Electronic Visit Verification (EVV) Proprietary System Operator Onboarding Process

Version: 1.0

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 which is managed by Health and Human Services Commission (HHSC) EVV and their approved vendor, 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.

The process to obtain HHSC approval of a proprietary system is described in this document.

2.0 Onboarding Process Overview and Timeline

The PSO Onboarding Process Overview document provides a short overview of the onboarding process and required time frames based on the individual PSO go-live date into the Texas EVV operating environment. Each PSO will create a PSO Onboarding Project Plan with a go-live date to be used by HHSC and Accenture/TMHP to monitor progress. Accenture/TMHP will provide the project plan template to be used by each PSO in the creation of their PSO Onboarding Project Plan. See the Establish PSO Onboarding Project Plan and Go-Live Date section of this document for more information.

3.0 PSO Onboarding Responsibilities

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

- Provide the completed EVV Proprietary System Request form to Accenture/TMHP.
- Participate in PSO planning with HHSC and Accenture/TMHP to establish a PSO Onboarding Project Plan, which includes a go-live date for the PS.
- Deliver PSO monthly progress reports to HHSC and Accenture/TMHP by the agreed-upon monthly date in the PSO Onboarding Project Plan.
- Participate in meetings with HHSC and Accenture/TMHP as needed, to seek clarification on Texas Administrative Code (TAC), policy, business rules, technical specifications, etc., and to discuss implementation options being considered by the PSO.

During the PSO onboarding process, the PSO may have questions for HHSC or Accenture/TMHP and vice versa. HHSC and Accenture/TMHP will contact the PSO's Designated EVV Contact listed on the EVV Proprietary System Request Form. The PSO may contact HHSC and Accenture/TMHP at evv@tmhp.com. **Additionally, all documentation and deliverables must be submitted to evv@tmhp.com for review and approval.**

4.0 PSO Onboarding Process Phases

The PSO Onboarding Process consists of several phases:
- Planning
- Development or Customization
- Readiness Review
- Readiness Determination
- Deployment

Each of these phases are further described in this document or associated documents.

5.0 Planning Phase

5.1 Complete EVV Proprietary System Request Form

The PSO is responsible for completing the EVV Proprietary System Request Form to indicate the program provider or FMSA has made the decision to operate a proprietary system for EVV in Texas. The EVV Proprietary System Request Form is available on the EVV Forms page of the TMHP website.

5.2 Provide Technical Documentation to PSO

Once the EVV Proprietary System Request Form has been submitted and is complete, Accenture/TMHP will contact the designated PSO EVV contact to follow-up with the PSO that they have retrieved or been provided all EVV proprietary system development documentation.

5.3 Establish PSO Onboarding Project Plan and Go-Live Date

Accenture/TMHP will contact the PSO to schedule a meeting to discuss the development of a PSO Onboarding Project Plan. During this planning meeting, HHSC, Accenture/TMHP, and the PSO will determine the requirements for the Readiness Review that are not applicable for the PSO by working with the PSO to review the completed EVV PSO Detailed Questionnaire. Based on this information, the PSO will update the PSO Onboarding Project Plan to include the timelines and milestones for the Readiness Reviews. HHSC and Accenture/TMHP will update the Readiness Review documents for the PSO as needed.

The PSO Detailed Questionnaire is provided for the PSO to complete to determine requirements and tasks that are not applicable for the PSO.

The PSO Onboarding Project Plan is provided as a template for the PSO to complete with their implementation schedule.

The PSO Onboarding Project Plan includes phase gate milestones that must be completed to advance to the next phase of the PSO Readiness Review process.

The PSO will provide a Point of Contact that will be used to set up needed access in the proprietary system for state users (HHSC, Office of Inspector General, contract staff), managed care organizations, etc.

5.4 PSO Monthly Progress Reports

The PSO must submit monthly progress reports to Accenture/TMHP by the agreed-upon date each month, beginning the month following the initial planning meeting to discuss the development of the PSO Onboarding Project Plan. The progress reports will provide updates to HHSC and Accenture/TMHP relevant to the PSO EVV system development and testing against the jointly developed schedule. The progress reports will also be used to monitor progress through the Readiness Review and determine go-live status. Failure to provide timely and accurate status reporting may adversely affect the PSO's ability to enter Readiness Review. Delays in completing development and testing of the EVV system by the PSO will affect the PSO's ability to begin the Readiness Review phase. Additionally, failure to complete Readiness Review components on time may affect the go-live determination.

The PSO Monthly Progress Report template is provided for the PSO to communicate status to HHSC and Accenture/TMHP.

6.0 Development or Customization Phase

During the development or 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 PS, and HHSC EVV Business Rules for PS (except where waived in whole or in part by HHSC, based on information documented in the PSO Detailed Questionnaire).

Additionally, the PSO must perform complete testing of the proposed EVV proprietary system prior to entering the Readiness Review phase.

Current status must be submitted on the PSO Monthly Progress Reports as development and testing progresses, based on the dates and milestones contained in the PSO Onboarding Project Plan. Failure to provide timely and accurate status reporting may adversely affect the PSO's ability to enter Readiness Review.

The PSO must prepare all Readiness Review documentation, schedule demonstrations and complete TPT test data setup no later than the day prior to the Readiness Review begin date per the PSO Onboarding Project Plan.

7.0 Readiness Review Phase

To gain HHSC approval for a PSO to operate their PS in the Texas EVV operating environment, a validation process referred to as the Readiness Review phase will be conducted by HHSC and Accenture/TMHP with each PSO.

HHSC and Accenture/TMHP will use four methods to score the PSO during Readiness Review to document compliance:

- Attestation
- Documentation
- Demonstration
- Trading Partner Testing (TPT)

Details of these methods and the method for each business rule are further described in the sections that follow.

7.1 Attestation Method

The PSO must attest to adherence to the TAC rules, HHSC Policy, and the HHSC EVV Business Rules for Proprietary Systems.

The EVV Proprietary System Operator Attestation Form documents that attestation and identifies the business rules that will be waived by HHSC (in whole or in part) as not applicable for the PSO's business, based on information documented in the PSO 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 indicates the business rules that require documentation and the required content of the documentation for each business rule. Each business rule for documentation must be passed before the PSO can successfully complete this part of the PSO EVV Readiness Review unless the rule was waived during the Planning 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 indicates the business rules that require demonstration and the demonstration steps that must be followed. Each business rule for demonstration must be passed before the PSO can successfully complete this part of the PSO EVV Readiness Review, unless the rule was waived during the Planning Phase.

7.4 Trading Partner Test Method

The PSO must perform trading partner testing (TPT) with Accenture/TMHP to determine adherence to specific business rules.

The approach for trading partner testing with Accenture/TMHP is scenario based. The scenarios were developed by HHSC and Accenture/TMHP and may cover multiple EVV PS business rules

and require data and processes to be followed to successfully send or receive the appropriate data with Accenture/TMHP.

Each TPT scenario must be passed before the PSO can successfully complete this part of the PSO EVV Readiness Review, unless the related business rule(s) was waived during the Planning Phase.

Upon completion of TPT, the PSO will complete a TPT Results Approval form where the PSO verifies the PSO:

- Exchanged data successfully for all of the required test scenarios.
- Successfully processed data received in the EVV system.
- Completed testing using production-like data end-to-end and confirmed that the testing represents how the scenarios will be executed in production.

7.4.1   Proprietary System Operator TPT Scope

The PSO TPT will encompass the breadth of business and systematic functionality, which will be performed by the PSO in the day-to-day EVV business. The business function is described in the HHSC EVV Business Rules for Proprietary Systems and are testable via data transfers between the PSO and Accenture/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.

TPT scenarios have been developed to mirror business processes and include specific testing criteria that will allow Accenture/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 X12 transactions are available through Accenture/TMHP to assist in obtaining the required information. PSOs are required to utilize the respective web services, X12 transactions, as well as send and receive data successfully to and from the EVV Aggregator.

7.4.2   Proprietary System Operator TPT Test Scenarios

During the planning phase, Accenture/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 provides a list of the scenarios for the PSO to execute during TPT. Based on the information from the planning phase, the list will be updated for each PSO to list the test scenarios the PSO must execute to complete this part of the PSO EVV Readiness Review.

The PSO EVV Test Case Example document provides an example of a trading partner test case including the level of detail of the steps the PSO must complete for a test scenario. The test steps include specific data set-up, usage, and communication coordination to successfully complete each test scenario. Based on the information from

the planning phase, Accenture/TMHP will provide the PSO with all the test cases that the PSO must execute to complete TPT.

7.4.3 Proprietary System Operator TPT Set Up/Preparation

There are a number of system set up/preparation steps that must be taken prior to beginning TPT with Accenture.

- The PSO must be enabled for Electronic Data Interchange (EDI) X12 270/271 transaction processing. Exchange of files with Accenture/TMHP may be done by VPN or Safe Harbor per the companion guides located on tmhp.com.
- The PSO must be enabled to exchange visit files to and from the EVV Aggregator by SFTP.
- The PSO must be enabled for access to web services for provider data, fee-for-service authorization data and payer data.
- The PSO must utilize the Regression environments for the purpose of exchanging files for testing with Accenture/TMHP.

Accenture/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

Accenture/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 specifications

7.4.5 Proprietary System Operator TPT Verification/Measurement

To pass TPT, the PSO must pass 100 percent of the test scenarios provided by Accenture/TMHP. Status of pass/fail, as well as feedback for items not passed will be provided during TPT with Accenture/TMHP and the PSO.

7.4.6 Proprietary System Operator TPT Test Data

Accenture/TMHP uses production-like data to conduct trading partner testing. To complete the PS trading partner testing scenarios, the PSO will need to coordinate with Accenture/TMHP for provider, client, and authorization data. Accenture/TMHP will work with the PSO to identify production data that can be used for testing with the TMHP test environment. Therefore, the testing can incorporate production 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 Accenture/TMHP will track the PSO progress towards meeting the PSO Readiness Review criteria.

The EVV PS Readiness Review Overview Summary-Template provides an example of the tracking mechanism for the components of the Readiness Review phase for the PSO.

8.2 Readiness Review Outcome

The HHSC and Accenture/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 five business days of the final review.

A 100 percent passing score of all Readiness Review methods is required for a PS to be deemed ready for usage in EVV production operations. If the PSO review is 100 percent successful, HHSC and Accenture/TMHP will work with the PSO to perform the next steps to incorporate the PS into the Texas EVV operating environment, including issuing production credentials. Following go-live, HHSC and Accenture/TMHP will work with the PSO to verify the production system is operating as expected.

If the PSO is not approved as a result of the Readiness Review, then the letter will list the failed scenarios and/or test cases with a date for the PSO to re-review as determined by HHSC and Accenture/TMHP. The re-review will be based on the amount of time agreed upon between the PSO, HHSC, and Accenture/TMHP for the PSO to remediate any issues discovered during the Readiness Review. A maximum of three attempts, including the initial Readiness Review, will be allowed for the PSO to achieve a successful outcome. Should a successful outcome not be achieved, then the PSO will not be approved for use in the Texas EVV operating environment.

9.0 Deployment Phase

Once the PSO review is 100 percent successful, Accenture/TMHP will work with the PSO to provide the production web services information, production submitter identification, production secure file transfer protocol (SFTP), and other technical production environment information to allow the PSO to obtain the Accenture/TMHP data necessary for EVV. Additionally, Accenture/TMHP will run production scripts to enable the production infrastructure necessary for sending and receiving visit files to the EVV Data Aggregator and providing display of information from the PSO in the EVV Portal appropriately. The PSO will follow deployment phase tasks in the PSO Onboarding Project Plan for the connectivity testing of the production environment, go-live/implementation, and production verification.

10.0   Document Change Log

Revision History

Version	Date MM/DD/YYYY	Name	Description
1.0	02/17/2020	Accenture/TMHP	Original document