



care recipient/responsible party EVV
implementation
guide

pavilio



accessing pavillio evv

Congratulations! You have been invited to use Pavillio for signing your care givers timesheets.

Let's get started!

Create your password:

Locate the email with your temporary password. Be sure to look in the spam filter or junk folders as this password expires. Click the Login button in the email, go to app.pavillio.com or log in to the downloaded Pavillio EVV app on your device. Enter the email address of where you received the welcome email as your username, enter your temporary password, click login and change your password when prompted. This password expires in 30 days!

URL Access:

Go to app.pavillio.com/evv. Enter the email address of where you received the welcome email as your username, enter your temporary password, click login and change your password when prompted. Note that if you click on the link from the email you received with your temporary password, you will be automatically directed to the URL.

Google Chrome is the preferred web browser. Remember to bookmark the site! You can create an icon widget for your mobile device from a web browser.

If you have an iPhone...

Note: The steps below will work on an iPad as well.

- Visit the website in your **Safari** browser.
- Tap the **Action** button (the square button with the arrow pointing upwards).
- Scroll down and tap **Add to Home Screen**.
- Give the shortcut icon a **name** that will allow you to quickly recognize what the icon is for.
- Tap the **Done** button. The icon should now be on your Home screen.

If you have an Android phone...

Note: The steps below will work on an Android tablet as well. If you have an Android device, the procedure for creating an icon shortcut to your favorite website will depend on which mobile web browser you're using.

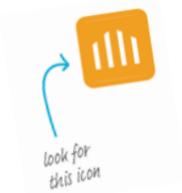
Follow these steps if you're using the **stock Android browser** (the one that looks like a "globe"):

- Visit the website in your **Android browser**.
- Tap the **three vertical dots** to the right of the address bar to display the browser's menu.
- Tap **Add to Bookmarks**.
- Tap the **down-arrow** in the "Add to" field and select **Home screen** from the drop-down menu.

- Tap the **title** that's displayed in the "Label" field and give the shortcut icon a **name** that will allow you to quickly recognize what the icon is for.
- Tap **OK**. The icon should now be on your Home screen.

Follow the steps below if you're using **Google Chrome**:

- Visit the website in your **Chrome** browser.
- Tap the **three vertical dots** to the right of the address bar to display the browser's 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**.



App Access:

Download the **Pavillio App**:

For iOS Users: Search for Pavillio in the **App Store**.

For Android Users: Search for Pavillio in the **Google Playstore**.

Please note that this app is different from Cashé EVV and requires a new download.

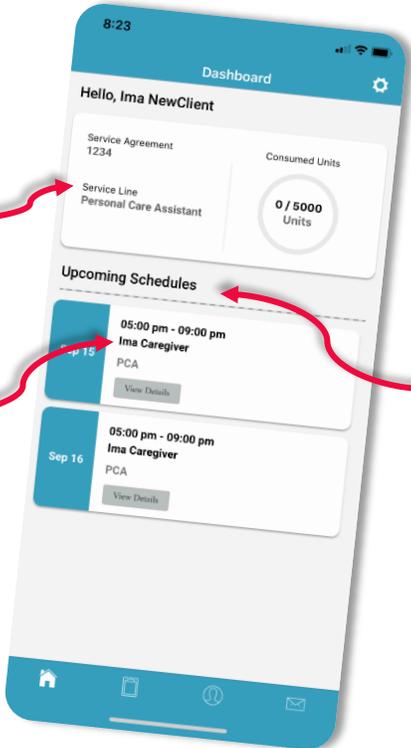
Log In:

Open the Pavillio app, enter your email as your username, the password that you created and click **Login**.

Remember do not share your login credentials with anyone.



Home Screen:



The Home Screen dashboard displays the following information:

- Service Agreement: 1234
- Service Line: Personal Care Assistant
- Consumed Units: 0 / 5000 Units
- Upcoming Schedules:
 - Sep 15: 05:00 pm - 09:00 pm, Ima Caregiver, PCA
 - Sep 16: 05:00 pm - 09:00 pm, Ima Caregiver, PCA

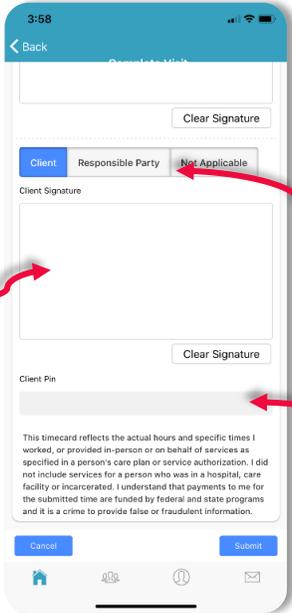
Annotations:

- Red arrow pointing to the Consumed Units: "You have visibility to the number of units used."
- Red arrow pointing to the Upcoming Schedules section: "View Details provides details of the activities that will be performed."
- Red arrow pointing to a schedule item: "If the agency schedules visits, you will have visibility to the scheduled visit, care giver and service that will be performed."

Approving Timesheets:

There are two ways to submit timesheets. You can sign them from your caregiver's device or by logging into your profile on your device. Not all services require a signature from the client or responsible party. Follow the agency's processes.

From your caregiver's device:



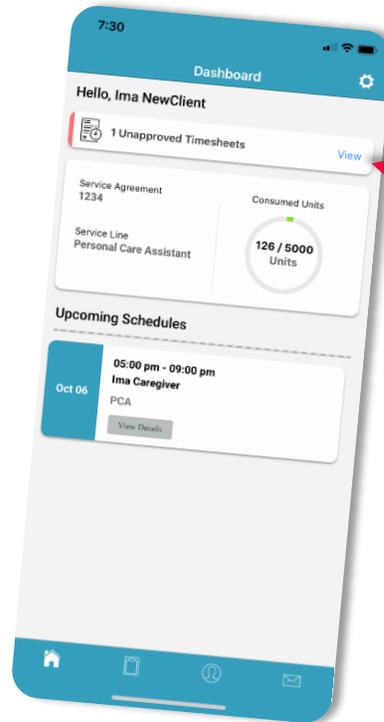
The timesheet approval screen includes the following elements:

- Buttons: Client, Responsible Party, Not Applicable
- Client Signature field with a "Clear Signature" button
- Client Pin field
- Disclaimer text: "This timecard reflects the actual hours and specific times I worked, or provided in-person or on behalf of services as specified in a person's care plan or service authorization. I did not include services for a person who was in a hospital, care facility or incarcerated. I understand that payments to me for the submitted time are funded by federal and state programs and it is a crime to provide false or fraudulent information."
- Buttons: Cancel, Submit

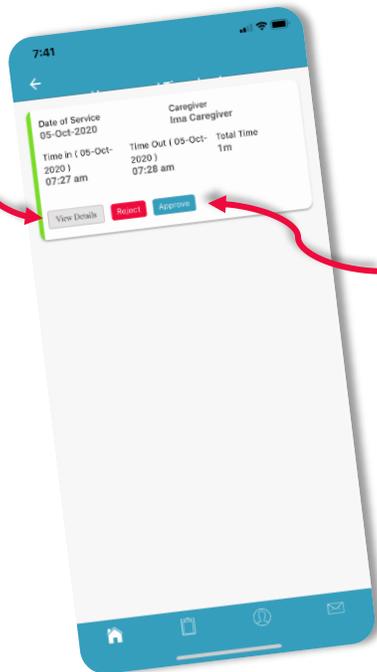
Annotations:

- Red arrow pointing to the signature field: "They will ask you to sign."
- Red arrow pointing to the Client/Responsible Party buttons: "On your caregiver's device, they will select Client or Responsible Party."
- Red arrow pointing to the Client Pin field: "Enter your 4-digit pin."

From your device:

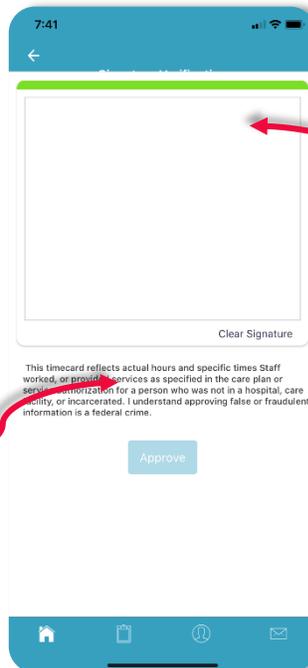


Tap View.



Review the details.

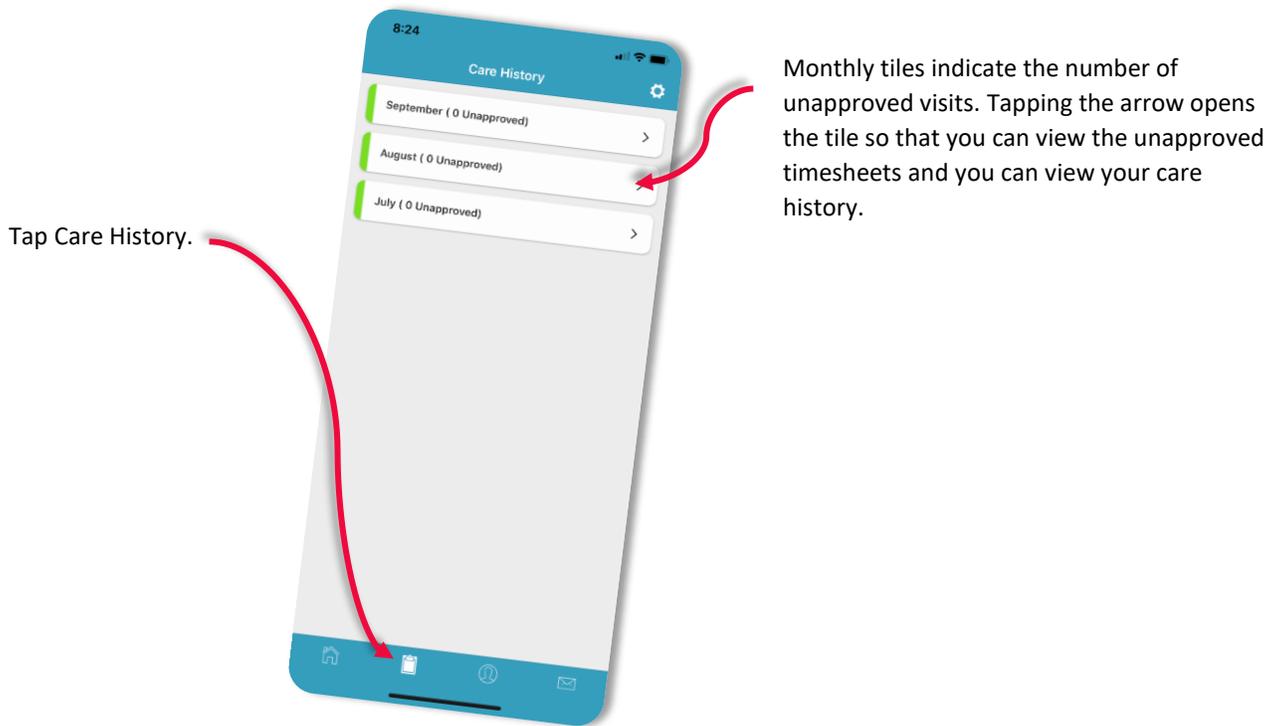
Tap Approve.



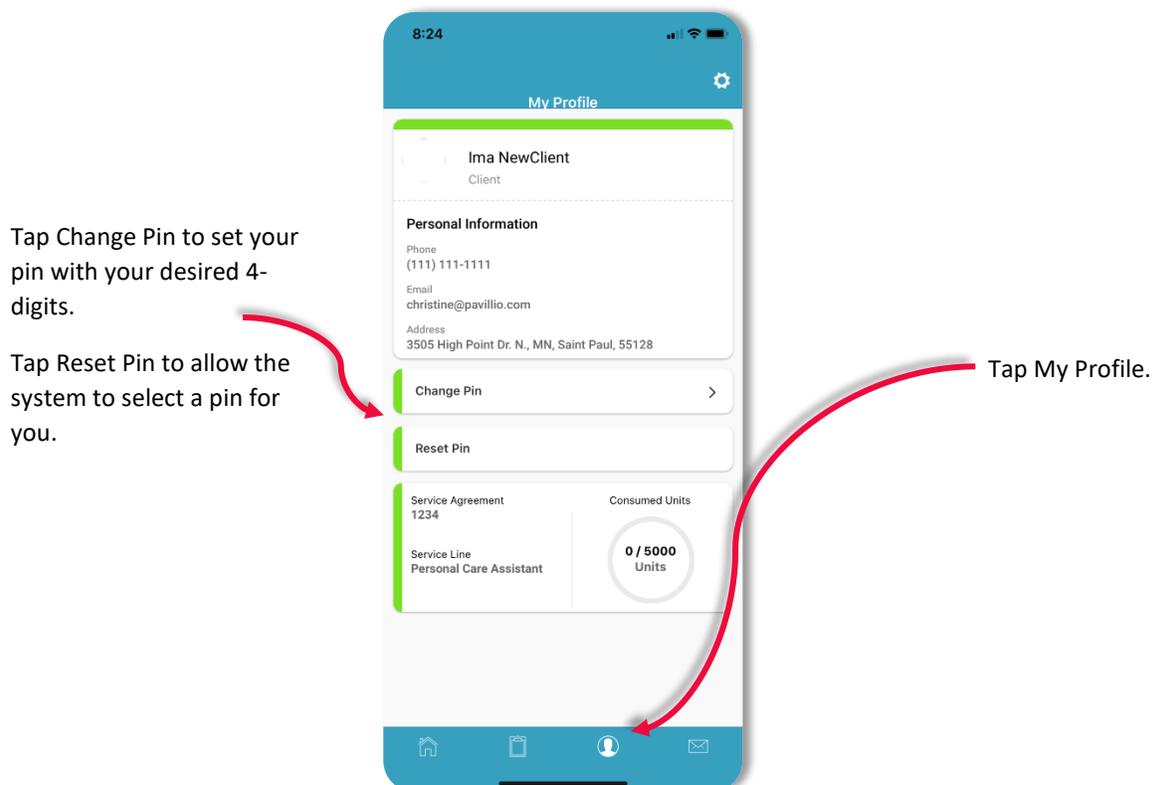
Use your finger to sign.

Tap Approve.

Care History:

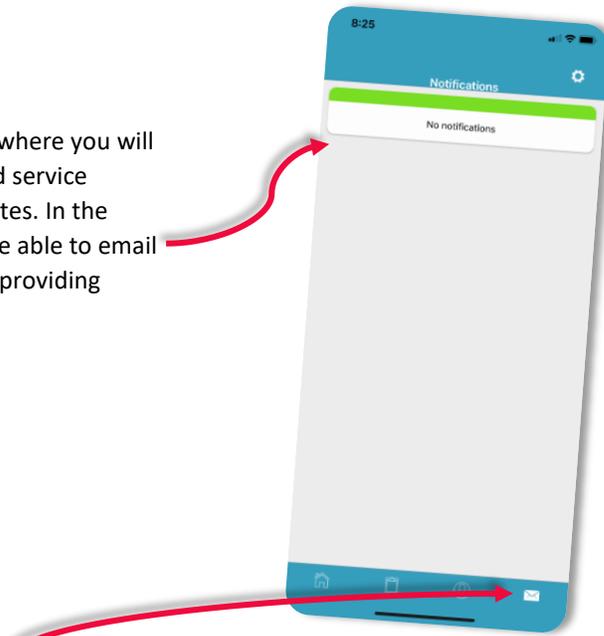


Changing or Resetting your Pin:



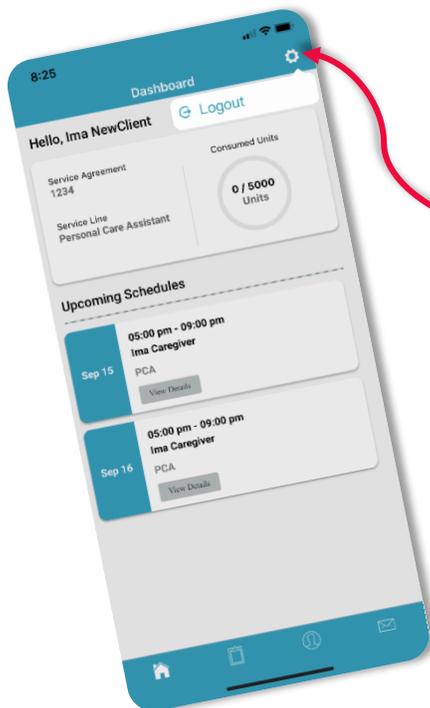
Manage Notifications:

Currently this is where you will care delivery and service agreement updates. In the future you will be able to email with the agency providing services.



Notifications is where you will find messages from your agency.

Logout:



Tap the gear, then tap **Logout**.

Support:

If you need support or assistance, contact the agency.