

EMPLOYEE USER GUIDE FOR PAVILLIO EVV

PCA, Homemaker, Individualized Home Supports,
Respite, and Night Supervision

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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).

Included in the 21st Century Cures Act, EVV is a federal requirement that begins December 1, 2021. EVV uses GPS to record the employee's location during clock in and clock out times. For more information, visit the Minnesota Department of Human Services and Medicaid.gov's EVV webpages: <http://bit.ly/3oQZBjy> and <http://bit.ly/39zkp95>.

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.

If you need assistance or have a question, please contact our technical team by sending an email to CashSupport@lifeworks.org or calling 651-454-2732 and asking for Cashé Support.






Please have the following information available:

- Screenshot of error message (if applicable)
- Description of why you are reaching out
- Your Full Name

- Your Username
- Name of Your Authorized Representative/Support Manager (if applicable)
- Name of Participant
- Preferred contact method for the response

GETTING STARTED

SNAPSHOT OF NAVIGATION

<p>Dashboard (Default View)</p> <p>What's Here?</p>	<p>Total Hours for current week</p> <p>Timecards started but NOT submitted to the Responsible Party</p>	 Dashboard
<p>My Clients</p> <p>What's Here?</p>	<p>Names of Participant(s) you are currently working with</p> <p>Ability to ClockIn or ClockOut of shift</p> <p>Navigation to Timecard History</p> <p>Navigation to Manual Time Entry</p>	 My Clients
<p>My Profile</p> <p>What's Here?</p>	<p>Your contact information Lifeworks has on file</p> <p>Access to hours worked in the current week AND previous weeks</p>	 My Profile
<p>Notifications</p> <p>What's Here?</p>	<p>Notification of an action that occurred.</p>	 Notifications
<p>Menu</p> <p>What's Here?</p>	<p>Navigation to change the default language</p> <p>Navigation to Logout</p>	 Menu

GLOSSARY OF TERMS

Pavillio Term(s)	Lifeworks Term(s)	Definition
Client Recipient of Care Care Recipient(s)	Participant	Individual who receives services
Caregiver	Employee	Individual who works with the participant
Responsible Party	Support Manager Authorized Representative	Individual responsible for managing the participant's services
Visit	Shift	Time spent working one to one with or for the participant


MINIMUM SYSTEM REQUIREMENTS

For Pavillio EVV to work properly on your device, please be sure you have the minimum system requirements as listed below.

- Phone/Tablet
 - iPhone (iOS) – Version - IOS 10 or above
 - Android – Version – Android 6.0 Marshmallow or above
- Website URL – Computer
 - Google Chrome Version - 88.0.4324 or above


HOW TO ACCESS PAVILLIO EVV

ANDRIOD APP – PHONE AND TABLET

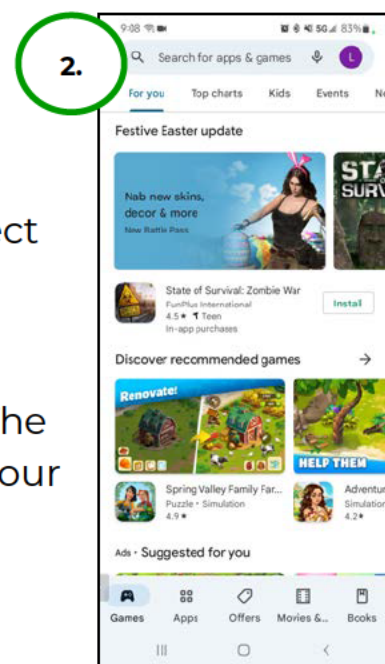
1. On your phone or tablet, select the **Play**  icon on your device to open the store.

NOTE: the Pavillio EVV app is free to download.


2. In the **search**, type the word **pavillio** and select the app:

Pavillio EVV 

3. Select **Install** to add the app to your device. The app will now appear on the home screen of your device.

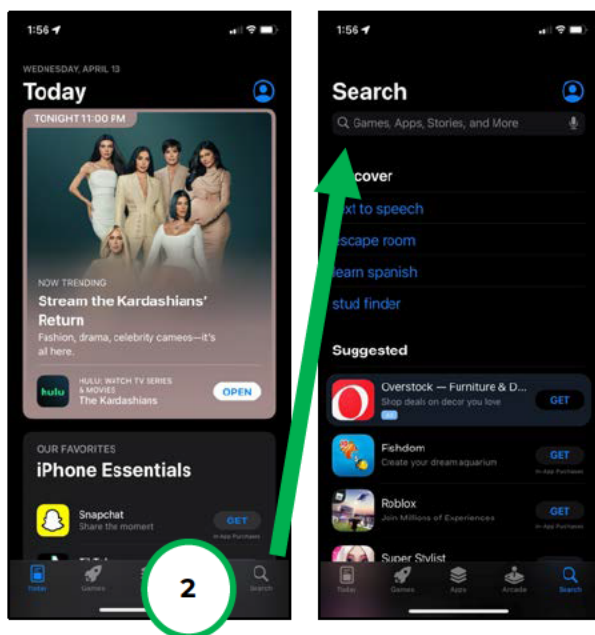
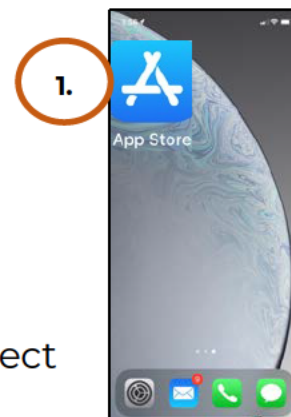


IOS/APPLE APP – IPAD AND IPHONE

1. On your iPad or iPhone, select the **App Store**  icon on your device to open the store.

NOTE: the Pavillio EVV app is free to download.

2. In the search tab, type the word **pavillio** and select the app: **Pavillio EVV** .

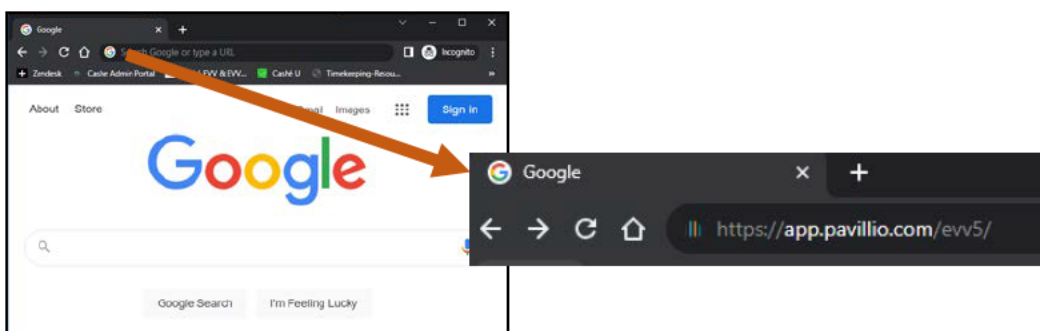


3. Tap the **GET** button to add the app to your device. The app will now appear on the home screen of your device.

WEBSITE URL – COMPUTER

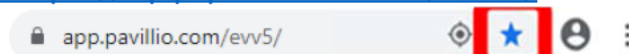
We recommend using Google Chrome as your browser for accessing Pavillio EVV. (To download Chrome, select the following website <https://bit.ly/2QCJQ0p>)

1. To access Pavillio EVV on your computer, type the following website <https://app.pavillio.com/evv5/>




2. Optional

- a. Bookmark the Pavillio EVV website
 - i. On your computer, open Google Chrome.
 - ii. Enter the website's URL that you want to bookmark:
<https://app.pavillio.com/evv5/>

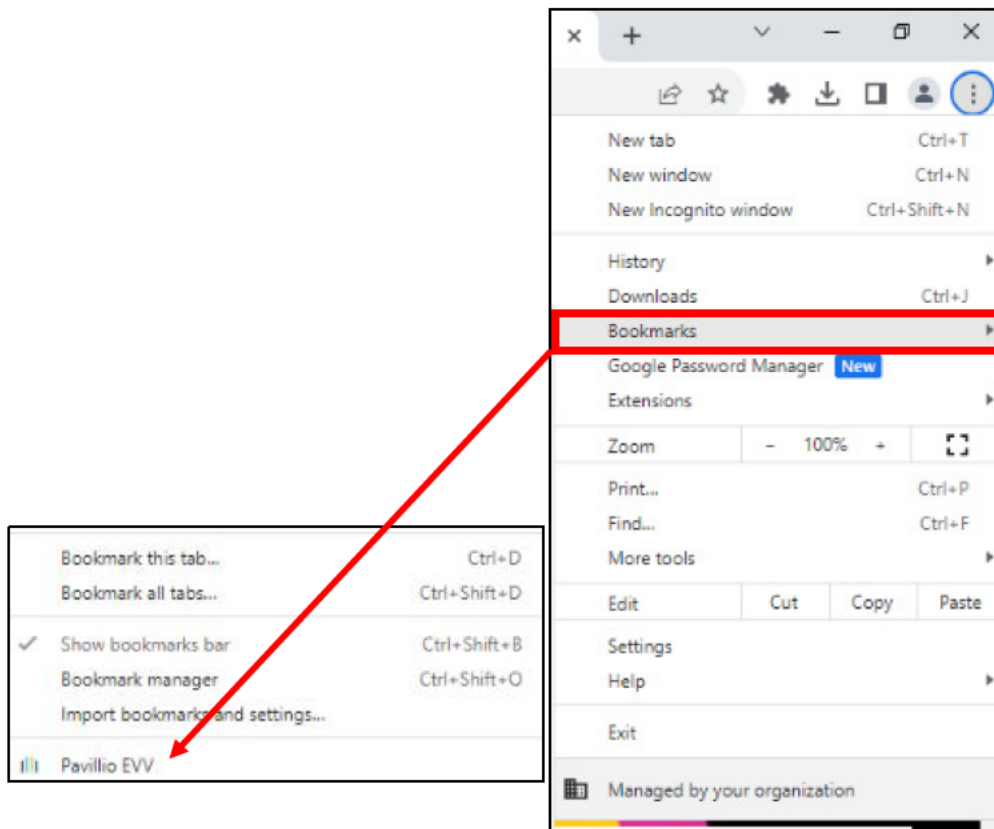


- iii. To the right of the address bar, select the Star ☆

- b. Find a Bookmark in Google Chrome:
- On your computer, open Google Chrome.
 - At the top right, select More , then Bookmarks >.



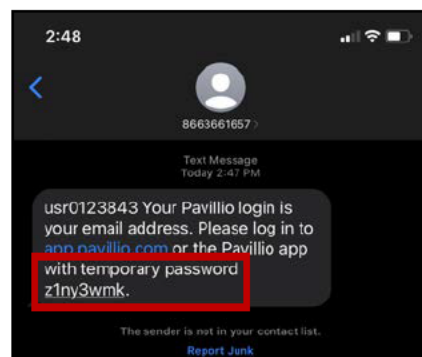
- Find and select the bookmark



HOW TO LOG IN AND SET UP YOUR PASSWORD

1. You will receive 2 communications from Pavillio:

- A text message to your mobile device with a **temporary password**.

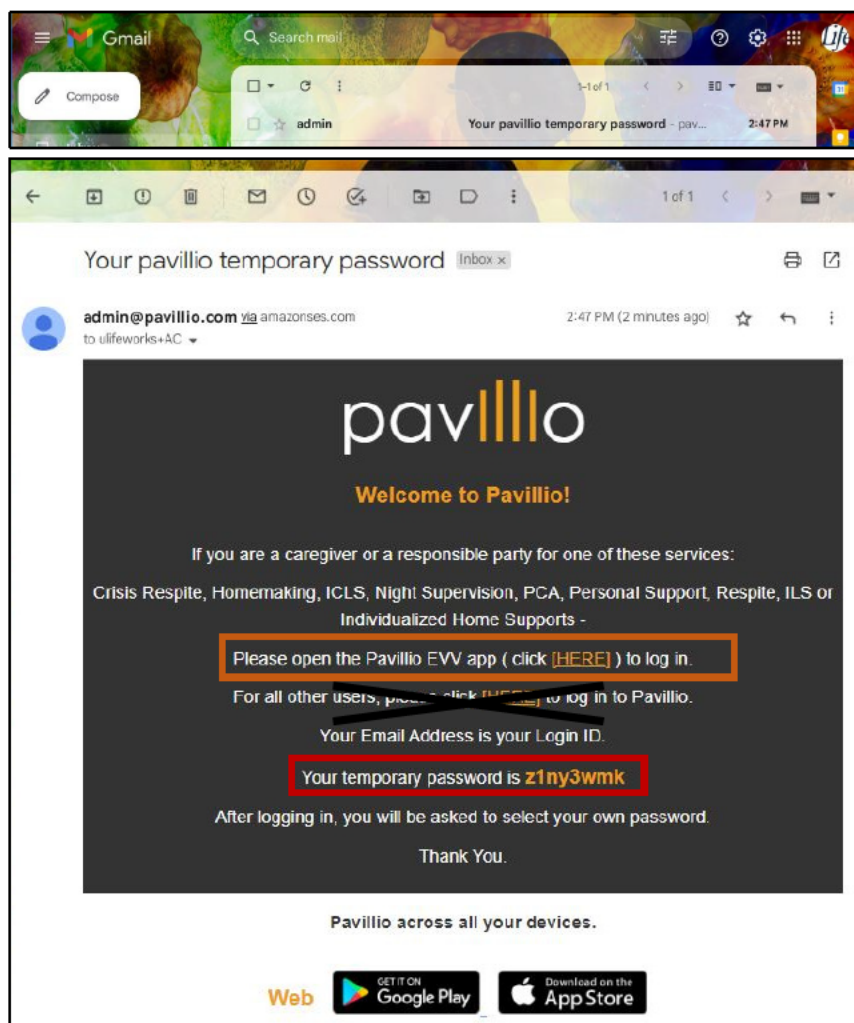


- An email from **admin@pavillio.com** with the same **temporary password**.

NOTE:

Temporary Password will be valid for 30 days

2. Make note of the **temporary password**.
3. In the email, select **Please open the Pavillio EVV app (click HERE) to log in.** OR Access the Pavillio EVV app on your preferred device



4. Log in to Pavillio EVV

- a. Enter your email address into the in the **Email** box
- b. Enter your temporary password into the **Password** box.

5. After you've entered your email and password, select the **Login** button.

6. You will be prompted to change your password. For your password to be accepted, it will need to include:

- Lowercase letters (includes spaces)
- At least an Uppercase letter
- At least a Special character (!\$%^&*()_+|~=\`{}[]:;','<>?,?)
- At least a number (0-9)
- At least 8 characters in length

The screenshot shows the Pavillio login interface. At the top is the 'pavillio' logo and an illustration of diverse people. Below is the login form with the following elements and callouts:

- 4a.** Points to the Email input field, which contains the text 'ulifeworks+PTESTPINK@gmail.com'.
- 4b.** Points to the Password input field, which has a toggle icon to the right.
- 5.** Points to the 'Login' button.

Other visible elements include a 'Remember Me' checkbox and a 'Forgot Password' link.

7. Enter the temporary password you were given via email and text message into the **Current Password** box.

8. Enter your chosen password into the **New Password** box and in the **Confirm Password** box

9. Select **Reset**

10. You will be redirected to the main login screen

11. Log in to Pavillio EVV

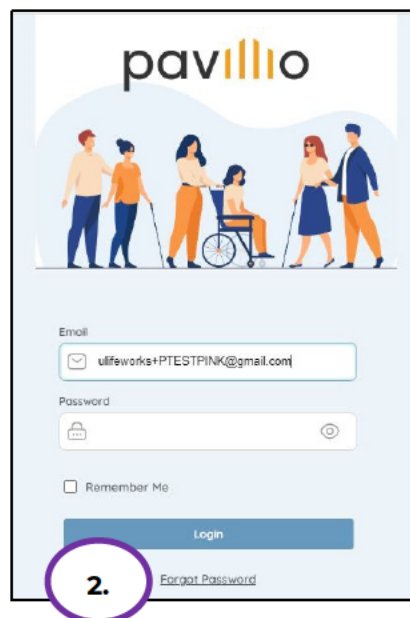
- a. Enter your email address into the in the **Email** box
- b. Enter your temporary password into the **Password** box.

12. Select **Login**

HOW TO RESET YOUR PASSWORD

1. Open Pavillio EVV on your preferred device. For assistance, refer to **How to Access Pavillio EVV**.

2. On the Log In screen, select **Forgot Password**



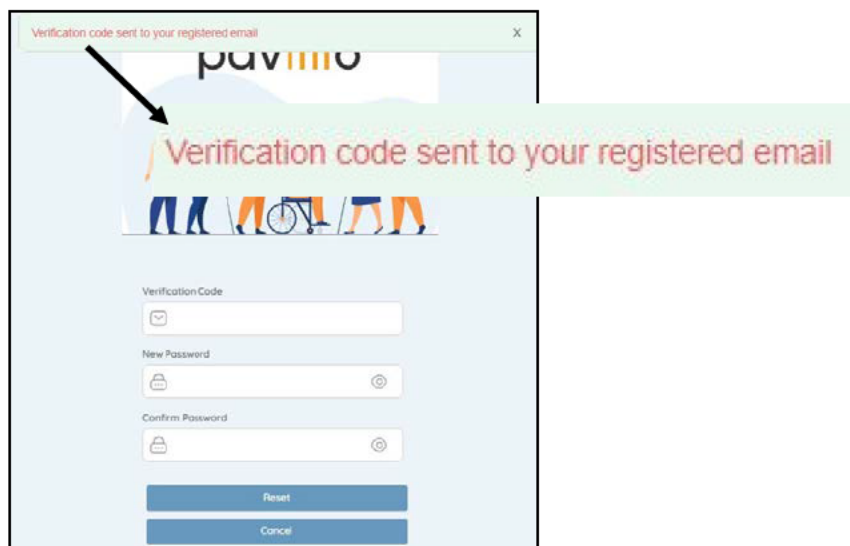
The screenshot shows the Pavillio login interface. At the top is the 'pavillio' logo and an illustration of diverse people, including one in a wheelchair. Below the illustration are input fields for 'Email' (containing 'ulifeworks+PTESTPINK@gmail.com') and 'Password'. There is a 'Remember Me' checkbox and a 'Login' button. A purple circle with the number '2.' highlights the 'Forgot Password' link located below the 'Login' button.

3. Enter your Email Address (if not already there) into the **Email** box
4. Select **Send Verification Code**

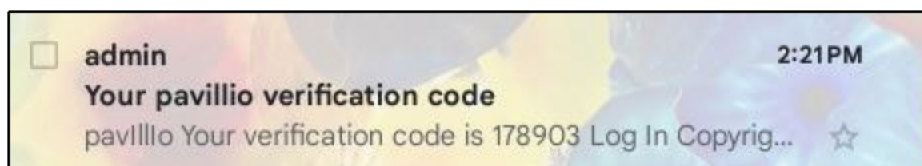


The screenshot shows the Pavillio email verification interface. It features the same header as the login screen. The 'Email' input field contains 'ulifeworks+PTESTPINK@gmail.com'. Below the input field are two buttons: 'Send Verification Code' and 'Cancel'. A blue circle with the number '3.' highlights the email input field, and a green circle with the number '4.' highlights the 'Send Verification Code' button.

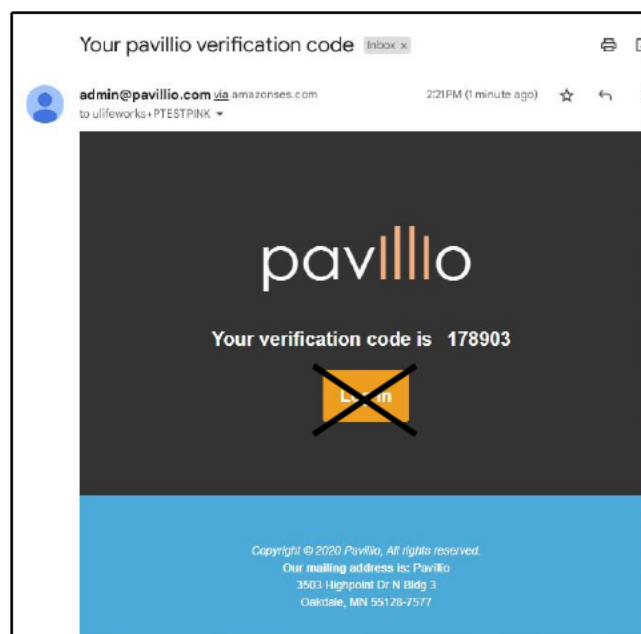
5. You will receive a message **Verification code sent to your registered email**



6. Log in to your email and open the message from Pavillio titled **Your pavillio verification code**.



7. Make note of the verification code listed in the email.
8. **Do not click on the orange Log In button in the message.** Instead, to log in, access the Pavillio EVV app on your phone/tablet or go to the EVV website:
<https://app.pavillio.com/ewv5/>.
For assistance, refer to **How to Access Pavillio EVV**.



9. You will be prompted to change your password. For your password to be accepted, it will need to include:
- Lowercase letters (includes spaces)
 - At least an Uppercase letter
 - At least a Special character
(!\$%^&*()_+|~=\`{}[]:~>?,?)
 - At least a number (0-9)
 - At least 8 characters in length

10. Enter the temporary password you were given via email and text message into the **Current Password** box.

11. Enter your chosen password into the **New Password** box and in the **Confirm Password** box

12. Select **Reset**

13. You will receive a message confirming that your password has been changed successfully.

pavillio

Verification Code
178903

New Password
|

Confirm Password
|

Reset
Cancel

Password changed successfully. Please Re-login

pavillio

Email
ufeworks+PTSTPINK@gmail.com

Password

☐ Remember Me

Login

[Forgot Password](#)

13. Log in to Pavillio EVV

- a. Enter your email address into the in the **Email** box
- b. Enter your temporary password into the **Password** box.

14. Select **Login**

The screenshot shows the Pavillio login interface. At the top is the 'pavillio' logo and an illustration of diverse people. Below is the login form with three callouts: 13a. points to the Email input field containing 'ulifeworks+PTESTPINK@gmail.com'; 13b. points to the Password input field, which is currently empty and has a toggle icon; 14. points to the 'Login' button. Below the password field is a 'Remember Me' checkbox and a 'Forgot Password' link.

13a.

Email
ulifeworks+PTESTPINK@gmail.com

13b.

Password

☐ Remember Me

14.

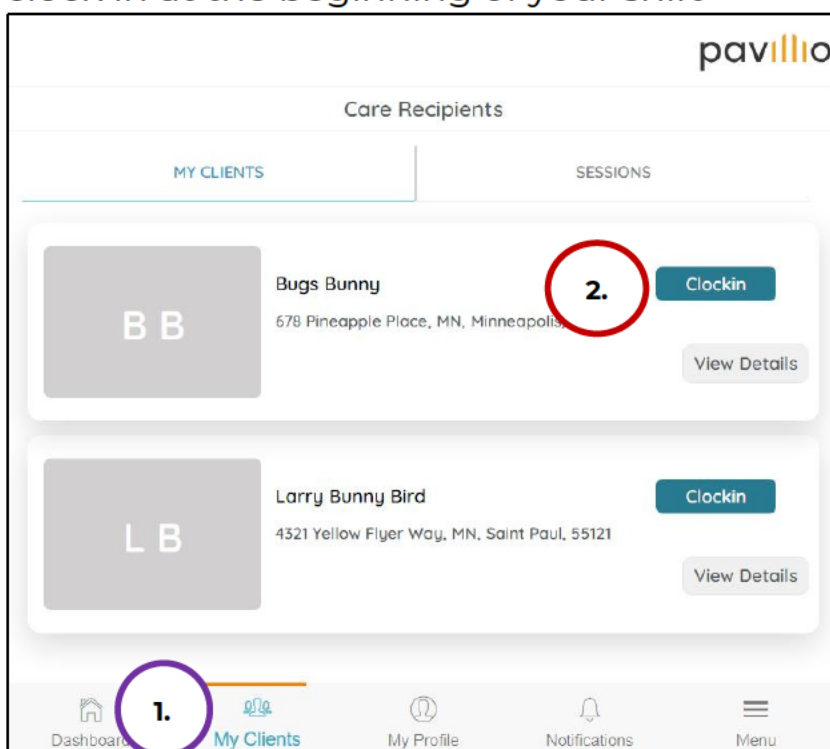
Login

[Forgot Password](#)

HOW TO USE PAVILLIO EVV

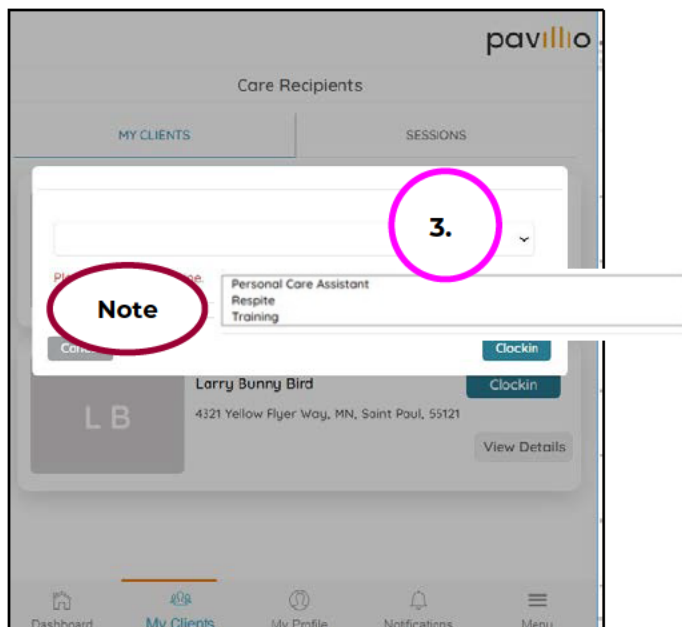
HOW TO CLOCK IN

1. Select **My Clients**, the 2nd icon from the left located at the bottom
2. Directly to the right of the Participants name, select **Clockin** to clock in at the beginning of your shift

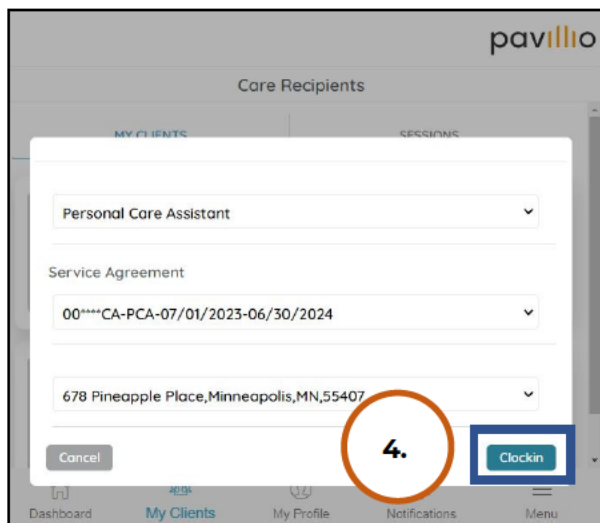


3. Select the **service** you are providing.

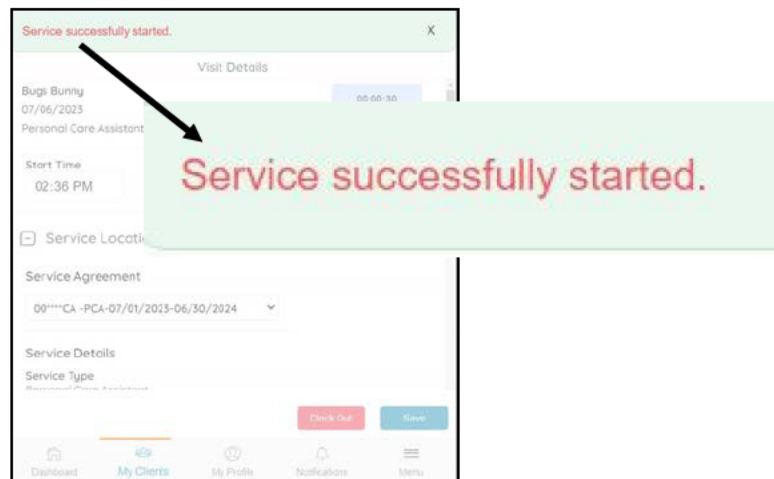
NOTE: the services listed are unique to the participant you support. If you only provide one service, it will default to that service. Continue to Step 4.



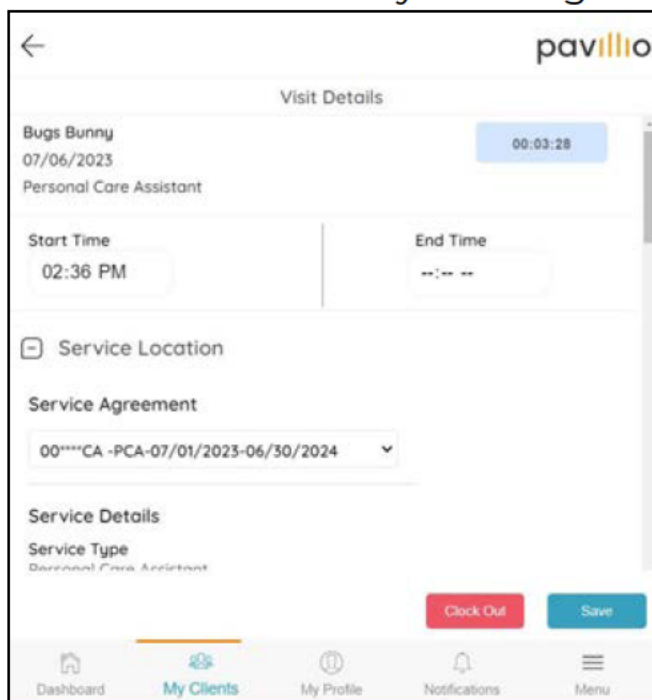
4. Select **Clockin**



5. If your clock in was successful, you will receive a message **Service successfully started.** You can now start your shift with the participant.

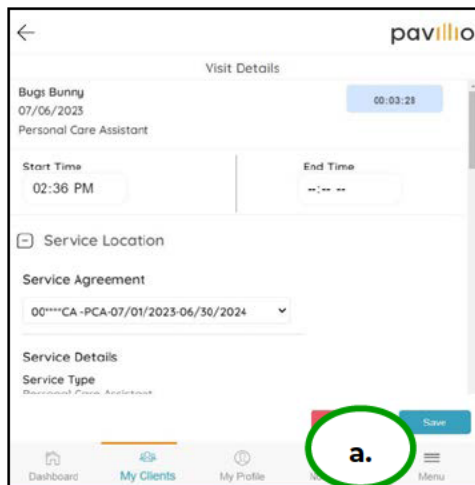


6. You will automatically be navigated to the following screen.

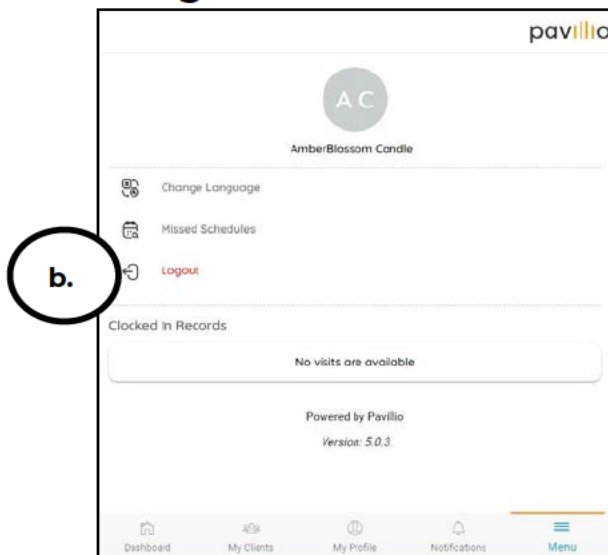


NOTE: There is no need to keep the app or website open while working your shift. Please log out.

a. Select **Menu**

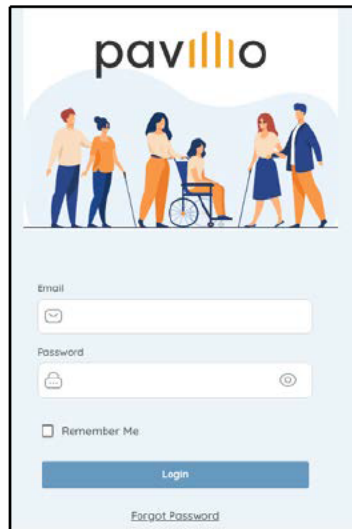


b. Select **Logout**

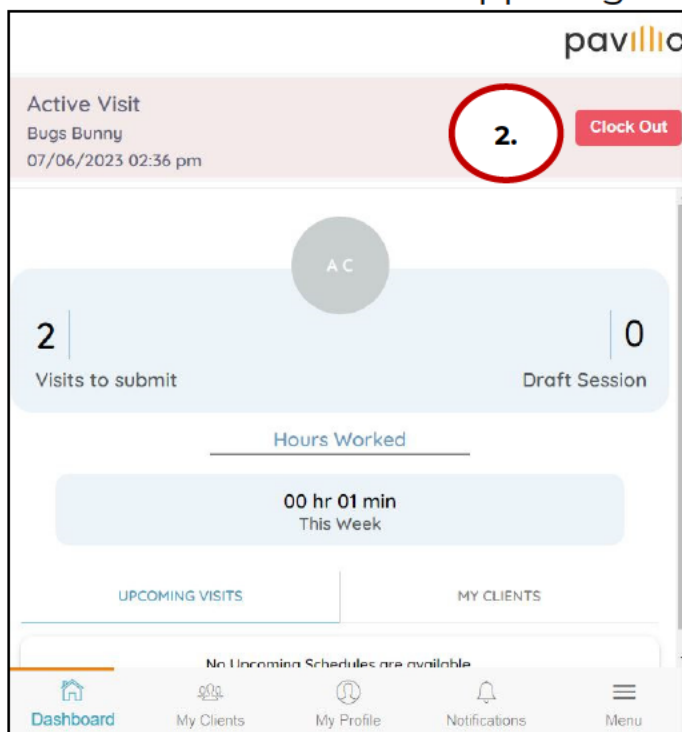


HOW TO CLOCK OUT

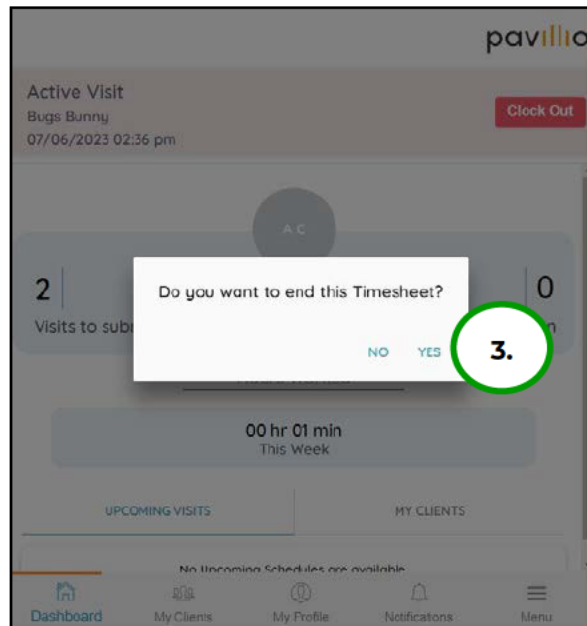
1. Log in to Pavillio EVV.



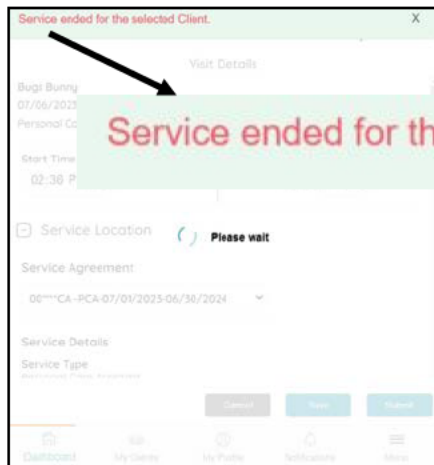
2. Select **Clock Out** in the upper right corner



3. In the **Do you want to end this Timesheet?** box, select the **YES** text displayed in the lower right corner.



4. If your clock out was successful, you will receive a message **Service ended for the selected Client.**



5. Review the following details are accurate:

- a. **Start Time**
- b. **End Time**
- c. **Service Type**
- d. Select the **Activities** you provided during your shift

NOTE: the activities listed are unique to the participant you support. If you have further questions connect with your Responsible Party and/or reference **Commonly Asked Questions > WHAT ACTIVITY SHOULD BE CHOSEN?**

- e. In the **Notes** section, type the details about your shift that you would like to share with the Responsible Party or participant. OR enter **NA** (not applicable).

The screenshot shows the 'Visit Details' form in the Pavillio EVV system. The form includes the following sections and fields:

- Visit Details:**
 - Participant: Bugs Bunny
 - Date: 07/06/2023
 - Role: Personal Care Assistant
 - Start Time: 02:36 PM (annotated with a blue circle and 'a.')
 - End Time: 02:45 PM (annotated with a blue circle and 'b.')
- Service Location:**
 - Service Agreement: 00****CA-PCA-07/01/2023-05/30/2024
- Service Details:**
 - Service Type: Personal Care Assistant (annotated with an orange circle and 'c.')
 - Ratio(Provider:Recipient): 1:5
 - Service Location: 678 Pineapple Place, Minneapolis, MN, 55407
- Activities:**
 - ☐ Behavior
 - ☐ No Activity Performed
- Notes:**
 - Enter your notes here (annotated with a green circle and 'e.')

HOW TO SIGN AND SUBMIT FOR APPROVAL

**There are 2 options for Signing and Submitting your time listed in this section:

Option 1 – Sign and Submit to the Responsible Party for Approval

Option 2 – Sign, Submit, AND Responsible Party Approves at the same time

OPTION 1 – SIGN AND SUBMIT TO RESPONSIBLE PARTY FOR APPROVAL

1. Use your touch screen or your mouse to **sign your** name inside of the Employee Signature box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box



The screenshot shows the 'Visit Details' screen in the Pavillio EVV system. Under the 'Signature Verification' heading, there is a section for 'Employee Signature'. A large, empty rectangular box is provided for the signature. A purple circle with the number '1.' is placed in the top-left corner of this box. At the bottom right of the box, the word 'Note' is circled in red, and a 'Clear Signature' button is located to its right.

2. Select **Not Available**
3. Select the **Submit** button.

Visit Details

Employee Signature

Clear Signature

Client Responsible Party **Not Available**

2.

This timesheet reflects the actual hours and specific times I was provided in-person or on behalf of services as specified in a person's Care Plan or Service authorization. I did not include services for a

Cancel Submit

3.

Dashboard My Clients My Profile Notifications Menu

4. You will see the message **Timesheet has been Submitted successfully** to confirm the shift has been submitted to the Responsible Party for approval

Timesheet has been Submitted successfully. X

Care Recipients

MY CLIENTS SESSIONS

BB

070 Pineapple Place, MN, Minneapolis, 55407

View Details

LB

Larry Bunny Bird

4321 Yellow Flyer Way, MN, Saint Paul, 55121

Clockin

Please wait

View Details

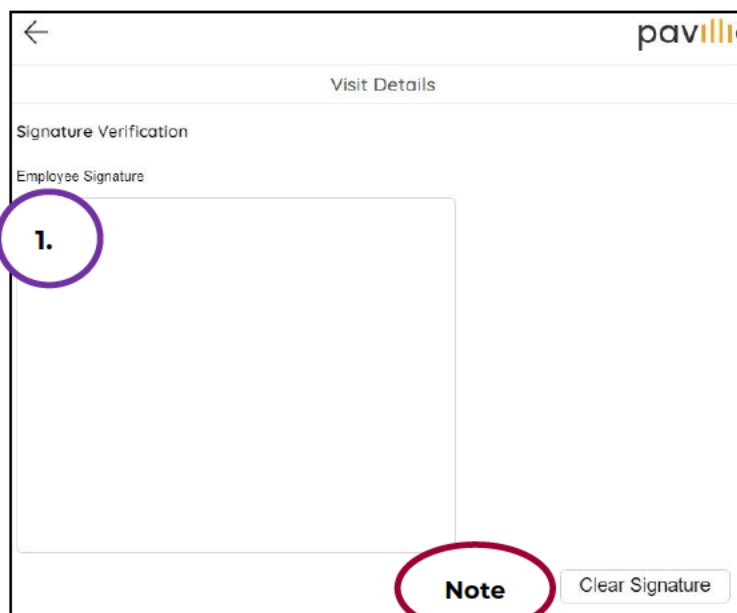
Dashboard My Clients My Profile Notifications Menu

OPTION 2– SIGN, SUBMIT, AND RESPONSIBLE PARTY APPROVES AT THE SAME TIME

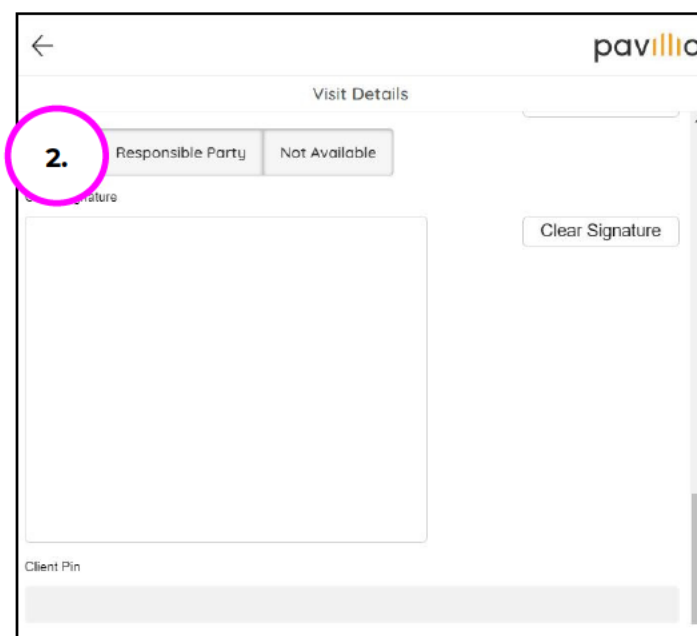
*Use this option if your Responsible Party IS present at the end of your shift while clocking out.

1. Use your touch screen or your mouse to **sign your** name inside of the Employee Signature box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box



2. Select the **Responsible Party** box; it will turn blue once selected



3. (If applicable) Select the Responsible Party's name from the **drop-down menu**

The screenshot shows the 'Visit Details' screen in the Pavillio EVV app. At the top, there are three tabs: 'Client', 'Responsible Party' (which is highlighted in blue), and 'Not Available'. Below the tabs is a drop-down menu labeled 'Select Responsible Party'. A green circle with the number '3.' is drawn around this menu. Below the menu is a signature field labeled 'Responsible Party Signature' with a 'Clear Signature' button to its right.

- a. Select the name of the **Responsible Party** that is present
b. Select **OK**

This screenshot shows the same 'Visit Details' screen, but with a modal open over the 'Select Responsible Party' menu. The modal has a title 'Select Responsible Party' and two radio button options: 'OakBarrel Vanilla' and 'AmberBlossom Candle'. At the bottom of the modal are 'CANCEL' and 'OK' buttons. An orange circle labeled '3a.' is around the 'AmberBlossom Candle' option, and a pink circle labeled '3b.' is around the 'OK' button. The background of the app is dimmed.

4. Hand your device to the Responsible Party

This screenshot shows the 'Visit Details' screen after the selection. The 'Responsible Party' tab is still selected. The 'Select Responsible Party' menu now displays 'AmberBlossom Candle' with a small asterisk to its right, indicating it is the selected choice. The signature field and 'Clear Signature' button remain below.

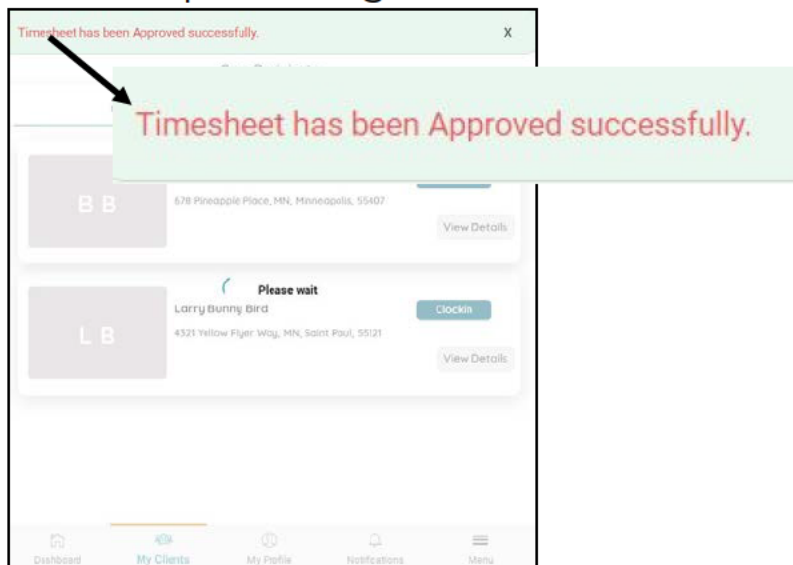
- The **Responsible Party** will use your touch screen or your mouse to **sign** their name inside of the text box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

- Responsible Party enters their **4-digit PIN**

- Select the **Submit** button.

8. You will see a **Timesheet has been Approved successfully** message to confirm it has been submitted to our Timekeeping Team for processing.

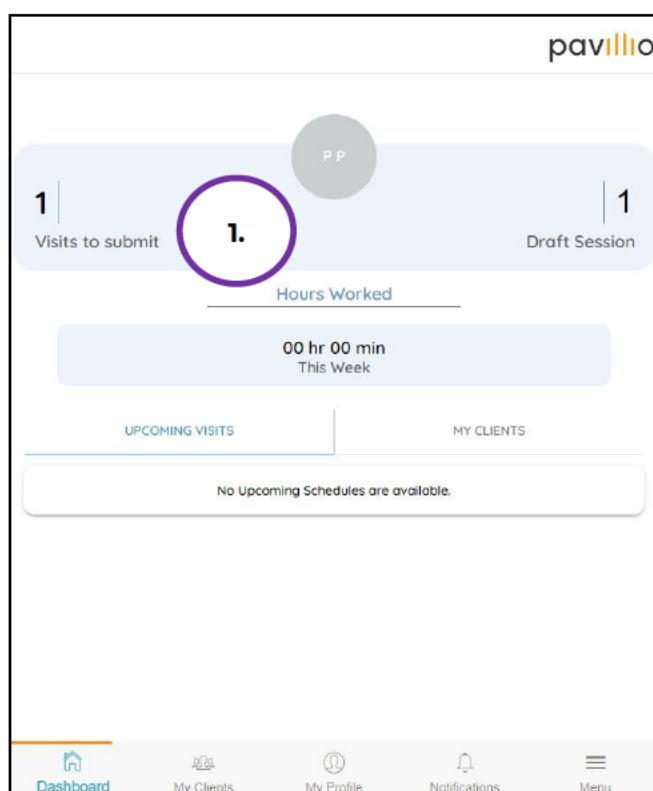


HOW TO EDIT REJECTED TIME ENTRIES

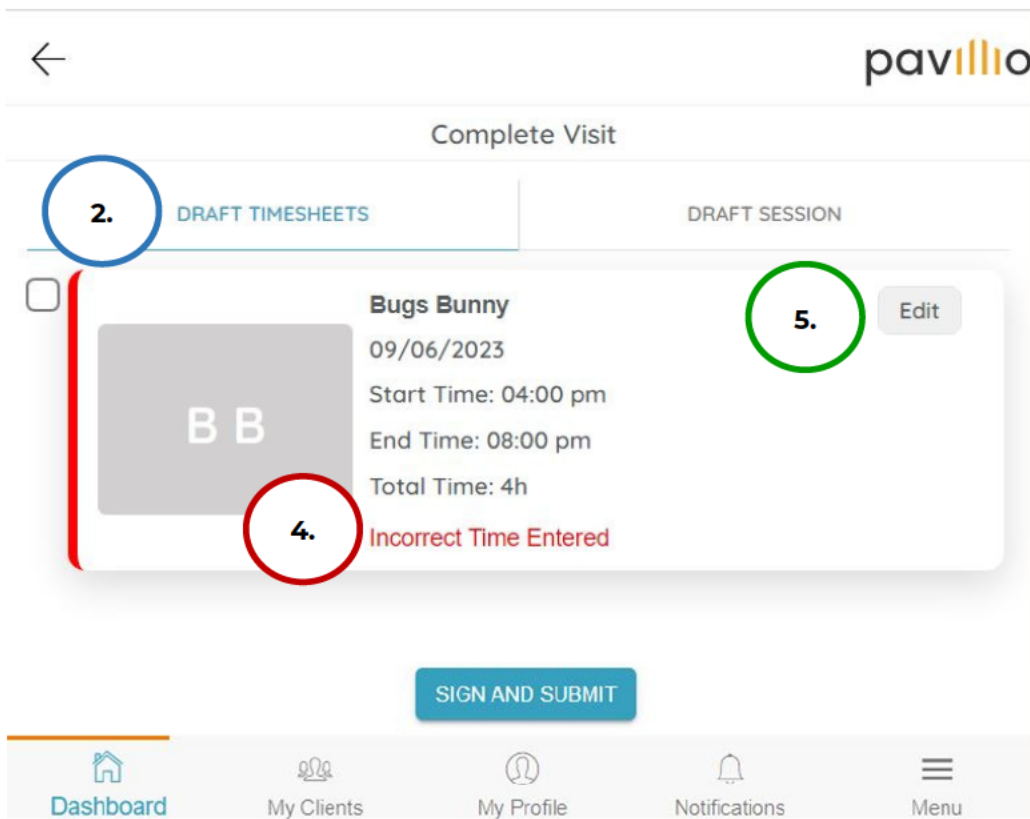
A Rejected timecard is when you, as the employee, have an error on the timecard you submitted to the Responsible Party for approval. The Responsible Party has rejected the timecard so you can make the necessary corrections.

1. Select **Visits to submit** located on the Dashboard

NOTE: Visits to submit could be timesheets you have not yet completed OR they could be timesheets that have been rejected by the Responsible Party



2. Under **Complete Visit** select **DRAFT TIMESHEETS**
3. Under **DRAFT TIMESHEETS** locate the Timesheet that is **RED**.
4. Review the **reason** listed in red for an explanation of the rejected timesheet from the Responsible Party so you know what needs to be corrected.
5. Select **Edit** in the upper right corner of the rejected timesheet.



The screenshot displays the Pavillio EVV interface. At the top, there is a back arrow and the Pavillio logo. Below this is a 'Complete Visit' header. Two tabs are visible: 'DRAFT TIMESHEETS' (highlighted with a blue circle and the number 2) and 'DRAFT SESSION'. A timesheet entry for 'Bugs Bunny' on 09/06/2023 is shown. It includes a placeholder image with 'BB', start and end times (04:00 pm to 08:00 pm), and a total time of 4h. A red box highlights the timesheet, and a red circle with the number 4 points to the rejection reason: 'Incorrect Time Entered'. A green circle with the number 5 points to the 'Edit' button in the top right corner of the timesheet card. At the bottom of the card is a 'SIGN AND SUBMIT' button. The bottom navigation bar contains icons for Dashboard, My Clients, My Profile, Notifications, and Menu.

6. Per the Responsible Party's note, make the necessary corrections.

NOTE: Only Time, Activities, & Notes can be edited. If something else needs to be edited please reach out to our technical team at CashSupport@lifeworks.org

7. After the corrections have been made, select **Save**.

← pavillio

Edit Visit

Bugs Bunny
09/06/2023
Personal Care Assistant
1h

Start Time 07:00 PM ⌚ End Time 08:00 PM ⌚

Service Location

Service Agreement
00****CA-PCA-07/01/2023-06/30/2024

Service Details
Service Type
Personal Care Assistant
Ratio(Provider:Recipient)
1:3
Service Location
678 Pineapple Place Minneapolis MN 55407

6. Save

Dashboard My Clients My Profile Notifications Menu

8. You will see a **Timesheet has been Updated successfully** message to confirm that your entry has been successfully edited

Timesheet has been Updated successfully. X

Complete Visit

Timesheet has been Updated successfully.

End Time: 08:00 pm
Total Time: 1h
Incorrect Time Entered

Please wait

SIGN AND SUBMIT

Dashboard My Clients My Profile Notifications Menu

9. Select the **checkbox** to the left of the corrected timesheet

10. Select **SIGN AND SUBMIT**.

11. Use your touch screen or your mouse to **sign your** name inside of the Employee Signature box.

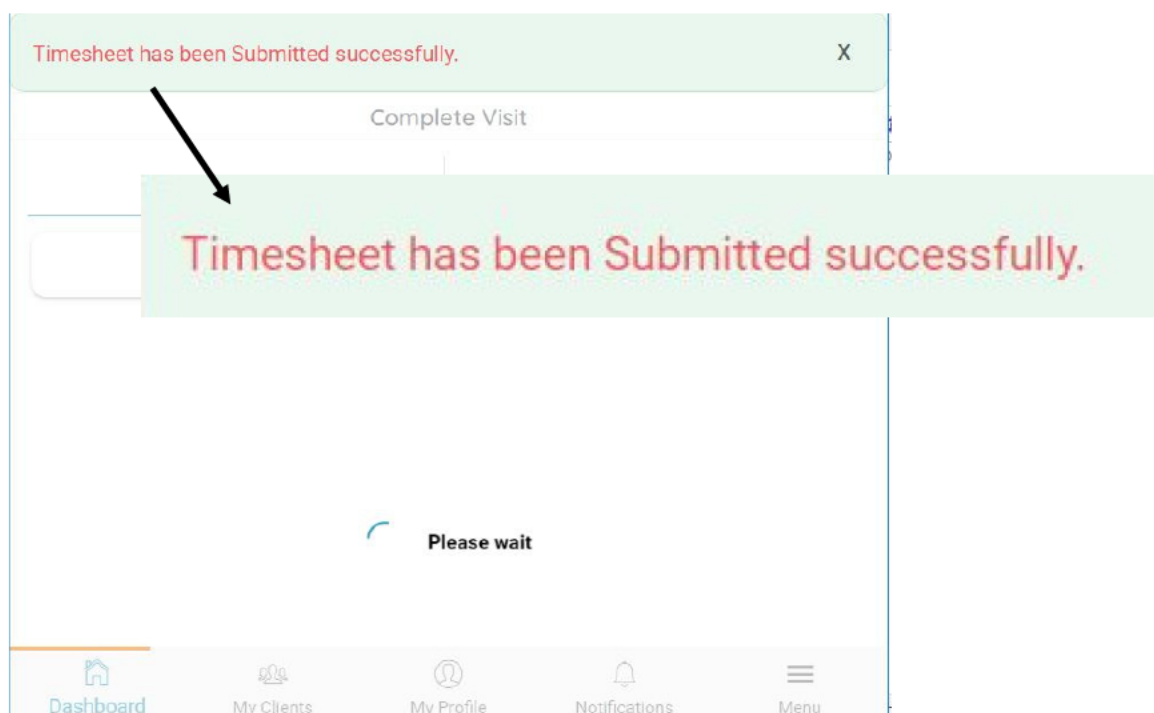
NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

12. Select **SUBMIT**

This timesheet reflects the actual hours and specific times I worked or provided in-person or on behalf of services as specified in a person's Care Plan or Service authorization. I did not include services for a person who was in a hospital, Care facility or Incarcerated. I understand that payments to me for the submitted time are funded by federal and state programs and it is a crime to provide false or fraudulent information.

It is a federal crime to provide materially false information on service billings for medical assistance or services provided under a federally approved waiver plan, as authorized under Minnesota States, sections 256B.0913, 256B.0915, 256B.092 and 256B.49.

13. You will see a message **Timesheet has been Submitted successfully** and it will no longer be listed on the under DRAFT TIMESHEETS.



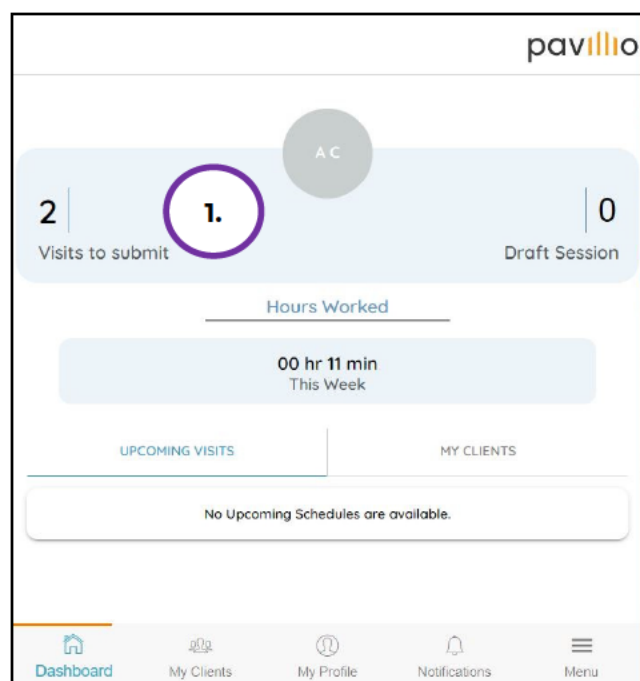
HOW TO EDIT INCOMPLETE TIME ENTRIES (TEMPORARILY ALLOWED)

An Incomplete timecard is when you, as the employee, have NOT yet submitted the timecard to the Responsible Party for approval.

Best practice for recording your time is to clock in at the beginning of your shift and clock out at the end your shift. *Once EVV is implemented, it is Lifeworks' understanding that the edit feature will no longer be allowed.*

1. From the Dashboard select
Visits to submit

NOTE: Visits to submit could be timesheets you have NOT yet completed OR they could be timesheets that have been REJECTED by the Responsible Party



2. Under **Complete Visit** select **DRAFT TIMESHEETS**

3. Under **DRAFT TIMESHEETS** locate the **shift** you would like to adjust.

4. Select **Edit** in the upper right side of the shift you wish to edit.

NOTE: Only Time, Activities, & Notes can be edited. If something else needs to be edited please reach out to our technical team at CashSupport@lifeworks.org for assistance.

The screenshot shows the 'Complete Visit' screen in the Pavillio EVV app. At the top, there's a back arrow and the 'pavillio' logo. Below the title, there are two tabs: 'DRAFT TIMESHEETS' (selected) and 'DRAFT SESSION'. The main area displays two timesheet entries for 'Bugs Bunny' on '07/06/2023'. Each entry shows a start time, end time, and total time. The first entry has a start time of 02:35 pm and end time of 02:36 pm, with a total time of 1m. The second entry has a start time of 02:36 pm and end time of 02:45 pm, with a total time of 9m. Each entry has an 'Edit' button in the top right corner. Numbered callouts are present: '1.' points to the 'DRAFT TIMESHEETS' tab, '2.' points to the shift icon (a square with 'B B'), '3.' points to the 'Edit' button of the first timesheet, and '4.' points to the 'Edit' button of the second timesheet. At the bottom of the main area is a blue button labeled 'SIGN AND SUBMIT'. The bottom navigation bar contains icons for 'Dashboard', 'My Clients', 'My Profile', 'Notifications', and 'Menu'.

5. After the corrections have been made, select **Save**.

← pavillio

Edit Visit

Bugs Bunny
09/06/2023
Personal Care Assistant
1h

Start Time
07:00 PM

End Time
08:00 PM

Service Location

Service Agreement
00****CA -PCA-07/01/2023-06/30/2024

Service Details

Service Type
Personal Care Assistant

Ratio(Provider:Recipient)
1:3

Service Location
678 Pineapple Place Minneapolis MN 55407

6. Save

Dashboard My Clients My Profile Notifications Menu

6. You will receive a **Timesheet has been Updated successfully** message to confirm your entry has been successfully edited.

Timesheet has been Updated successfully. X

Complete Visit

DRAFT TIMESHEETS DRAFT SESSIONS

B B

Start Time: 11:30 am
End Time: 02:30 pm
Total Time: 3h

Please wait

B B

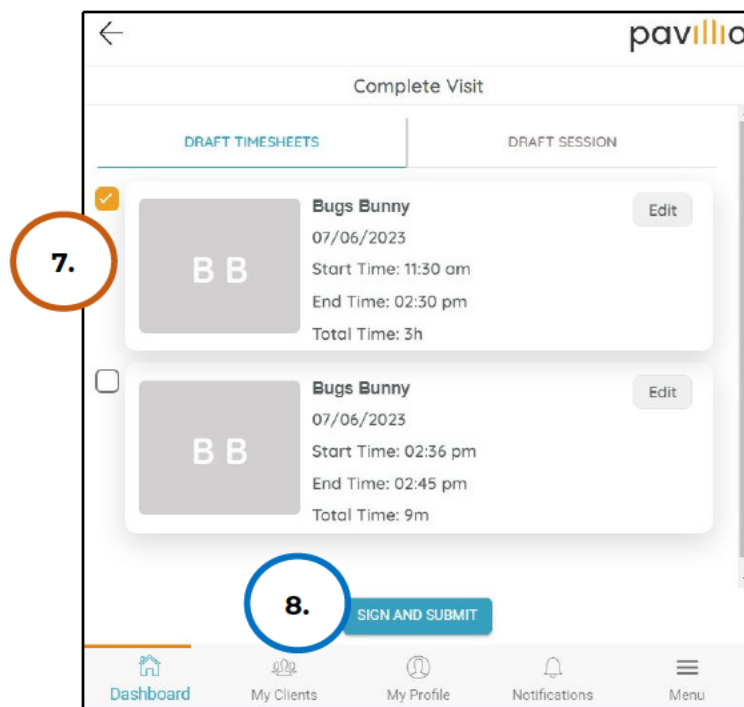
Bugs Bunny
07/06/2023
Start Time: 02:36 pm
End Time: 02:45 pm
Total Time: 9m

Edit

SIGN AND SUBMIT

Dashboard My Clients My Profile Notifications Menu

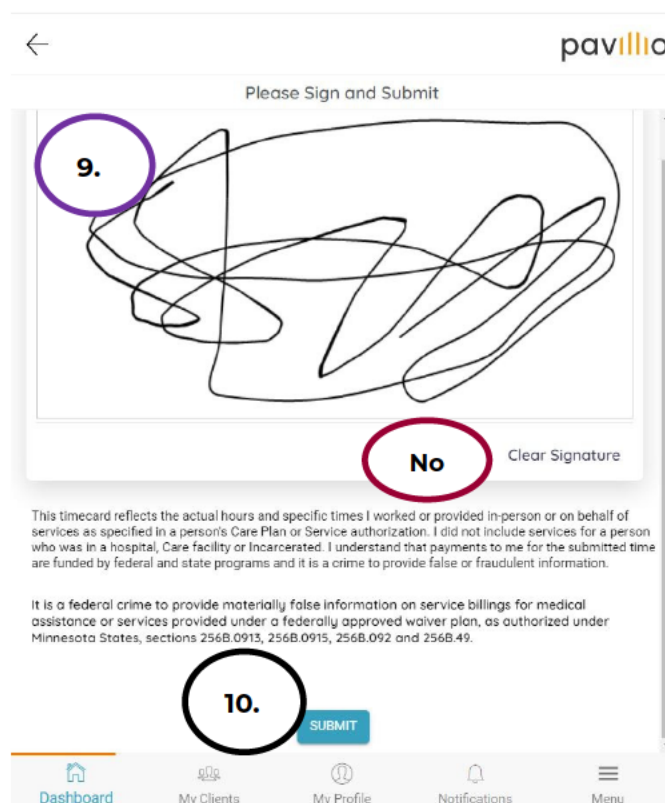
7. Select the **checkbox** to the Left of the edited shift.
8. Select **SIGN AND SUBMIT**



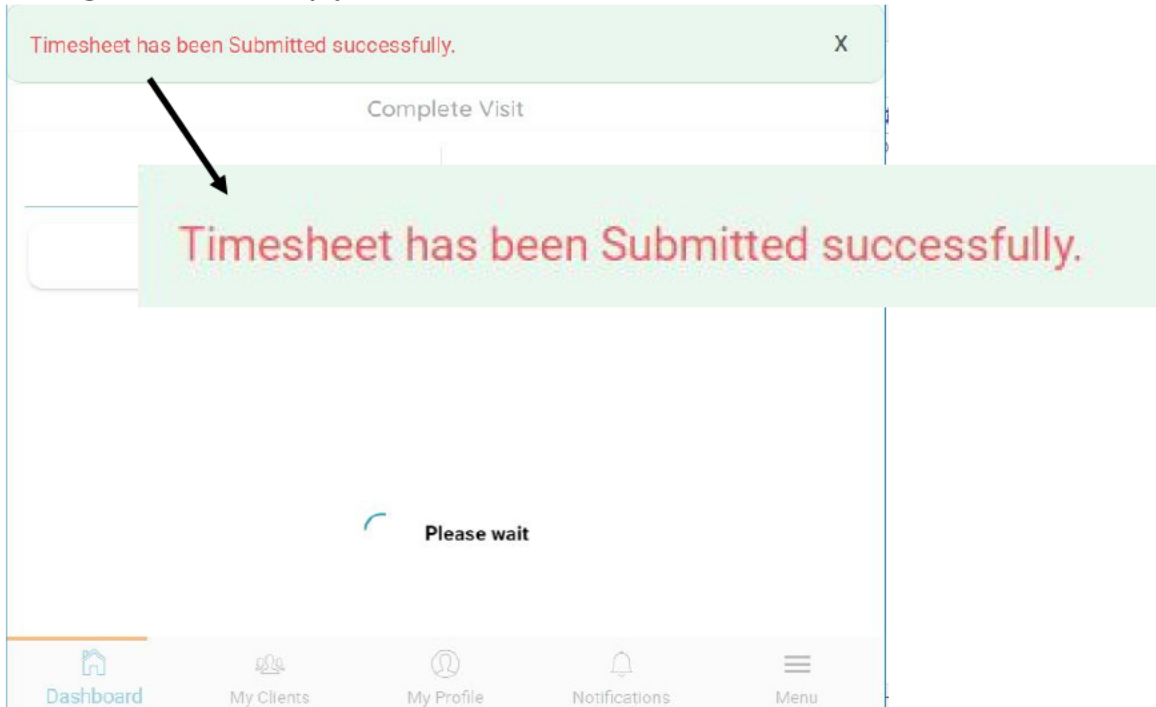
9. In the box Use your touch screen or your mouse to **sign your** name inside of the text box

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

10. Select **SUBMIT**



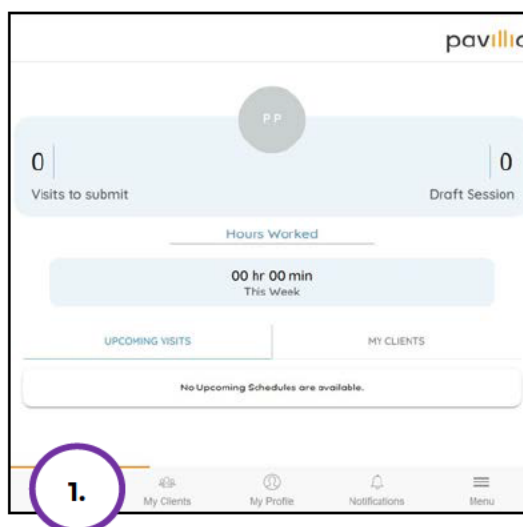
11. You will see a **Timesheet has been Submitted successfully** message to confirm it has been submitted to your Responsible Party team for approval



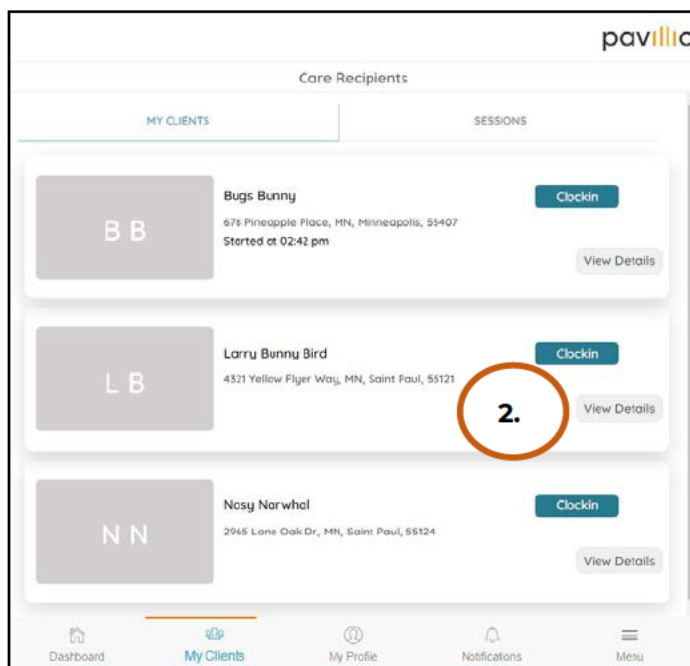
HOW TO ADD TIME AFTER YOUR SHIFT (TEMPORARILY ALLOWED)

Best practice for recording your time is to clock in at the beginning of your shift and clock out at the end your shift. Once EVV is implemented, it is Lifeworks' understanding that the edit feature will no longer be allowed. For more information about EVV, please refer to [About Pavillio EVV](#).

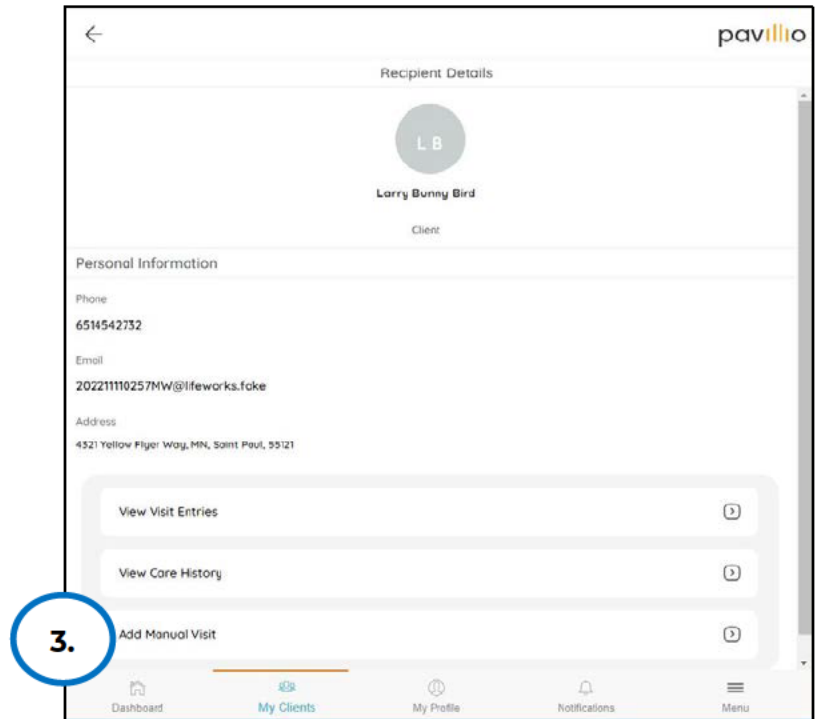
1. Select **My Clients**, the 2nd icon located at the bottom.



2. Select **View Details** to the right of the Participant's name you need to add a shift for.



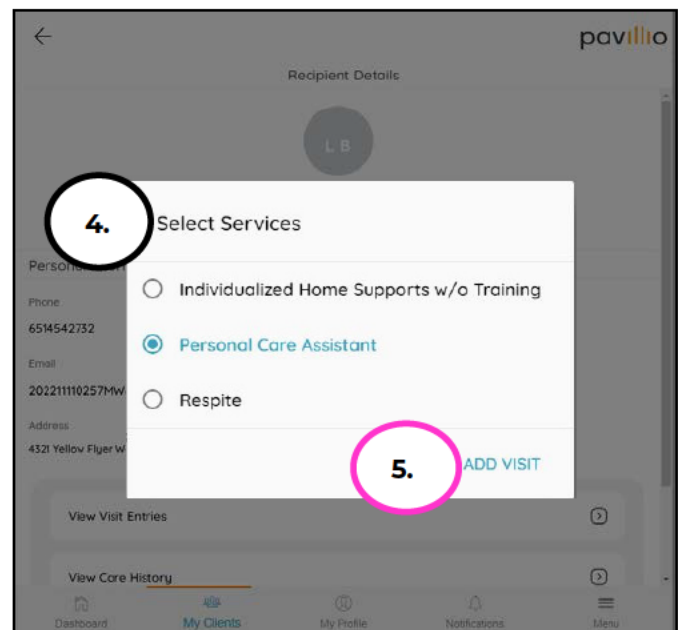
3. Select **Add Manual Visit**, you may need to scroll down



4. (If applicable) Choose the service from the **Select Services** list that you will provide

NOTE: If you only provide 1 service there will not be an option to choose

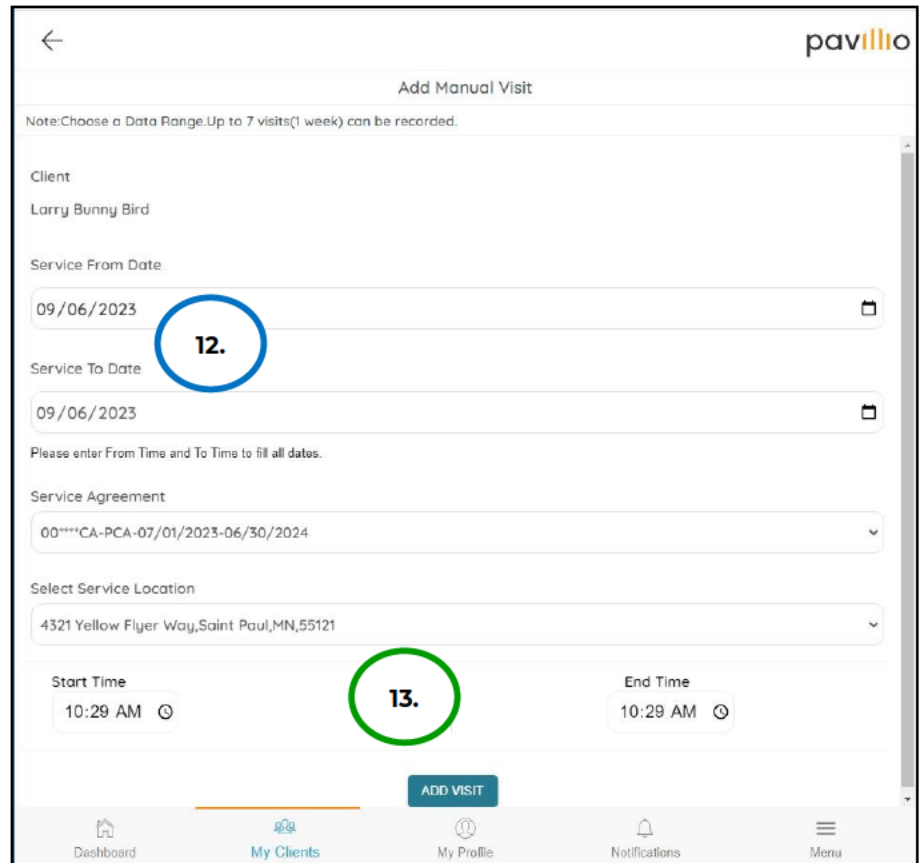
5. Select **ADD VISIT**



6. Edit the following details to match the shift you are manually entering:

- Service From Date**
- Service To Date**
- Start Time**
- End Time**

7. Review the Dates & Times have been entered correctly.



← Add Manual Visit pavillio

Note: Choose a Date Range. Up to 7 visits (1 week) can be recorded.

Client
Larry Bunny Bird

Service From Date
09/06/2023

Service To Date
09/06/2023

Please enter From Time and To Time to fill all dates.

Service Agreement
00****CA-PCA-07/01/2023-06/30/2024

Select Service Location
4321 Yellow Flyer Way, Saint Paul, MN, 55121

Start Time
10:29 AM

End Time
10:29 AM

ADD VISIT

Dashboard My Clients My Profile Notifications Menu

8. Select **ADD VISIT**

← Add Manual Visit

Note: Choose a Date Range. Up to 7 visits (1 week) can be recorded.

Client
Larry Bunny Bird

Service From Date
09/04/2023

Service To Date
09/04/2023

Please enter From Time and To Time to fill all dates.

Service Agreement
00****CA-PCA-07/01/2023-06/30/2024

Select Service Location
4321 Yellow Flyer Way, Saint Paul, MN, 55121

Start Time
05:00 AM

End Time
12:00 PM

9. ADD VISIT

Dashboard My Clients My Profile Notifications Menu

9. Complete the following required information:

- Select the **Activities** provided during your shift
- In the **Notes** section, type the details about the shift that you would like to share with the Responsible Party or Participant, OR enter **NA** (meaning not applicable).

← Add Manual Visit Details

Larry Bunny Bird
09/04/2023 to 09/04/2023

Monday 09/04/2023

Start Time
05:00 AM

End Time
12:00 PM

Activities

☒ Bathing

☐ No Activity Performed

+ Add additional visit for this day

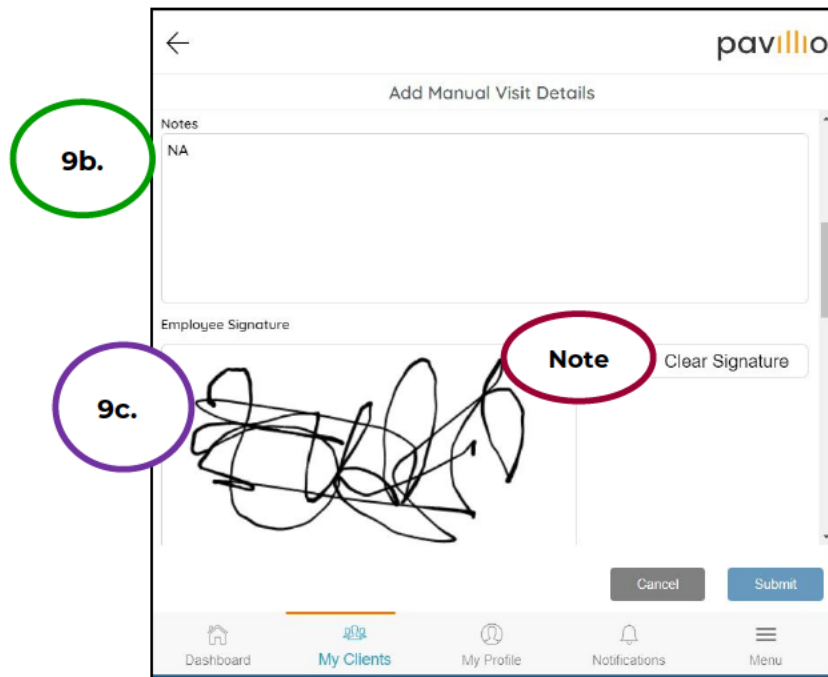
9a.

Cancel Submit

Dashboard My Clients My Profile Notifications Menu

- c. Use your touch screen or your mouse to **sign** your name inside of the text box.

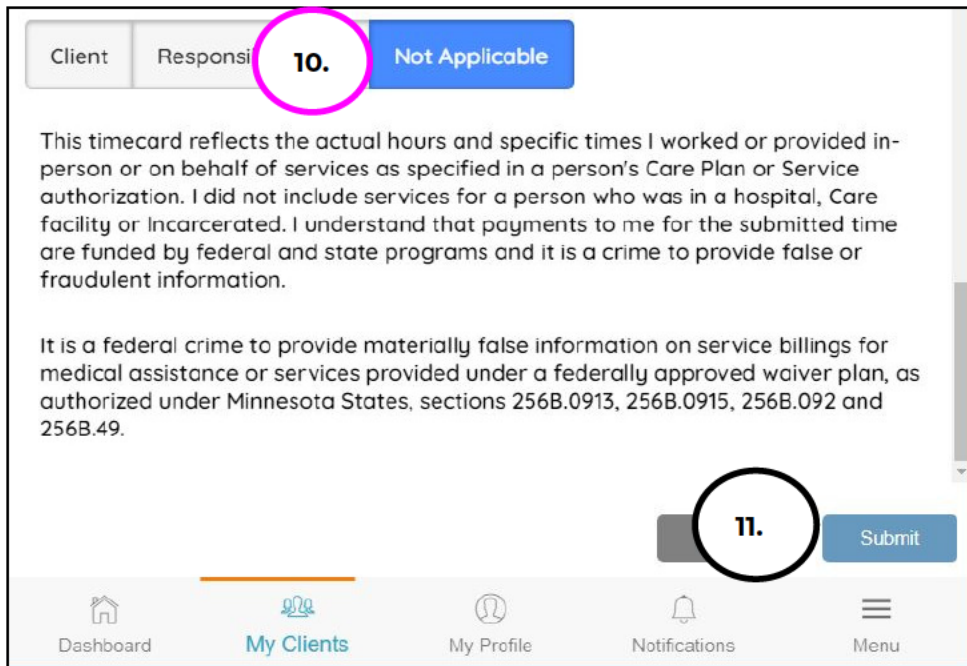
NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box



10. Select the **Not Applicable** box.

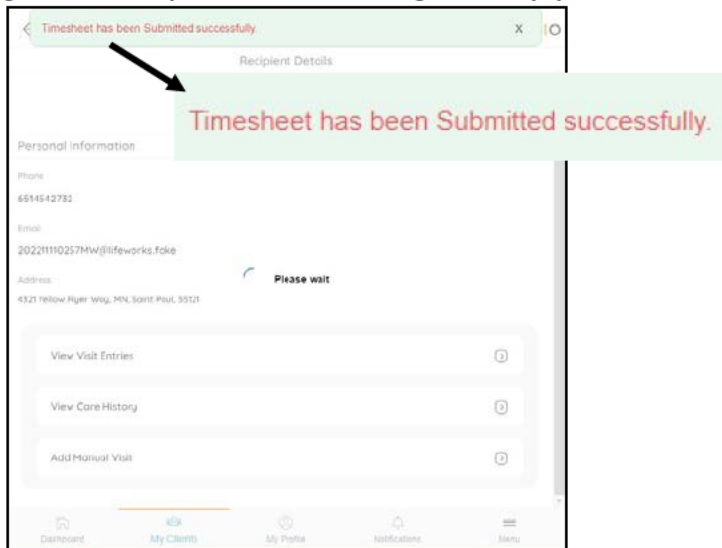
NOTE: A Responsible Party CAN use their PIN to approve this time entry. Before continuing with Step 21, reference **Option 2: Sign, Submit, AND Responsible Party Approves** for the correct steps.

11. Select **Submit**



The screenshot displays the Pavillio EVV interface. At the top, there are two tabs: 'Client' and 'Responsible Party'. The 'Responsible Party' tab is active, and a pink circle highlights the '10.' label next to the 'Not Applicable' button. Below the tabs, there is a text area with a disclaimer: 'This timecard reflects the actual hours and specific times I worked or provided in-person or on behalf of services as specified in a person's Care Plan or Service authorization. I did not include services for a person who was in a hospital, Care facility or Incarcerated. I understand that payments to me for the submitted time are funded by federal and state programs and it is a crime to provide false or fraudulent information. It is a federal crime to provide materially false information on service billings for medical assistance or services provided under a federally approved waiver plan, as authorized under Minnesota States, sections 256B.0913, 256B.0915, 256B.092 and 256B.49.' At the bottom right, a black circle highlights the '11.' label next to the 'Submit' button. The bottom navigation bar includes icons for 'Dashboard', 'My Clients' (which is highlighted with an orange line), 'My Profile', 'Notifications', and 'Menu'.

12. You will see the message **Timesheet has been Submitted successfully** which confirms the entry has been submitted to your Responsible Party for approval.



COMMONLY ASKED QUESTIONS

WHO CAN I CONTACT TO ANSWER PAVILLIO EVV RELATED QUESTIONS?

Please contact our technical team by sending an email ticket to CashSupport@lifeworks.org or calling 651-454-2732 and asking for Cashé Support. Please have the following information available:

- Screenshot of error message (if applicable)
- Description of why you are reaching out
- Your Full Name
- Your Username
- Name of Your Responsible Party (if applicable)
- Name of Participant
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.

NOTE: For the most recent version go to the following website <https://www.lifeworks.org/timekeeping/>.

MISSING LOGIN INFORMATION

1. An email was sent from admin@cashsoftware.com; be sure to search your junk/spam, Promotions tab (Gmail accounts) AND Inbox folders for the information. You can refer to [How to Log In and Set Up Your Password](#) for an example of the email.
2. If you cannot find the original email, please send an email ticket to our technical team at CashSupport@lifeworks.org to request new login information to be sent.

Include the following information:

- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify best the Date & Time for a returned call.

CANNOT LOG IN

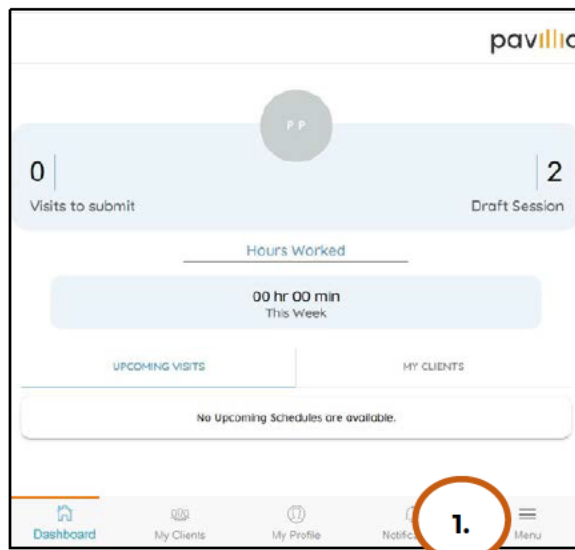
1. Confirm that your username and password have been entered correctly.
2. If you still cannot to log in, restart the device by turning it completely off and then turning the device back on. Attempt to log in again.
3. If restarting the device does not work, if you are on your phone or tablet uninstall and reinstall the Pavillio EVV app. If you are using your computer, use the Google Chrome browser to type the website <https://evv.cashesoftware.com/app/>.
4. If you still cannot log in, please submit an email ticket to our technical team at CashSupport@lifeworks.org.

Include the following information:

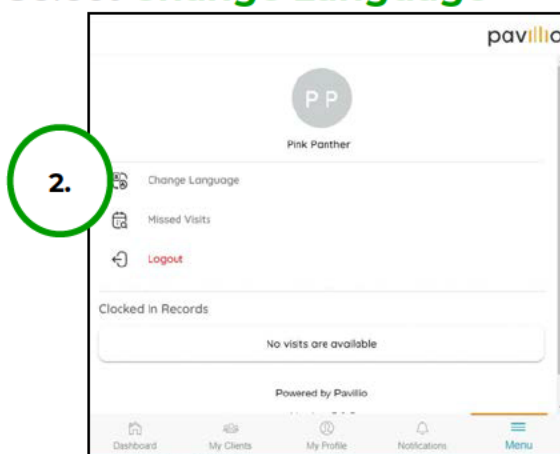
- Screenshot of the error message
- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify best the Date & Time for a returned call.

HOW TO CHANGE YOUR PREFERRED LANGUAGE

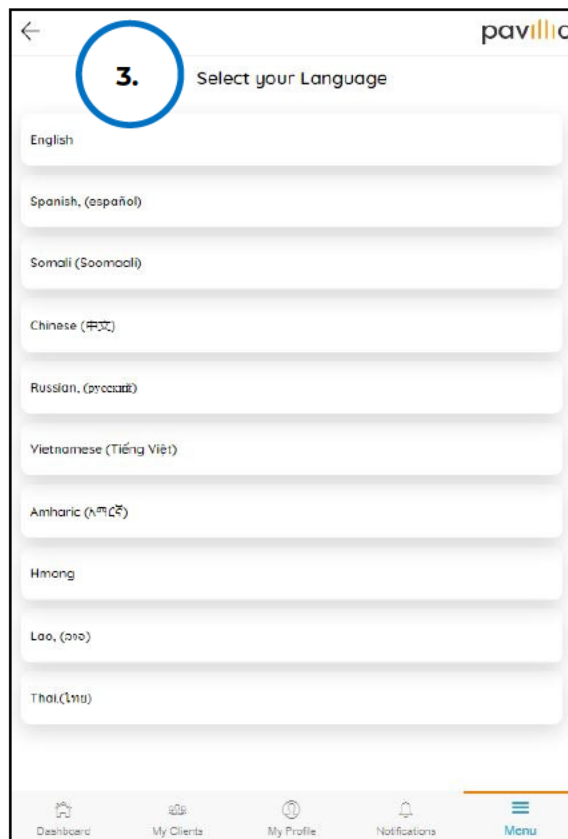
1. Select **Menu**



2. Select **Change Language**

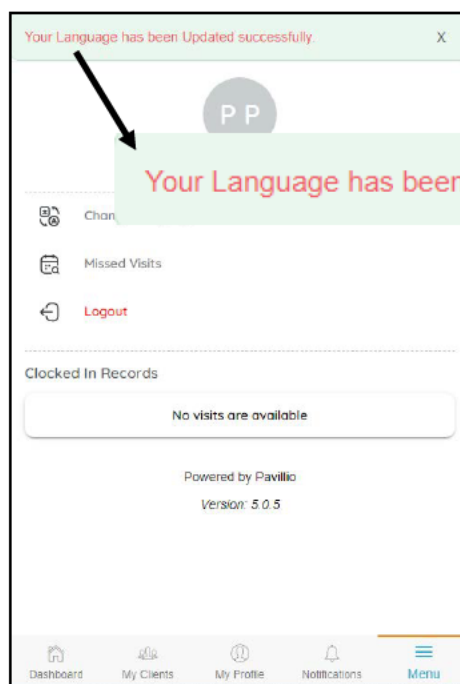


3. Select your **preferred language** from the menu. Languages available include English, Spanish, Somali, Chinese, Russian, Vietnamese, Amharic, Hmong, Lao, Thai.



4. There will be a message **Your Language has been Updated successfully**

NOTE: You may need to refresh for the language to update.



DELETE A TIME ENTRY

If you or your Responsible Party would like to delete a time entry, please submit an email ticket to our technical team at CasheSupport@lifeworks.org.

Include the following information:

- Description of why you are reaching out
- Screenshot of the time entry details
- Your Full Name
- Your Username
- Name of Your Responsible Party
- Name of Your Participant
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.

HOW DO I ENTER TIME IF I AM A LIVE-IN CAREGIVER?

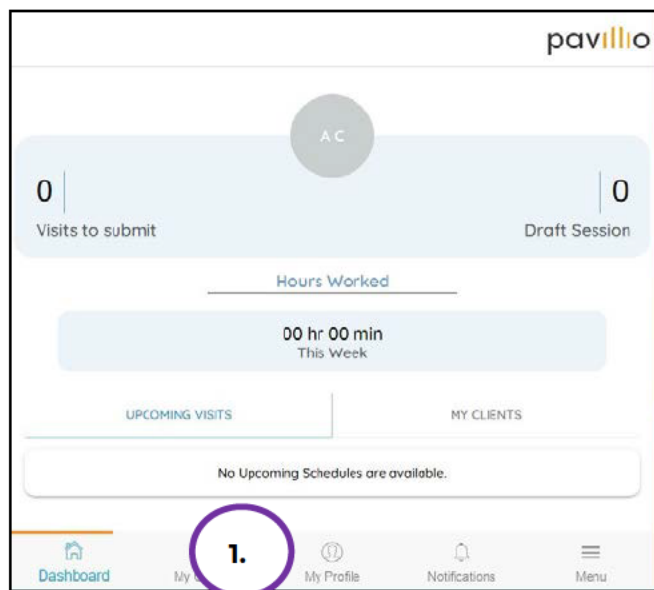
As a Live-In Caregiver, you do NOT need to clock in and out in live time. However, you do need to submit manual timesheets for EACH shift DAILY.

Reference **HOW TO ADD TIME AFTER YOUR SHIFT (TEMPORARILY ALLOWED)** to assist with entering past time.

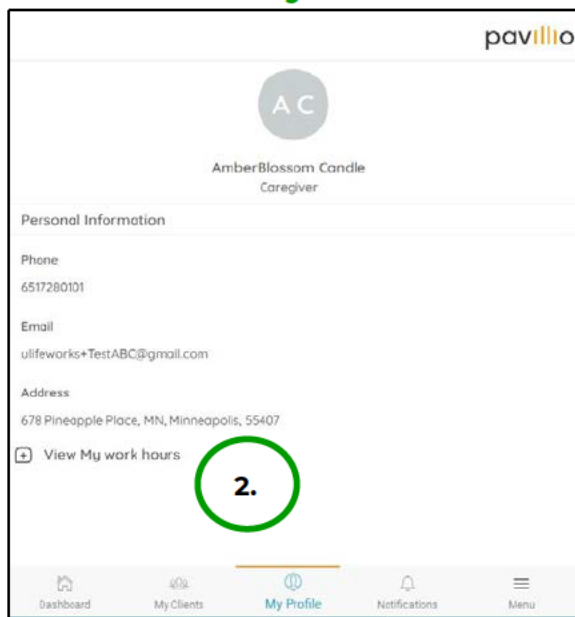
If you are unsure you if you are a Live-In Caregiver connect with your Responsible Party or Service Coordinator.

HOW TO REVIEW TOTAL WEEKLY HOURS WORKED

1. Select **My Profile**, the 3rd button located at the bottom of the dashboard.



2. Locate **View My work hours**



3. Select the **plus (+)** to the left of **View My work hours**

The screenshot shows the Pavillio EVV mobile app interface. At the top, there is a header with the Pavillio logo. Below the header, a user profile is displayed with a circular avatar containing the letters 'AC', the name 'AmberBlossom Candle', and the role 'Caregiver'. Underneath the profile, there is a section titled 'Personal Information' containing fields for 'Phone' (6517280101), 'Email' (ulifeworks+TestABC@gmail.com), and 'Address' (678 Pineapple Place, MN, Minneapolis, 55407). Below the personal information, there is a section titled 'View My work hours' which is circled with a red circle and the number '3.' to its left. This section includes a 'Week range' dropdown menu currently set to 'Jul 9th 2023 - Jul 15th 2023'. Below the dropdown, there are two boxes: 'Regular Hours' showing '00:00' and 'OT Hours' showing '00:00'. At the bottom of the screen, there is a navigation bar with five icons: 'Dashboard', 'My Clients', 'My Profile' (which is highlighted with an orange bar), 'Notifications', and 'Menu'.

Note: The CURRENT week is display by default. You can select the drop down to view past weeks

****Your hours will update automatically once you have created a new timecard****

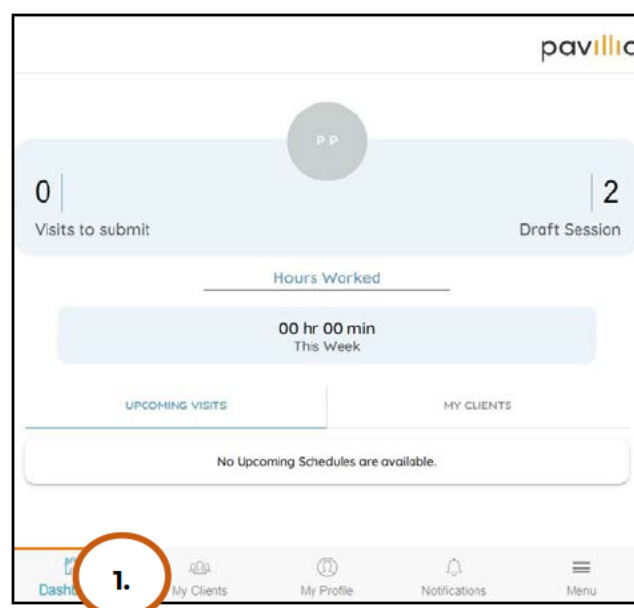
HOW TO VIEW APPROVED AND UNAPPROVED TIME ENTRIES

Below are instructions for how to view your approved and unapproved time entries. **Approved** time entries are those you have signed and submitted, and your Responsible Party has approved.

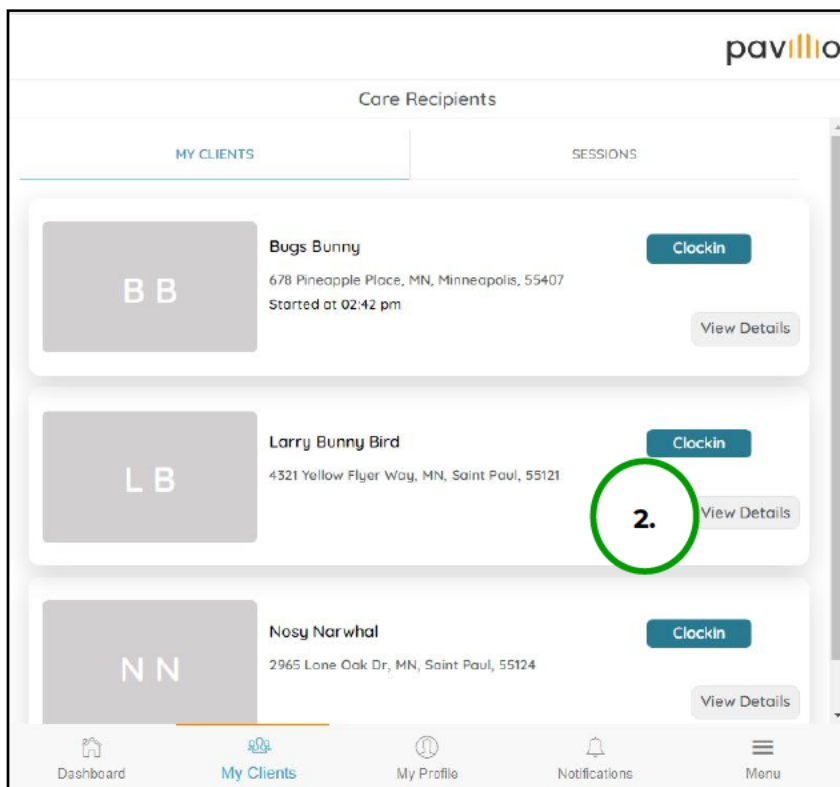
Unapproved time entries are those you have signed and submitted, but your Responsible Party has not yet approved them.

NOTE: Once you have signed and submitted your time entries your Responsible Party must sign and approve or reject your entry.

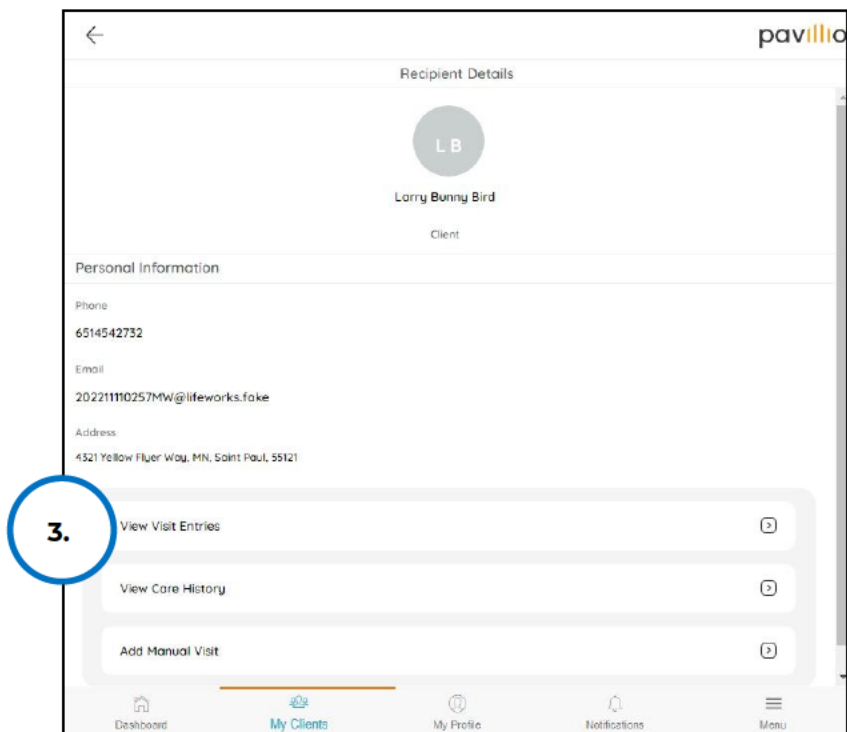
1. Select the **My Clients**; the 2nd icon located at the bottom of the dashboard.



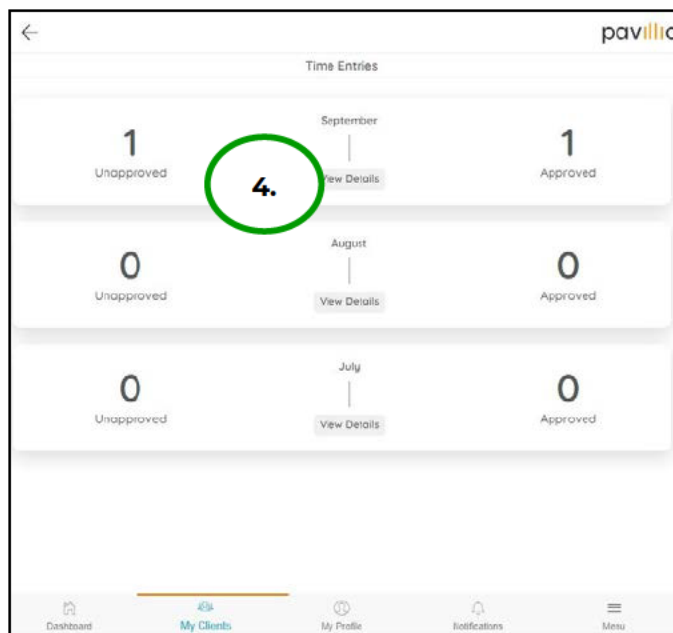
2. Select **View Details** to the right of the Participant's name.



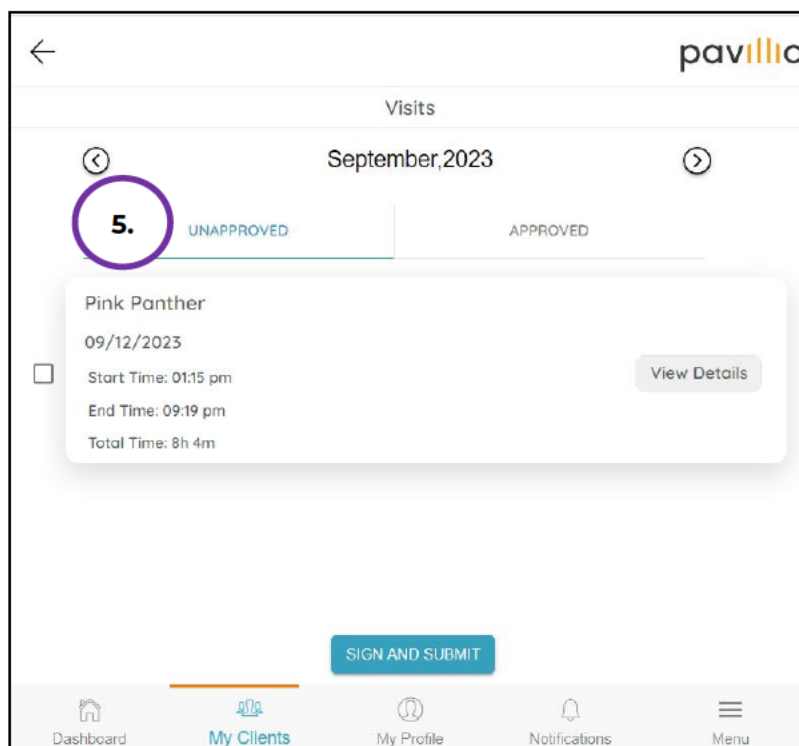
3. Select **View Visit Entries**



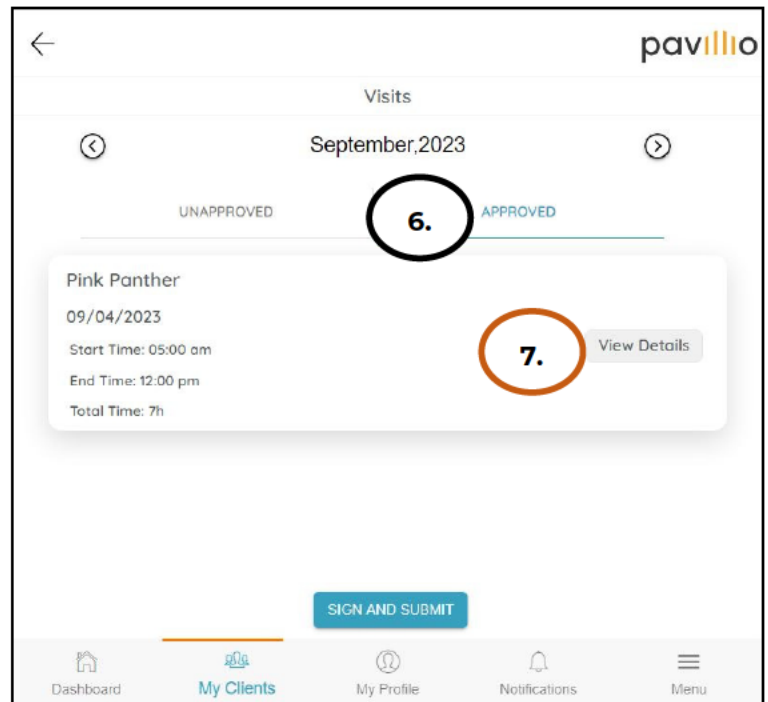
4. Select the **View Details** for month you would like to review.



5. Select **Unapproved** to view timecards that have NOT been approved by your Responsible Party.



6. Select **Approve** to view timecards that have been approved by your Responsible Party and will be processed for payroll.
7. Select **View Details** for each time entry you would like to review.



HOW DO I ENTER PAST TIME?

You can refer to **HOW TO ADD TIME AFTER YOUR SHIFT (TEMPORARILY ALLOWED)** to assist with entering past time.

If you have further questions, please send an email ticket to our technical team at CashSupport@lifeworks.org to request new login information to be sent.

Include the following information:

- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify best the Date & Time for a returned call.

RESPONSIBLE PARTY REJECTED MY TIME

Please refer to **HOW TO EDIT REJECTED TIME ENTRIES** for next steps.

If you have additional questions, please submit an email ticket to our technical team at CashSupport@lifeworks.org.

Include the following information:

- Screenshot of the time entry details
- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.

CHECK THE STATUS OF A TIME ENTRY

There are 3 ways to check the status of your time entry:

1. Follow the steps within **HOW TO VIEW APPROVED AND UNAPPROVED TIME ENTRIES** in the Commonly Asked Questions section.
2. Reach out to your Responsible Party.
3. Send an email ticket to the technical team at CashSupport@lifeworks.org.

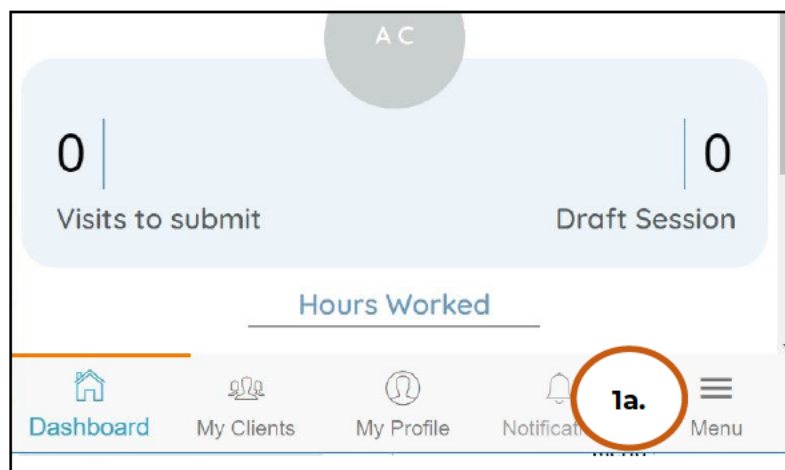
Include the following information:

- Details of the time entry
- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.

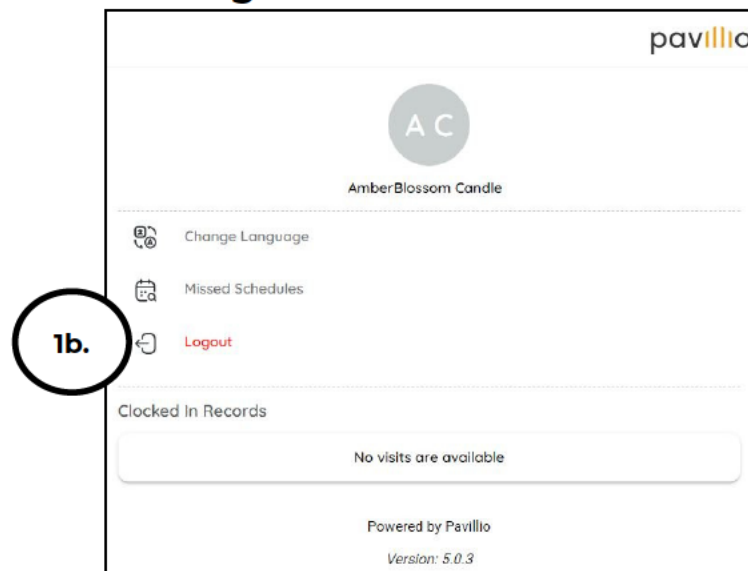
HOW TO SWITCH FROM CAREGIVER TO RESPONSIBLE PARTY

1. Log Out of Pavillio EVV

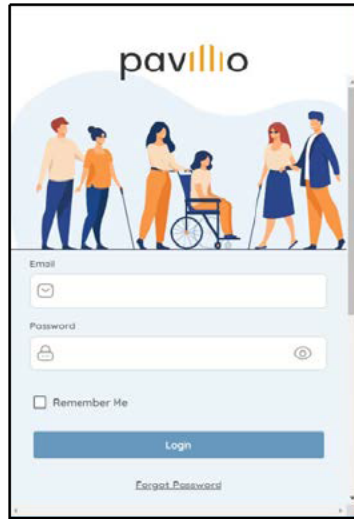
a. Select **Menu**



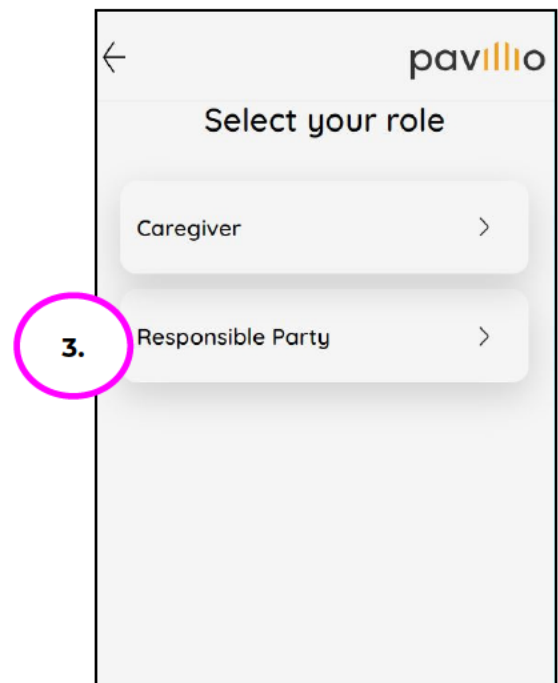
b. Select **Logout**



2. Log back in



3. Select the Responsible Party role



WHY DO I HAVE TO SELECT A ROLE?

This means you are listed as both a Caregiver AND Responsible Party for the Participant. When working with the Participant you will choose the **Caregiver** role to Clock In and Clock Out. When approving timecards for yourself and your Caregivers you will choose the **Responsible Party** role. For assistance with the Responsible Party role reference the Support Manager User Guide for Pavillio EVV located on our website <https://www.lifeworks.org/timekeeping/>.

IS THE PASSWORD THE SAME FOR THE RESPONSIBLE PARTY ROLE?

Yes, the password is the same for both the Employee AND the Responsible Party role.

If your password is NOT working for either login, please submit an email ticket to our technical team at CashSupport@lifeworks.org.

Include the following information:

- Screenshot of where the language is not updated
- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify best the Date & Time for a returned call.

PARTICIPANT IS NOT LISTED

1. If your participant is not listed, it could mean that some information is missing from your Employee Profile. Please submit an email ticket to our technical team at

CasheSupport@lifeworks.org

Include the following information:

- Screenshot of error the message on the Care Recipients screen showing the participant is missing
- Your Full Name
- Your Username
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.

WHATS THE BEST PRACTICE FOR ENTERING TIME?

Best practice for recording your time is to clock in at the beginning of your shift and clock out at the end your shift. Once EVV is implemented, it is Lifeworks' understanding that the edit feature will no longer be allowed. For more information about EVV, please refer to **About Pavillio EVV**.

WHEN IS PAYROLL DUE?

Go to our website <https://www.lifeworks.org/fiscal-support/forms/> to reference our most recent Payroll Calendar.

HOW DOES MY TIMECARD GET SIGNED?

Once you SIGN AND SUBMIT your timecard, your Responsible Party is notified. Your Responsible Party will then Review, Sign, and Approve your timecard so it can be processed for payroll.

If you are NOT sure, reference **HOW TO VIEW APPROVED AND UNAPPROVED TIME ENTRIES** in the Commonly Asked Questions section.

WHAT ACTIVITY SHOULD BE CHOSEN?

The Pavillio Timekeeping System caters to multiple programs. The activity section is customized to each Participant.

For example:

Service = Respite

Activity = Respite

Service = Home making

Activity = Light Housekeeping

Service = Personal Support

Activity = Personal Support

Service = Night Supervision

Activity = Night Supervision

If you are not sure what to select, please connect with your Responsible Party.

If you need further assistance, please submit an email ticket to our technical team at CashSupport@lifeworks.org.

Include the following information:

- Screenshot of what Activities are listed
- Your Full Name
- Your Username
- Preferred contact method for the response

- If a phone call is preferred, please specify best the Date & Time for a returned call.

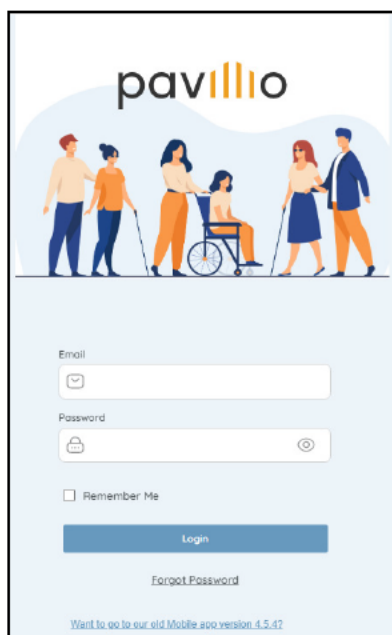
DO I NEED THE PAVILLIO EVV APP OPEN ALL DAY?

All you need to do is open Pavillio EVV to Clock In but there is no reason to keep it open.

The next time Pavillio EVV needs to be opened is when you are ready to Clock Out & submit your timecard.

WHY DOES PAVILLIO LOOK DIFFERENT?

Pavillio, from the makers of Cashé Software, released an updated version of their App and website May of 2023; “Pavillio EVV 5.0” which altered the look but not the functionality. More version updates will continue with the intention to continuously improve the software.



UPDATING YOUR CONTACT INFORMATION

Please submit an email ticket to our technical team at CasheSupport@lifeworks.org if you need to update your contact information (email, phone number, etc.). Include the following information:

- Your current information and the new information you need updated
- Your Full Name
- Your Username
- Name of Your Responsible Party (if applicable)
- Name of Your Participant
- Preferred contact method for the response
 - If a phone call is preferred, please specify the best Date & Time for a returned call.