

Summer 2024

Pavillio Training

Introduction to Pavillio and Time Keeping



Housekeeping

- This training is for both Client and Caregivers to learn about the new time keeping process
- We want to ensure everyone is credited for attending the training. There are 3 ways to share your name with us:
 1. Your name appears under your picture
 2. Enter it into the chat
 3. Email your support broker and newapp@jevs.org with your name to confirm you attended today.
- Please keep your microphone on mute unless you are asking a question
- Please ask questions in the chat or by unmuting yourself at the end of each section. There is also a raise hand feature as well.

Agenda

Overview

Pavillio App Overview

Pavillio for Caregivers

Pavillio for Clients

Resources

Questions and Answers

Overview

Why is JEVS moving to Pavillio?

- The 21st Century Cures Act requires states and all agencies have an EVV system to confirm that certain services paid for by Medicaid are being provided. This federal law is a fraud prevention strategy.
- The six components of EVV are
 1. type of service,
 2. individual receiving the service,
 3. individual providing the service,
 4. date of the service,
 5. location of the service delivery (through GPS location tracker)
 6. and the time the service begins and ends, as recorded by the system through clock in and clock out.
- Pavillio's app is built to track time and location that are aligned with the mandates from the 21st Century Cures Act and the State of Delaware for JEVS FMS program.
- The application should make it easier for attendants to clock in and out, approve time, verify hours worked per week.
- Employers will have their access to view all time reporting and approve time entries and provide in app options to make corrections to clock in and clock out errors.

Change of Language in Pavillio

Current Lingo	New Lingo
Participant (Adult)	Client
Service Recipient (Pediatric)	Client
Employer, Program Representative, Power of Attorney, Legal Guardian	Responsible Party (person who signs timesheet)
Attendant or Employee	Caregiver
User	Anyone who has access to Pavillio (Support Brokers, Caregiver, Client, Participant Navigators)

What do I need before using Pavillio?

Checklist

Each user must have their own valid email; login information will be sent to this email so it is important to have access to that email address.

A smart phone or tablet with them during every visit with access to Wi-Fi and agree to location sharing

All visits must be electronically verified through the Pavillio App to show time in and out and location of the visit in real time

Download the Pavillio App

When will I get my login and password?

For Pediatric Cases

- The expected start date of the using Pavillio is September 29, 2024. The date has been changed until we can train more clients and caregivers so we can have a successful start to this new app.
- All Pediatric Client and Caregiver will receive a login and temporary password to their email prior to start of new time sheet.

For Adult Cases

- The expected time frame is Fall 2024.
- JEVS will provide additional information on start date once confirmed including when login information will be available

For All Cases

- Everyone must have a valid email and it cannot be shared with another person.
- The Responsible Party will receive a pin that will enable them to sign clock in and clock out on the caregiver's app.

Login and Password Best Practice

- When you do receive your email from Pavillio, with your login and temporary password, it will ask you to create your new password for Pavillio.
- Once you receive this email, you will click the link and create your own password. Please save this password so only you can have access to it for each visit. Store your password in a location that is private and accessible
- Caregivers/Attendants cannot share an email. Resources to start a new email will be shared later in the training.

Pavillio App Overview

How do I download the app?



- **The Pavillio app can be downloaded in either iOS or Android**
- **For iOS Users:** Find Pavillio in the App Store [here](#).
- **For Android Users:** Find Pavillio in the Google Playstore [here](#).
- **Tips**
 - Remember Me? You can use Remember Me button to save your user name and password in the app so you don't have to enter it each time.
 - Geo Location can vary based on your device. For best results, be sure to turn on Allow Precise location in your device settings.
 - We love new features! To ensure you have the most recent version of the app, allow for automatic updates



Pavillio for Caregivers

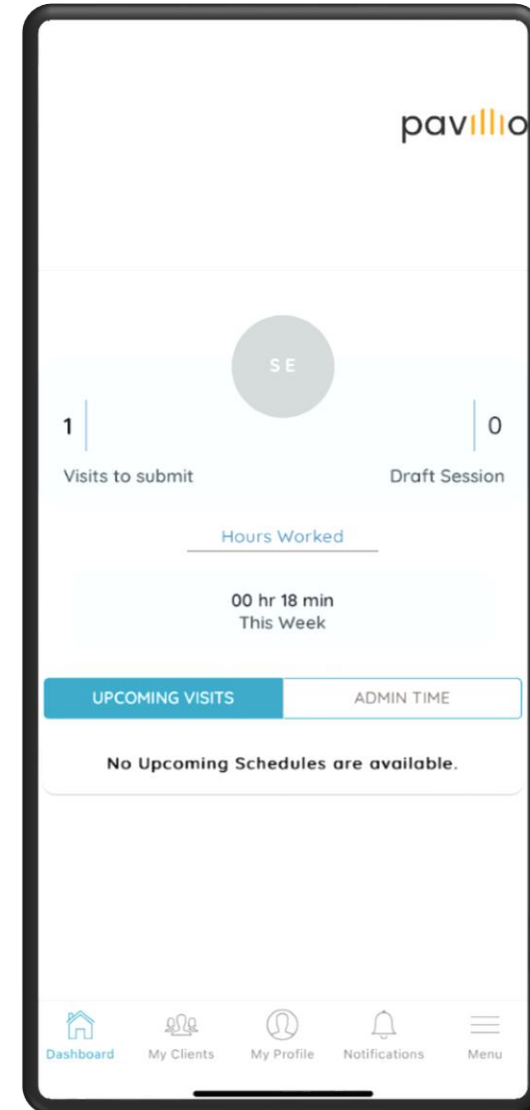


Login to Pavillio

- Open the Pavillio app, enter your email as your username, the password that you created and click **Login**.
- If you forget your password, use the Forget Password link on the login screen to have a new temporary password email sent the email linked to this profile.
- Remember do not share your login credentials with anyone.

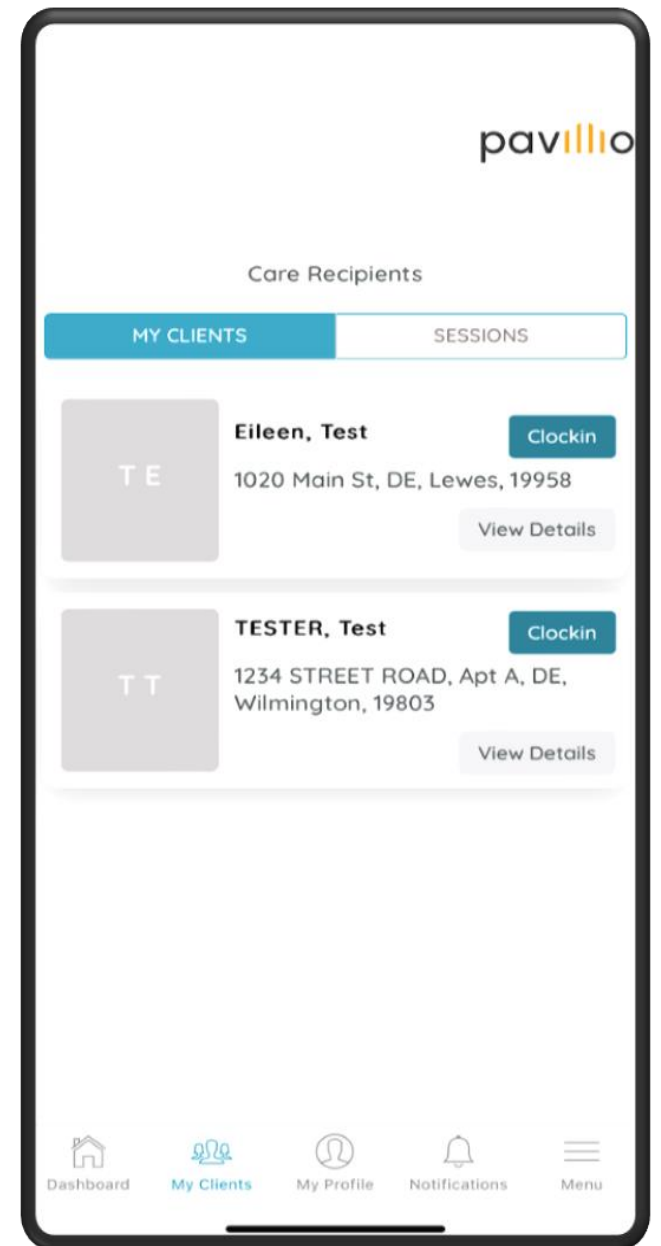
Dashboard

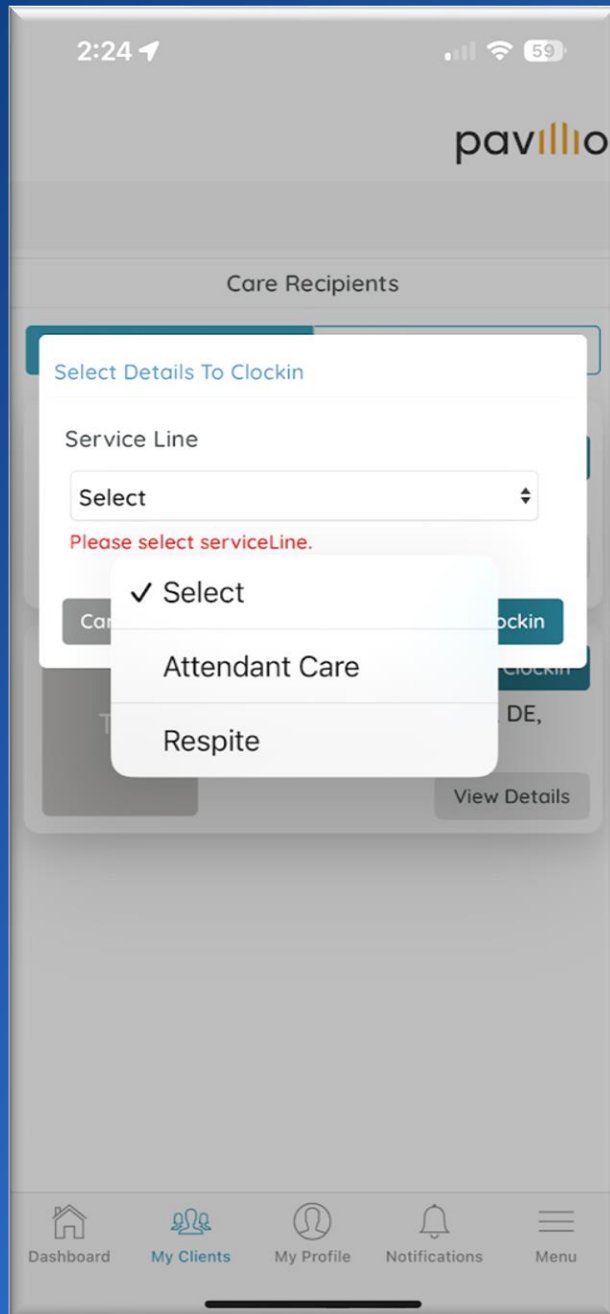
- The Dashboard is where you find visits to submit and total hours worked this week.
- There is a Schedule feature that JEVS is not currently using.



My Clients

- My Clients is where you will find all of the care recipients for whom you provide service. If you don't see your client in this area, contact your Support Broker.
- Find your Client
- Tap Clock in to start a visit.



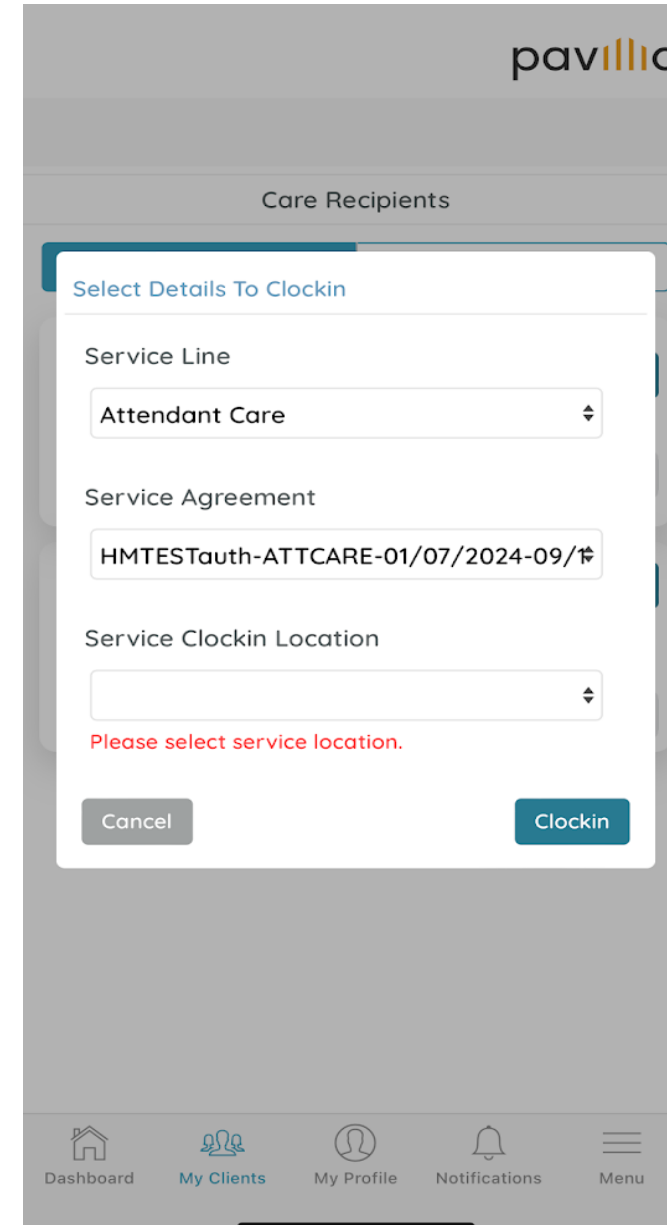


Clocking In Steps

- **Date and Time:** Will occur automatically
- **Service Line:** Select if you are providing Attendant Care or Respite Care.
- If the correct Service Line is not available, please contact support.

Clocking In Steps

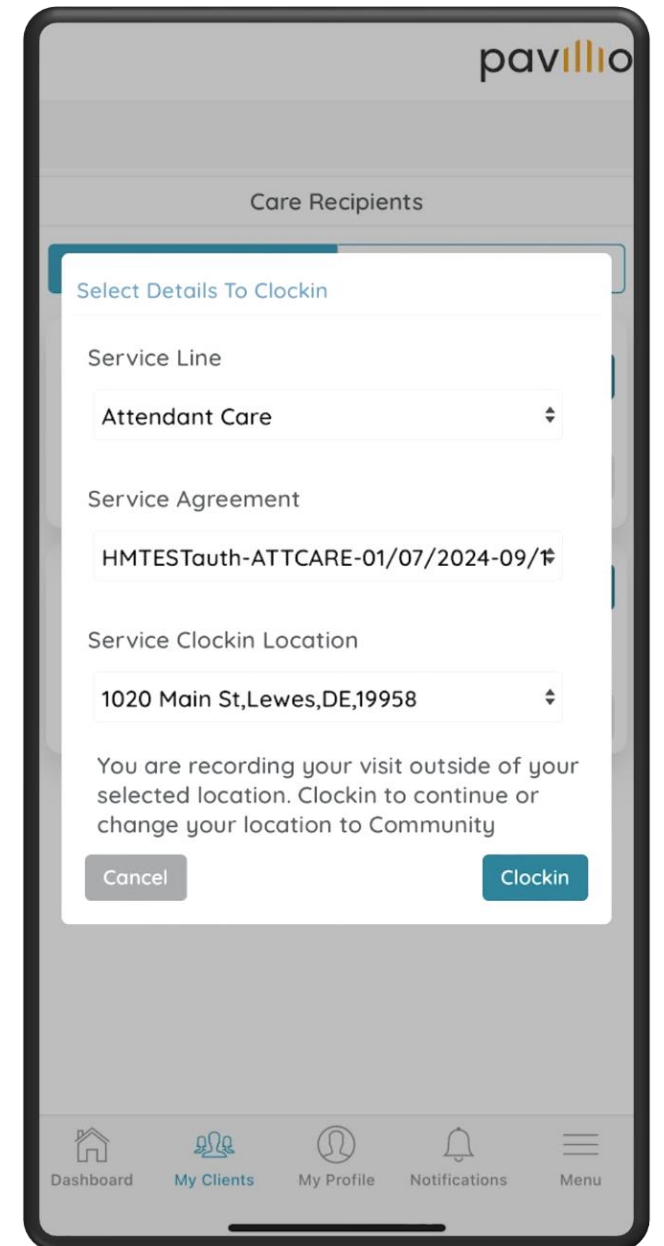
- **Service Agreements:** The Service Agreement List will automatically populate.



The screenshot shows the Pavilio mobile application interface. At the top right is the Pavilio logo. Below it is a header for 'Care Recipients'. A modal dialog box titled 'Select Details To Clockin' is open. It contains three fields: 'Service Line' with a dropdown menu showing 'Attendant Care', 'Service Agreement' with a text field containing 'HMTESTauth-ATTCARE-01/07/2024-09/1', and 'Service Clockin Location' with an empty dropdown menu. Below the location field is a red error message: 'Please select service location.' At the bottom of the dialog are two buttons: 'Cancel' and 'Clockin'. The bottom of the app shows a navigation bar with icons for 'Dashboard', 'My Clients', 'My Profile', 'Notifications', and 'Menu'.

Clocking In Steps

- **Service Clock-in Location:**
 - **Home:** This address is already available in Pavillio. And attendants will not be able to select this location if they are not in the home within a ¼ mile of your home. This feature is called geo-fencing.
 - **Community:** This is for any services outside the home. And Google Maps will provide the address and location of the visit. Please note travel time to and from the Caregivers home is strictly prohibited.
- If you are not at your address, Pavillio will notify you and ask for you select Community.



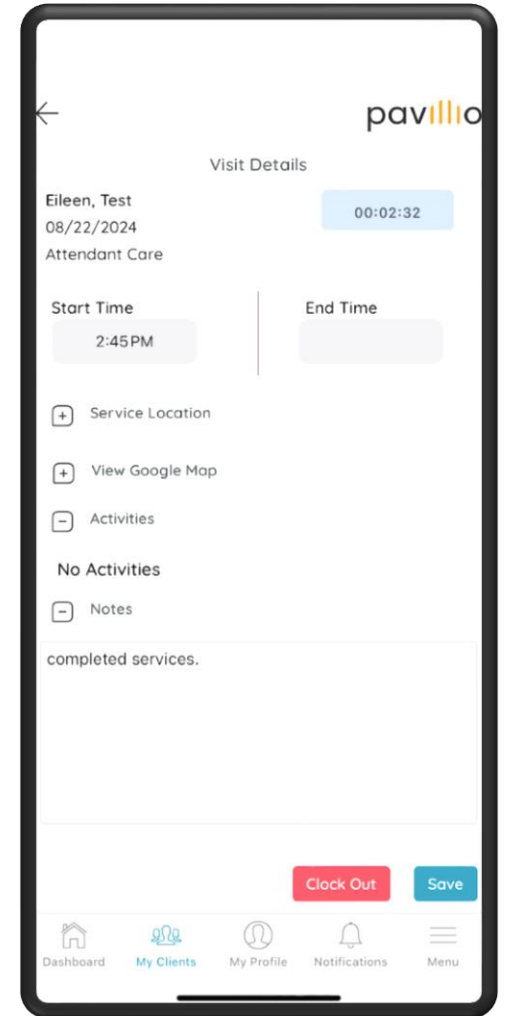
Clocking Out Steps



You can only be logged into one visit at a time.

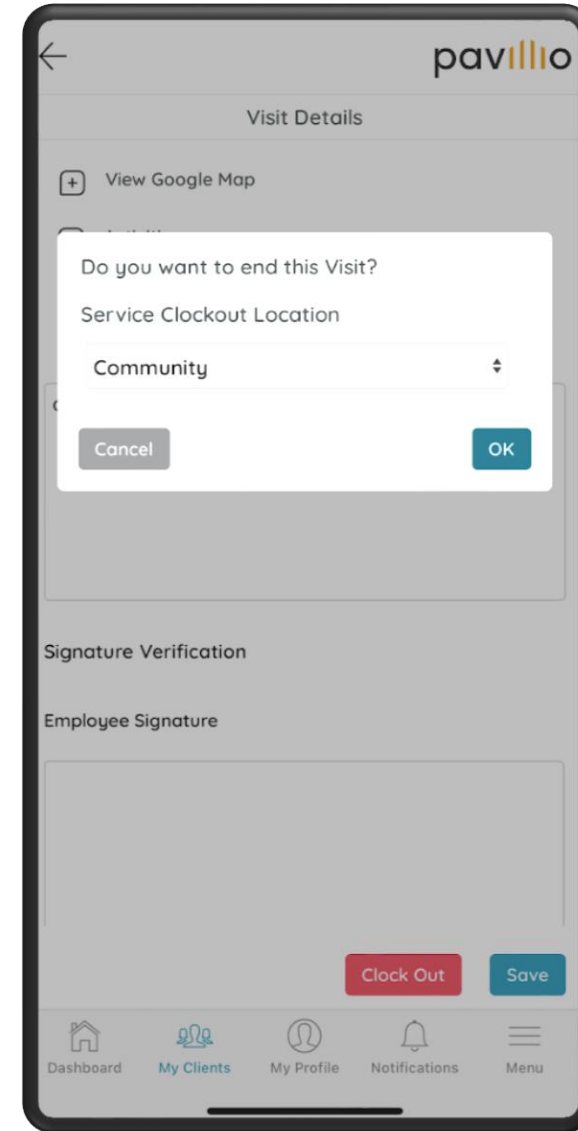


To stop the visit, click Clock Out



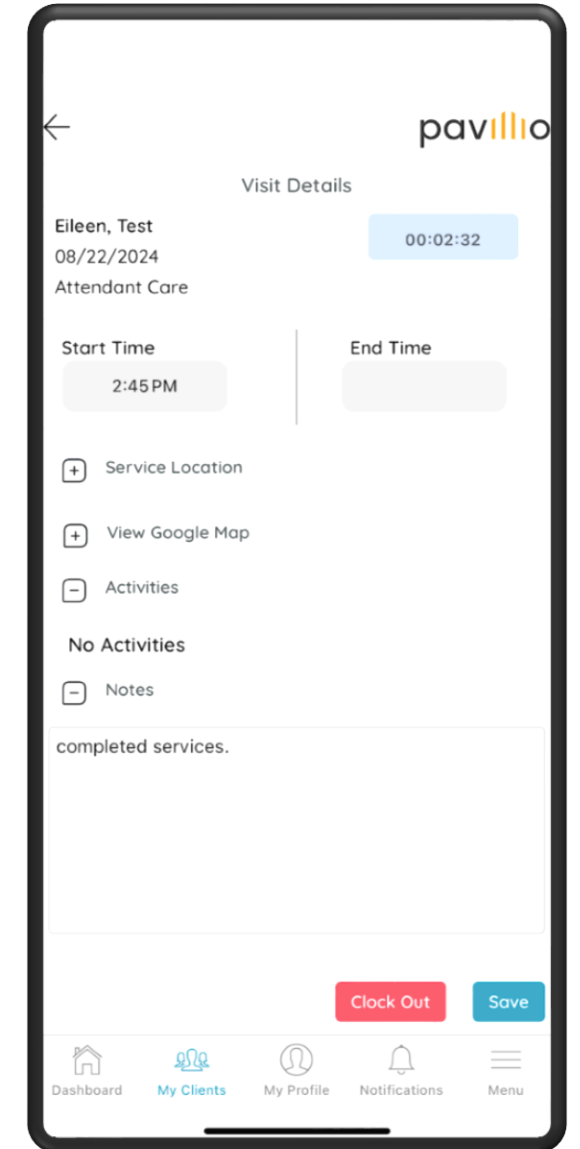
Location

- You will receive a notification; Do you want to end your visit?
- And it will prompt you to Select the Service Clock out Location
- Select from the dropdown box either the home address in Pavillio or Community.
- Click OK



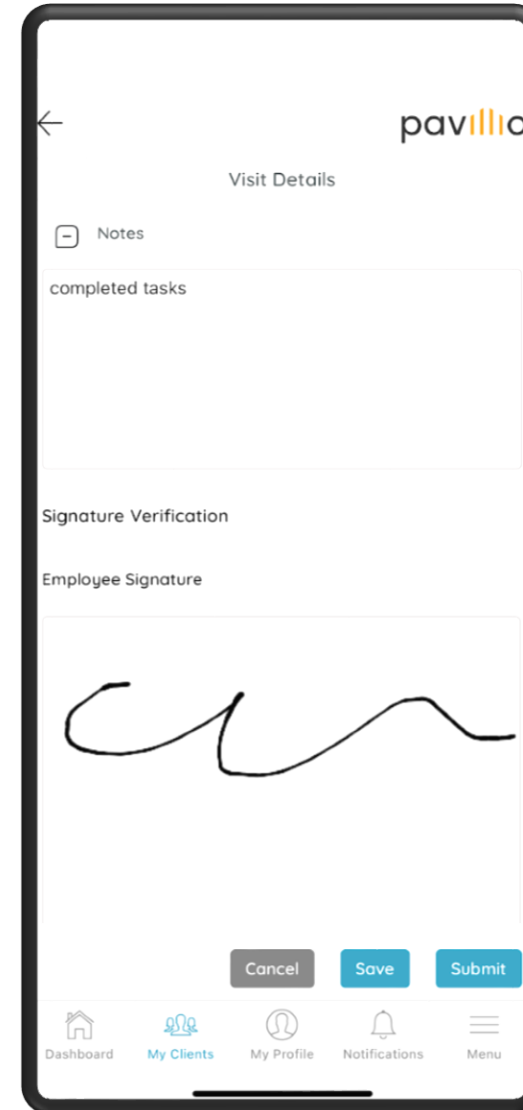
Notes

- Add a required Note which is required to submit for each visit.
- If you clocked in at one location and clocked out at a different location, this is allowable, but a note should provide an explanation for the change in location. For example, drove client to grocery store to food shop for the week.
- If services were provided at one location, the note should state that all tasks were completed.
- These notes are reviewed by the employer when approving time.
- The notes are not to be used for any other purpose except communicate that all task were completed during the visit.
- Note: Clicking Save does not submit time.

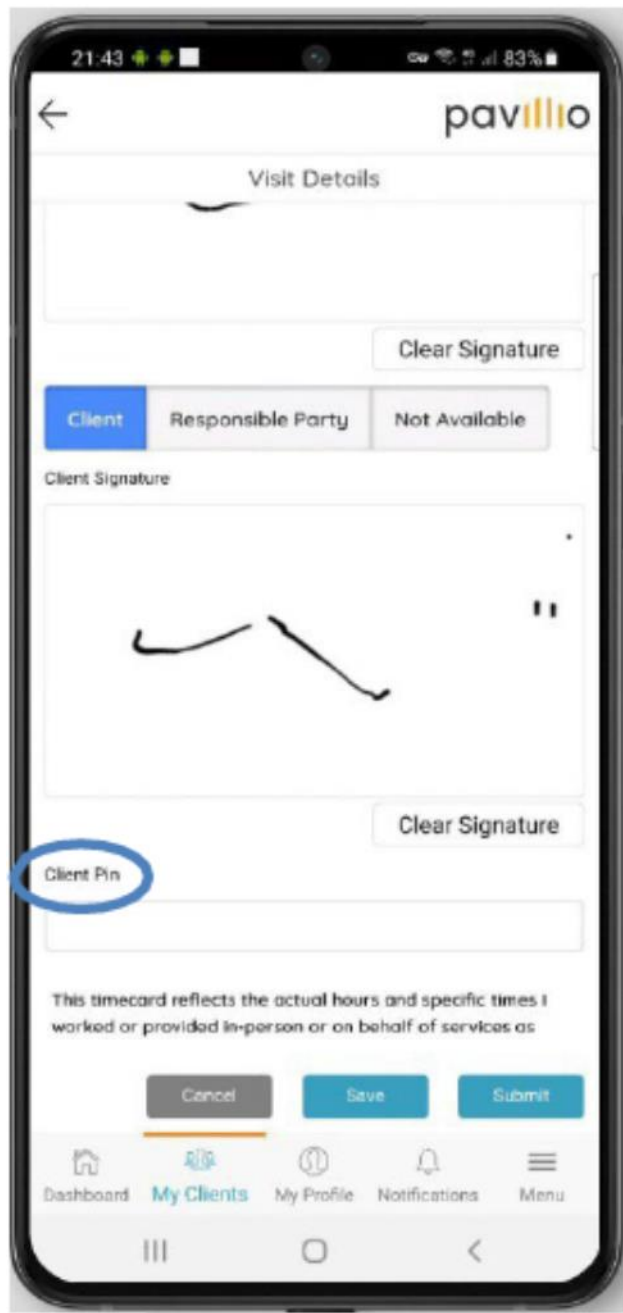


Caregiver Sign and Submit

Once the visit is ended and notes are made, you will sign with your finger under Employee Signature.



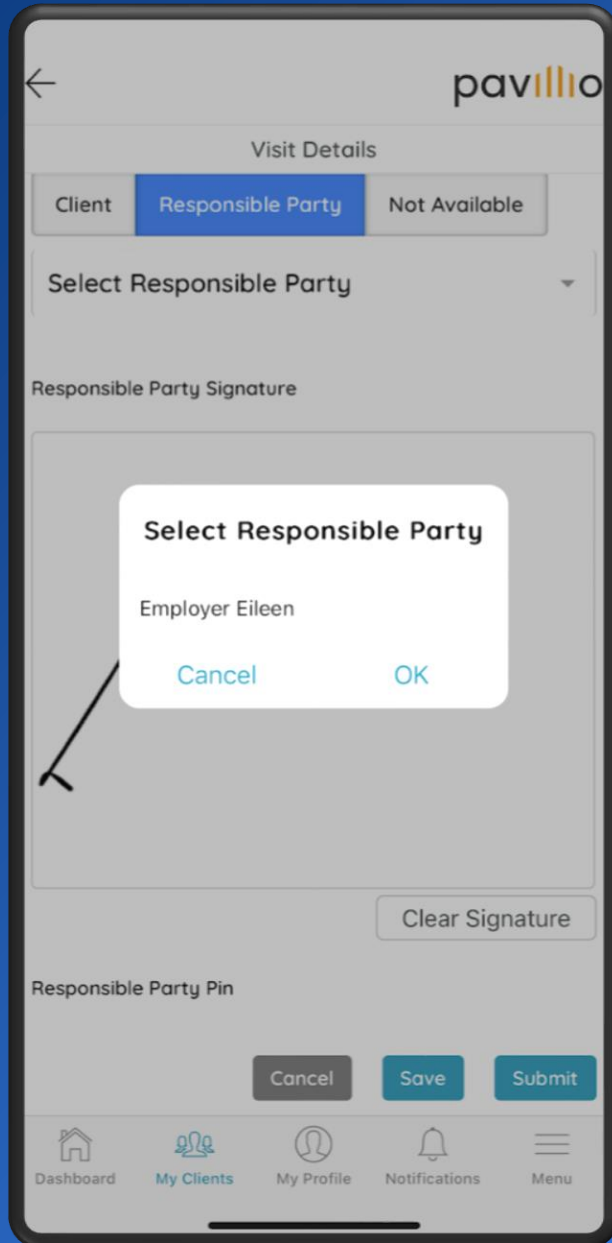
Pavillio for Clients



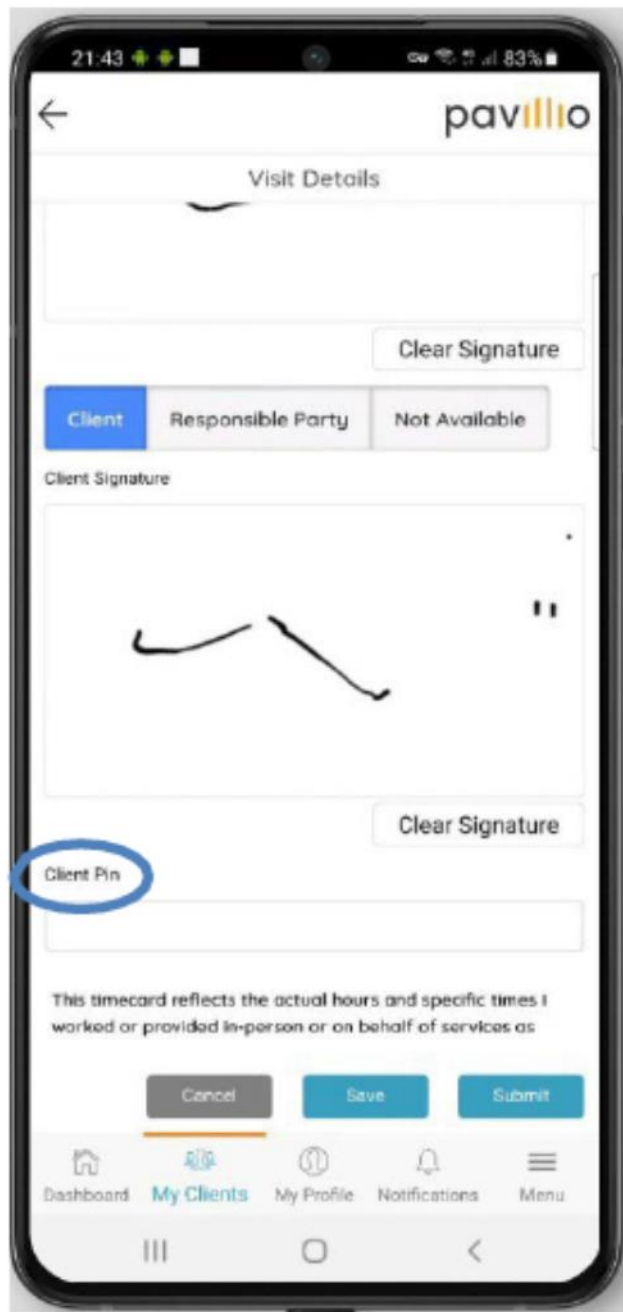
Client Approving Time on Caregivers Device

- After Caregiver submits time and Client is present and available, they sign using their finger and enter their 4-digit pin number.
- And Click Submit the Record
- Please note, Clicking Save does not Submit the Record.

Responsible Party Approving Time on Caregivers Device

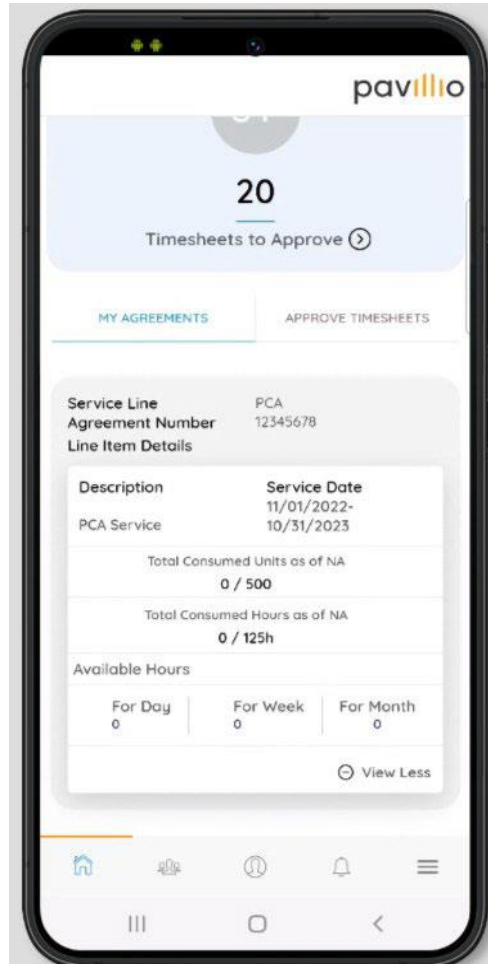


- If the Responsible Party is selected, you will need to select the responsible parties name from the dropdown box right above the signature pad.
- If Responsible Party is present and available, they sign and enter their 4-digit pin number.
 - And Click Submit the Record
 - Please note, Clicking Save does not Submit the Record.



Client or Responsible Party is Not Available

- If the Client or Responsible Party is not present, select Not Available.
- And Click Submit the Record
- Please note, Clicking Save does not Submit the Record.

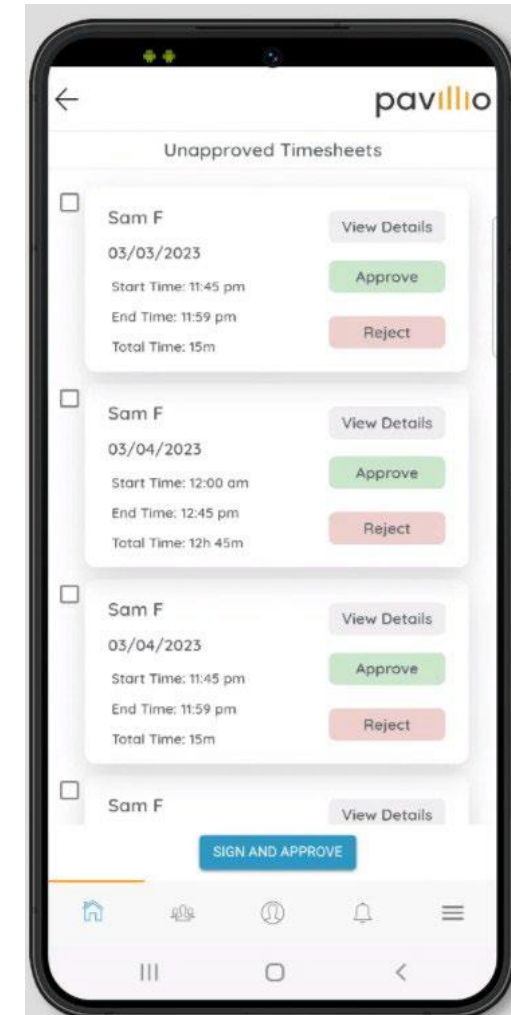


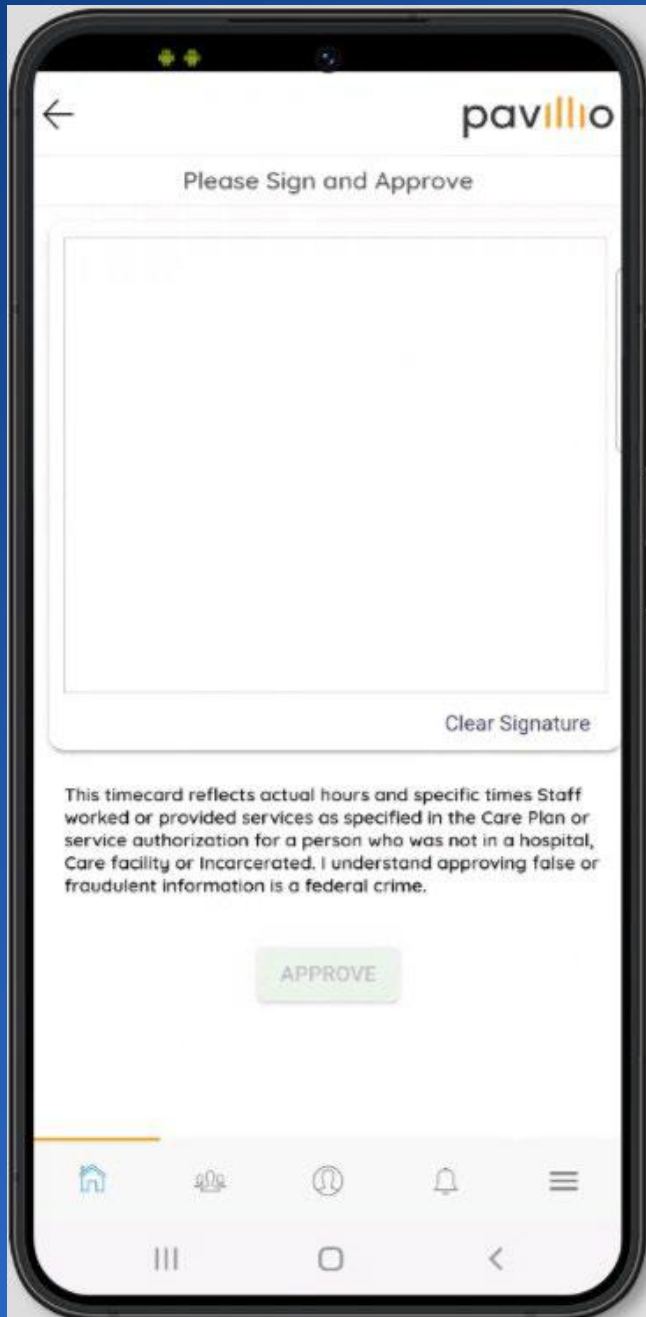
Client or Responsible Party Approves time on their own device

- Login to Pavillio with their email address and password
- Go to Dashboard
- Select Time Sheets to Approve

Client approval of Time

- Review the details of the visit to approve
- If the visit details are correct, click approve to sign for one record or select the box on the left to sign and submit multiple records



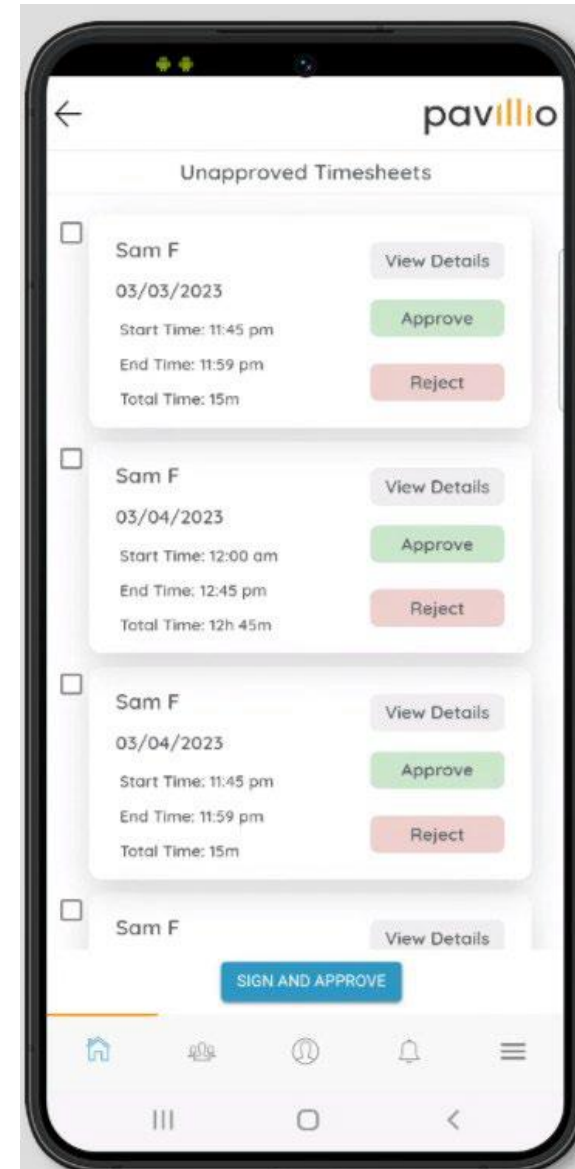


Client Approval of Time

- Use your finger to Sign
- Tap Approve

Client Rejection of Time

- Review the details of the visit
- If the visit details are incorrect, click reject.
- It will go back to the caregiver as a draft, you will need to provide the caregiver further instructions on why it was rejected.
- If you need additional support, please contact the support line with the issue so we can provide additional guidance.



Fast Facts



Approvals

- Best Practice is to complete approvals of time daily. And no later than every Monday by midnight for the week prior.
- Payroll is processed every two weeks. Here is the link to the payroll calendar.
- **If a Client does not approve Caregivers Time according to the payroll dates, payroll will not be processed until it is approved. The pay for the Client will then be available at the next payroll after it is approved.**

Caregiver Authorizations and Alerts



If client is authorized for caregiver services for 20 hours per week, this will be the maximum hours Pavillio will allow the caregiver to report hours.



If a client clocks in at 15 hours and exceeds their authorized weekly hours during the visit Pavillio will send a warning but allow caregivers to clock out.



If you attempt to login for 21 hours when caregiver is only approved for 20 hours, the system will prevent that from occurring. There will be an error message in the system.



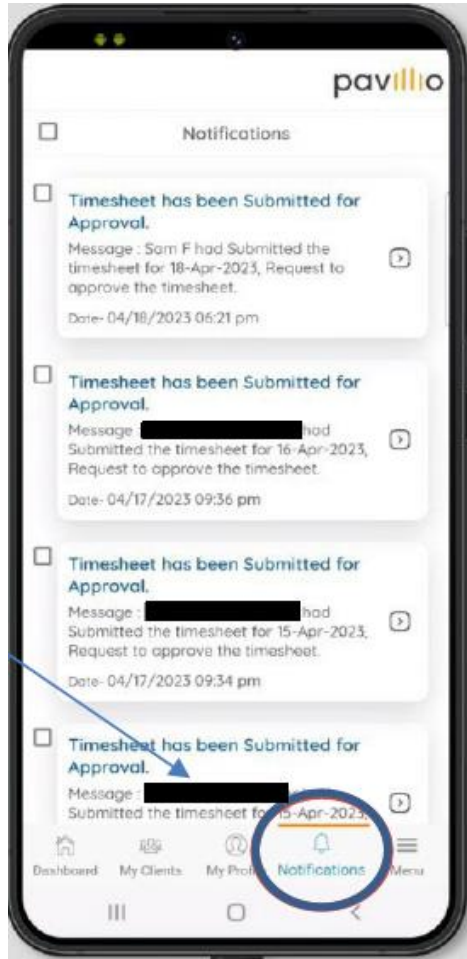
If a client has multiple attendants, the attendants would be utilized the 20 hours as by the directed employer.



If the caregiver is logged in for more than 24 hours, Pavillio will automatically log you out. Please call the support number for assistance addressing the issue.



If Caregiver thinks there is an error with the approved hours, discuss with your employer. If the issue is still unresolved, please call the support number.



Manage Notifications

- If there is an error submitted, a message will be sent within Pavillio to the client or caregiver with the error.
- All users should login in daily and monitor any messages. Most messages will notify the user if there was an error with logging in and out and impact caregiver payroll processing on time.
- Currently, clients and caregivers will receive notifications about time submissions or errors. In the future, you will be able to communicate with JEVS team members.

Web browser Version of Pavillio

- Visit the website at app.pavillio.com/evv in your Chrome Browser
- Tap the three vertical dots to the right of the address bar to display the browsers menu.
- Tap Add to Home Screen
- Give the shortcut icon a name that will allow you to quickly recognize what the icon is for
- Tap Add

What if I make a mistake?

- If you make a mistake, please call the support line.
- A Participant Navigator will call you back and walk you through the process of correcting your information in Pavillio. After the correction, the Caregiver will need to approve the new time.
- The feature is for corrections only and is not EVV compliant.

Support Available

- Please note the phone number for Pavillio - 866-617-7699 or email the mailbox at newapp@jevs.org.
- Please call if you are having challenges with Pavillio.
- JEVS team member will research your issue and work to resolve your issue



Resources

A hand is visible on the left side of the slide, using a mouse. In the foreground, there is a large, three-dimensional '@' symbol made of cardboard. The background is a blurred indoor setting.

Creating an email Address

- Each user (caregivers and clients must have a unique email address
- Google offers free email accounts
- Click the following [link](#) for directions on creating a Gmail account
- Gmail can be accessed through a web-browser or downloading an app on your cell phone for easy access

Resources for Cell Phones

Assurance Wireless provides eligible consumers with free monthly data, unlimited texting, free monthly minutes plus a free Smartphone.

www.assurancewireless.com/lifeline-services/what-lifeline

Lifeline is a federally-sponsored program that provides a discount on communication services to eligible individuals and families. Eligibility is determined by income and/or participation in state or Federal support programs. Through Lifeline, SafeLink subscribers are eligible to receive a mobile phone and a monthly discount on their service. SafeLink benefits are limited to one line per household. SafeLink Wireless is a service of TracFone Wireless, Inc., a Verizon company.

<https://www.safelinkwireless.com/en/#!/newHome>

The US Government Is Giving Away A Free Smart Phone and Cell Service To Those Who Qualify!

<https://delaware.freegovernmentphone.org/>



Questions and Answers

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Support Brokers Contact Information

Support Broker	Email	Manager's Email
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