Webinar Questions	Webinar Answers
Is there a function in Pavillio that needs to be selected to designate live in caregivers?	Yes on the employee payroll tab. There is an FAQ in the help area on how to designate this. Search for live in. When entering a payrate for an employee, when you select the Caregiver role, you can designate that the employee is a live in caregiver on that payrate.
Do live in care givers have to manually enter there visits every day? Or can they enter 7 days worth of visits in 1 sitting?	Per MN DHS - EVV requires live in caregivers to enter time each day.
Is there a way to see the Pmap type yet with eligibility, such as MSHO and MSC+	Yes, there is a different report for this, please call the support desk for assistance.
Is non billable time ready in the app?	Coming soon in an app update around first of November.
Can we add new "tags name" under admin notes?	Yes you can add more tags in configurations. Call the support desk for assistance.
How do we know who it's sending Notification too?	You can select the users you are sending (users that didn't complete time cards) or you can send messages singularly or groups using the message function o the top right of screen.
Can we get faxes back?	Not currently - this will be added in the future.
Where does it go when you click "send notification"?	It sends a push notification to the users mobile device.
Are live in caregivers supposed to enter time one time a day or can they do manual visits 1 x week.	Per MN DHS - EVV requires live in caregivers to enter time each day.

Can you run the report for Eligibility? We have to register with someone else to run it.	Yes, there are reports that you can run of all clients details if needed. Contact Support if you need help to find it.
Are QP's going to be required to use EVV for nurse visits?	Yes, Skilled nursing is part of the new phase of EVV rollout that begins Oct 16th. PCA Supervision (T1019.UA) is not required to use EVV.
How often does a client's eligibility update? I was told once a month but have noticed it does not update that often, unless we manually update it ourselves.	Updates every week and every 1st of the month. If you are not seeing that, please contact support.
Under the report tab that Sam mentioned early, has a login request. Do we have to register or use our Pavillio login to access the reports?	No, please call support so we can fix that for you. You can access the reports shown with your existing Pavillio login, if you've been given permission to that by your admin.
When you generate payroll and it shows up pink, how to correct that? do you need to generate payroll again?	The pink line will identify the problems with that payroll batch. Typically this is a missing payrate. You can correct the missing information, and then recompute the payroll batch.
Can your export file be arrange alphabetically with Employees last names first?	We didn't realize its not sorted. We will look into this.
When uploading a SA does it create it in the Pavilio system or does that need to manually added??	Yes, uploading an SA creates it into Pavillio, and you can then edit as needed.
Is there anything in the works that will handle the SEIU spreadsheets?	No but it is a great idea we will look into!
Will mileage also be included in the app at some point?	Yes, 1st week of Nov.
what type of tasks are assigned in admin notes?	Any task that you'd like to assign to another staff member to complete can be assigned, and then show up on that assignee's dashboard to complete.
When is EMAR coming?	End of October

When you have an interim service agreement, will we eventually be able to update that record by uploading it when it comes and having it update the information? currently if you have a new one, and upload it-auto populate happens, but not when you change from INTERIM	That's a good idea - we'll have to look into that!
When is the EVV data pushed to the aggregator? Does it happen in real time, or does the agency have the option to push it to the aggregator in batches, after data fixes, and adjustments have happened?	EVV data is pushed to the aggregator after billing is completed, and happens automatically. The agency does not need to do anything to push the data, Pavillio will push it for you automatically.
Does the eligibility information get updated automatically? Or we have to manually update the eligibility status?	Eligibility updates automatically.
How do service code get selected?	Please contact our support team for help with this. Depending on your service agreement setup, the service code may be selected automatically, or your users may need to select a specific service and set up in the service agreement and auto selected during clock in.
How do service agreement get entered in your system? Do we enter the SA we receive into the system? Or is it automatically updated when Case Managers enter them?	You can enter it manually into the system, or you can upload the service agreement PDF into Pavillio and the system will read the document into the SA entry screen.,today you can import the PDF. in Dec, will be able to download from MNITs automatically.
When is DHS starting verification of EVV submitted times ?	Likely Jan 1, 2024.
can I bill these hours with missing geo data ?	Yes. But when DHS begins validating EVV visits, they may identify it as missing the location in their review.

warning due to client location services off. am I able to submit these hours even though it says beyond geo area?	Yes - all visits get submitted, but the location information would be missing in the data sent to the aggregator.
Where is the box located for the live in caregiver	On the Employee profile - Payrates tab. After you select the "caregiver" role, the live in caregiver box will
will information emailed be	Yes!
when will mileage and expense be available within the app	1st week of November.
Can I select multiple entries/visits to delete one time?	Deleting visits must be done individually from the Approve Visits
A little late here... but is there a way to delete old notes in the Admin Note section?	No, notes stay as part of the client's profile and cannot be deleted.
We have not been able to connect our payroll so once we compute payroll, we still have to enter time in our payroll system. How can we alleviate this?	Please contact our support team so someone can work with you directly. We have a variety of payroll exports that could be imported into your payroll system. We'll work with you on your specific payroll system.
Is there a function for community visits in the app?	The ability to designate a visit as in the community will be coming in an upcoming app release very soon.