Ladies and gentlemen, thank you for joining us today. My name is Praba Manivasager, president of Cashe software.

We will answer questions at the end of the presentation. Sit back and enjoy the webinar.

Great, let's get started. First of all, thank you all for joining us today for this momentous occasion. Your time is valuable. I know that you have a lot to deal with during these trying times. I hope you and your family stay safe and come out of this unscathed. Having said that, we appreciate that you've chosen to join us today for this webinar. We want to make sure that we maximize your valuable time. With that said, I'm going to jump right in.

First and foremost, we are Cashe. I've been waiting for this moment - for over three years. Today, we are unveiling our brand new platform, Pavillio. 18 months of hard work, 15 years of lessons learned, contributions by many of you who have given us a lot of good advice and pointed us in the right direction when we needed to, and relentless research and attention to detail by the team that has brought us to today.

I would be remiss if I don’t shout out our partner in India, Tech Wave, who has gone above and beyond to make this dream a reality. Thank you, Tech Wave team. You guys have done a tremendous job.

I'm immensely proud of what we've built and I'm very thankful for the team that has pulled this off - a Herculean task that is done in a compressed time frame, filled with loads of valuable tools and things that we didn't imagine we could get done in this short time frame. I consider this just the beginning to an exciting journey for Cashe Software, as we will be adding and growing this platform to support those in need.

So, let's Dive Right into our agenda today.

Today you're going to see a true end-to-end platform in action, one that that has been built with a lot of care - has been put together in a way that no one has imagined before, and one that works very well for an agency like yours, but the biggest thing I probably want to highlight is that the platform was built with the person served in the middle of it.

This concept is new.15 years ago, the idea of having a person-centered platform was just evolving, by which time a lot of platforms are already in place. But we started building this recently and have incorporated a lot of the person-centered concepts that we believe a platform should have, so that we can serve the people.

Third, and the most important thing I would like you to take away from this, is a platform should actually think on your behalf and do things on your behalf without you having to do it. This concept of a platform that is a thinking for you and being proactive is a concept that is new, and we put a lot of thought into that and we're going to show you what that looks like. But before we dive in let's take a step back.

Many of you are current customers of ours who use the platform on a daily basis. It's a lot of work. Over the last 15 years we have put many layers of paint on this existing platform - things that we have taken as suggestions from you, we've added on top of things. We’ve released multiple versions over the last three years, but ultimately the purpose of the platform was one thing, and that is billing services, and it was ultimately just providing billing capability so that you can be reimbursed for the services you provide. But today things have changed - things have changed in many ways.

The concept of person-centered thinking has evolved over the last 15-20 years, and is blossoming. The way you serve people is different. The way you get reimbursed is different. The Caregiver shortage has affected many of you and continues through these are trying times. We don't know what tomorrow is going to bring, but the needs of the agency today are different than it was 15 years ago, and we recognize that. That’s the reason 18 months ago we started this project. 18 months ago, we said we need to reimagine what a platform should look like - throw away everything we've heard and bring with us the lessons learned, but start from scratch - start from scratch with nothing other than a white board and some markers, and say, “what would a platform look like if we had to build it from the ground up? How would we design it so that it would come together in a way that would serve agencies?”

And for that we needed some guiding principles The Guiding principles are the foundation of the platform - what we believed was necessary for us to go build something without focusing on the technical aspect of a platform. The technical aspect is easy. Everybody can write software but writing software that means something is very different. Writing software that serves people and puts the person served in the middle of this platform is different.

It's Unique and it's necessary. So, we started out by saying, “You know what? We’ve got to have some philosophical and Technical guidelines.” The philosophical guideline was: we are here to serve the people in need and, therefore, we're going to put them in the middle. Then, we're going to build this platform that is going to help them have much better quality of life and having quality of life meant everybody who touches that person has to have a way of interacting. That we understood, and we were able to respond to and provide tools and capabilities that really help that person be successful. And that was it. That was the cornerstone of this platform and that's what was important to the person served and the person delivering service. They have to be the ones that we write the platform for, and the rest of it is details - how billing gets done, how payroll is generated - all these are tactical things. They are necessary.

They are tactical things, but ultimately they are things that can happen. But if we don't have empathy for the person who uses the software then we don't have good understanding, and we never get the opportunity to step in their shoes. So what we did was we said, “let's step in their shoes and write a platform so those people who use it on a day-in-day-out basis can use it without it being difficult, and find ways to save time so that they can provide better care.

Now that meant there are several things we had to do on a technical aspect. We wanted to create a platform that required no manual, and this is not an easy thing to do. Creating a platform that doesn't require manual meant that we had to make it as intuitive as possible, and we went to great lengths to make this possible. We've done a variety of things that we could have probably taken the shortcut and drop the platform in and made it work and that was available for billing. In fact, one of my customers said, “hey, why is it going to take you so long? Why can't you just build something in six months?”

I know we could. I said, “yes, I could I probably could do it in *four* months,” but that would not produce the kind of result that we were setting out to do, and that was to have a game-changing platform that is going to change this industry, and we had to build something that was going to automate and streamline your business, which meant - many of you got into this business because you’re caregivers. Many of you got into this business because you're in Social Services. Many of you got into the business because you want to help others.

Running a business was not what your first thought was. Inevitably, you realize you found yourself in the middle of having to do payroll, and having to do billing, and make ends meet while all you cared about was caring for people.

Well, how are you going to do that if it is something that’s required?

This is really about helping you run a business - about streamlining the business, making sure that you have the tools necessary, and then being capable to evolve with the industry. The industry is going to change. Your needs are going to change. The agencies and the services that are needed to serve people are going to change. So, we had to build a platform that will evolve with us as the industry changed.

These were the guiding principles, and when we got done and when we wrote up a white wall, after wall, after wall of information and diagrams and everything, at the end of the day what we came out with was Pavillio. Pavillio is by far the most… is the *proudest* thing that I've worked on. It has more meaning to me than anything else I've done in my career, and I believe that this is something that is going to touch millions of lives. And that's the intent, and that's what we're setting out.

So what is Pavillio? Well, first of all, for agencies, it is an all-in-one technology solution that runs your business. For caregivers, less paperwork and more time to serve. And, for care recipients it is all about being at the center of everything, and the technology, the people, all then come together to have this beautiful experience where, ultimately, the person receiving care is going to get better care.

Being person-centered is not a new concept. It's been talked about. People in this industry understand it. So, it is a capability that has evolved over time, and there's a lot of thought that has gone into this and being person-centered really is truly having the person being served at the center of everything, as well as catering to their needs in ways that others haven't imagined before, and being person centered is something that social service people in the industry understand, but technologies have failed to understand in the past.

And so, we wanted to make sure that when we said we put the person served in the center we really meant that, which really comes back to: how does a social worker work with that person?

How was the agency provider interacting with that person and taking care of? What does the medical team do? How does the family or the guardian have access to this person and their information, and how do they care for them? And all of these require tools that can make their life easier, and that's what we built - the components that are necessary to make this possible so that those in that inner circle can provide the best type of care for that person in the middle.

Be it the electronic medical record so that you have all the information and you can stay compliant, be it the workforce management tool so that you can hire and retain and pay people, or EVV is coming up and EVV is necessary. And there are things that we need to do to make sure that the data is captured and we are complying by federal laws and their many other things. We built an API Gateway that allows us to connect to hospital systems, and anybody else on the outside, so that they can access information and we can share information all of this built right into the platform.

So that's possible and after working through all of that, what we realized is we've touched many of these pieces that are necessarily brought together in this all-in-one system that allows an agency to be successful.

I've done a lot of talking. Let's actually jump right into the best part of the webinar today, and that is to see the platform in action. And today with me, I have Peter. Peter is going to be helping me out Peter, say hi.

“Hello.”

Peter is the product manager and is intimately familiar with the platform, and while I'm going through and discussing what the tool and the platform can do, Peter is going to be driving the system.

So, let's get started. So first, all this for all of you who have used Cashe and are familiar with it, this doesn't look anything like what we have today.

This is a cleaner, better organized, visually appealing platform that that uses some of the latest in UI and UX design, and for the geek in me and the others, this is responsive - works on any platform, any footprint out there - your tablet, your phone, your PC - doesn't really matter what all the technology behind it is, and we're going to do a separate webinar on the inner workings. And that's for those who are technically inclined and want to understand how all the bits and pieces work together.

But today we're going to talk about how providing care in a person-centered manner is built from the person outward. And so, let's start with a client. Here's a client, Marjorie. All Marjorie’s information is in one place. We can start with a general information - here is basic information about Marjorie. And if you go into contacts, here are all the necessary information.

This is the team that works with Marjory - in this case as an emergency contact. And you can have multiple different contacts added to this. You can have additional information in this particular case.

You get to decide what custom fields you want to add, and you can have as many custom fields as you want, and it's unlimited and it's specific to your agency, and you can keep all that information - anything that you feel is necessary for providing better care for Marjorie.

Let's also look at documents. Here is the ability to generate just about any document you want. We have a list of a few examples here. The idea is you can put together a PDF document and you can map that PDF document yourself, pull any data out of the system and populate it into the PDF, and all that is within your control. And in this example, Peter, can you pull up the reassessment?

The reassessment form is auto-filled with Marjorie's information. And now you can take this, you can sign it, you can send it, you can fax I,t you can print it - do whatever you want with it. So, the ability to manage any document, whether the PDF is scanned or uploaded, it doesn't matter. All of my documents reside here.

And finally, many of you have asked for this capability. How do I know who went into the platform and made what changes, because you know, somebody made an error and some compliance issues. Well, in this platform, every change that's made to the system for any record is recorded - what changed who changed it. When was it changed? What was the old value, and what was the new value? And at any given point you can trace this back and find out what changes were made. This type of capability you can only build in if you build it from the ground up, and that's what we did - from the ground up. We designed an audit system that allows us to have all the information tracked and maintained.

So here's Marjorie. Let's take a look at a care plan for Marjorie. So, here's a care plan. Now, there are various care plan formats that are out there. DHS has a format, but ultimately the information that's captured as what's necessary.

So here are some ADL's. Let's look at the ADL's. The information with the activities that are there, the days that the service needs to be provided, the instructions that are needed - and by the way, all this information is available on the EVV mobile app, so that the caregiver, when they walk into the house, knows exactly what services are to be provided. And, if there was a new caregiver to walk in to backfill the current caregiver, they would have all this information, and it's directly tied to the care plan, and you cannot provide services outside of what's in the care plan, and you record time against the services that are provided.

Let's take a look at medication and all that. Diagnosis codes - the medication is connected to an external database that's updated on a daily basis. So, this is not just a database of medications we have here. It is a nationally used service, and that's why we pull all the medications the allergies. And the physicians of course come from a physician database that is updated on a regular basis. All of this information is systematized, as opposed to being this free-flowing information.

So, we have the care plan here let’s take a look at, now that Marjorie has a care plan, which obviously means Marjorie also has a service agreement. So let's take a look at what Marjorie’s service agreement is, and you know, this is an area that is that required some extra thinking and some extra effort. And this is an area we invested some time in because, within Cashe, on an annual basis we handle about 200,000 service agreements and out of the 200,000 service agreements we found that many of the challenges and errors that come up, the denials that come up as a result of about 20% of the service agreement mistakes that people make enterng in information. So we said, “look we got to do this better. We got to we got to find a way to automate the service agreement process.”

So, we went to DHS and we said, “hey, can we work with you to build out a service agreement capability,” so that they could send us a service agreement information in sort of an EDI exchange format. The result was they said, “yes we can, but it's going to take us about two to three years to do it.” So, we said, “you know what? We're not going to wait for that.” The Tech Wave team, over a one-week period, went out and built this utility.

What a what a service agreement looks like. So, here is a here's a sample service agreement. Now Peter, let's switch over to the platform and let's upload the service agreement. So, let's go find that service agreement in your list - pick that up. Let's choose that and let’s upload that service agreement.

And wow, here the service agreement details get populated into the service agreement tab, and all that detail is automatically transferred. For agencies that have 500 clients, that is a good 60 service agreements on a rotating basis.

You're going to run into that. You have to add on a monthly basis, and imagine if you could do this and eliminate all the errors, and the system is designed to fill all of this information and then give you an option to compare peoples' service agreements, and what's gone in, so that you can adjust it if you want to verify the information.

So, this information is automatically brought into the clients profile and simplifies the whole service agreement process, so good. So, we got a care plan. We got a service agreement. Now, let's look at how we assign a caregiver. So, let's go through and we're going to assign a caregiver for Marjorie. Let's see. Let's see who's in our list of available caregivers. Here is one person. Let's add that person. And there you go. Now you've assigned a caregiver for Marjorie.

Well, now that this caregiver has been assigned, let's say they're providing service and then one of the caregivers calls up and says, "Hey listen." Aida calls up and says, "listen, I am unable to provide service on the 20th. I have a doctor's appointment. I'm not going to be able to make it." Okay. Well, let's see. What can we do to facilitate another caregiver providing service?

One of the other things that we've built into the platform is the ability to match client needs to caregivers' capability. So, both the client and the caregiver together have provided what their preferences are and the system matches the preferences, and shows up a listing. Here is a full match of five things that the client needed, in the five things that the client the caregiver has, and therefore we're going to select this caregiver and replace Aida with Chindi for that day. This matching capability allows for large agencies that are required to staff clients in finding caregivers in this in this environment of workforce shortage and turnover.

The schedules are going to change and you want an easy way to manage this, and when you make this change the client gets a notification saying that there's a new caregiver coming and the caregiver gets a notification in the app saying that, hey, here is your new scheduled appointment to go visit Marjorie at 12:15 on the 20th. Now we've got a caregiver providing service for a couple of weeks.

Let's look at what managing time and approving visits looks like in today's world. Well EVV is a reality but we don't know the timeline yet. It could be Jan 1, 2021, but by the looks of it, Minnesota is going to push it out and that's information that we have. That's going to get delayed to a certain extent, not sure how much, but it's going to get delayed. But, let's assume that you've chosen to electronically capture time information. And so, if a caregiver is going in and recording start and stop time and is recording a visit, that visit record comes and shows up in your dashboard here.

That information automatically comes to this location right here and what you get to see is a couple of different things. First of all, if a visit record comes through and, let's say for example in this particular case, it's a late check in/late clock-in. So, if it is not a big deal, if they were late by 15-20 minutes and you know that was going to happen, no problem. Go ahead and approve that record and make that a finalized record and great - Move that on and now you may also have some records that are incomplete. Say, for example, Aida finished, ends and signed a timesheet, but unfortunately Marjorie hasn't signed off on the timesheet yet. By the way, the system has internal messaging system so that you can use the internal messaging system to send a message to Marjorie saying, "hey Marjorie, this timesheets is completed. Can you please sign it before the end of the day?" and this message goes to Marjorie.

Now, we understand that certain clients may or may not have EVV capabilities. But this is just one method that we are showing, that you can have all the internal communications managed within the platform and into an encrypted messaging system between clients and employees that are working internally, as well as caregivers and everybody can communicate within the platform, and all that information is kept within the platform.

So once all these timesheets are finalized you may also now have some paper time sheets and these paper timesheets - Well, let's face it. Many of our customers are still on paper. We have several that I moved to EVV, but many of them are still on paper. If it's a paper timesheet, let’s say for a one-week period, let's say for Marjorie and Aida. Let’s go through and enter some time. And by the way, you can also look at the service agreement all the details of the service agreement at the time. It tells you how much how many units are remaining and other information pertaining to the service agreement. All that is real-time as of when the data was captured.

And you can say let's add time in this case. If all the time is as it is, you can just tab through it just like you would. Everybody's familiar with Cashe scheduler and how you can enter time, but very similar, but we have simplified things here, and you can go through and - let's say everything is good – tab, tab, tab, and you can select all the records. And say finalized, and that sends all of Marjorie's times.

Let's go over to after time has been approved. Let's go over to how we bill. Now this is an area where I think we probably spent an inordinate amount of time making sure that things work really well. Those that use the Cashe platform today are familiar with how there are multiple steps to do billing today, and how it can be complex, and how for some people it is actually difficult to grasp the concept of billing, especially if you're not a biller and you are trying to get billing done.

What we chose to do here was simplify billing to a point that it is so easy that someone who's not even a biller should be able to manage sending billing out. And so, one the first steps we took was, we said, “look, we’ve got to have a much more sophisticated validation process, which catches any bad billing records from getting past the door.”

So, the validation process goes through and has a slew of items that it validates, and it verifies that anything that might trigger a failure in billing is going to get caught here. I'm going to, for demo purposes, right at the bottom one where it says, “please enter a UMPI number.” Well, we have that here for demo purposes. The reality is the system wouldn't have let you get this far without having a valid UMPI. But we just put this in just for demo purposes.

So in this in this scenario, you would go click on the employee profile, go in and look at the UMPI number, edit it, make the changes that are necessary so that you have a valid number, and you can go back and revalidate this claim so that you can then get passed that error. So that's how you fix validation errors, and whatever the validation errors are - that's what the biller has to focus on. But then you go into the next step, which is transactions. Transactions has all the claims that are ready to go out, as well as claims that went out, and Pavillio has given you a status on those claims.

So, in this particular case, the very first claim is a claim that's going to deny. And the claim that's going to deny, well the payor has given us that information, or the payor has said this is going to pay, so if it's a claim that's going to deny, you can open it up and then go fix it and clean it up and then resubmit it - figure out what the denial was and then fix that and send it out. If it's going to pay. Okay, great. You're going to wait for the remit, but here's the best part - and this is one of the biggest innovations that we have come up with, and that took us a while to figure out, and that is - you see those three claims of the bottom? These three claims are essentially in normal course of business. You would say, “let's select all these three claims,” and then say, “send to payor the button on the right side,” and so somebody on a bi-weekly basis is going to go through here to find the claims. First of all, fix all the validation errors and come through here and say, “okay, what claims are ready to send?” and then select those claims and then send it out.

But what we did was we said look, we’ve got to simplify this further, and we came up with the concept of continuous billing. And this button right here, continuous claims, by selecting continuous claims, what happens is the system doesn't hold the claims in the transaction status. If a transaction is valid and there are no errors and it was easy, then the system will automatically bill that. So, as claims come through, if everything is valid - service agreements, value units are available, every number is good, eligibility is fine. If all the things are valid (because that's what the validation checks are), if everything is good then it's going to continuously bill it.

Well, this means as an agency owner, you’re going to look at your dashboard on a nightly basis and know that transactions have been happening throughout the day, and it is being billed on a daily basis, and all the biller has to do is to go look at claims that might not or will not pass validation, and that are sitting in the validation failed status, and fix that anything.

That is, I mean, let's think about it. Most of your claims are going to go through, so why does it require a biller have to worry about that? The biller has to worry about the ones that are not going to go through and then fix it. This is a great example of the system doing the thinking for you, and acting on your behalf, and reducing your workload. And this, I believe, this is a game-changer for this industry.

The medical community has been doing something similar to this for years, but no one is doing this in this industry - in the Home and Community Based Services - in a manner that makes it easy, especially for home and community-based service providers, who essentially need the cash on a regular basis to make sure that they meet payroll, and the obligations. Having the ability to have accurate and timely billing is really important.

Claims are claims denied. Let's take a look at that. Hopefully you don't have any here because the system is actually catching, and you're not sending claims out that could be denied. But in the event that you have a denial, you have the ability to go through look at the look at the necessary information and then turn around and re-bill a claim, or write it off, however you want to handle it. And finally, all the claims that are finalized come out here. You have all the details you want, and you can do reporting on this until your heart's content.

So, now we've gone through time entry. We've looked at validation. We looked at how you send claims out and you bill. Now, one final thing. Let's just look at payroll - pretty straightforward. Payroll information that's necessary - you specify a pay period, pick a pay period start and end date, and the system will generate the necessary payroll records.

You can then download that data and send it to your provider - pretty straightforward, and it’s something that's needed, and the data comes out in a format that you can then adjust as necessary, and will also have multiple formats for the multiple parallel providers that most of our customers work with.

Let's talk about personalization of the platform. When you have a platform and you work in a day-in-day-out, it would be nice to have the platform be personalized to that agency, and the clients you serve, and employees that work for your agency, and we've gone to great lengths to personalize the platform, so that it is specific to you, and it has the capability to manage the access you provide for various roles within the agency. Some bigger agencies have multiple roles, smaller agencies tend to have fewer people wearing multiple hats. Let's take, for example, a Biller.

A biller might have access to certain things but may not have access to other things. But guess what? If the bill is also a scheduler, and there's a variety of other things, no problem. Let's just add that capability to that below, so that now the Biller has scheduling capability, and all of this can be managed by you - the agency - and you can handle it without having to come back to us.

We believe in self-service. Things that we were not able to do in our current platform, we've made it possible in the new platform.

So we have the ability to change Access Control to pretty much any data element, right down to the field level, and say either someone can see it or not see it, or can see it and edit it, and all of that is configurable. Now that is on a technical level, but on a visual and on a daily use level, one of the things that people really like to see is to use terminology that is meaningful to them. And first of all, there are multiple languages. Let's pick Spanish and all the labels can be switched to Spanish and the whole platform becomes a Spanish based platform. Let's go back to English.

Now we have a couple of languages, but we'll add languages that people request and then the whole platform will have labels based in that particular language. Let's say for example, you want to change “client” to “DSP” – or let's let's pick this one - How about on the left hand side? You see billing and financials? That is a label. That's how I may call it - billing and financials - but you might call it “financials” - fine modify that, and now as a user (I think you might have to log out and log back in, Peter) when you log back and log back in, you can see on the left side. The label has been changed.

Similar to this there over 1200 labels across the platform that can be changed to suit how you refer to certain things within your organization, so you're not calling them employees when what you call them is DSPs. So, if you do, here's where you would change it. Now that was customization and you didn't get to see the dashboard, because we dived right into a client profile. But here is a dashboard. This dashboard in this particular case, Peter is a is a admin for the for the agency, so he's got every imaginable. He can add more, but if you are a biller, you're just going to see what the biller has as a dashboard.

Mover some of these things to see how interactive some of the dashboard elements are. The dashboard allows you to get pertinent information right up in front of you, so that you can see what's important to you. If you are a biller and you need to look at revenue, or you need to look at how much went out in billing today and how many are stuck in a verification, great.

You can look at that if you are the agency owner. I want to see the dollars that have been brought in and how much service have been provided but hasn't been billed. That may be the information you want to look at. Each one of these tiles can be customized and the right information provided. Now, not only do we give you that capability, you can also go in here and export any of that data you want. You want that in a CSV file, you want that in HTML file, however you want that, you can take that data out so that you can do other analysis if you want to. So this provides some general Dashboard and Reporting capability, but for those that love analytics and want to dive into a lot of detail, we have a completely separate but full-fledged analytics package that allows you to do just about any type of analytics you want. You can create your own queries, build your own graphs, slice it and dice it the way you want. Here's an example of some client information.

You can pull up, you can look at financial information, client information, employee information, the confluence of all of that together if you wanted to. Peter is building as we speak, and these are things that you can drag and drop, and create, and build so that you can have your own set of data and analytics that serves your agencies. 80% of our customers don't look for this but there are the 20% that go really deep, and they ask for custom reports and custom reporting capability. And what we would do is turn around and say, “hey use this until your heart's content.” You can go out there and do a number of things that would allow you to create the reports that you need, in the information you need out of the system. So, let's see. So we've covered analytics, you've gone through a variety of the administrational and schedules. Okay, very good.

Let's see… you've gone through and you've seen what the platform looks like. Let's talk about some of the highlights. Here are the highlights that we covered - the service agreement automation. I think that is huge for agencies. Simplifying how service agreements are entered can save you a lot of time and reduce the number of errors. The ability to do Continuous billing. I think this is huge and for agency owners. It's a great way to keep the finger on the pulse and address issues before they arise and have a much better financial picture, and on a daily basis, understand if problems are creeping up and stay ahead of that.

Preference matching. I think that is a that is going to help not just today when you're looking to find a caregiver for a client but imagine in the in the choice world. If a client is has a family member as a caregiver and requires services, but doesn't have someone else, imagine if you could open it up so that they can put out a request saying, “hey, here's why I'm here.” My preferences in the system match available caregivers and says here are three people in your area who could potentially provide care, and then connect the two of them together. Wouldn't that be awesome and wouldn't that be helpful for people that don’t have a family member around and need? They could gain access to care and this this is like, you know, Uber for caregiving, but built into the platform so that you can help the caregiver, their clients self-serve. In this world of caregiver shortage, I think that's an important thing for us.

Document management. We touched on it. We have extensive capabilities and document management. We have, you know, we sort of bolted on some capabilities in our current platform to be able to do some documents. But this has been built from the ground up. The ability to map any field in the system is built from the ground up. The ability to store as many documents as you want and have all of that kept for a period of time, establish document retention policies, and then archive documents. Those are the kind of things that we are looking at when we say document management.

We talked about personalization. It's not just a tool. It's not just generic. It is personalized to your organization, and you can make it work for you and that's important because the tool is not the focus here. The people that you serve are the focus, and make the tool work for you and personalize it to do the do work the way you do work, and that's important.

And finally, enforced workflow. Enforced workflow, I believe, is the Cornerstone of error-free agency management. We've designed the system such that the information you capture and the information going through the system is checked and double-checked, and we make sure that by the time you get to payment, you don't have issues. We Believe fixing errors upstream is what the the real answer is. And if we make sure that you enter information correctly and we double-check it when you enter it, then by the time you get to doing transactions and, whether it is scheduling or whether it is billing or payroll, all things would work smoothly, because this enforced workflow ensured that you've got the right data at the right place. So, these are the platform highlights.

Well before we talk questions, let's talk about some timelines. Let's talk about what we've accomplished. Look, building a platform of this this complexity and caliber takes a lot of work. What we have built, this, all the foundational components which we call the Care Management framework, and we've built that out and that allows for any service to be stood up on top of that platform.

And what we did was we said, “let's do PCA Services.” We got that up and running - it's available today. Next month, we’ll have 245D basic services and that will be available, and now you can provide 245D basic services, and then throughout the year we're going to be adding other services. As you can see, Behavioral Health, residential, day and employment services, and so on. And the idea is we are trying to do as much as we can as quickly as we can, but now that we have the core platform built, adding services is like lego blocks - just add service after service. We have a service definition concept. We define the service we added on top, everything else underneath stays the same, whether it's billi, whether it’s scheduling, whether its payroll, all that stays the same the service definition file defines how each one of those components will work.

This type of architecture allows us to build not just services we know of today, but services that we don't know of, and ones that DHS can dream up and come up with, we’ll be able to build without much difficulty because the platform is capable of doing it.

All right now questions. I was eager to jump into questions. Let's see.We have a few questions here. Let's start with this question from Dave.

What resources will be used if we need help? Will that be Cashe U?

No, it won't be Cashe U. What we have is a whole help system built into the platform. There's a variety of steps and questions that if you needed answers to, it's already built into the platform. You'll be able to go through here and receive a self-serve for help without having to go to Cashe U. With Cashe U, we didn't have a way to provide help with in the Cashe Legacy platform. The current platform we had to build that outside, but the person who builds and creates this, she's very talented and she will build the new help system, and she's already got a number of them done a number of items done and will continue to work on more.So your help is help is going to come out of if the platform itself as well as you can call and email as well.

Second, Katie: is Pavillio going to run on the same servers as Cashe?

No, it's not. Those of you who've been with us for a while, you've hung in there as we evolve the platform and technology and servers. You know the service, you know it's old architecture on our Legacy platform, our current Technologies. But Pavillio is built in the cloud. It's on Amazon Services. It is completely architected with auto-scaling capability, which means the service is virtual. As we need more service, the system automatically detects the workload and says, “I need to add another server,” and it spawns up another server and it'll increase the capacity. So when we say it's infinitely scalable, we mean infinitely scalable because we can add as much capacity as we want, dynamically, without having to worry about. Hey, which server are you on and how many people are on it? And so on and so forth. So we don't need to do that. And the best thing is this is all HIPAA compliant, fully secure - far more secure than what we can make our service, because the technology - Amazon has over 550 Engineers working on security and compliance and they can certainly do a better job than we can try to do it on our own. So these, guys, gives me a lot of comfort knowing that we can put your in in such a secure environment

Let's see. Can the client sign intake forms directly in Pavillio?

Yes. That's a question from Hishem. Yes, you can, and we forgot to show you that. Essentially you can take a device go into a client, so you can take a tablet go into a client's house and do an intake, do a care plan, and have the care plan signed by the client on the device, and have that recorded. So, all of that is saved right into the platform. You don't need to go anywhere else. It's The platform and it's not an external PDF or something. It is built right into the platform great questions. Thank you.

Dawn ask the question will this import service agreements for clients who have been DC’d or terminated?

Nope, you have to first be a client who is active for the service agreement to actually be pulled through, and so we're not going to pull in. So, first of all, the client has to exist within your system. Second, the client has to be active and then the system will connect the incoming service agreement to that client.

Kevin asked the question will it recognize if there are two SAs for the same range?

Thankfully yes, and I was trying to do some testing the other day and I try to load an SA with the same range and it yelled at me, and yes, it does not let you overlap essays. And in fact, there are number of checks and balances here to make sure that service agreements, and care plans, and ending of service agreements, restarting of a service agreement, all of that. We put a lot of thought into and have a lot of ways to make sure that you don't set it up incorrectly, which could result in a number of issues downstream. So that is that that's an area we spent quite a bit of time.

Sarah asked the question: What is the difference between the ready and we'll pay status?

A good question, Sarah, and I was not very clear in my explanation. The will pay and will deny are statuses that come back when, say, you had a bunch of transactions that went through to the payor. Our system will talk to the payor and get the status of those submissions and tell you even before remit comes back that, hey, you have you seen Re-claims. 98 of them are going to pay but here are the two that are going to deny. And if they're going to deny and you know what's going to deny, but the remit hasn't come out yet, but you know it's going to deny, you can open up those transactions and then fix them and resend them so that you can have a hundred percent of your claims pay, because you knew about it before the Remit came back, and this status notification can greatly improve cash flow for your thanks for asking that question.

Chad asked a question. How long will the current platform you be used for billing before becomes obsolete?

The real answer chat is as soon as we can move you off of the current platform and soon as we can get everybody off. We will we will sunset the current platform but it all really depends on when we can get the service definitions done and people moved over from the current platform to the new platform.

And Katie has a question: able to upload automatically to Waystar?

Yes. Yes. Yes and we will be able to send claims to non MA directly and you don't have to do an export file and upload it. You know the architecture we built it, we did a number of things. This is another one of those things where we have built it very solidly and that is the interaction with payers and how we send information. Back and forth is far more sophisticated and it will allow you to send information. Send claims out whether it's Waystar today, tomorrow. If it's a different payor, we have the capability to configure that and send it out. And this is a big important part of the redesign of our billing engine.

Let's see. I we have time for maybe one more question.

What is the name Pavillio mean?

Thanks for asking that question. And you know, this is this is one of these things that's near and dear to my heart. We looked at various names and in today's congested URLs and unavailability of names, we need to come up with what made sense, and Pavillio came about because you know, we looked at this concept of communities that come together to serve people in olden days. That was a thing that happened in the middle of the community, you had a pavilion and people came together to help each other out, and we saw that as a as a as a way to describe what we do and what we've built is the Pavilion, in the middle of which is the person who receives care, and the rest of us come together to provide services for the person receiving care and we call that Pavillio.

Okay, I think that's all the questions we had. We're up an hour. Let's see, couple of other things. There are few other questions that are that are still pending. We're going to assemble those questions and we're going to send them out to you if you also this webinar.

I hope you enjoyed our presentation.

We certainly are very excited about the platform and very open to ideas on where we can improve as people start to come on board with the Foreman start using it will keep everyone informed as well as we'll keep you posted on the progress of the platform. Thanks everyone for joining us today. Really appreciate the time and stay safe out there. Have a good afternoon.