Pavillio EVV User Guide - Employee
SHARED SERVICES

Homemaker
Individualized Home Supports
Night Supervision
Respite
PCA

TABLE OF CONTENTS

GETTING STARTED

Quick words to know

Here are some common words used in this guide.

- <u>Care Recipient/client:</u> the person who receives care

- <u>Caregiver/employee:</u> the person providing care

- <u>Responsible party/Support manager:</u> The person who approves your hours

- <u>Visit:</u> the time you work with the client

- <u>Clock in:</u> start visit

- <u>Clock out:</u> stop visit

- <u>Time entry:</u> the recording of your visit (start time, end time and notes)

- <u>Rejected time:</u> Responsible Party found a mistake and rejected the time entry so you can fix it

- <u>One to one services:</u> when you provide care for only one client

- <u>Geofence:</u> A geofence is an invisible line around a place. For EVV, this place is the home of the client.

MINMUM 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 abov96******69

- Website URL – Computer
    - Google Chrome Version - 88.0.4324 or above

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WHAT EACH ICON MEANS

Dashboard (Default View)

- Total Hours for current week
- Timecards started but NOT submitted to the Responsible Party

Dashboard

My Clients

- Names of Participant(s) you are currently working with
- Ability to ClockIn or ClockOut of shift
- Navigation to Timecard History
- Navigation to Manual Time Entry

My Clients

My Profile

- Your contact information Lifeworks has on file
- Access to hours worked in the current week AND previous weeks

My Profile

Notifications

What's Here? Notification of an action that occurred.

Notifications

Menu

- Change the default language
- Navigation to Logout

Menu

HOW TO ACCESS PAVILLIO EVV

You can use Pavillio EVV on your phone, tablet or computer. Choose the way that works best for you

Android 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.

Apple Devices (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.

Computer

1. Open **Google Chrome:**

   a. To use Cashe EVV, it's best to use Google Chrome. If you don't have it, you can download it here: https://bit.ly/2QCJQ0p

   b. Go to: https://app.pavillio.com/evv/login

HOW TO LOG IN AND SET UP YOUR PASSWORD

1. You will receive 2 communications from Pavillio:

    a. A text message to your mobile device with a **temporary password**.
    b. 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. Don't click "**Log In**" in the email. It will take you to a website we don't use. Instead, open the Pavillio EVV app on your device or go to the Pavillio EVV website. See "How to access Pavillio EVV"

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.

    a. Enter temporary password in current password box.
    b. Enter your chosen password in the new password box
    c. Re-enter chosen password in the confirm box.

7. Select **Reset**

8. You will be redirected to the main login screen

9. Log in to Pavillio EVV

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

10. 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

3. Enter your Email Address (if not already there) into the Email box

4. Select Send Verification Code

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. Don't click "Log In" in the email. It will take you to a website we don't use. Instead, open the Pavillio EVV app on your device or go to the Pavillio EVV website. See "How to access Pavillio EVV"

9. Enter the temporary password you were given via email and text message into the Verification code box.

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

11. Select **Reset**

12. You will receive message "Password changed successfully. Please Re-login."

13. You will be taken to the Pavillio EVV login page.

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

14. Select **Login**

HOW TO USE PAVILLIO EVV

HOW TO CLOCK IN

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

2. Select **SESSIONS**

3. Select **Add Session**

4. 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.

5. Select the **Check box** to the left of each Participant you will be providing Shared Services to

6. Select **Start Session**

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 **My Clients**, the 2nd icon from the left located at the bottom

3. Select **SESSIONS**

4. Select **Open Session**

5. Select **Stop Session**

6. Select **Add Service Details** to the right of the Participant's name

7. The following <u>must</u> be completed prior to submitting:

    a. 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?**

    b. 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).

    c. Complete **Signature Verification**

        i. Two options:
            1. Option A. If your Responsible Party is NOT present:

                a. Select **Not Available** box; it will turn blue once selected
                b. Select **Save**
            2. Option B: If the Responsible Party IS present:
                a. Use this option if your Responsible Party <u>IS</u> present at the end of your shift while clocking out.
                    i. Select the **Responsible Party** box; it will turn blue once selected

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

                    iii. Select the name of the **Responsible Party** that is present

                    iv. Select **OK**

                    v. Hand your device to the Responsible Party

                    vi. The **Responsible Party** will use your touch screen or your mouse to **sign** <u>their</u> 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

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

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8. Select **Save**

9. You will see a **Timesheet has been Updated successfully** message to confirm it has been updated.

10. Repeat Steps 6-9 until all Service Details have been added.

11. Use your touch screen or your mouse to **sign** <u>your</u> 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 the **Submit** button

13. You will see a **Session has been Submitted 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 **Draft Session** 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 SESSION**

3. Under **DRAFT SESSION** 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.

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

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

7. To edit each shift for each Participant, Select **Add Service Details** to the right of the Participant's name

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

9. You will see a **Timesheet has been Updated successfully** message to confirm the you entry has been successfully edited

10. Repeat Steps 7-9 until all corrections have been made

11. Use your touch screen or your mouse to **sign** <u>your</u> 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 **SIGN**.

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

Other Helpful Features

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**

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.

Common Problems and Simple Answers

WHAT TO DO IF YOU DID NOT GET YOUR LOGIN INFORMATION

1. Check your email for a message from admin@cashesoftware.com

   Look in your in your inbox, spam or junk folders. If you use gmail, also check the promotions tab.

   You can also look at the section " How to Log In and create Your Password for the first Time" for an example of the email.

2. Still can't find the email?

   Please send an email to CASupport@lifeworks.org to get your login information again.

   When you email, include:

   - Your Full Name
   - Email (login ID)
   - Your preferred contact method (email or phone)
     - If a phone call is preferred, let us know the best time and date

IF YOU CANNOT LOG IN

1. Check your email and password

   - Make sure they are typed correctly
   - Verify password is correct click on the eyeball on the right to reveal password to check

2. Turn your device off and then back on

   - On your phone or tablet, delete the app and redownload it (if you need help look at the "How to access Pavillio EVV" section)

- On your computer, phone or tablet, open Google Chrome and go to https://evv.cashesoftware.com/app/

3. If you still can't log in, email us at CASupport@lifeworks.org.

   When you email, include:

   - Screenshot of the error message
   - Your Full Name
   - Your email (login ID)
   - Your preferred contact method (email or phone)
     - If a phone call is preferred, let us know the best time and date

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 CASupport@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.

WHY DO I HAVE TO CHOOSE A ROLE?
You are listed as both a caregiver and responsible party for the client.

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This means you have two different roles and the system needs to know which one you are using

Use the Caregiver role when:
- You need to clock in and out for your visit

Use the Responsible Party role when:
- You are reviewing or approving timecards for caregivers
- View budget details

Need help using the responsible party role? Check the Cashe EVV Support Manager User guide on our webpage: https://www.lifeworks.org/timekeeping/

IS THE PASSWORD THE SAME FOR THE RESPONSIBLE PARTY ROLE?

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

If your password doesn't work, try resetting your password:
- On the login screen click forgot password
- Follow the steps to reset your password
- For help, see the section "how to reset password"

Still need help?

Please send us an email to CASupport@lifeworks.org

When you email, include:
- Screenshot of the error message
- Your Full Name
- Your email (login ID)
- Your preferred contact method (email or phone)
  - If a phone call is preferred, let us know the best time and date

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HOW TO SWITCH FROM CAREGIVER TO RESPONSIBLE PARTY

To switch roles, you will need to Log Out of the Cashe EVV app and then Log back in.

To Log out:
- Click Menu
- Click Logout

To Log back in:
- Enter your email
- Enter your password
- Click responsible party role

Client IS NOT LISTED

If your client is missing, some information may be missing from your account.

Please email us at CASupport@lifeworks.org

When you email, include:

- Screenshot of the error message or Care recipients screen showing the missing client
- Your Full Name
- Your email (login ID)
- Your preferred contact method (email or phone)
  - If a phone call is preferred, let us know the best time and date.

GEOFENCE INFORMATION

Since December 1, 2023, DHS changed the geofence rule for EVV.

A geofence is a circle around the person's home. It helps the system know if you are close enough when you clock in or clock out. The rule now says you must be within 500 feet of the client's home.

The system only checks your location when you start and end a visit. It does not track where you are while working.

To follow the new rule, the EVV app and webpage were updated on November 15, 2023. This update is only for caregivers; nothing changed for responsible parties.

You can still give care in the community. This change does not stop services from happening outside the home.

WHO IS A LIVE IN CAREGIVER

Live in Caregivers may qualify for an exemption from real time EVV requirements. If eligible and properly documented, they must enter required data once per day instead of clocking in and out per visit. More details about required documentation and process eligibility will be shared via Paylocity in the next few weeks.

For more about EVV, visit the DHS EVV webpage.

If you have additional questions, please reach out to your Lifeworks service coordinator.

RESPONSIBLE PARTY REJECTED MY TIME

To fix this, follow the steps in "how to fix rejected time entries." If you need more help, email us at CASupport@lifeworks.org

When you email, include:
- Screenshot of the time entry details
- Your Full Name
- Your email (login ID)
- Preferred contact method (email or phone)
    - If a phone call is preferred, let us know the best time and date.

DELETE A TIME ENTRY

If you or your Responsible Party want to delete a time entry, please email our Timekeeping team at EVVTimeSupport@lifeworks.org

WHEN IS PAYROLL DUE?

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

UPDATING YOUR CONTACT INFORMATION

Login to Paylocity to update the following:
- First Name
- Middle Name
- Last Name
- Phone Number
- Email
- Street Address
- City, State, Zi

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THINGS TO KNOW

EVV COMPLIANCE REQUIREMENT

Important update regarding Electronic Visit Verification (EVV). As part of the 21st Century Cures Act, the Minnesota Department of Human Services (DHS) will start full enforcement of EVV beginning January 1, 2026.

What This Means for You

All employees must clock in and out of visits in real time - that is, at the actual time they begin and end their services.

Employees and Responsible Parties will continue to use their current designated EVV timekeeping system (Cashé or Pavillio).

Live in Caregivers may qualify for an exemption from real time EVV requirements. If eligible and properly documented, they must enter required data once per day instead of clocking in and out per visit. More details about required documentation and process eligibility will be shared via Paylocity in the next few weeks.

Responsible Parties must review and approve time entries at least weekly; daily review and approval are recommended.

Benefits to You

Improved Issue Resolution: Real-time data allows Lifeworks and Responsible Parties to address concerns more quickly.

Improved Accuracy: Ensures services are recorded in real time, reducing errors and discrepancies.

You don't need to wait until January 1st to get started; you can begin today by clocking in real-time. Thank you to everyone who is already following this requirement.

We have updated our email system to better support you:

Contact EVVTimeSupport@lifeworks.org for questions related to hours worked.

Contact CASupport@lifeworks.org for questions related to using the Cashé/Pavillio apps.

Contact Payroll@lifeworks.org for questions regarding paychecks.