Electronic Visit Verification (EVV) Proprietary System Operator Onboarding Process

Version: 2.0

TABLE OF CONTENTS

1.0 Introduction

This document outlines the steps required by a Proprietary System Operator (PSO) to onboard their proprietary system (PS) in the Texas Electronic Visit Verification (EVV) operating environment managed by Health and Human Services Commission (HHSC) and the state Medicaid claims administrator, Accenture/Texas Medicaid & Healthcare Partnership (TMHP).

Electronic Visit Verification (EVV) proprietary system: An HHSC-approved EVV system that a program provider or financial management services agency (FMSA) may choose to use instead of an EVV vendor system that:

- Is purchased or developed by a program provider or an FMSA.
- Is used to exchange EVV information with the EVV Aggregator.
- Complies with the requirements of Texas Government Code §531.024172 and its successors.
- Complies with EVV Policy as it relates to EVV Proprietary Systems.
- Complies with HHSC EVV Business Rules for Proprietary Systems.

This document describes the process to obtain HHSC approval of a proprietary system.

2.0 Onboarding Process Overview and Timeline

The PSO onboarding process overview document located on the [TMHP EVV Proprietary Systems website](#) provides a short overview of the program provider and FMSA EVV proprietary system onboarding process with major milestones and **required time frames** based on the PSO assigned Go-Live date. PSOs must meet each of the required milestones in the PSO Onboarding Process for the Readiness Review session selected by the PSO.

3.0 PSO Onboarding Responsibilities

The responsibilities of the PSO during the onboarding process are to:

- Thoroughly review all HHSC EVV Policy, HHSC EVV Business Rules and technical specifications to determine if the proposed proprietary system meets the HHSC requirements.
- Provide the completed EVV Proprietary System Request Form to TMHP.
- Participate in a PSO introduction meeting with HHSC and TMHP to review the EVV Proprietary System Request Form and provide a basic overview of your organization and software vendor.
- Provide the completed Proprietary System (PS) Detailed Questionnaire to TMHP.
- Participate in a PSO planning meeting with HHSC and TMHP to review the requirements of onboarding as well as answer any questions from the program provider or FMSA.
- Demonstrate electronic data exchange and secure connectivity capabilities with TMHP prior to the start of the EVV proprietary system readiness review.
- Actively participate and successfully complete Readiness Review with HHSC and TMHP to:
  - Certify that the proprietary system, specific to the PSO, meets the requirements of the Texas Administrative Code (TAC), HHSC EVV policy, HHSC business rules and technical specifications that are included in the business rule appendices. PSOs can request access to webservices by contacting TMHP directly at EVV_PSO@tmhp.com.
  - Demonstrate the functionality of the system to HHSC using the scenarios detailed in the EVV Proprietary System Compliance Method - Demonstration document located on the [TMHP EVV Proprietary Systems website](#). A customized scoring worksheet will be provided to the PSO prior to the start of Readiness Review. This worksheet details which demonstration scenarios

HHSC will require and which it will waive for Readiness Review based on the specific criteria the PSO outlined in the completed PS Detailed Questionnaire.

- o Provide documentation that supports the scenarios specified in the EVV Proprietary System Compliance Method - Documentation document located on the [TMHP EVV Proprietary Systems website](). **The PSO must save all documentation and deliverables to a shared folder located at TMHP for review and approval. TMHP will contact each PSO directly to share the folder and give instructions for usage.** A customized scoring worksheet will be provided to the PSO prior to the start of Readiness Review. This worksheet details which documentation scenarios HHSC will require and which it will waive for Readiness Review based on the specific criteria of the PSO outlined in the completed PS Detailed Questionnaire.

- o Work with TMHP to validate all scenarios for Trading Partner Testing (TPT) located on the [TMHP EVV Proprietary Systems website](). A customized scoring worksheet will be provided to the PSO prior to the start of Readiness Review. This worksheet details which TPT scenarios HHSC will require and which it will waive for Readiness Review based on the specific criteria of the PSO outlined in the completed PS Detailed Questionnaire.

- Participate in meetings with HHSC and TMHP as needed to seek clarification on TAC rules, HHSC policy, business rules, technical specifications and other requirements, and to discuss implementation options the PSO is considering. The PSO is responsible for including essential PSO and software vendor personnel as needed in meetings and communications.

- Once HHSC has approved the PSO EVV system and certified its use in the Texas EVV production environment, the PSO must initiate a data transfer process with their existing EVV system, if applicable. The HHSC EVV Data Transfer policy is located on the [HHSC EVV website]().

During the PSO onboarding process, HHSC and TMHP may have questions for the PSO. When this occurs HHSC and TMHP will contact the PSOs Designated EVV Contact(s) listed on your completed EVV Proprietary System Request Form.

The PSO may contact HHSC for any questions related to HHSC EVV Policy or HHSC business rules at [EVV_PSO@hhs.texas.gov]().

The PSO may contact TMHP at [EVV_PSO@tmhp.com]() for all other subjects related to the onboarding process.

4.0 PSO Onboarding Process Phases

The PSO Onboarding Process consists of several phases:

- Onboarding Plan
- Proprietary System Customization
- Readiness Review
- Readiness Determination
- Deployment

This document or associated documents describes each of these phases.

5.0 Onboarding Plan Phase

5.1 Complete EVV Proprietary System Request Form

The PSO must complete and sign the EVV Proprietary System Request Form located on the TMHP EVV Proprietary System website by the registration cut-off of the requested Readiness Review session. The Form indicates that the program provider or FMSA has made the decision to operate a proprietary system for EVV in Texas.

5.2 Complete PS Detailed Questionnaire

The PSO must complete the PS Detailed Questionnaire Form located on the TMHP EVV Proprietary System website by the registration cut-off for the requested Readiness Review session. This form provides more detailed information related to the proposed proprietary system software, the electronic verification methods and types of services provided by the PSO. In addition, the PSO will provide the number of individuals receiving services, claims submission processes and provider enrollment information.

HHSC and TMHP will use the PS Detailed Questionnaire to determine which business rules HHSC will apply for each proposed proprietary system.

5.3 Participate in a PSO Planning Meeting with HHSC and TMHP

TMHP will contact the PSO to schedule a meeting to review the requirements of onboarding as well as answer any questions from the program provider or FMSA.

During the planning meeting, HHSC, TMHP and the PSO will determine the requirements for the Readiness Review by reviewing the completed PS Detailed Questionnaire. HHSC will determine what business rules to waive for the PSO, if any. HHSC and TMHP will update the EVV PSO Certification Form for the PSO as needed.

TMHP will contact the designated PSO EVV Contact to ensure the PSO has retrieved or been provided all EVV proprietary system customization documentation.

5.4 Demonstrate Electronic Data Exchange and Secure Connectivity Capabilities

The PSO will work with TMHP to validate secure connectivity through exchange of a secure EVV Visit Transaction file.

6.0 Proprietary System Customization Phase

HHSC expects the PSO to have developed their system prior to submitting the PSO Request Form. The Customization Phase continues during and after the onboarding planning phase.

The program provider or FMSA must access and review all PSO technical requirements documentation, including the HHSC EVV Business Rules and HHSC EVV Policy. All of the necessary documentation is located on the TMHP EVV Proprietary System website. TMHP will share certain system access documentations with the PSO during the Onboarding Plan phase.

During the customization phase, the PSO will make the changes necessary to ensure the proposed EVV system meets all the requirements per Section §531.024172 of the Texas Government Code

(and its successors), TAC rules, [HHSC EVV Policy](#) as they relate to EVV proprietary systems and HHSC EVV Business Rules for PS. Additionally, the PSO must perform complete testing of the proposed EVV proprietary system during the practice period prior to entering the Readiness Review phase.

7.0 Readiness Review Phase

To gain HHSC approval for a PSO to operate their proprietary system in the Texas EVV operating environment, HHSC and TMHP will conduct a validation process referred to as the Readiness Review phase with each PSO.

HHSC and TMHP will use the following four methods to score the PSO in the Readiness Review phase to document compliance:

- Certification
- Documentation
- Demonstration
- Trading Partner Testing

The PSO, HHSC and TMHP will execute the four methods concurrently.

The details of these methods and the method for scoring each scenario are described in the sections that follow. Each PSO will receive the scoring sheet HHSC has customized for their system based on information documented by the PSO in the PS Detailed Questionnaire.

There will be three rounds of scoring during the Readiness Review phase. At the end of each round, the PSO will receive feedback and results from HHSC and TMHP. The PSO will have five days between each round to make corrections to the system for those scenarios that received a failed score in the round. The PSO will then demonstrate, document or send trading partner testing file(s) during the next round to validate the corrections for the failed scenarios.

The PSO must receive a score of 100% in each of the methods for HHSC to approve their system as an EVV Proprietary System.

The PSO must prepare all Readiness Review documentation, schedule demonstrations and complete setup of TPT test data no later than the day prior to the Readiness Review begin date per the PSO Onboarding Process Overview located on the [TMHP EVV Proprietary System website](#).

7.1 Certification Method

The PSO Signature Authority must certify adherence to the TAC rules, HHSC Policy, and the HHSC EVV Business Rules for Proprietary Systems by signing the EVV Proprietary System Operator Certification Form .

The EVV Proprietary System Operator Certification Form documents the PSO certification and identifies the business rules that HHSC will waive (in whole or in part) as not applicable for the PSOs business based on information documented by the PSO in the PS Detailed Questionnaire.

7.2 Documentation Method

The PSO must provide documentation to determine adherence to specific business rules.

The EVV Proprietary System Compliance Method - Documentation document located on the [TMHP EVV Proprietary System website](#) indicates the business rules that require documentation and the required content for the documentation of each business rule.

The PSO must submit correct documentation for each business rule before the PSO can successfully complete this part of the PSO EVV Readiness Review unless HHSC previously waived the rule during the Onboarding Plan Phase.

7.3 Demonstration Method

The PSO must perform a system demonstration to members of the Readiness Review team for scoring adherence to specific business rules.

The EVV Proprietary System Compliance Method - Demonstration document located on the [TMHP EVV Proprietary System website](#) indicates the business rules that require demonstration and the demonstration steps that must be followed. The PSO must demonstrate and pass each business rule before the PSO can successfully complete this part of the PSO EVV Readiness Review, unless HHSC previously waived the rule during the Onboarding Plan Phase.

7.4 Trading Partner Test Method

The PSO must perform TPT with TMHP to determine adherence to specific business rules. HHSC and TMHP will determine the applicable rules for TPT based on information documented in the PS Detailed Questionnaire.

The approach for TPT with TMHP is scenario based. HHSC and TMHP developed the scenarios to cover multiple EVV PS business rules. The PSO must produce the required data and demonstrate the required processes to successfully send or receive the appropriate data using the EVV Transaction file.

The PSO must submit their request to perform TMHP TPT scoring for each round within the Readiness Review at least one week prior to the completion date of the round.

The PSO must pass each TPT scenario before the PSO can successfully complete this part of the PSO EVV Readiness Review unless HHSC previously waived the related business rule(s) during the Onboarding Plan Phase.

7.4.1 Trading Partner Test Scope

The PSO TPT will encompass the breadth of business and systematic functionality the EVV system will perform in the day-to-day EVV business. The PSO must demonstrate the business functions described in the HHSC EVV Business Rules for Proprietary Systems and produce testable data transfers between the PSO and TMHP. At a high level, the PSO must demonstrate the ability to determine member and provider eligibility, manage authorizations, create schedules, capture EVV visits, perform visit maintenance, and interact with the EVV Aggregator.

TMHP developed the TPT scenarios to mirror business processes and include specific testing criteria that will allow TMHP to analyze the data sent to the EVV Aggregator to determine whether the Readiness Review team can successfully pass the PSO for the test cases. Multiple web services or Electronic Data Interchange (EDI) X12 transactions are available through TMHP to assist in obtaining the required information. PSOs must utilize the respective web services and EDI X12 transactions to send and receive data successfully to and from the EVV Aggregator.

7.4.2 Trading Partner Test Scenarios

During the planning phase, TMHP will work with the PSO to determine the test scenarios that are applicable for the PSO from the established PSO EVV Test scenarios.

The PSO EVV Test Scenarios document located on the TMHP EVV Proprietary System website provides a list of the scenarios for the PSO to execute during TPT. Based on the information from the planning phase, TMHP will update the list of scenarios for each PSO to list the final test scenarios the PSO must execute to complete this part of the PSO EVV Readiness Review.

7.4.3 Trading Partner Test Set Up/Preparation

The PSO must complete several systems set up/preparation steps prior to beginning TPT with TMHP.

- The PSO has the option to use EDI X12 270/271 transaction processing. The PSO may exchange files with TMHP by Virtual Private Network (VPN) or Safe Harbor per the Acute Care and Long-Term Care companion guides located on the TMHP EVV Proprietary System website.
- The PSO must be enabled to exchange visit files to and from the EVV Aggregator by secure file transfer protocol (SFTP).
- The PSO may be enabled for access to web services for provider data and fee-for-service authorization data and payer data.
- The PSO must utilize the TMHP Regression Test environments to exchange files for testing with TMHP.

TMHP will provide the technical documentation to the PSO to gain access to the TMHP systems for data exchanges.

7.4.4 EVV Technical Documentation

TMHP will provide the PSO with EVV proprietary system technical information for exchanging data with TMHP including:

- Provider Web Service JavaScript Object Notation (JSON)
- Authorization Web Service (JSON)
- Payer Web Service (JSON)
- EVV Standard Reports Web Service (JSON)

7.4.5 Trading Partner Test Verification/Measurement

To pass TPT, the PSO must pass 100% of the test scenarios provided by TMHP. TMHP will provide the status of pass/fail tests as well as provide feedback on items not passed during TPT.

7.4.6 Trading Partner Test Data

TMHP will use production-like data to conduct trading partner testing. To complete the proprietary system TPT scenarios, the PSO will coordinate with TMHP for provider, client and authorization data. TMHP will work with the PSO to identify production-like data that the PSO can use for testing with the TMHP test environment so the testing incorporates end-to-end processes to complete the testing scenarios.

8.0 Readiness Determination Phase

8.1 Readiness Review Tracking

Based on Readiness Review determinations for each of the four methods of validation, HHSC and TMHP will track the PSO's progress toward meeting the PSO Readiness Review criteria. HHSC will use the EVV PS Readiness Review Overview Summary for tracking and will send the summary to the PSO at the end of each round.

8.2 Readiness Review Outcome

The HHSC and TMHP Readiness Review Team will determine the outcome of the Readiness Review. HHSC will communicate approval or disapproval to the PSO by letter (and email) within ten business days of the final review in the third round.

Each PSO will have three rounds of scoring to achieve a successful outcome. If the PSO does not achieve a score of 100% in any method during rounds one or two, HHSC and TMHP will send out the score received as well as feedback on the scenarios that did not pass. Should a PSO not achieve a successful outcome after all three rounds, then HHSC will not approve the EVV proprietary system for use in the Texas EVV operating environment.

HHSC and TMHP will require a 100% passing score of all Readiness Review methods to certify a proprietary system is ready for use for EVV production operations. Once a PSO achieves 100% score, HHSC will send an approval letter that will indicate the PSO, HHSC and TMHP have mutually agreed upon the effective date HHSC expects the PSO to Go-Live with production operations and begin using the approved system in service delivery.

If HHSC does not approve the EVV proprietary system after the Readiness Review, HHSC will send a denial letter at the end of the third round. The HHSC denial letter will list the failed scenarios, test cases and a list of the business rules the PSO was not able to validate.

If the PSO does not pass the Readiness Review process, the program provider or FMSA must then select an EVV vendor from the state pool per the EVV System Selection policy and onboard with the EVV vendor to comply with HHSC EVV requirements.

9.0 Deployment Phase

Once the PSO review is 100% successful, HHSC and TMHP will work with the PSO to perform the next steps to incorporate the PSO's EVV proprietary system into the Texas EVV operating environment, including issuing production credentials.

The PSO will take actions necessary to prepare for deployment to meet the targeted Go-Live date. PSO preparation will include data transfer from an existing EVV system, if applicable, obtaining production system access and verifying plans for production operations.

Following Go-Live, HHSC and TMHP will work with the PSO to verify the production system is operating as expected.

The PSO is responsible for operations staff and attendant training, training of CDS employers, if applicable, training HHSC staff and MCO staff, if contracted to deliver managed care services, and ensuring appropriate staff have access to the EVV Portal.

9.1 TMHP Issues Production Credentials

TMHP will provide the applicable production web services information, production submitter identification, production SFTP and other technical production environment information to allow the PSO to obtain the TMHP data necessary for EVV.

Additionally, TMHP will run production scripts to enable the production infrastructure necessary for sending and receiving visit files to the EVV Aggregator and allow display of information from the PSO EVV system in the EVV Portal. The PSO will execute connectivity testing of the production environment, Go-Live implementation, and production verification. The PSO EVV proprietary system must only send EVV visit transaction data to the TMHP EVV Aggregator for dates of service on or after Go-Live.

The PSO will be responsible for establishing and requesting access to the TMHP EVV Portal for their staff.

9.2 HHSC & TMHP Verify Production System Operation

HHSC and TMHP will monitor production activity for 30 days after Go-Live to ensure that the PSO EVV system is functioning as designed. The PSO will need to monitor their EVV Visit Transaction File responses and any rejections on the TMHP EVV Portal.

9.3 EVV Proprietary System Maintenance

The PSO is fully responsible for ongoing maintenance of the EVV proprietary system.

The PSO may not make changes to its approved EVV proprietary system that conflict with any state-defined EVV standards and requirements. In addition, the PSO must inform HHSC within two business days of discovery if the PSO is not compliant with any state-defined EVV standards and requirements.

HHSC may periodically change or update EVV standards, policies and requirements, including the HHSC EVV Business Rules for Proprietary Systems. HHSC will notify the PSO of updates to standards and requirements. The PSO assumes full responsibility to make updates to the EVV proprietary system and gain HHSC approval when HHSC publishes new standards or requirements.

HHSC will generally allow the PSO 90 calendar days to make the modifications necessary to comply with updated standards and requirements unless otherwise instructed by HHSC. In the event HHSC requires an emergency system or policy change, HHSC and the PSO will mutually agree upon an earlier effective date.

The PSO must notify HHSC of any planned system changes which alter a component of the system which the PSO tested, demonstrated or documented during the Readiness Review. Based upon the nature of the change, HHSC may require approval prior to the PSO implementing the change.

For any system changes HHSC requires, or changes HHSC approves, HHSC will specify Readiness Review steps that the PSO must complete prior to deployment.

TMHP will assist the PSO in resolving production problems in their EVV proprietary system related to data exchange with the EVV Aggregator as needed.

10.0 Document Change Log

Revision History

Version	Date MM/DD/YYYY	Name	Description
1.0	02/17/2020	Accenture/TMHP	Original document
2.0	11/20/2020	Accenture/TMHP	Update document for FY 2021 Onboarding