Hello Pavillio Webinar Q&A – 7.21.20

Is Pavillio able to be used for Homecare nursing/Private Duty nursing?
Yes, Skilled Nursing and Private Duty Nursing (PDN) will be available in Q1/Q2 of 2021.

How do I run the migration report for data readiness?
Login to your Cashe Client. Select CLIENT INFORMATION. Select CLIENT REPORTS. Select PAVILLIO MIGRATION REPORT. To print, click PRINT REPORT along the top of the report.

I am not getting the migration report option.
We are installing the report function for each of you and expect it to be available for everyone by end od day Friday, July 24th. If you cannot access the report after that date, please email our lead migration specialist at christine@pavillio.com for further assistance.

Will this platform be used for DT&H?
Yes, it will be available for DT&H by early 2021 (Q1).

When at meetings, can everyone sign electronically?
At this time, two signatures can be captured. Provision for 3 or more signatures will be added for CSSP-A and other docs in the near future.

Currently, the MN-ITS system does not address waiver obligations, only spend downs. We usually learn about waiver obligations once we bill and get denials. Any chance for the system to get waiver obligation info when running an eligibility check?
We get all the eligibility data available in the DHS eligibility system. If it is available, we are pulling it down now. I assume you are asking about waiver patient responsibility $ amounts? I haven't seen it in the data we receive but will look for it.

Can you show us the OASys assessment tool, and the CMS 485 Plan of Care?
Oasis and 485 will be part of the clinical service line and will be available in Q2 of 2021.

What is a client or employee does not have an email address?
If clients or employees do not have an email address, you can work with them to create free accounts (we like Gmail). Placeholder email addresses can also be used, but this will make it difficult for users who wish to login to EVV or Pavillio, because they will not receive password resets.

What if a client AND a caregiver have the SAME email address?

Every user must have a unique email address to identify them, therefore clients and caregivers cannot have the same email address.

Regarding PDN, is there a way for me to get involved earlier on to provide perspective on our use case of the software to avoid problems during deployment/transition?
We love having users involved! Please reach out to teresa@cashesoftware.com to express your interest. Teresa will work with you to determine how you can be a part of product usage and feedback.

In the legacy platform under the clients tab there is the alphabet across the top to filter clients. Will there be a search box in the client tab where you could quickly search for clients?
Yes, click the filter button in the upper right-hand corner of that area in Pavillio. The filters will appear for you to easily conduct your search quickly and efficiently.

Is there an example of a client calendar where the client gets 24-hour care, 7days a week?
24-hour care can be setup and viewed in this Scheduler. Single day view will show you the appointments.

will this monitor hours for employees example the 275/310 rule?
Yes, the number of hours served by PCA is visible and the platwon't allow a PCA to clock in if over 275 without authorization.

if an employee works for 2 companies will is show where they sit at for hours with each?
Not at this time. We are working towards that capability.

Can we schedule any employee with any client, or does an employee need to be connected/assigned to a client before being able to schedule with that client?
By default, only connected caregivers can be assigned. If the caregiver is not available, then you can schedule a new caregiver that is not connected.

What will the expectations of the agency be with clients who have no ability financially and or mental capacity to obtain technology to utilize Pavillio?
We place no expectations on how you manage access for clients to Pavillio or the EVV app. You may or may not give them access to Pavillio. The software is still able to effectively serve individuals whether they have personal access or not. For example, in the EVV app clients can sign the timesheet and enter a PIN number on the caregiver's device, rather than logging in themselves.

Are clients and/or caregivers able to modify language? For example, change English to Spanish.
Yes, our EVV allows users to change the app to several other languages. Pavillio allows you to change the language for the entire agency if desired.

PCA documentation requires QP's to obtain client's waiver case manager and contact number (if applicable) and primary MD, contact number and clinic. Where can I find this info in the client profile?
The case manager and primary MD have specific locations on the client profile where you can easily access this information.

Is there in the client profile can I find the 245D contact team info; the DC, DSP, RP or client, & waiver CM?
Contact Information can be found on the Contact Information tab. The Case Manager, Caregivers, Emergency Contact and Responsible Party is visible at the top of the client profile.

How can a QP be alerted when an assigned client has been hospitalized and/or discharged from a facility?
Once EAS is in place, this information will appear on the QP's dashboard and as a notification within Pavillio.

Is there still an option to export EVV entries?
Yes, EVV entries can be exported.

Will we still have to pay for a clearing house for processing claims?
For current customers, you will pay the same clearing house fees you pay today (which is separate). New Pavillio customers on the new pricing plan will not need to pay clearing house fees as those fees are included in the price.

How would Pavillio work with clients that have shared care services (1:2)? Would they need to share a profile, email, or would they need their own profiles and emails? How would they submit EVV timesheets?
Each client would have their own profile, unique email address, etc., with the assigned caregiver.

If a service agreement has an error (from the county/case manager), would it update in Pavillio as soon as a corrected service agreement come in?
Not today. you will need to manually make this change.

Is there the capability to auto update service authorizations or will they be manually entered?
Currently you would have to upload the new service agreement or manually enter it. In the future, Pavillio will automatically upload the service agreement and then ask you to approve it.

Is there a way to combine services to send to the payroll export or will it have to be by service?
We currently have a basic payroll export. This will be enhanced to have more formats and capability down the line.

How secure is the data?
Our data has the highest level of security available in the cloud, using AWS cloud services.

What about speed?
Pavillio is FAST. The server capacity automatically adjusts to match the user load, meaning infinite scalability. No matter how many users are in the system, the platform will never slow down.

What about your technical support team?

We have realigned our support team for Pavillio with a dedicated level one support team of home care experts, as well as our level two team for escalation and a large level 3 team. We will be adding chat support shortly.

Can we get Service agreements from the MSHO's also?
This is not a currently available, but we intend to add MSHO agreements at a later date.

Are services included such as companion, transportation and private pay services?
Private Pay will be available Aug 10th. 245D services such as companion and any related transportation codes can be billed now with the 245D basic service line.

If there is not a service agreement, then the visit cannot be signed?
Service data such as visits can be captured without a Service Agreement using a Interim SA and the visits can be signed. you can swap out the interim SA with the new SA when you get it from the lead agency and then you will be able to bill for the services.

is there a way to include additional time to payroll such as drive time, education etc.?
Not at this time. We are working towards that capability.

For people who are currently using EVV with Cashe, will they keep using that until EVV with Pavillio becomes available?
EVV for Pavillio is available now! When you are migrated to Pavillio, you will also be migrated to the new EVV app.

Can we move to Pavillio now for PCA and 245D basic, but keep using Cashe for 245d intensive until its available on Pavillio in the fall? Or, do we wait to transfer to Pavillio until it has all our services available?
We advise you wait for all services provided by your agency to be available. Currently we are only migrating agencies providing PCA/245D Basic. If you'd like to be considered for early adoption of 245D Intensive, please email christine@pavillio.com with your request.

Does the EVV app replace the current Cashe EVV mobile app, or will direct care staff still use the current mobile app after transitioning to Pavillio?
This application is entirely new, with more seamless functionality. Your Pavillio EVV is directly connected to the system, so there are never any issues with data syncing.

What is the format of the payroll export?
Currently it is a standard CSV format with necessary information such as name, ID, pay rate, amount. in future there will be multiple file formats based on payroll companies.

For an employee to edit the client information and enter attendance for their client, do we have to enter each employee to access their client. In the Legacy platform, for an employee to edit data in their client base and enter in attendance, they aren't in the employee section.

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Pavillio is much more flexible and can allow granular level access to data based on users. Unlike legacy Cashe, an employee in Pavillio can have access to information you deem necessary.

What about transition from Cashe to Pavillio? Will we be able to transfer all our data as well as scanned docs?
All active data will be migrated right away. The documents and notes will be migrated in the near future.

Do we "need" to schedule PCAs? We have a handful of PCA Choice clients, and they manage scheduling.
No, you do not have to schedule PCAs. Caregivers can just as easily start a visit within the EVV app for any care recipient they are assigned to, regardless of a schedule.

Can clients and/or PCAs update their own info (medications, change of address, etc.) or do they still need to contact us to update it for them?
The clients and PCAs can update their information in the EVV app or the Pavillio site. medication cannot be updated but if you wish to give them access the system will allow you to change their permissions.

What about a Responsible Party who signs off on two clients (i.e. mom approving timesheets for two sons)? Only one email for mom vs. mom signing in with two different emails.
The Responsible Party can be granted permissions to see multiple individuals within the app and will only need one email address, but the system will record the role of a caregiver differently than the RP and this can be verified in the system in the event of an audit.

Who owns client and employee data? If we don't like Pavillio will we be able to export data and import into a different platform.
YES, always. This is YOUR data. we are contractually obligated to return your data after 30 days of service termination.

What method is used by EVV to confirm visit?
All 6 dimensions of EVV data are captures. specifically, GPS verifies location and unique login IDs verify recipient and caregiver.

As a fairly new user of Cashe I just want to compliment you on the well thought out design of this new product. What is the dev platform? And is the analytics and reporting SSRS??
Why thank you! We appreciate the compliment! The platform is written using true microservices written in GoLang a very efficient coding language. The front end is written in Angular and the database backend is MongoDB and PostgreSQL. Basic reports and views and represented using AMcharts and advanced analytics front ends use a analytics data store (for performance) and uses Redash that allows you to build custom reports and analytics. All of this is Cutting edge technology unlike any other platform on the market. There are several other innovative tools, scaling technologies, rules engines and advanced coding methods being used which we will be showcasing in an upcoming webinar.

Can I use e-timesheet but not EVV for PCA Choice?
The Pavillio app has a new e-timesheets feature that is far more integrated and sophisticated. This will be released August 10, 2020.

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Hi. You gave all info about DHS, what about other insurances - MEDICA, UCARE, HP, BCBS?

We will work closely with you to setup Availity for all insurances. The access is part of your subscription.

Is there any plan for customized living provider (assistant living)?

Yes, group homes and customized living service lines will be available in Dec 2020 or Q1 of 2021.

How many platforms you have under this new system and what is price range?

Pavillio is a single, all-encompassing platform. Pricing for current Cashé contract customers is locked in for 12-24 months. New customers will be charged roughly $10/client up to 200 clients, then the price per client drops as volume increases.

How do you manage non staff log ins/ password resets and the like? Terminating access after a staff change?

The agency admin will be able to manage user setup, terminations and password resets.

Are you going to have pharmacy interface?

Yes. We will have a pharmacy interface which will be part of the 245D intensive service pack later this year.

Can you fill out 6790 rate sheets?

Yes, 6790 Rate Sheets will be available with the 245D intensive service line.