



Electronic Visit Verification (EVV) Proprietary System Operator Onboarding Process

Version: 3.1

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1.0 Introduction

This document outlines the steps required for 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, 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 HHSC 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.

There are two paths that can be taken for a Provider or FMSA to become a PSO:

- Path 1 is for a program provider or FMSA to submit a request to become a PSO with an EVV system that HHSC has not previously approved.
- Path 2 is for a program provider or FMSA submits a request with an EVV system that has been previously approved by HHSC. The list of Proprietary Systems Approved by HHSC can be found on the [TMHP EVV Proprietary Systems website](#).

See the Onboarding Process Overview and Timeline for more details on the differences between the two Paths available for onboarding.

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 timeframes** based on the PSO assigned Go-Live date. PSOs must meet each of the required milestones in the PSO Onboarding Process for the Operational Readiness Review (ORR) session.

3.0 PSO Onboarding Responsibilities

The responsibilities of the PSO during the Onboarding Process are to:

- Thoroughly review all HHSC EVV Policy, HHSC EVV PSO Business Rules and PSO technical specifications to determine if the proposed proprietary system meets the HHSC requirements.
- Complete and submit the completed EVV Proprietary System Request Packet to TMHP which includes:
 - EVV Proprietary System Request Form

- Proprietary System (PS) Detailed Questionnaire
- TMHP Interface Access Request for webservice and SFTP (for Path 2, TMHP will expedite this setup)
- Participate in a PSO introduction meeting with HHSC and TMHP to review the EVV Proprietary System Request Packet.
- Participate in a PSO planning meeting with HHSC and TMHP to review the requirements of the PSO Onboarding Process as well as have HHSC and TMHP answer any questions the program provider or FMSA may have.
- Demonstrate electronic data exchange and secure connectivity capabilities with TMHP prior to the start of the EVV proprietary system ORR. Note: Should the PSO indicate on the EVV Proprietary System Request Form that they have an agreement to onboard with an Approved Proprietary System, this will be an expedited process.
- Actively participate and successfully complete ORR 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 web services 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](#). HHSC will provide a customized scoring worksheet to the PSO prior to the start of the ORR. This worksheet will detail which demonstration scenarios HHSC will require and which it will waive for the ORR based on the specific criteria the PSO outlined in the completed PS Detailed Questionnaire.
 - 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 its use.** The customized scoring worksheet provided to the PSO prior to the start of ORR will detail which documentation scenarios HHSC will require and which it will waive for the ORR based on the specific criteria of the PSO outlined in the completed PS Detailed Questionnaire.
 - Work with TMHP to validate all scenarios for Trading Partner Testing (TPT) located on the [TMHP EVV Proprietary Systems website](#). The customized scoring worksheet provided to the PSO prior to the start of ORR will detail which TPT scenarios HHSC will require and which it will waive for the ORR 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 EVVPSO@hhs.texas.gov.

The PSO may contact TMHP at EVV_PSO@tmhp.com for all other subjects related to the PSO Onboarding Process.

4.0 PSO Onboarding Process Phases

The PSO Onboarding Process consists of several phases depending on the PSO selection of Path 1 or Path 2:

Path 1 Onboarding Process

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

Path 2 Onboarding Process

- Onboarding Plan
- Operational Readiness Review (expedited ORR to only include TPT and any additional review based on PSO selection of new or updated features in the original approved PSO system)
- Operational Readiness Determination
- Deployment

This document and associated documents describe 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 ORR 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 session registration cut-off date. 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 the PSO Onboarding Process as well as answer any questions the program provider or FMSA may have.

During the planning meeting, HHSC, TMHP and the PSO will determine the requirements for the ORR by reviewing the completed PS Detailed Questionnaire.

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

5.4 Demonstrate Electronic Data Exchange and Secure Connectivity Capabilities

The PSO must work with TMHP to demonstrate and validate a secure connectivity capability through the exchange of a secure EVV Visit Transaction file. The secure connectivity capability must be demonstrated prior to entering the ORR process.

6.0 Proprietary System Customization Phase

For those PSOs who choose Path 1 and plan to onboard with an EVV system not previously approved by HHSC, the Proprietary System Customization Phase will apply. For those PSOs who choose Path 2 and plan to onboard with an Approved Proprietary System and who will not make any additional customizations to the HHSC-approved version of the system, the Customization Phase will not apply.

HHSC expects the PSO to have developed their system prior to submitting the PSO Request Packet for Path 1. 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 PSO Business Rules and HHSC EVV Policies. All of the necessary documentation is located on the [TMHP EVV Proprietary System website](#) or the [HHSC EVV website](#). TMHP will share certain system access documents 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 Policies](#) and HHSC EVV Business Rules for Proprietary Systems. Additionally, the PSO must perform complete testing of the proposed EVV proprietary system prior to entering the Operational Readiness Review Phase.

7.0 Operational 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 Operational Readiness Review Phase with each PSO. HHSC may expedite this process for PSOs applying to use an EVV System previously approved by HHSC.

Answers provided by the PSO to specific questions in the PS Detailed Questionnaire about their chosen Approved Proprietary System and the use of the optional features (e.g. CDS workflow, Variable Schedules, Web Services) will be used to determine if an expedited ORR is required or the submission of a PSO Certification form only.

- If the answers to the questions in the PS Detailed Questionnaire align with the selected ORR approved PSO system, then no ORR would be necessary, the PSO will be required to sign off on their PSO Certification form and production setup activities.
- If the answers in the PS Detailed Questionnaire do not align with the chosen Approved Proprietary System, then TMHP/HHSC will create an ORR (Certification, Documentation, Demonstration and TPT) checklist for the PSO for only those features which were not previously reviewed and approved through the ORR.

HHSC and TMHP will use the following four methods to score the PSO in the Operational 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 ORR. At the end of each round, the PSO will receive feedback and results from HHSC and TMHP. 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. PSOs can “Go-Live” within 45-90 calendar days after all the ORR requirements are met and HHSC has issued the formal approval letter. If the PSO is not prepared to Go-Live within 45-90 calendar days after HHSC approval, the PSO will be subject to additional ORR and delayed implementation.

The PSO must prepare all ORR documentation, schedule demonstrations and complete setup of TPT test data no later than the day prior to the ORR 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 PSO's 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 ORR unless HHSC previously waived the rule during the PSO Onboarding Plan Phase.

7.3 Demonstration Method

The PSO must perform a system demonstration to members of the ORR 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 ORR, 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 Visit Transaction file.

The PSO must submit their request to perform TMHP TPT scoring for each round within the ORR 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 ORR unless HHSC previously waived the related business rule(s) during the Onboarding Plan Phase.

8.0 Operational Readiness Determination Phase

8.1 Operational Readiness Review Tracking

Based on ORR determinations for each of the four methods of validation, HHSC and TMHP will track the PSO's progress toward meeting the PSO ORR 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 Operational Readiness Review Outcome

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

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 ORR 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 ORR, 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 ORR 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 training operations staff and service providers, 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 TMHP 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 allow the PSO 45-90 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 ORR. 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 ORR 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
2.1	07/14/2021	Accenture/TMHP	Update for email address changes
2.2	10/14/2021	Accenture/TMHP	Updating for PSO Transformation Model recommendations
3.0	12/01/2021	HHSC	Updated for PSO Transition Model
3.1	02/01/2021	Accenture/TMHP	Updated for PSO Transition Model