



## HOW IT WORKS - Pavillio EVV TELEPHONY

### Employee

Homemaker  
Individualized Home Supports  
Night Supervision  
Respite  
PCA

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# HOW IT WORKS

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## THINGS TO KNOW BEFORE YOU BEGIN

1. ALL calls must be made from the Client's phone number
2. You must make a phone call to clock in and clock out.
3. You will hear automated instructions, so listen carefully.

## PHONE NUMBER TO CALL

1-844-691-1711

## HELPFUL TERMS TO KNOW

Activity = A specific task/job performed at one point and/or throughout the visit.

Caregiver = Also known as an Employee

IVR = Interactive Voice Response

PIN = Personal Identification Number

Responsible Party = Also known as a Support Manager or Authorized Representative

RP = Responsible Party

Service = The label for the job you are doing. Some examples are Personal Care Assistance, Respite, Individualized Home Support without Training, or Night Supervision.

Telephony = Integrated IVR uses the client's phone to record visits and activities. Caregivers, clients, and responsible parties can use IVR. There is no additional charge to use Integrated IVR.

## **SPOKEN STEPS TO CLOCK IN**

1. Welcome to the Pavillio IVR. Press 1 for Caregiver, 2 for Client, or 3 for RP.
  - a. Press 1 for Caregiver
2. Press 1 to start a visit or press 2 to end a visit.
  - a. Press 1 to start a visit
3. Please enter your PIN.
  - a. Enter your phone number (this is your PIN)  
EXAMPLE: 651-454-2732
4. Great, we've found you.
5. (Optional step) Please select the agency.
  - a list of agencies you work with will be listed; Lifeworks should be listed
  - a. Press the correct number connected with the agency for this visit.
6. Please confirm your name.
  - a. Press the correct number connected with your name.
7. (Optional step) Please select the client you're assisting.
  - a list of clients you work with will be listed
  - a. Press the correct number connected with the client for this visit.
8. Please select the service you are providing
  - a list of service(s) available will be stated.
  - a. Press the correct number connected with the service you will be working for the visit  
EXAMPLE: Personal Care Assistant
9. Press 1 to start the visit.
10. The visit has started. Thank you.
11. The call ends.

NOTE: Wait until it says "Thank you" for the call to end automatically to know all steps have been completed.

## **SPOKEN STEPS TO CLOCK OUT**

1. Welcome to Pavillio IVR. Press 1 for Caregiver, 2 for Client, or 3 for RP.
  - a. Press 1 for Caregiver
2. Press 1 to start a visit or press 2 to end a visit.
  - a. Press 2 to end a visit
3. Please enter your PIN.
  - a. Enter your phone number (this is your PIN)  
EXAMPLE: 651-454-2732
4. Great, we've found you.
5. (Optional step) Please select the agency.
  - a list of agencies you work with will be listed; Lifeworks should be listed –
  - a. Press the correct number connected with the agency for this visit.
6. Please confirm your name.
  - a. Press the correct number connected with your name.
7. (Optional step) Please select the client you're assisting.
  - a list of clients you work with will be listed
  - a. Press the correct number connected with the client for this visit.

NOTE: IVR finds the visit to which you previously started. If there are no visits found, you would be prompted to start a visit.

8. Did you perform activities? Press 1 for yes. Press 2 for No.
  - a. Press 1 for yes
9. Press 1 to select all activities. 2 to select individual activities.
  - a. Press 2 to select individual activities
10. A list of activities will be listed
  - a. Press each number associated to every activity you provided during the visit

NOTE: Listen to the entire list of activities and each numbered item first, then choose the ones you did during your visit.

11. Press zero (0) or star (\*) to confirm your selection

a. Press 0

12. You have selected the following activities

- a list of the activities you selected will be repeated

13. Press 1 to continue or 2 to select any additional activities

a. Press 1

14. Is the client or RP available to approve this visit. Press 1 for Client, 2 for RP, or 3 if

Client or RP is unavailable

a. Press 3

15. You have successfully confirmed this visit. Thank you

16. Call is automatically ended

NOTE: Wait until you hear "Thank you." The call will then automatically end once everything is finished.

# THINGS TO KNOW

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## EVV COMPLIANCE REQUIREMENT

Important news about Electronic Visit Verification (EVV). As part of the 21<sup>st</sup> Century Cures Act, the Minnesota Department of Human Services (DHS) will begin making sure everyone follows the EVV rules 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 keep using the EVV timekeeping system they've been using (Cashé or Pavillio).

**Live in Caregivers** may qualify for an exemption from real time EVV requirements. You only have to log your work hours once a day, instead of clocking in and out for each shift. You can start once you get the paperwork confirming you're eligible.

**Responsible Parties** must check and approve the time entries at least once a week. It's also a good idea to review and approve them every day.

## BENEFITS TO YOU

**Improved Issue Resolution:** Real-time data helps Lifeworks and others involved to fix problems faster.

**Improved Accuracy:** Makes sure services are logged in real time, cutting down on mistakes and mismatches.

## CONTACT INFORMATION

### Questions related to:

- Using Cashé/Pavillio Telephony (IVR) - email our Customer Applications Support team at [CASupport@lifeworks.org](mailto:CASupport@lifeworks.org) or call 651-454-2732, press 2, press 2 again
- Hours Worked - email our Timekeeping team at [EVVTimeSupport@lifeworks.org](mailto:EVVTimeSupport@lifeworks.org) or call 651-454-2732, press 2, press 3 again
- Paychecks - email our Payroll team at [Payroll@lifeworks.org](mailto:Payroll@lifeworks.org) or call 651-454-2732, press 2, press 3 again