Completing the course does not automatically confer certification; the credential is awarded only upon meeting SAVOIR's approved examination requirements.

DELIVERY	LEARNING APPROACH	EXAM
See selected learning format	Govern • Lead • Improve	Day 3

Explore SAVOIR programs at savoirinstitute.org