



Electronic Visit Verification (EVV)
Proprietary System Operator
Onboarding Process

Version: 4.0

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1.0 Introduction

This document outlines the steps required for a program provider or financial management services agency (FMSA) 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).

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 data with the EVV Aggregator.
- Complies with HHSC EVV Policy as it relates to EVV Proprietary Systems.
- Complies with HHSC EVV Business Rules for Proprietary Systems.
- Complies with the requirements of Texas Government Code §531.024172 or its successors.

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

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

- **The Standard Path** is for requesting approval to use an EVV system **that HHSC has not been previously approved**.
- **The Expedited Path** is for requesting approval to use an existing operational EVV system **that HHSC has previously approved**. The list of approved EVV Proprietary Systems can be found on the [TMHP EVV Proprietary Systems webpage](#).

See the [PSO Onboarding Process Overview and Timeline](#) document for the activities and milestones associated with each Path.

2.0 Onboarding Process Overview and Timeline

The PSO Onboarding Process Overview and Timeline document located on the [TMHP EVV Proprietary Systems website](#) provides an overview of the proprietary system onboarding process with major milestones and **required timeframes** for each Path. Program providers and FMSAs must meet each of the required milestones during the Operational Readiness Review (ORR) session portion of the PSO onboarding process.

3.0 PSO Onboarding Responsibilities

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

- Thoroughly review the HHSC EVV Policy Handbook, HHSC EVV Business Rules for Proprietary Systems, and PSO technical specifications to determine if the proposed proprietary system meets the HHSC requirements.
- Complete and submit the completed EVV Proprietary System Request Form to TMHP.

- Participate in a 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 program provider or FMSA 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 program provider or FMSA, 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 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 program provider or FMSA outlined in the completed EVV Proprietary System Request Form.
 - 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 program provider or FMSA must save all documentation and deliverables to a shared folder located at TMHP for review and approval. TMHP will contact each program provider or FMSA directly to share the folder and give instructions for its use.** The customized scoring worksheet provided to the **program provider or FMSA** 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 **program provider or FMSA** outlined in the completed EVV Proprietary System Request Form.
 - Work with TMHP to validate all scenarios for [EVV Proprietary System Compliance Method – 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 **program provider or FMSA** outlined in the completed EVV Proprietary System Request Form.
- 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 **program provider or FMSA** is considering. The **program provider or FMSA** is responsible for including essential PSO and software vendor personnel as needed in meetings and communications.
- Once HHSC has approved the proprietary 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. Refer to 5300 Transferring EVV Systems in the EVV Policy Handbook located on the [HHSC Electronic Visit Verification](#) website for more information..

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 Standard Path or Expedited Path:

Standard Path Onboarding Process

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

Expedited Path 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 proprietary 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 **program provider or FMSA** must complete and sign the EVV Proprietary System Request Form located on the [TMHP EVV Proprietary System website](#). The form indicates that the program provider or FMSA has made the decision to operate a proprietary system for EVV in Texas. This form provides more detailed information related to the proposed proprietary system software, the electronic verification methods and types of services provided by the **program provider or FMSA**. In addition, the **program provider or FMSA** will provide the number of individuals receiving services, claims submission processes and provider enrollment information.

HHSC and TMHP will use the EVV Proprietary System Request Form to determine which business rules HHSC will apply for each proposed proprietary system.

5.2 Participate in a PSO Planning Meeting with HHSC and TMHP

TMHP will contact the **program provider or FMSA** 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 **program provider or FMSA** will determine the requirements for the ORR by reviewing the completed EVV Proprietary System Request Form.

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

5.3 Demonstrate Electronic Data Exchange and Secure Connectivity Capabilities

The **program provider or FMSA** 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 **program providers or FMSAs** who choose the Standard Path Onboarding Process and plan to onboard with an EVV system that HHSC has not previously approved, the Proprietary System Customization Phase will apply. For those PSOs who choose the Expedited Path Onboarding Process 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 Form for the Standard Path Onboarding Process.

The program provider or FMSA must access and review all technical requirements documentation, including the HHSC EVV 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 **program provider or FMSA** during the Onboarding Plan Phase.

During the Customization Phase, the **program provider or FMSA** will ensure that all 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 **program provider or FMSA** 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 **program provider or FMSA** 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 **program provider or FMSA**.

HHSC and TMHP will use the following four methods to score the **program provider or FMSA** in the Operational Readiness Review Phase to document compliance:

- Certification
- Documentation
- Demonstration
- Trading Partner Testing

The **program provider or FMSA**, HHSC and TMHP will execute the required methods concurrently. HHSC may expedite this process for **program provider or FMSA** applying to use an EVV System HHSC has previously approved.

Answers provided by the **program provider or FMSA** to specific questions in the EVV Proprietary System Request Form 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 demonstration and documentation review is required or the participation in the TPT scoring is sufficient.

- If the answers to the questions in the EVV Proprietary System Request Form align with the selected proprietary system, then no ORR demonstration or documentation review would be necessary, the **program provider or FMSA** will be required to sign off on their Certification form and production setup activities.
- If the answers in the EVV Proprietary System Request Form do not align with the chosen Approved Proprietary System, then TMHP/HHSC will create an ORR (Certification, Documentation, Demonstration and TPT) checklist for the **program provider or FMSA** for only those features which were not previously reviewed and approved through the ORR.

The details of these methods and the method for scoring each scenario are described in the sections that follow. Each **program provider or FMSA** will receive the scoring sheet HHSC has customized for their system based on information documented by the **program provider or FMSA** in the EVV Proprietary System Request Form.

There will be three rounds of scoring during the ORR. At the end of each round, the **program provider or FMSA** will receive feedback and results from HHSC and TMHP. The **program provider or FMSA** will then demonstrate, document or send trading partner testing file(s) during the next round to validate the corrections for the failed scenarios.

The **program provider or FMSA** must receive a score of 100% in each of the required methods for HHSC to approve their system as an EVV Proprietary System. **Program providers or FMSAs** 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 may be subject to additional ORR and delayed implementation.

The program provider or FMSA 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 and Timeline document located on the [TMHP EVV Proprietary System website](#).

7.1 Certification Method

The program provider or FMSA 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 program provider or FMSA certification and identifies the business rules that HHSC will waive (in whole or in part) as not applicable for the program provider’s or FMSA’s business based on information documented by the program provider or FMSA in the EVV Proprietary System Request Form.

7.2 Documentation Method

The program provider or FMSA 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 program provider or FMSA must submit correct documentation for each business rule before the program provider or FMSA 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 program provider or FMSA 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 program provider or FMSA must demonstrate and pass each business rule before the program provider or FMSA 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 program provider or FMSA 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 EVV Proprietary System Request Form.

The [EVV Proprietary System Compliance Method – Trading Partner Testing](#) document located on the [TMHP EVV Proprietary System website](#) indicates the scenarios that will be reviewed during the TPT portion of the ORR. The approach for TPT with TMHP is scenario based, HHSC and TMHP developed the scenarios to cover multiple EVV PS business rules. The program provider or FMSA 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 program provider or FMSA 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 required methods of validation, HHSC and TMHP will track the program provider or FMSA'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 program provider or FMSA 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 program provider or FMSA by letter (and email).

Each program provider or FMSA will have three rounds of scoring to achieve a successful outcome. If the program provider or FMSA 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 program provider or FMSA 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 program provider or FMSA achieves 100% score, HHSC will send an approval letter that will indicate the program provider or FMSA, 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 program provider or FMSA was not able to validate.

If the program provider or FMSA does not pass the ORR process, the program provider or FMSA must choose to stay with their existing state pool vendor or 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 program provider or FMSA review is 100% successful, HHSC and TMHP will work with the program provider or FMSA to perform the next steps to incorporate the PSO's EVV proprietary system into the Texas EVV operating environment, including issuing production credentials.

The program provider or FMSA 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 (if applicable), 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, by reviewing the information listed on the [TMHP EVV Training website](#) and referring to the [EVV Portal Job Aid](#).

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	02/01/2022	Accenture/TMHP	Updated for PSO Transition Model
4.0	07/11/2022	Accenture/TMHP	Updated for PSO Transition Model