



HOW IT WORKS - Pavillio EVV TELEPHONY **Responsible Party**

Homemaker
Individualized Home Supports
Night Supervision
Respite
PCA

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HOW IT WORKS

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 APPROVE TIME

1. Welcome to the Pavillio IVR. Press 1 for Caregiver, 2 for Client, or 3 for RP.
 - a. Press 3 for RP

2. Please enter your PIN.
 - a. Enter your phone number (this is your PIN)
EXAMPLE: 2732

3. Great, we've found you.

4. (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.

5. Please confirm your name.
 - a. Press the correct number connected with your name.

6. (Optional step) Please select the client.
 - a list of clients you work with will be listed
 - a. Press the correct number connected with the client for this visit.

7. Please confirm the visit and caregiver you want to approve
 - a list of each unapproved visit will be read; this includes each caregiver's name, each date and each time of each visit.
 - a. Press each number associated to each unapproved visit you will be approving

NOTE: Listen to the whole list of visits and clients, along with each number before you choose any visit to approve

8. Great! The details of your visit are done
 - the details of the visit will include each caregiver's name, each date and each time of each visit that was selected to be approved

9. Press 1 to approve or 2 to deny the visit
 - a. Press 1

NOTE: If the visit is denied, the caller is encouraged to contact the agency to discuss.

10. You have approved this visit. Thank you.

11. The call ends.

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

THINGS TO KNOW

EVV COMPLIANCE REQUIREMENT

Important news about Electronic Visit Verification (EVV). As part of the 21st 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 or call 651-454-2732, press 2, press 2 again
- Hours Worked - email our Timekeeping team at EVVTimeSupport@lifeworks.org or call 651-454-2732, press 2, press 3 again
- Paychecks - email our Payroll team at Payroll@lifeworks.org or call 651-454-2732, press 2, press 3 again