

# EVV webinar series – Pitfalls Promise and Pavillio

Praba Manivasager | Samantha Frederick

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# Past webinars on Cashe website

The screenshot displays the Cashe website's navigation and content. At the top, there is a navigation bar with links for PRICING, ABOUT, RESOURCES, CONTACT, and CASE STUDY. To the right of these links are social media icons for Facebook, Instagram, and Twitter. A dark grey dropdown menu is open under the RESOURCES link, listing VIDEOS, PAVILLIO TRAINING, EBOOKS, WEBINARS (which is highlighted), and CUSTOMER MIGRATION. Below the navigation, a large video player is featured with the text "Let's jump right in" and "BETTER TOOLS. BETTER CARE." followed by "DHS ANNOUNCES EVV NOW WHAT?". A play button is overlaid on the video. To the right of the video player is a "Share" button. Further right, a "Webinars" section header is visible, followed by a "playlist" section containing 4 Videos. The playlist items are:

- DHS Announces EVV - What n... 59:17
- Wait, are we a homecare age... 43:59
- Pavillio 2021: Exclusive upd... 1:30:14
- Hello Pavillio - Cashe Custo... 1:31:24

# Frontline Worker Pay

To thank those who worked hard through the COVID-19, Minnesota has implemented a Frontline Worker Pay program.

- Application window is open for 45 days, June 8 – July 22
- Workers who may be eligible for this benefit need to be provided a notice from the agency by June 23rd.
- Workers who meet both the Work requirement and the Job Sector requirement can apply for these funds during this application window.
- Timeline of the application isn't important. All eligible applicants will be processed at the same time after the window closes.
- Additional resources
  - Frontline Worker Pay Info Sheet: [https://www.dli.mn.gov/sites/default/files/pdf/fwp\\_info\\_sheet.pdf](https://www.dli.mn.gov/sites/default/files/pdf/fwp_info_sheet.pdf)
  - DLI Frontline Worker Toolkit: <https://www.dli.mn.gov/toolkit>

# Agenda

1. April webinar recap
2. EVV realities and Pitfalls
3. EVV journey
4. Implementing EVV in Pavillio
5. Q&A

# Recap of April Webinar

- DHS announcement of EVV Rollout by phases
- Our interpretation of DHS announcement
- How to begin the EVV journey
- Things you should do to prepare for EVV rollout
- High level EVV rollout plan
- What we (Cashé) did to prepare for EVV

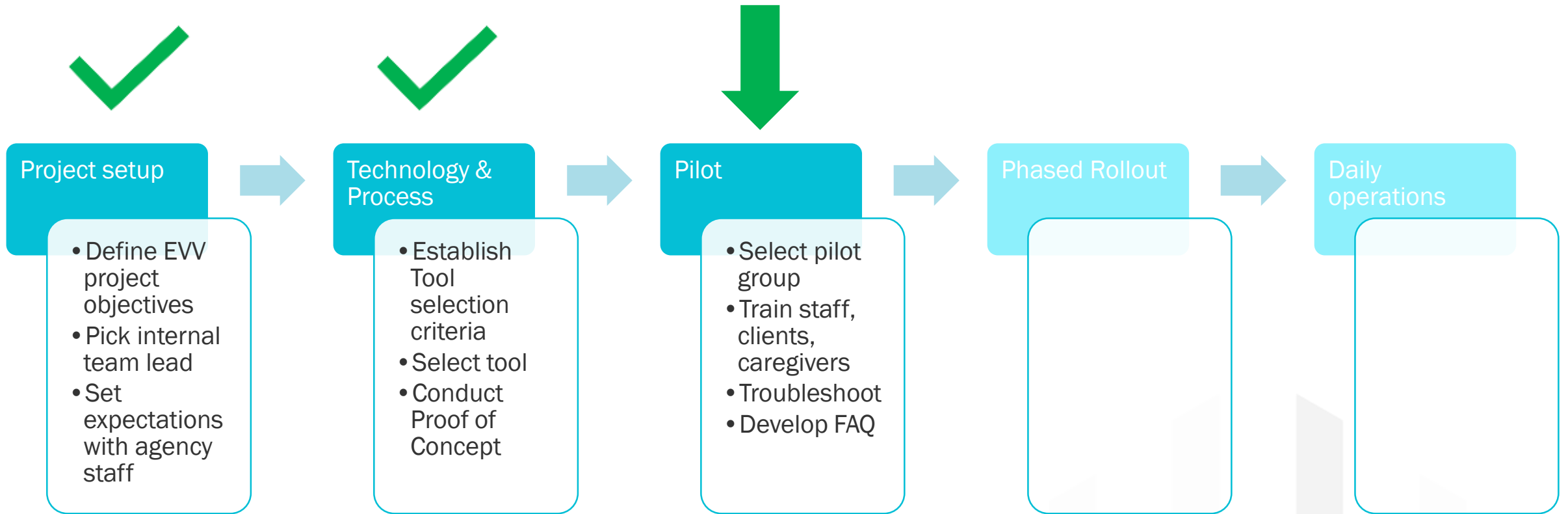
## Update on MN EVV

- Phase I: FMS going live with EVV on 6/20
- Phase II: Personal Care agencies expected go live Dec 2022
- Phase III: Home health end of 2023
- Expect to hear more about MCO EVV integration in August
- Live in caregiver exemption is being finalized
- DHS is going to use FMS as proving grounds
- Cashe is well positioned to gather lessons learned

# EVV Realities and Pitfalls

- December will be here before you know it
- Takes longer than you think
- Slow and steady wins the EVV race
- There will be issues both technical and process related
- Not everyone is going to take to EVV
- Downloading an EVV app alone doesn't make you EVV ready

# EW Journey





# Real Life Experiences



**Nick Walters – All Home Health Care**

**“Pavillio and EVV has made us so much more efficient. Once you get to 20-30% implementation, your work dedicated to it drops significantly. We have this time right now with paper as a fall back, but we want to be using the app as much as possible. We don’t know everything about the state mandate, but we know we need to be ready. We want to get all the troubleshooting out of the way now, so when the mandate is fully out in the world, we are ready for it and we’re already ahead of the competition.”**



# Implementing an EVV Pilot in Pavillio

1. Establish pilot group
2. Client and Caregiver communication
3. Process change/mapping
4. Policy considerations
5. Internal staff training
6. System setup
7. Client/Caregiver setup
8. Pilot go live

## Establish Pilot group and timeline

A successful pilot is key to a successful roll-out. Picking the right clients and caregivers can make or break a pilot.

Pilot is to test the most common scenarios; a pilot is not an attempt to break the system. Do that in your testing where clients are not involved.

- Select 5-15 clients
- Across multiple service lines
- Select eager/willing clients and caregivers
- Establish 1 month pilot (2 pay periods) starting at beginning of pay period
- Develop a pilot timeline and key dates
- Get staff to commit to timeline and free up time to execute

# Communication is key

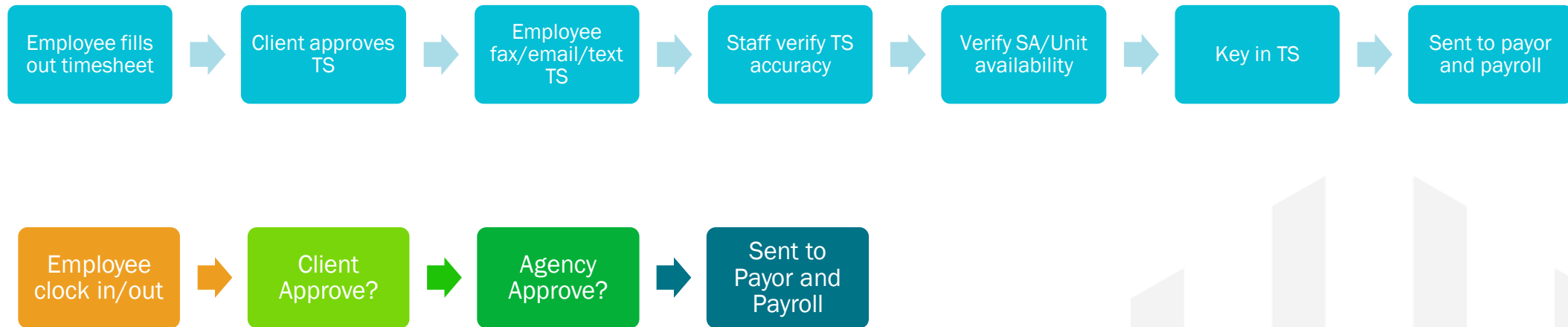
Client and Caregiver communication.

Develop a communication for the pilot with the following key points. It might take 2-3 communications to get clients/caregivers mentally ready for the pilot and the impending change.

- Explain the DHS mandate and the timeline
- Emphasize the benefits of EVV
- Empathize with the struggles of making a change
- Reassure that there will be no disruption in service
- Guarantee that payroll will not be affected
- Offer support for technical issues that may arise
- Offer a direct line to a staff member who will be the main point of contact
- Provide scheduled training days, have more than 1 option.

# Map the change in process

- Document current process and actors involved
- Map EVV process and identify differences
- Assign staff responsibility for new function

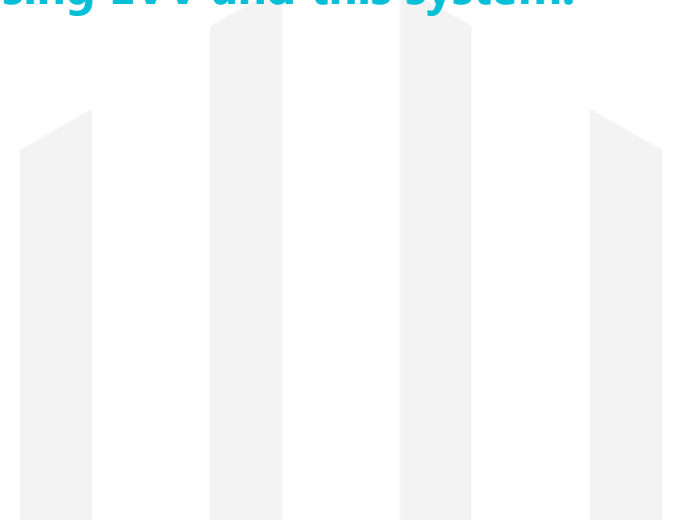


# Real Life Experiences



**Nick Walters – All Home Health Care**

**“Develop a policy around it. Don’t make it a free for all in how they submit time. If it’s a matter of “I don’t want to” you have a policy to point to. Give yourself enough of a runway. Don’t wait until the last minute. And don’t be afraid to lose clients over it! Everyone will need to use it. We’ve only had one, but everyone will be using it eventually. Be understanding, but make them aware that everyone, no matter what, will be using EVV and this system.”**



## Agency Policy considerations

Having a EVV policy will prevent confusion and will clearly communicate expectations with caregivers and clients.

- Missed visit procedure
- Editing clock-in/clock-out time
- How to address visits left in draft status (how and how long?)
- Process for entering time when EVV system is unavailable
- Communicate clock-in thresholds
- How to address when system prevents clock-in and instructs user to contact agency
- Rep/client approval policy
- Policy on override usage for unit exhaustion?

## Internal staff EVV readiness

- Share the client/caregiver communications
- Share new process and their role and responsibility
- Recognize the change and the additional work to get EVV in place
- Communicate the benefits to the staff and eventual reduction in work
- Emphasize the accuracy and automation benefits
- If they buy in, they will sell it to the clients/caregivers
- Test/play with the app until comfortable and confident
- Train on approval process, exception handling
- Train on basic mobile device troubleshooting



# System Setup

Pavillio has several configuration parameters that you should consider

- EVV Warning message
- EVV Stop Clock in
- Manual time entry warning
- Manual time entry stop clock-in
- Grace period for clocking-in for scheduled shifts
- Grace period for timesheet submission
- Geofence radius
- Forced clock out time

# Client setup

Having client information and setup completed will make EVV rollout easier

- Valid and active service agreement for EVV service
- Active Care Delivery with activities
- Interim service agreement usage
- Client Eligibility
- Assign caregiver
- Service location setup and multi-location capability
- Establish Responsible Party and login credentials OR
- Setup Login credentials for client
- (remember you need a valid/active email address)

# Caregiver Setup

- Ensure Caregiver is assigned to client
- Establish pay rate for EVV service
- Setup Login credentials for Caregiver
- Need a valid/active email address

## T- 1 week to Pilot go-live

- Reach out to pilot group caregivers/clients give them a heads up.
- Email self-training videos
- Remind them that they will be getting an email with password/pin then trigger the credentials.
- Circle back and check if the credentials received and if they were able to log in.
- Meet client/caregiver and perform training for those who need it (fake time can be entered and then deleted)
- Login as caregiver, pick client, enter time, enter ADLs, sign and submit
- Login as RP/client approve time, verify available units
- Validate in approval screen and delete the time

# Pilot Go-live

- Call and remind client/caregiver day before pilot start, answer any questions
- Have main point of contact available via cell for support
- Watch in approval screen for expected clock-in (in real time) and communicate to caregiver that you see activity
- Follow up with client to approve time at end of week.
- Have staff view warnings, approve time, validate unit consumption, service agreement and review ADL and notes
- Push to billing and Payroll and validate accuracy, repeat for week 2
- Document lessons learned and tweak process
- Circle back with client/caregiver and address any open issues.
- Create an FAQ



# EVV DEMO

# Recap of Cashe's EVV platform and tools

	Cashe	HHA
Dual role login (caregiver and RP)	Yes	?
Activities based on Care plan	Yes	No
Real time unit utilization and availability	Yes	?
245D outcome tracking in app	Yes	No
Non EVV services	Yes	No
Caregiver can work for multiple agencies and use same login	Yes	?
Client can sign on care givers device	Yes	?
Live in caregiver attestation	Yes	No
Shared Care	Yes	?
MCO billing	Yes	No
Clock in validation (eligibility, OIG, units, pay rates)	Yes	?
Schedule not required	Yes	?

Q&A



# Next Webinar, July 20th: Claims, Denials, & Rejections

Get the inside scoop on billing to be more efficient and get paid quicker