### New Pavillio Features in 2023

See the latest and greatest...and what's coming next

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## ET'S TALK TABLE OF

#### Agenda

- 1. Pavillio progress
- 2. Latest EVV update
- 3. Another release yesterday!
- 4. Demo of new features
- 5. What's coming rest of 2023?





#### **Pavillio Progress**

We've made big strides in 2023

Greater development velocity

Large and experienced development team of 25 developers > Over 375 agencies on Pavillio (60 more to be migrated)

- > 50,000 Active clients (legacy/FMS 25k)
- > 35,000 Active employees (legacy/FMS 30K)
- \$57M in reimbursements in June (legacy/FMS additional – \$45M) – over \$ 1.2B annually!
- First time denial rate below 1%!!
- ➢ 15 releases in 2023
- 78 new features
- > 100 bugs squashed
- > Pavillio now works with Lead agencies (counties)
- Started services in Illinois, Iowa and Wisconsin

#### Pavillio Progress

Services that are covered in Pavillio

Not just billing – necessary documentation too

#### Personal Care

- > 245D several in home services
- > 245A Adult Day
- > 245G Substance Use Disorder
- Housing Stabilization
- Employment Services
- Case management billing
- Day Services
- Future services Skilled Services

#### EVV Update

- > Over 55,000 active EVV users on all Cashe platforms
- MCO integration in the works, we are ready, no further info from aggregator
- > QP visits no longer part of EVV (at least for now)
- Skilled visits soft launch October 2023
- Challenges with Aggregator (multi UMPI, support)
- Introduced Legislation to level the playing field to combat unfair business practices

#### EVV -Hot off the press!

DHS release additional information about EVV on 7/18.

Further clarification required regarding live-in caregiver policy

Pavillio will adjust systems to support changes by state

- Live in Caregiver Policy real time interaction not required but daily data entry required
- Device policy Use the mobile app as primary, telephony as secondary verification
- > DHS will reduce geo fence to 500 feet
- Safe at home will not use EVV further guidance in future

#### Pavillio Housekeeping

- User support improvements
- System status
- Release information
- Upcoming features
- ➢ Known issues
- System data updates

## Poll # 1 – What to automate?

#### New Feature Demo!

Several major features released in 2023

Reminder – Ask questions along the way. We will answer in real time. Client Status/Eligibility Changes

- Printing Care history
- > New Reports
- > Approve Visit Changes this is huge!
- > Third-Party Payor Invoicing
- Session Based care highly automated
- Mileage and Reimbursements version 1 more to come

# Poll #2 – Which Feature did you find most useful?

#### What's coming Next?

#### 7/31

- More Enhancements to approval visits
- Advanced utilization information
- Agency Financials

#### 8/31

- Background Check automation!
- > AlertMe! Notifications
- > Offline for Mobile app
- Telephony (IVR)
- ≻ eMAR

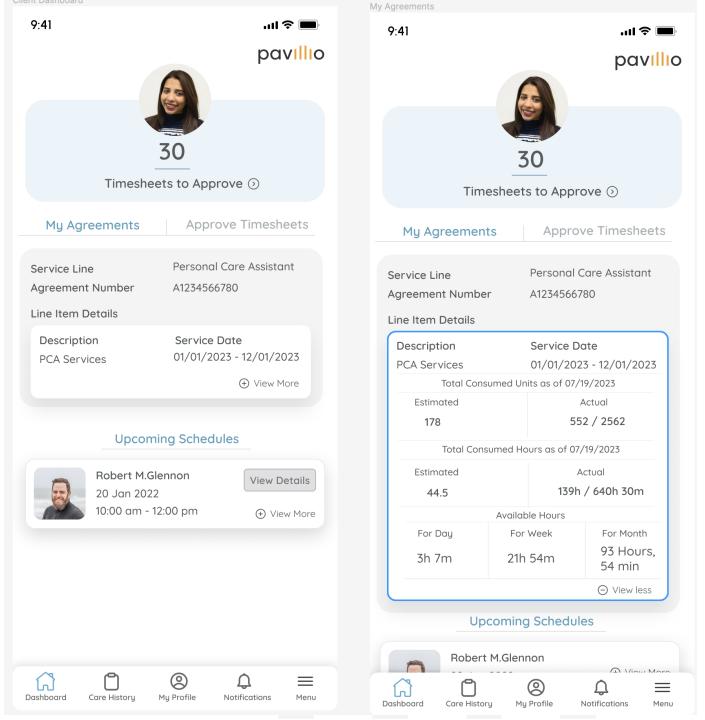
#### What's coming Next?

#### 9/30-10/31

- Configurable Client Override
- Email/Faxing
- Skilled Services
- Agency Inbox

- 11/1 onwards
- Differential pay
- Training modules for pca/245D
- Signature workflow

# Advanced Utilization information



#### Approve visits enhancements - time card view

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	Personal Care	Assistant	00:00	00:00	00:00	00:00 00:00		00:10	00:30					
	Total Hours		00:00	00:00	00:00	00:00	01:15	00:10	00:30					
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#### Agency Financials – Revenue Summary

#### **Revenue Summary**

From Month-Year     To Month-Ye       September - 2022     ×     •	Search					
		Unbilled (USD)	Billed (Not Paid) (USD)	Cash (USD)	Expense (USD)	Revenue (USD)
- Agency						
7769115200		60.00	401.16	0.00	0.00	461.16
A769115200		17,292.48	16,562.53	1,739.09	197.69	35,716.04
PCA1122222		0.00	0.00	0.00	0.00	0.00
TOTAL		17,352.48	16,963.69	1,739.09	197.69	36,177.20
+ Service Lines						
TOTAL		17,352.48	16,963.69	1,739.09	197.69	36,177.20
+ Payors						
TOTAL		17,352.48	16,963.69	1,739.09	197.69	36,177.20

#### Agency Financials – Receivable Summary

**Receivable Summary** 

From Month-Year           June - 2023         ×         •	To Month-Year Till Today ×  Search			
		Unbilled (USD)	Billed (Not Paid) (USD)	Total AR (USD)
- Agency				
7769115200		15.00	2.42	17.42
A769115200		80,390.20	5,765.58	86,155.78
TOTAL		80,405.20	5,768.00	86,173.20
Service Lines				
Case Management		100.00	-100.00	0.00
Chore services		0.00	-150.00	-150.00
County Case Management		4,000.00	90.00	4,090.00
DSS (Day Support Services)		131.70	46.00	177.70
Employment Services		6.34	0.00	6.34
Home Making		287.13	77.76	364.89

View Billed (USD 5,768.00)

#### **TeleVisits**



Dashboard

2000

Manage Employee

test@ivr.com My Account 🗸

Apply Filter

Dashboard / Service Authorization

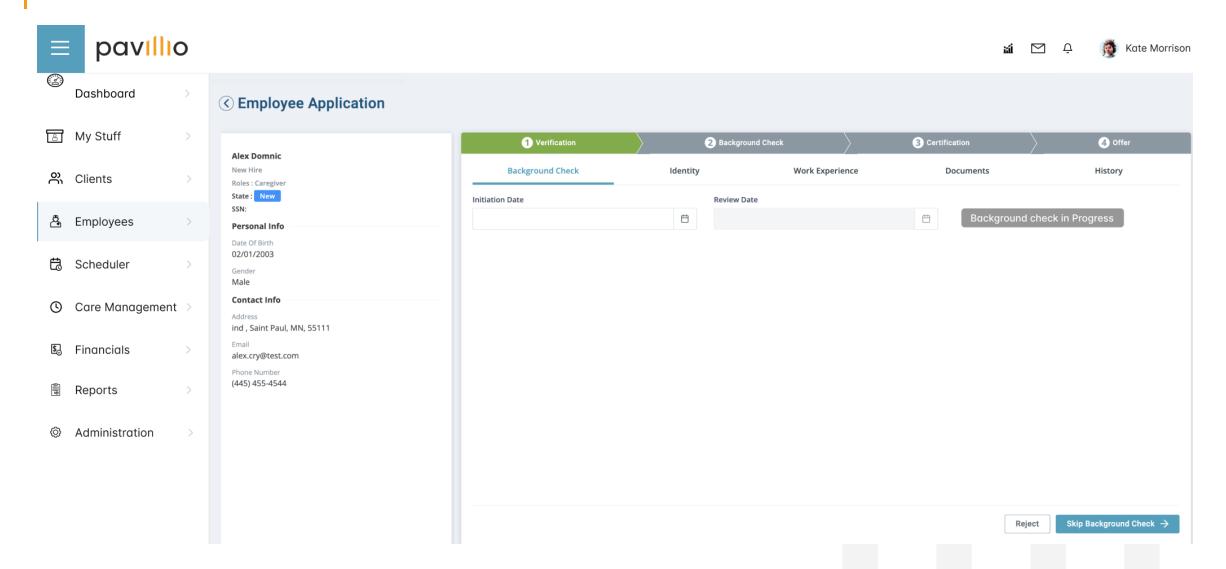
**Service Authorization** 

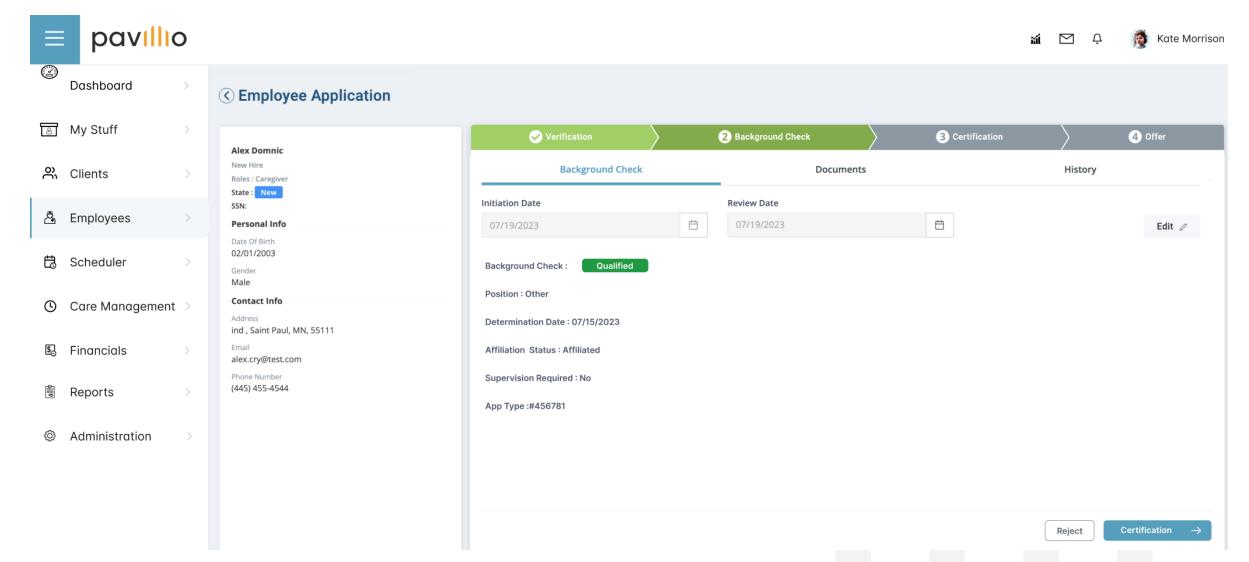
Manage Client	Service Authorization Number	Client Name	Service Start Date	Service End Date	Services Name & Assign Tasks	Assign Employee	Service Created Date	Visit	Service Status	Action
Manage Service	175286803	Praba Manivasager			Logistics Packaging testing Cleaning Cooking	John Doe	06-15-2023 1:31 PM	No Visit	Open	:
Manage Assignment	400473627	Bill Thomalla	07-11-2023	07-20-2023	Mr X Service Cooking Cleaning	John Doe	07-11-2023 5:23 AM	No Visit	Open	:
Manage Visit	525332857	Bill Thomalla	05-31-2023	12-30-2024	Personal Care Bathing Dressing Grooming	John Doe	07-04-2023 3:28 PM	Show Visit	In Progress	
<	Show 10 ~ en	tries							« Prev 1	Next »
Start a Visit	1011	End a	visit ar	nd appr	ove					

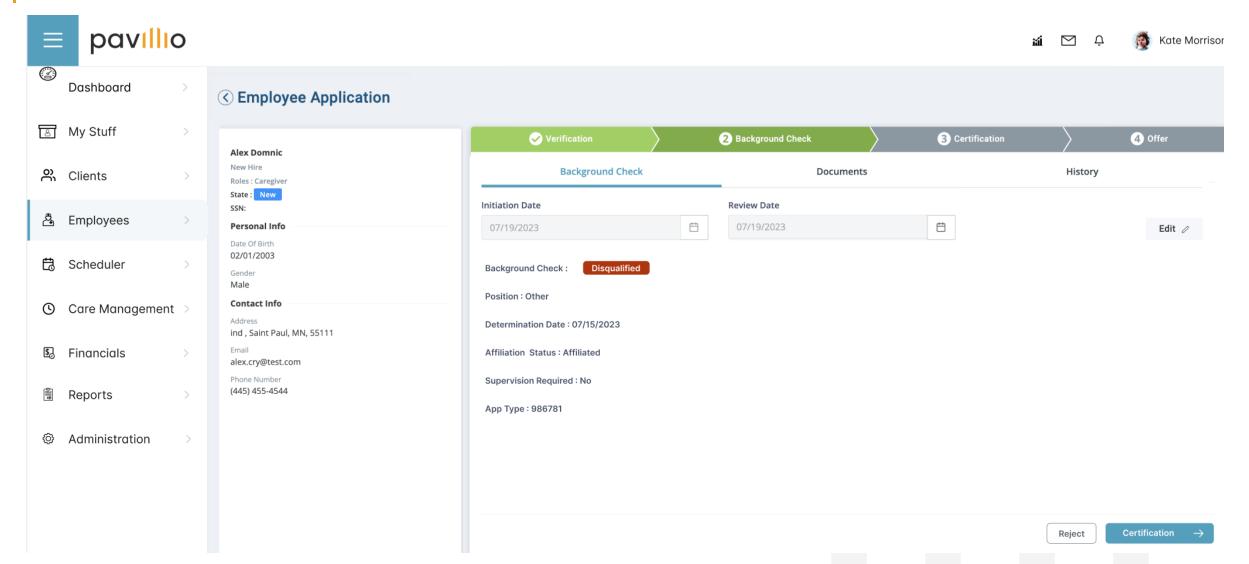
#### **Skilled Services**

- > Assessments (485s, OASIS)
- > OT, PT
- Skilled visits in EVV
- ➢ eMAR
- Compliance monitoring

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🛱 Scheduler	>	Date Of Birth 02/01/2003 Gender Male							
O Care Management	>	<b>Contact Info</b> Address ind , Saint Paul, MN, 55111							
🕄 Financials	>	Email alex.cry@test.com							
Reports	>	Phone Number (445) 455-4544							
Administration	>								
							Re	ect Sk	ip Background Check 🔶

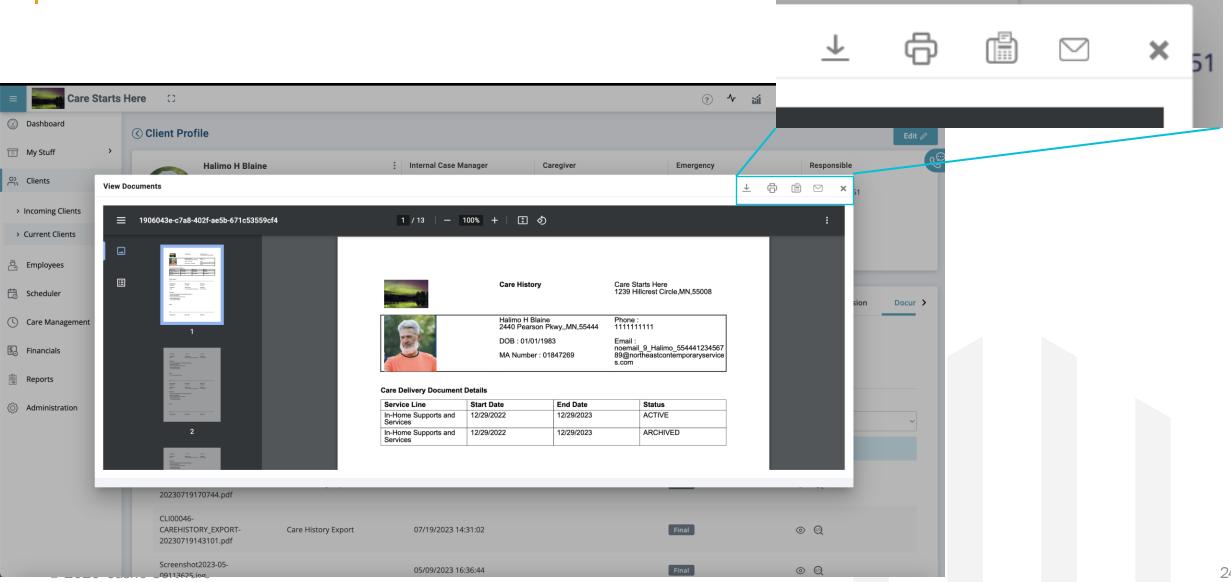






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🕑 Care Manageme	ent >		Alex	Dominic	07/15/2023	New	Not Initiated	2
🕄 Financials	>		Delia	Ambrose	07/12/2023	Background check	Pending	2
🗒 Reports	>		Lynn	Everman	07/11/2023	Rejected	Disqualified	0
			Emma	Inman	07/10/2023	Certification	Qualified	0
Ø Administration	>		Lloyd	Robertson	07/08/2023	Offer letter	Qualified	0
			Margaret	Musto	07/07/2023	Offer letter	Qualified	Ð
			Donna	Reaves	07/05/2023	Rejected	Disqualified	©
			Ralph	Miles	07/02/2023	Background check	Pending	0

#### Email/Faxing in addition to print/download



#### Notifications – Agency Setup

#### **ONOTIFICATION CONFIG**

Notification Type				
Notification $\downarrow$	Notification Type $\downarrow$	Active / Inactive 个	Actions	
A new client has been registered.	Client	Active	:	
A client account has been deactivated	Client	Active	:	>
A new caregiver has been assigned to a client.	Client	Active	:	
The caregiver assigned to a client has been changed.	Client	Active	:	
A client's medication schedule has been updated.	Client	Inactive	:	
A new case manager has been assigned to a client.	Client	Active	:	
The case manager assigned to a client has been changed.	Client	Active	:	
An update has been made to the billing information.	Billing	Active	:	
The care plan for a client has been approved.	Care Document	Active	:	
An amendment has been made to a client's care plan.	Care Document	Active	:	
Reminder for an upcoming appointment.	Scheduling	Active	:	
Notification for caregiver's late check-in.	Caregiver	Active	:	
Notification for caregiver's early check-out.	Caregiver	Active	:	
A caregiver has missed a scheduled visit.	Caregiver	Active	:	

#### Notifications – User subscribes to notifications

#### Notification Settings

Notification	Enable/ Disable	Email	SMS	Push Notification
You have a new client assignment				
There have been updates to your client's profile				
Your shift timing with Client has been changed.				
Care plan for client has been updated.				
Your timesheet for [Date Range] has been approved				
Digest Frequency:				
Off				
Digest Frequency:				

#### Configurable Client Override

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0	Dashboard	>							×	(	Override	Restrict	ions	
8	My Stuff	>		Sample Client1	IOB: Nov 10, 2022         ligibility         ervice Status         Partially Ready         elient Status	Internal CaseManager	Caregiver	Emerge	failures during claim validation fo					
ő	Clients	>		Eligibility		Sample Casemanager (464) 645-6464 External CaseManager	1. <u>Caregiver1</u> 2. <u>Caregiver2</u> 3. <u>Caregiver3</u>				e clients. Exceeded			
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# Poll #3 – Vote for your favorite feature

#### In Closing

#### Easy is hard

- > On a mission to eliminate spreadsheets
- > Not an electronic filing cabinet Pavillio thinks for you
- > Quality of life enhancements are now our focus
- Evolving EVV requirements are not a concern, we will keep up

> Your input is valuable, keep them coming

#### Pavillio Promise





Flexible

We bend to meet you needs

Efficient

We make it easy



Reliable

You can count us

# **Questions?** pavillo

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