



Pavillio EVV User Guide - Employee

TELEPHONY

Homemaker

Individualized Home Supports

Night Supervision

Respite

PCA

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HOW TO USE PAVILLIO EVV TELEPHONY

CLOCK IN

Welcome to Pavillio IVR. Press 1 for Caregiver, 2 for Client, or 3 for RP.



Press 1 to start a visit or press 2 to end a visit.



Please enter your PIN.
(A caregiver's PIN is the phone number listed in their on their personal Contact Info.)

NOTE: If caregiver works for more than two agencies using Pavillio, they need to select the correct agency for this visit. They hear, "Great, we've found you. Please select the agency." They hear a list of agencies they are associated with and must press the correct number associated with the agency for this visit.

Please confirm your name.
(insert caregiver name)



Please select the client you're assisting.
(insert client name)

NOTE: If there is a scheduled visit with only one service authorization and one service line: IVR moves to step 9 – Press 1 to start the visit. If there is more than one scheduled visit, IVR reads the different visits, and the caregiver presses the number associated with their specific visit.)

If there is no scheduled visit, the caregiver voices the service line and service agreement.
(insert services listed for this client, Le. Support Staff, Parent of Adult, etc.)



Press 1 to start the visit.

The call ends.

CLOCK OUT

Welcome to Pavillio IVR. Press 1 for Caregiver, 2 for Client, or 3 for RP.



Press 1 to start a visit or press 2 to end a visit.



Please enter your PIN.
(A caregiver's PIN is the phone number listed in their on their personal Contact Info tab.)

NOTE: If caregiver works for more than two agencies using Pavillio, they need to select the correct agency for this visit. They hear, "G-
"Great, we've found you, Please select the agency." They hear a list of agencies they are associated with the agency for start a visit.

Please confirm your name.
(insert caregiver name)



Please select the client you're assisting
(insert caregiver name OR the visit to which the caregiver previously clocked into.)

NOTE: If there are no visits found, the caregiver is prompted to start a visit.



Did you perform activities? Press 1 for Yes. Press 2 for No.

NOTE: If there are no activities, IVR moves to Step 10 where the caregiver can pass the phone to the Responsible party.

Press 1 to select all activities. Press 2 to select individual activities.

NOTE: For individual activities, the caregiver can Press 0 for all other activities or Press * to exit.

The prompt repeats the activities that approve this visit? Press 1 for client or 2 for responsible party.

NOTE: If it is a responsible party, they first confirm identity, then enter a PIN.

You have approved this visit. Thank you.

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6636 Cedar Ave S, Suite 250, Richfield, MN 55423 | 866-454-2732

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THINGS TO KNOW

EVV COMPLIANCE REQUIREMENT

Important update regarding Electronic Visit Verification (EVV). As part of the 21st Century Cures Act, the Minnesota Department of Human Services (DHS) will start full enforcement of EVV beginning January 1, 2026.

What This Means for You

All employees must clock in and out of visits in real time - that is, at the actual time they begin and end their services.

Employees and Responsible Parties will continue to use their current designated EVV timekeeping system (Cashé or Pavillio).

Live in Caregivers may qualify for an exemption from real time EVV requirements. If eligible and properly documented, they must enter required data once per day instead of clocking in and out per visit. More details about required documentation and process eligibility will be shared via Paylocity in the next few weeks.

Responsible Parties must review and approve time entries at least weekly; daily review and approval are recommended.

Benefits to You

Improved Issue Resolution: Real-time data allows Lifeworks and Responsible Parties to address concerns more quickly.

Improved Accuracy: Ensures services are recorded in real time, reducing errors and discrepancies.

You don't need to wait until January 1st to get started; you can begin today by clocking in real-time. Thank you to everyone who is already following this requirement.

We have updated our email system to better support you:

Contact EVVTimeSupport@lifeworks.org for questions related to hours worked.

Contact CASupport@lifeworks.org for questions related to using the Cashé/Pavillio apps.

Contact Payroll@lifeworks.org for questions regarding paychecks.

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