



Q1. Can client sign on the docs while using an ipad?

A1. Yes - on the signature boxes at the bottom of the document.

Q2. can pavillio be used to store intake documents for clients?

A2. yes there is a file folder for all documents.

Q3. Is there a way to track Utilization by the number of days scheduled versus using the unit number

A3. If the unit of measure on that service code is in daily units instead of 15 minute units, then the system is counting each day as a units, vs. 15 minute units.

Q4. My question on utilization of days versus units was related to a report that tracks days the units vary we bill based on units but I want to know if they are scheduled 245 but came 200 days can I track that or is their a report?

A4. We have the data in the system. You may need a different report for that type of comparison. Your PM can help get that report set up.

Q5. Can you copy an already created template for a care plan and build a custom one based off of that?

A5. yes you will be able to shortly. likely in about 3-4 weeks

Q6. Are custom fields in the care delivery viewable on the EVV timesheet?

A6. No the evv timesheet does not have a view of the entire care delivery document. Only the ADLs or outcomes are visible in EVV app.

Q7. When will transportation Mileage be added to Pavillio?

A7. Planned for 2023.

Q8. what's MCO data?

A8. MCO are the Managed Care Orgs. Sending claims/services that would be billed to an insurance company, such as Ucare, Medica, etc.



Q9. Service Agreement question: If a service agreement ends 8/31/22 and we ran out of units on 8/31/22 but a week later the social worker updated the service agreement with more units is there a way to go back into the service agreement to add the units after 8/31/22 when the service agreement ended and the current care delivery has ended also?

A9. Yes, you can update the units on a closed agreement.

Q10. In Care Delivery; before we had to enter info into those 6 specific lines before a client was active and we could clock their time and attendance. Is that still the case now with the customized feature or is that no longer aligned with the SA and being able to clock attendance?

A10. Setting up a care delivery document is still required. But now, since it is not linked to the SA, you do not need to create a new care delivery document with each SA.

Q11. Is there an update on ICF being added as a payor in Pavillio? As we still have to bill in Legacy for ICF and Pavillio for everyone else?

A11. Planned for early 2023.

Q12. Is the Non Billable option available to document non billable time in Tasks?

A12. No, not currently.

Q13. When can we expect a non billable option for clients/DSS?

A13. There is a work around for this. if you are interested in setting this up, please contact support.

Q14. Is the push notification option HIPAA compliance?

A14. Yes. The notifications refer the user back to the application. No protected information is sent in a notification.

Q15. How will Chore Service with flexible rates set up in Pavillio?

A15. You can bill different rates but the rate is fixed by DHS for each waiver.

Q16. Can employee send message back in the app?

A16. Not currently enabled in the app (the capability is there but disabled at the moment)



Q17. is there an telephony option beside the app?

A17. Planned for end of this year.

Q18. is it possible to up the max to total amount of employees in an agency?

A18. You can send to all agency employees today and there is no limit. Just select the caregiver distribution list. There is a limit for custom distribution lists of 50 recipients.

Q19. Can you set up PTO for nonbillable times and holiday pay?

A19. You are able to set up your own non-billable time activities. You can define PTO if desired. Holiday pay is already part of payroll in Pavillio.

Q20. So once Holidays are set up in Masters does it automatically push to Nonbillable timecards for salaried employees?

A20. No. the timecard still needs to be entered for employees to be paid.

Q21. can we pull a "view units in detail" report for all people-served in the agency?

A21. Yes – it is available in the standard analytics 2022 dashboard. it is called "Client Active Service Agreements PS"

Q22. can we be notified when this report is available?

A22. the report is available now. the estimated consumed units column will be added before the end of October.

Q23. Will pavillio offer multi-factor authentication in the future?

A23. Yes, planned as an option for early 2023.

Q24. is there a way to pull this in reporting?

A24. Yes, the estimated units used is being added to the standard reports on unit utilization. Should be completed by end of Oct.



Q25. Can I view units used for 3rd party payors or is this just for waiver paid clients?

A25. Yes – it is available in the standard analytics 2022 dashboard. it is called “Client Active Service Agreements PS”

Q26. How do they get to the portal? It isn't available in the app?

A26. If you're not using the EVV app, all users would log into Pavillio at app.pavillio.com. You would control access with the roles and permissions setup.

Q27. Is there a way to set up auto push notifications?

A27. No, not right now

Q28. How can we get training on the New features?

A28. We will be walking through these features in this webinar. If additional training is needed, you can request training time through your project manager (this may incur additional charges for training time).

Q29. Do you know when Shared care/shared services will be ready in Pavillio?

A29. Setup and entry of shared care is available now in Pavillio. Manual entry of timesheets only at this point. EVV entry of shared care planned for end of this year.