



Pavillio EVV User Guide – Responsible Party

TELEPHONY

Homemaker
Individualized Home Supports
Night Supervision
Respite
PCA

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HOW TO USE PAVILLIO EVV TELEPHONY

APPROVE TIME

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



Please select the agency supporting you.
(insert agency name)



Please enter your PIN.



Please confirm the visit and
caregiver you want to approve.
(insert client name)



Press 1 to approve and 2 to deny.

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

You have approved the visit. Thank you.



The have approved the visit. Thank you.

The call ends.

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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.

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