

The power of Pavillio: Maximizing your management software

Praba Manivasager | Samantha Frederick

September 28, 2022

Agenda

1. EVV status
2. New features!
3. Demo
4. FAQs from our support desk and best practices
5. What's coming

Current state of EVV in Minnesota

- Phase 1: FMS agencies how is it going?
- Phase 2: Wave 1: November 2022 (in 5 weeks)
Wave 2: Mid-December 2022
- Phase 3: MCOs Early 2023
- Phase 4: Home health End of 2023

DHS webinar : EVV info session for caregivers and members

10-11:30 a.m., Monday, Oct. 3, 2022

3-4 p.m., Thursday, Oct. 6, 2022

Participants will:

- Understand how EVV will impact providers, people receiving services and their families.
- Understand why DHS is implementing EVV.
- Recognize the steps to be taken before implementation.

https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=DHS-339366

Previous webinars

How to use Pavillio to get paid more and get paid faster

Samantha Frederick | Angel Neubauer
July 20 2022

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Series of EVV Webinars to help to get ready

Billing webinar – How to use Pavillio to get paid more and get paid faster

EVV webinar series – Pitfalls Promise and Pavillio

Praba Manivasager | Samantha Frederick
June 08 2022

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Presenting at the 40th Annual St. Louis County Health & Human Services Conference

October 12th – October 14th

Workshop - Session 6 – Friday 8:30am - 10am:

Electronic Visit Verification (EVV): What it is, who it affects, and how you can help!

Why should you attend? – Still confused about the upcoming EVV mandate? Pavillio Product Manager, Sam Frederick, will demystify EVV and show you what makes for a successful EVV experience



We heard you! (And thank you for your feedback!)

- Real time method to communicate with mobile app users
- More flexible payroll definition to address non-billable caregiver time and salaried employees
- Customized plan of care documents (Care Delivery) specific to your agency
- Allow for overlapping Service Agreements for the same client/payor/time period
- Removing the tight coupling of Care Delivery and Service Agreement
- Breakdown of Unit utilization for greater usage clarity



Pavillio new features

Masters just got stronger!



Distribution List



Document Templates



Non-Billable Rates



Non-Billable Activities

- Push notifications for Mobile App users
- Customizable Plan of Care Documents
- Payroll enhancements
- *Newest* Overlapping service agreements (you no longer need to bill in legacy and Pavillio)
- Unit utilization breakdown

Demo

Push notifications

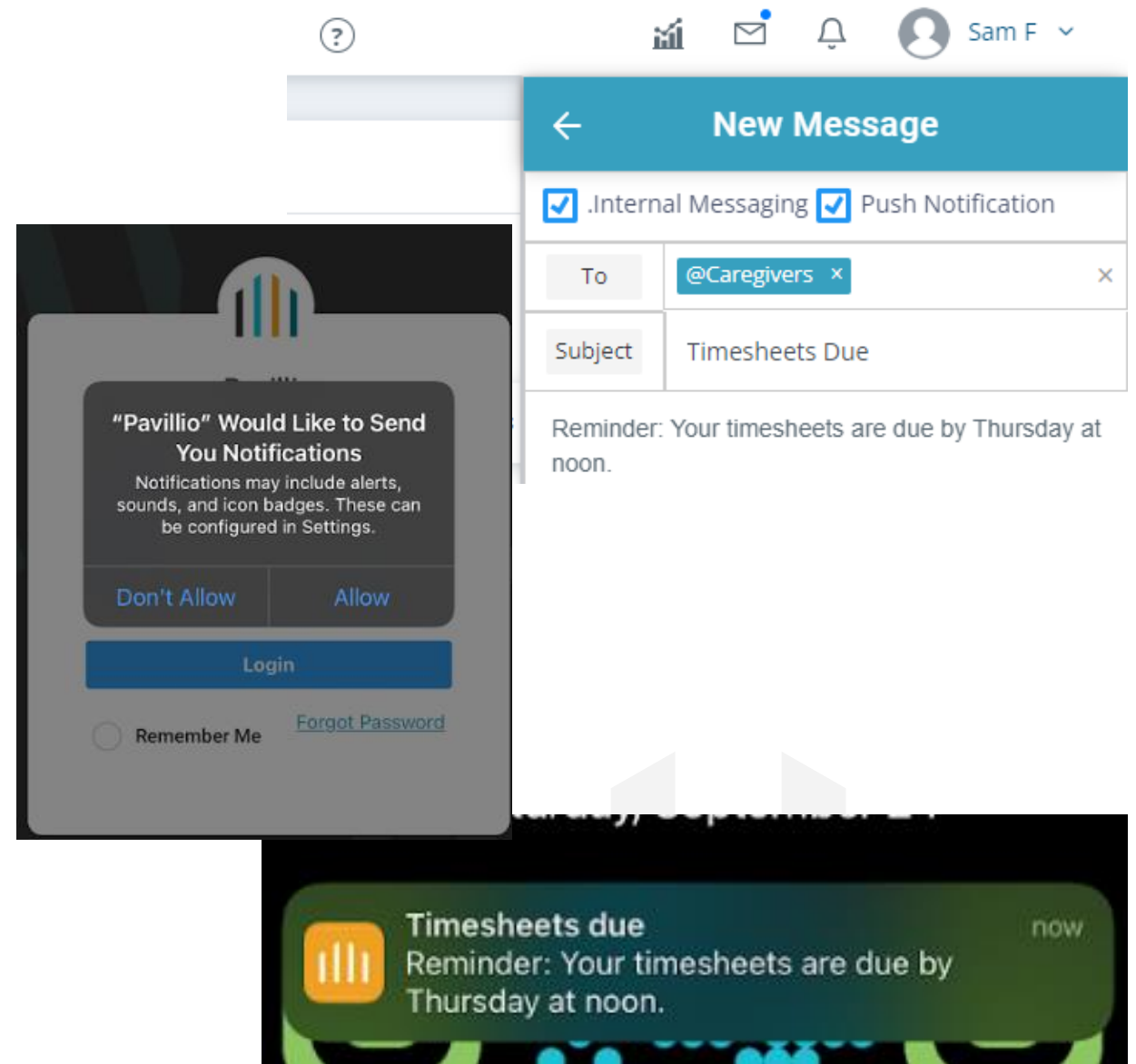
Notify caregivers, clients and responsible parties instantly!

Set up your own distribution lists

Notification takes the user right to the app to take care of business.

(Don't send HIPAA information)

Be mindful of device configurations



Customizable Plan of Care Documents

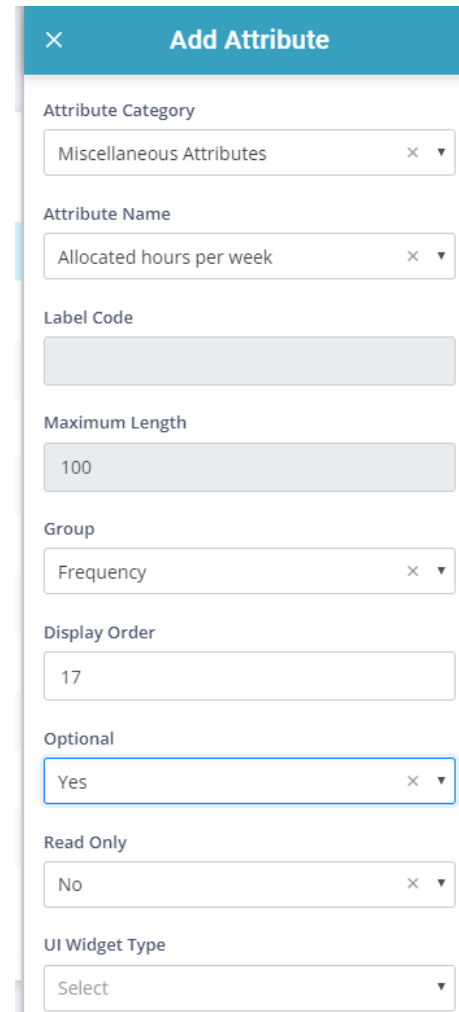
Do you want the ability to create your own care delivery document, unique to your agency? (example a CSSPA with additional questions)

You can now create your own template!

- Add questions in the order that you want them
- Create custom sections
- Make the questions required/not required
- Multiple options to create fields (drop down, text box, signature, date, list box)

Limitations

- (Does not apply for PCA)
- Ability to add outcomes coming soon



The screenshot shows a mobile application interface for adding a new attribute. The form is titled "Add Attribute" and contains the following fields:

- Attribute Category:** A dropdown menu with "Miscellaneous Attributes" selected.
- Attribute Name:** A text input field containing "Allocated hours per week".
- Label Code:** An empty text input field.
- Maximum Length:** A text input field containing "100".
- Group:** A dropdown menu with "Frequency" selected.
- Display Order:** A text input field containing "17".
- Optional:** A dropdown menu with "Yes" selected.
- Read Only:** A dropdown menu with "No" selected.
- UI Widget Type:** A dropdown menu with "Select" selected.

Payroll Enhancements

Ability to have multiple pay types

Employee payroll not related to services delivered (such as admin, training)

4 payrate types

- Variable Service- pay rates set and time clocked per service performed.
- Variable Activity- pay rate that is specific to activities set up at an agency level (admin, training)
- Fixed Hourly- pay rate is set and payroll is calculated for any service/activity that is performed.
- Salary- time is captured, either activity or service, payroll is not calculated.

Create non-billable activities and default rates (some examples include)

- Training
- Travel
- admin

Limitations

- Only available in portal (not available in the mobile app yet)
- Travel mileage is NOT available yet
- No pre approved budget for non billable time

Testimonial: Midwest Independent Living

"As salaried staff we've been using paper time cards and now with the latest release, we have been using Pavillio for our salaried staff. It's been so easy for everyone in our agency to use Pavillio. There's a learning curve with everything but this has been one of the easier ones to learn."

"It has made us far more efficient. We've been able to grow and modernize as a company with the help of Pavillio. The goal is to bring ease and streamline the day. It's transparency, efficiency, and a way to communicate as well."

Overlapping Service Agreements

Two service agreements from the same payor for the same service?

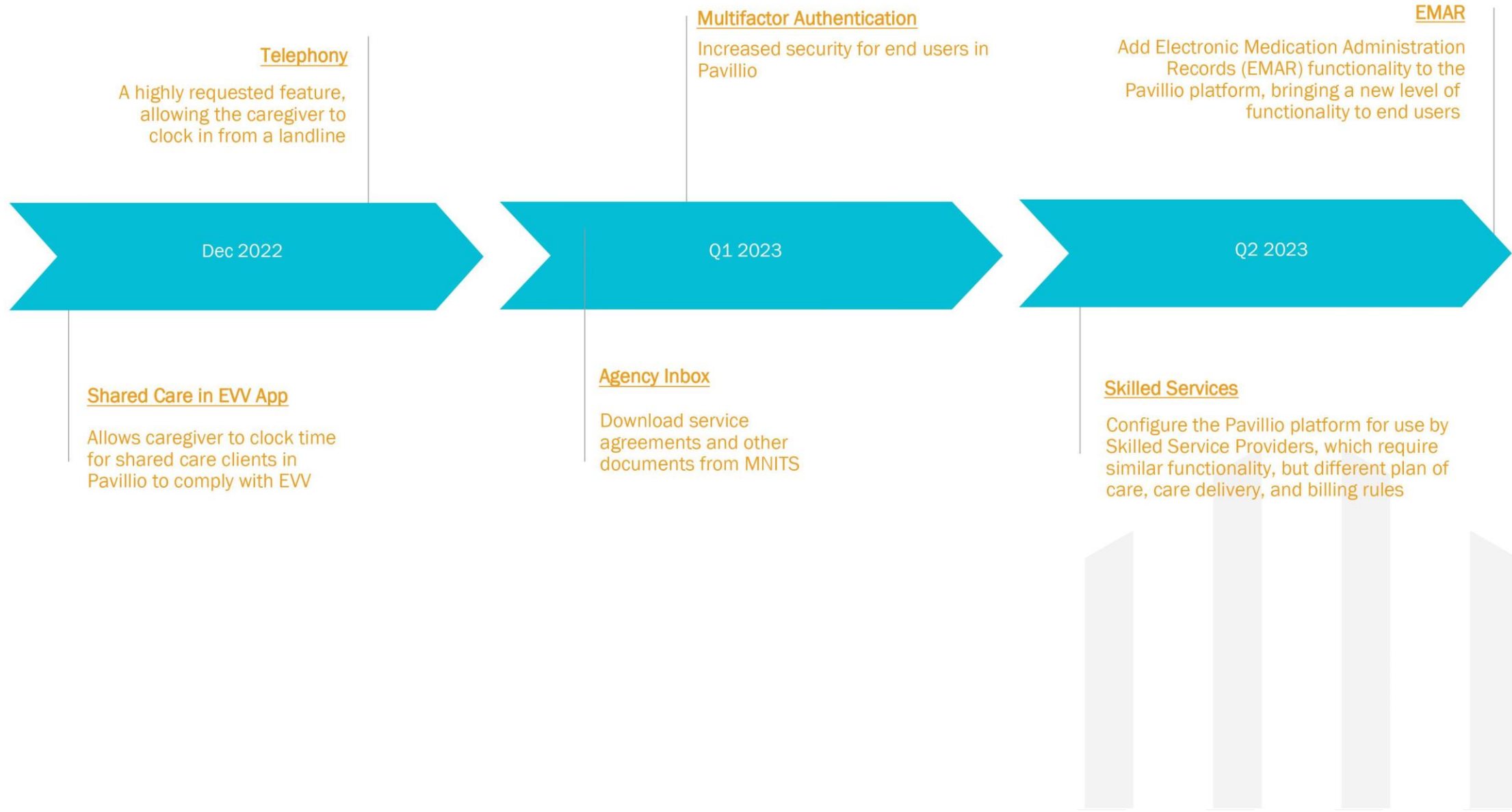
Examples:

1. Day Support Services unit rate issued to one agency UMPI and Transportation to another
2. MCOs issuing a new service agreement with a new number for additional units instead of adding the units to the current one

Tips and tricks based on frequently asked questions

- Care Periods - best not to prematurely end the care period
- Archived status for Care Delivery – (no longer use ‘draft’ status)
- Additional Info tab – how to add custom fields
- Want to see who is clocked in now?
- Reporting and Analytics
 - Client Active SA Utilization
 - Eligibility Differences Report
 - Client Override turned on
 - Claims Overpayment (addressing 5% overpayment)

What's next for Pavillio?



Q&A