

TIMEKEEPING AND SPENDING-SUMMARY SYSTEM

Frequently Asked Questions

About Pavillio EVV

As a Minnesota-based company developed specifically for caregiving agencies and support providers, Cashé Software offers Pavillio EVV app – a robust, software solution for complying with federal regulations and mandates, including the Americans with Disabilities Act (ADA), the Health Insurance Portability and Accountability Act (HIPAA), and Electronic Visit Verification (EVV).

Highlights of the new system:

- Mobile, tablet, and computer app that can be used for time entry and approvals
- Ability to provide budget expense summaries for participants
- Multi-lingual translation to increase accessibility
- Ongoing, custom software updates to further improve the user experience

Below are responses to common inquiries about our new timekeeping and spending-summary system. Should you have any additional questions, please do not hesitate to reach out to us: **651-454-2732** | cashesupport@lifeworks.org

Why did Lifeworks select this new system?

As a provider of self-directed services, Lifeworks wanted to offer a more user-friendly experience for participants that ensured compliance with [Electronic Visit Verification](#) – a federal mandate that Minnesota is implementing by December 1, 2021 that impacts how Direct Support Professionals and Personal Care Assistants record their time.

After vetting options to upgrade our system, it was clear that the Pavillio EVV app was our best option. Along with allowing online time entry and approvals, this state-of-the-art platform combines an intuitive interface with easy-to-use features to meet the needs of our participants and government requirements.

How is the new system different?

Using the Pavillio EVV app, employees enter their own hours and support managers approve time online.

How do I access the new system?

The new system can be accessed from smartphone, computer, and tablet devices.

Are there resources available for employees and support managers who do not have internet or a device to access the new system?

Lifeworks provides [a list of programs that offer free and affordable technology resources](#). In addition, the support manager will have the option of approving time directly on their employee's device by entering a pin number and signing an electronic timesheet.

Is an email address required to access the new system?

Yes, the new system requires an email address. If you do not have one – no worries, we can help! Please contact us at 651-454-2732 and ask to speak with Pavillio EVV Support; they can assist you with creating an email address.

How will I learn to use the new system?

To support you during this transition, Lifeworks will provide remote training sessions with extended office hours and independently guided, step-by-step instructions, which will then be posted on lifeworks.org for easy access and reference. Individualized training sessions will also be available by appointment.

Who do I contact if I need support?

We are here for you! All you need to do is give us a call at 651-454-2732 and ask to speak with Pavillio EVV Support or email: cashesupport@lifeworks.org

Will my Service Coordinator remain the same person?

Yes, your same Service Coordinator will be here to support you.

Will the payroll schedule remain the same?

Yes, the payroll schedule will remain the same. There will not be any changes to the pay periods, pay dates, or deadlines.

How do I request Paid Time Off (PTO)?

People who participate in programs that offer PTO can continue to complete and submit the request form available on Lifeworks Fiscal Forms' webpage: www.lifeworks.org/fiscal-support/forms

Can I still call the main line?

Of course! We are available to take your call Monday through Friday from 8:00 a.m. to 4:30 p.m. (with the exception of holidays).