

Question Asked	Answer
Can the reimbursement mileage be attached to employees other than care givers?	There are more enhancements to mileage, which will allow non caregivers as well as caregivers not providing service to expense milage
Why do we have to approve a visit essentially up to 3 times (if it starts at incomplete or warning)? Rather than approving it right from the warning window.	An incomplete visit first needs to be completed before it can be checked for warnings. If there are warnings, then the approver has to clear the warnings before its ready to be approved. This is the logical workflow.
Will employees be able to see the total hours worked on Pavillio?	Yes they can see them on their app!
This questions is regarding HSS employees. Without the app Will they be able to see the total number of hours worked on the desktop version?	Yes, we are working on adding enhancements in both the portal and the app to increase efficeince and ease of use.
Utilization reports that track by daily entries by client.	Thank you for the suggestion. We have additional reports in development in the future.
With the new approved visits is there a way if a client forgets to sign to get back to it without the client having to sign into their own account.?	If the client does not sign at the same time the employee submits the service record, then the client would need to log in to approve/sign these services.
If we send a draft timesheet back to the client are we able to have the client sign on the employee's device or does the client have to sign into their own account.	The client can use the employee's device, but they would need to log in with their own account in this case.
Will there be a time when an client can sign on the employee's device without logging into their own accounts to signed missed timesheets. Alot of our clients do not sign into their accounts because they do not know how to.	We can do this today! Please call support and we will show you.
Is there an additional charge for background checks?	All background checks are processed and paid through Netstudy. The automation simplifies the sending/receiving of data through netstudy. All other processing and payment is still done there.
When will the SA be auto imported?	It is part of the Agency Inbox feature - planned for October.
Can you do a traing on the revenue and recievable reports in the near future??	Yes we will do a training on revenue and receivables once it is ready.
Can the telephony be used for employment also?	It could be but what ist the scenario where employment is approved at someones house? Telephony is tied to a single phone number with a callerID.
Where are you at with sort buttons across the site...by location or umpi? So many areas it would really be helpful	Many have been added. Some sorting is not practical. Do you have specific pages where sort is required. Please send a ticket and we will consider it.

<p>Are you able to fix this issue?:</p> <p>The client should be able to go on the staff's phone a day or two after a visit to go back in and sign off on anything. This is a huge problem for us. Why can't the client go back in and out their PIN number in and sign? Why does it have to be the day of? Can you do something about this? Would be a huge leap forward!</p>	<p>Bulk signing for RP and client is coming next month.</p>
<p>Can you clock in training hours on the app?</p>	<p>Yes - this would be used in the non-billable services process.</p>
<p>What do skilled services contain?</p>	<p>Skilled nursing, HHA, OT/PT, etc. All skilled services that require EVV. If there are specific services you are interested in, let us know and we can clarify.</p>
<p>When will EVV be mandatory?</p>	<p>FMS and PCA services should be using EVV now. Home Health services will start later this year.</p>
<p>How the system calculate and determine the overtime hours?</p>	<p>Any time more than 40 hours worked in a week can be calculated as overtime. You can define your payroll week in the pavillio configuration setup.</p>
<p>For the background check, how would the background check cost be sent?</p>	<p>there is no way to automate the payment without storing CC information in Pavillio. Therefore you will need to login and enter CC information everytime you do a background check. While this is not ideal, it conforms to PCI security rules.</p>
<p>for payroll, one issue we have is if there are visits still waiting in "incomplete" that need a signature, charting, etc. these visits are not included in payroll. Is there a way to include those visits in payroll even if they are not ready to be billed?</p>	<p>You can process time for payroll even if billing is not ready to go. But incomplete visits cannot be processed for payroll until they are completed. So these are different requirements, and our support team can assist you as needed.</p>
<p>Why don't all employees show up for the time period selected?</p>	<p>If you're looking at Approve Visits, please be sure that "show my employees" is unchecked to see all employees. If you have further questions, contact Pavillio Support.</p>
<p>Have any updates been made to outcome data collection? For example, tracking behavior data numbers?</p>	<p>Yes! we released it this week. please check outcomes and you will number as well., This function is available now. If you need assistance with this feature, please contact our support team and we can assist you with this.</p>
<p>I have two In-home family support w/training clients. They each are approved for 1:1 services. I pick them up to take them bowling and I spend a total of two hours. I want to bill 1 hour to each individual?</p>	<p>The split of time is specifically for shared care service codes. So if the codes on these clients' SA is for 1:1 services, the splitting of time wouldn't apply. But we should discuss further to see how we can help with this.</p>
<p>is the non-billable services process work on the app now?</p>	<p>No, we are planning to continue to build out the app and add additional features to support more services in the app.</p>

that would be great. Also, is there some training/consult available?	Contact our support team, and they will forward your request to the correct team and we can discuss what you need and how we can help.
Plans for HSS service being available in the app	Yes, we are planning to continue to build out the app and add additional features to support more services in the app.
The changes/updates are fine but what about maintaining and making sure the documents are DHS compliant? For example: The IAPP requires a Case Manager signature but adding this signature is not an option. There was document update to the SP addendum dated 6/23. I am unable to use what is in Pavillio because it does not contain the mandated updates.	The IAPP signature update will be available 7/31. We've changed the format of the document to make them customizable on the agency end. We update the stock reports as we're made aware of new requirements. If the stock report doesn't meet your needs, you can create your own agency specific document! Then you can add questions that you're confident in and comfortable with.
I may have missed the part about manual clock ins is this something that will be going away as per DHS?	DHS has not said anything about manual time entry. We believe it is needed for missed time.
I tried pulling up the client wages report from the reports menu and there are no reports in for it.	You would need to have wage categories and client payrates set up, and then the data should be visible. Please contact our support team and they can assist you with this.
For eligibility, is there a way for Pavillio to nudge us that client's healthplan has switched without us manually check a person's eligibility to find out that it has been switched.	Yes, we have a report that shows you who has switch and to which payor!
I see the waiver programs in eligibility but I do not see the prepaid healthplan programs (msho, msc+, snbc, pmap). Unless i'm not looking at the right spot but I've been scrolling from top to bottom.	The PMAP payor is at the bottom of the screen. We do not have MSHO/SNBC visible at this time.
Is there a report to show all overdue supervision visits for QPs?	No, we don't have a report to show this today and we're working on enhancements to this area.
Is Cashe going to provide a telephony solution?	Yes. We will have more info and a demo later in this presentation.
How can we identify safe at home within pavillio?	We will be something to identify this in the near future, once we know more about the rules on this
will there be a history of known issues?	In the release notes, you can see each update and bugs/issues corrected. Those notes are available indefinitely.
will Rps be able to see how many hours each employee have worked?	We are making some changes to the RP view and are planning to incorporate the timecard view for ease of use.
for training...could there be a way to link up with a 3rd party (like Star Services)?	Yes, we are exploring options to partner for training.
What is the response time for the Pavillio support option?	Response time varies based on the severity of the issue. Standard response is 2 business days. More urgent issues are responded to more quickly.

How does the mileage part work?	the employee can add number of miles driven and based on payroll setup.
Will that "timecard view" be available for responsible parties to view to approve time?	We are making some changes to the RP view and are planning to incorporate the timecard view for ease of use.
For the TeleVisit how will the responsible party approve the time?	The employee can hand the phone to the RP to approve time at the time of the call.
Regarding approving visits, in the future will there be a way to view the all the timesheets for the week in one pop up window instead of clicking each timesheet individually? It would make the approval process less tedious for employers.	Yes, with the new approve visits process, you will be able to do this now! Phase 2 is timesheet view, coming soon.
does it mean that QP visit can be done by paper?	Currently yes according to the information we have received. However in Pavillio the Aide Supervision form creates a visit record for approval and billing.
I have a question on the audit report. Would it be a way to remove deleted timecards from the report?	Yes we can look into that.
where can we check the mileage rate again?	The mileage rate is entered in either at the agency level in Masters>Non-billable Rates or can be set up for each employee. Contact Pavillio Support to walk through your specific situation.
When is it required for all PCA agencies to completely use EVV?	PCA agencies should be using EVV now. DHS has not given any more details about to what level, thus far.
I love the "send notifications" function for the Incomplete visits. but I wish it works! Also, please allow caregivers to view the "push notifications" in the Evv notifications.	:-) glad you like it! yes will look at notifications
Sometimes, the client signs the visits with a dot. Is there a way we can view the signed visits without having to click on each visits to view the visits? or is the dot an okay signature?	soon we will be changing this so that you click a check box and e-signature will be accepted.
For payroll viewing. Can we change it to bi-weekly? (viewing two weeks per timesheet.)	In Approve visits currently displaying time by payroll week - one week at a time.
different counties use different formats for invoices. Is it possible to upload formats for the invoices that would be specific to counties?	Currently, we only have a standard invoice format available.
the option of overtime hours , its going to be added later ?because i cant see it on my screen	Remember to select a payroll week checkbox first
its only available per week , not bi-weekly?	Overtime is calculated by week.