

## How to edit and resubmit returned to draft visits

Please remember **ALL DRAFT VISITS SHOULD BE SIGNED AND APPROVED ASAP** by the Caregiver and the Client/Responsible Party!!!

In the case when an approved visit has been **RETURNED INTO YOUR DRAFT VISITS**, that means as a caregiver, you will need to **EDIT YOUR CLOCK IN/OUT TIME SO YOUR HOURS** meet the limit of total weekly authorized hours. JEVS will not process the visit for pay without editing and resubmission to meet the limit of total weekly hours authorized by Client's insurance company. For example: A Client is approved for 40 hours/a week, and the caregiver(s) clocked in/out for 42 hours for that week, the caregiver's last visit needs to be edited and resubmitted to meet the limit of 40 hours for the week.

To edit and re-submit your hours in draft visits, please take the following steps:

### **Steps for Caregiver's to edit and re-submit a draft visit to meet the weekly limit of authorized hours:**

1. Log into your Pavillio App
2. Go to "My dashboard"
3. Go to "Visits to submit"
4. Go to "Draft visits"
5. Caregivers will see one or more dates of visits listed in the draft visits section of the app. These visits will need to be signed and submitted for Client/Responsible Party approval.
6. Go to "Edit" next to each visit
7. Change "Start time" and/or "End Time" to adjust your total hours to meet the weekly limit of authorized hours
8. Select "No activities performed" in iPhone, "No activities" is already selected in Android
9. Type in notes: the details of personal attendant care provided to Your client, for example: prepared lunch and dinner, helped bathing, etc. You need to provide notes of what has been done in the Community if the services were provided in the community, for example: Dr. Appointment
10. Press "Save"
11. After all visits are edited and saved, go to the list of draft visits, mark the circle in front of each visit/select all visits
12. Hit "Sign and Submit" button on the bottom of your App
13. Sign/put your signature in the signature box as an Employee
14. Hit "Submit" button.

At this time the Caregiver has successfully edited and re-submitted the visit for Client/Responsible Party approval.

### **Steps for Client/Responsible Parties to sign and approve edited visits.**

1. Log into your Pavillio App
2. Go to “Home” page – it is a picture of a house symbol on the bottom of the screen
3. Go to “Visits to approve”
4. Select all visits by marking a circle in front of each visit
5. Hit “Sign and approve” button on the bottom of the App screen
6. Sign/put your signature in the signature box
7. Hit “Approve” button

Client/Responsible Party has successfully approved caregiver’s edited hours for JEVS payroll

### **How Caregiver can view total hours submitted for a specific payroll week range:**

1. Log into Pavillio App
2. Go to “My Profile”
3. Go to “View My work hours” and “Week Range”
4. Select the specific “Week range” - the week that needs to be adjusted from double arrow (up&down) button
5. If you are the only caregiver providing services, you can view your total “Regular Hours”. If it shows that you submitted more that approved for that week range, as a Caregiver you will need to go back to your draft visits and adjust “Start time or “End time” of the draft visit to meet the limit of weekly authorized hours and resubmit for your client’s approval.

### **How the Client/Responsible Party can view weekly authorized hours against caregiver’s submitted hours:**

1. Log into Pavillio App
2. Go to home page – it is a house symbol on the bottom of App screen
3. Go to “My agreements”.
4. Go to “View More” in each Service line item. Each Service Line Item will show total “Available hours” approved by Insurance company, Actual consumed and Estimated consumed hours, as well as a Balance of remaining available hours.