

Webinar Questions

Is there a function in Pavillio that needs to be selected to designate live in caregivers?

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?

Is there a way to see the Pmap type yet with eligibility, such as MSHO and MSC+

Is non billable time ready in the app?

Can we add new "tags name" under admin notes?

How do we know who it's sending Notification too?

Can we get faxes back?

Where does it go when you click "send notification"?

Are live in caregivers supposed to enter time one time a day or can they do manual visits 1 x week.

Can you run the report for Eligibility? We have to register with someone else to run it.

Are QP's going to be required to use EVV for nurse visits?

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.

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?

When you generate payroll and it shows up pink, how to correct that? do you need to generate payroll again?

Can your export file be arrange alphabetically with Employees last names first?

When uploading a SA does it create it in the Pavilio system or does that need to manually added??

Is there anything in the works that will handle the SEIU spreadsheets?

Will mileage also be included in the app at some point?

what type of tasks are assigned in admin notes?

When is EMAR coming?

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

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?

Does the eligibility information get updated automatically? Or we have to manually update the eligibility status?

How do service code get selected?

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?

When is DHS starting verification of EVV submitted times ?

can I bill these hours with missing geo data ?

warning due to client location services off. am I able to submit these hours even though it says beyond geo area?

Where is the box located for the live in caregiver

will information emailed be encrypted?

when will mileage and expense be available within the app

Can I select multiple entries/visits to delete one time?

A little late here... but is there a way to delete old notes in the Admin Note section?

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?

Is there a function for community visits in the app?

Webinar Answers

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.

Per MN DHS - EVV requires live in caregivers to enter time each day.

Yes, there is a different report for this, please call the support desk for assistance.

Coming soon in an app update around first of November.

Yes you can add more tags in configurations. Call the support desk for assistance.

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 on the top right of screen.

Not currently - this will be added in the future.

It sends a push notification to the users mobile device.

Per MN DHS - EVV requires live in caregivers to enter time each day.

Yes, there are reports that you can run of all clients details if needed. Contact Support if you need help to find it.

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.

Updates every week and every 1st of the month. If you are not seeing that, please contact support.

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.

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.

We didn't realize its not sorted. We will look into this.

Yes, uploading an SA creates it into Pavillio, and you can then edit as needed.

No but it is a great idea we will look into!

Yes, 1st week of Nov.

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.

End of October

That's a good idea - we'll have to look into that!

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.

Eligibility updates automatically.

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.

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.

Likely Jan 1, 2024.

Yes. But when DHS begins validating EVV visits, they may identify it as missing the location in their review.

Yes - all visits get submitted, but the location information would be missing in the data sent to the aggregator.

On the Employee profile - Payrates tab. After you select the "caregiver" role, the live in caregiver box will appear.

Yes!

1st week of November.

Deleting visits must be done individually from the Approve Visits screen.

No, notes stay as part of the client's profile and cannot be deleted.

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.

The ability to designate a visit as in the community will be coming in an upcoming app release very soon.