HHSC Electronic Visit Verification (EVV) Proprietary System Operator Onboarding Process
Proprietary System Operator (PSO) Onboarding Process Overview
Effective 2/17/2020

Due dates are based on PSO Go Live (GL) Date Established in PSO Onboarding Project Plan

Task	Responsible Party	Due Date (based on Go Live Date)	Resources
1. Complete EVV Proprietary System Request Form	PSO	GL minus at least 7 months	• EVV Proprietary System Request Form
2. EVV proprietary system development documentation to PSO	TMHP	5 business days after completed form is received	• HHSC EVV Business Rules for Proprietary Systems • HHSC EVV Policy • EVV Proprietary System Operator Onboarding Process
3. Establish PSO project plan and go live date	PSO, TMHP, HHSC	10 business days after completed form is received	• PSO Onboarding Project Plan
4. Develop (or customize) EVV system	PSO	Ending GL minus 2 months	• TMHP technical support as needed
5. PSO monthly progress reports	PSO	Beginning 1st month following completion of EVV Proprietary System Request Form and ending at beginning of readiness review	Status report showing: • Percentage complete for each major milestone on the established PSO project plan. • Identification of risks with mitigation strategies • Identification of issues with corrective actions and contingency plans (if applicable) The PSO Monthly Progress Report template is provided in EVV Proprietary System Operator Onboarding Process.
6. Readiness review	PSO, TMHP, HHSC	GL minus 2 months	• EVV Proprietary System Operator Onboarding Process
7. Make go/no go decision	HHSC	GL minus 10 business days	• Acceptance or rejection letter on HHSC letterhead to PSO executive leadership
8. Issue production credentials	TMHP	GL minus 5 business days	• TMHP sets up security access to EVV Aggregator in production
9. Verify production system operation	TMHP	GL plus 30 business days	• TMHP and HHSC monitor through TMHP EVV monthly status reporting