Operational Readiness Review (ORR) Sample Agenda

**Note**: The suggested order of topics and proposed timeframes can be modified as needed to fit the 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 – 10:15 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. |
| **10:15 AM – 10:45 AM** | Training and Outreach  | Provide details around plans and status of training end users. Discuss communications shared with and feedback from stakeholders. |
| **10:45 AM – 11:00 AM** | Break |  |
| **11:00 AM – 12:00 PM** | Testing and Defects  | Provide status of testing performed on project. Describe testing processes and results. List counts and status of defects for each testing level by severity. |
| **12:00 PM – 1:00 PM** | Lunch |  |
| **1:00 PM – 2:00 PM** | Module Outcome Demonstrations  | Demonstrate the applicable CMS-Required outcomes, state-specific outcomes, or Electronic Visit Verification (EVV) criteria in the test 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. |
| **2:00 PM – 2:15 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). |
| **2:15 PM – 2:30 PM** | Break |  |
| **2:30 PM – 3:00 PM** | Metric/KPI Discussion  | Review the SMC metrics or EVV KPI data definitions (Operational Report Workbook) and frequency to submit to CMS once in production. |
| **3:00 PM – 3:30 PM** | Additional Q&A, Action Item Review and Next Step Discussion | Address any outstanding questions, review action items, and discuss next steps. |