Electronic Visit Verification

Employee User Guide

MRCI

Contents

The Electronic Visit Verification mobile app, better known as the Cashé EVV app, is simple and easy to use for starting visits, signing, and submitting visits, and viewing previous work records.

Notice: It is important to remember that it is a federal crime to submit fraudulent work records. Prior to Submitting a Time Entry, a message displays, reminding you it is a federal crime to provide materially false information on service billings for medical assistance or services provided under a federally approved waiver plan as authorized under Minnesota Statutes, sections 256B.0913, 256B.0915, 256B.092, and 256B.49. It is your responsibility to ensure that the information you are submitting is accurate.

1. Getting Started

Temporary Password Email

You will be sent an email with a temporary password. Contact your MRCI Program Specialist if you have not received one. Temporary Passwords expire after 48 hours:

From: **MRCI FMS Prod - EVV Password** <admin@cashesoftware.com>
Date: Wed, Nov 9, 2022, 1:32 PM
Subject: Password Reset

Account Confirmation

Hi NAME

Here are your account details

Login ID : Email

Password : 557285

Thanks,

The Cashé Team

Please Click the below link to download the app

Download on the App Store   Google Play

Please do not respond to this auto-generated email.

Accessing the App or Website

Download the app or go to the web address.

1. App download links are in the email they received with the temporary password.
2. Android
   a. Select the Play icon to open the Google Play store
   b. Search for "Cashé EVV" and select the Cashé EVV app
   c. Download the app to your mobile device
   d. When you open the app the first time, you will be prompted to accept required permissions
3. iOS (Apple Devices)
   a. Select the "App Store" icon
   b. Search for "Cashé EVV" and select the Cashé EVV app
   c. Download the app to your mobile device

Cashé EVV
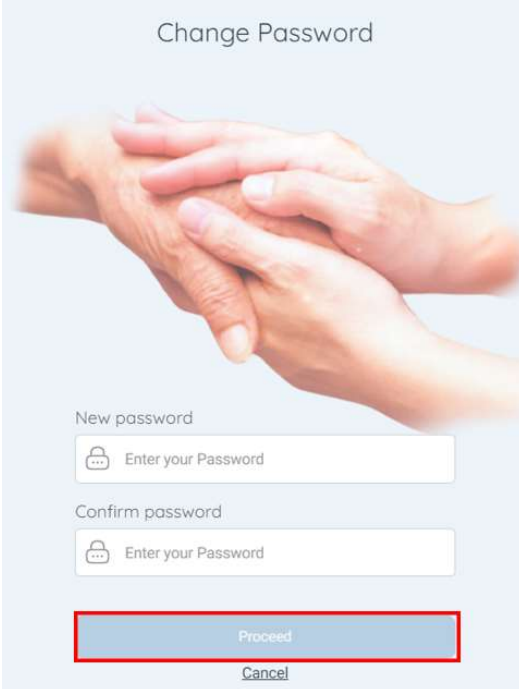Electronic Visit Verification

GET

4. Go to this link to log in directly: https://evv.cashesoftware.com/app
5. MRCI's website has the EVV web address on it: https://www.mrcicds.org/evv

First Time Log In

1. Give the app/website permission to use location. Select **"Always"** or **"Only allow when using the app".**
2. Select preferred **Language**.
3. Type or Copy/Paste Email address and *Temporary password* into login page. Use the eye tool to view the password you entered to ensure it is accurate.
4. Select **Log in**.

5. Create a new password that only you know. Password must be at least 6 characters long. Enter it again to confirm it. **Proceed.**

Electronic Visit Verification

Email

Enter Your Email Address

Password

Enter Temporary Password

☐ Remember Me

Login

Forgot Password?

6. "Password was changed successfully." Select **Login**.

Change Password

New password
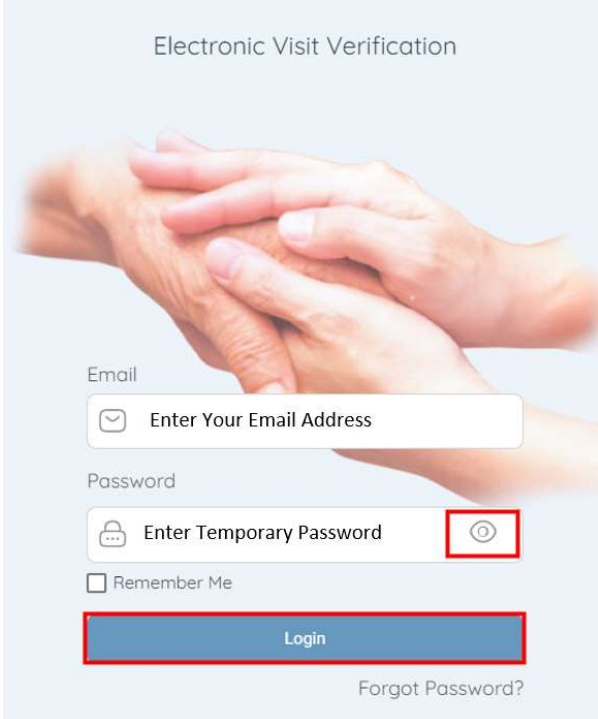
Enter your Password

Confirm password

Enter your Password

Proceed

Cancel

7. Log In again, using the new password you just created.
    a. Use the eye tool to double check that you have typed your password correctly.
    b. Select the box next to **Remember Me** so the app or website will remember your email address and password for easy login.

2. Logging In & Out

Login

1. Locate the **Cashé EVV** app on your mobile device or the URL for the web-browser.
2. Use the device keyboard to enter your email address.
3. Use the device keyboard to enter your password.
   Never share your password with anyone.
   Use the eye tool to view the password you entered to ensure it is accurate.
   If you have forgotten your password, select **Forgot Password** and follow the steps to have an email sent to you with a temporary password.
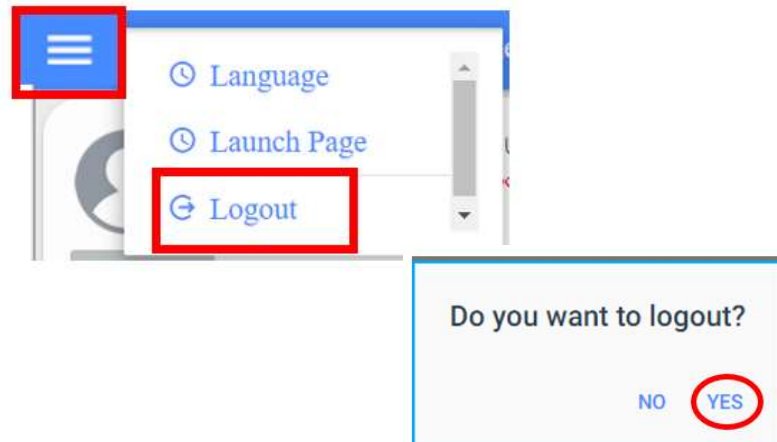4. Select **Login**

Log Out

It is important to log out of the **Cashé EVV** app when not actively using it. The application will logout automatically 15 minutes after the session is completed.

Logging out once your visit is complete provides the highest level of security.

1. Select the **Menu Icon**
2. Select **Logout**
3. Select **Yes**

3. Navigation

☰ Menu

The menu icon is located in the upper left corner. To expand the menu, Select the **Menu** icon. When expanded, this option displays a link for Language preferences and Logout.

⟳ Refresh

To refresh the dashboard, select the **Refresh** button in the upper right corner of the Dashboard screen. Refreshing the Dashboard allows you to see any unapproved visits for you to process while you are logged in.

🏠 Home/Dashboard

The **Dashboard** screen is where you can review unapproved visits. See section *7. Fixing a Rejected Visit* or *8. Submitting Unapproved Visits*

👥 👥 Care Recipients

The **Care Recipient** screen is where you can start and stop your visits. See section *4. Starting and Stopping a Client Visit*. You can also review past punches to see their submission status. See section *10. Review Previous Visits*.

👤 Profile Information

This contains your information as the employee. If you need to update your address or phone number, you must contact your MRCI Program Staff by phone or email. A photo of yourself can be added. See section *11. Uploading a Profile Image*. You can also verify that your location is turned on. See section *12. Checking Location*.
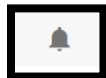
🔔 Notifications

This is where you will find notifications that have been sent to you, related to approvals or denials of time within the EVV app.

4. Starting and Stopping a Client Visit

Starting a Visit

Start a visit to begin your work, once you arrive to the service location.

1. From the **Care Recipient** screen, locate the individual for whom you would like to start the visit.
2. Select **Start Visit**
3. A message appears that will tell you the total number of hours worked in the active week. Use this to track your time. <u>You must select OK to proceed.</u>
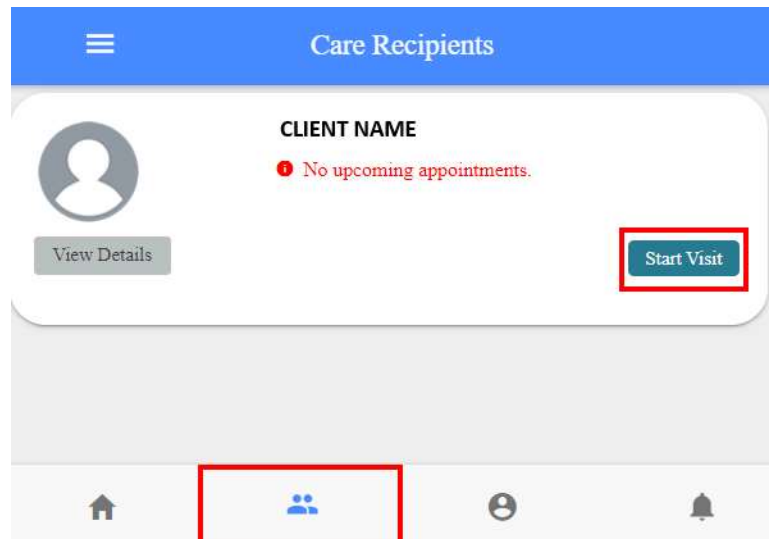
4. The *Select Details to Start the Visit* window displays, select the name of the job that you would like to start, and the location you are starting.
   a. Select **Care Recipient's Home** if you are at the client's home.
   b. Select **Community** of you are any other place but the client's home.

If the app captures your location as more than 500 feet away from care recipient's address, then the text shown below "You are recording your visit outside of your selected location…." will display. This does not affect your ability to clock in. Just select **Community** from the **Service Start Visit Location**.
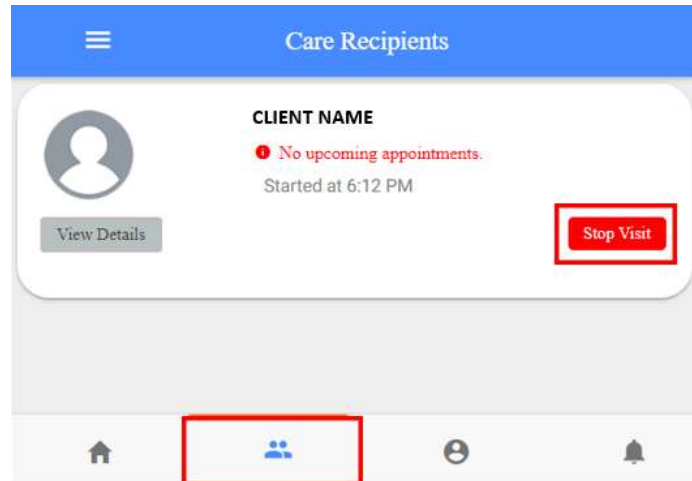
5. Select **Start Visit**
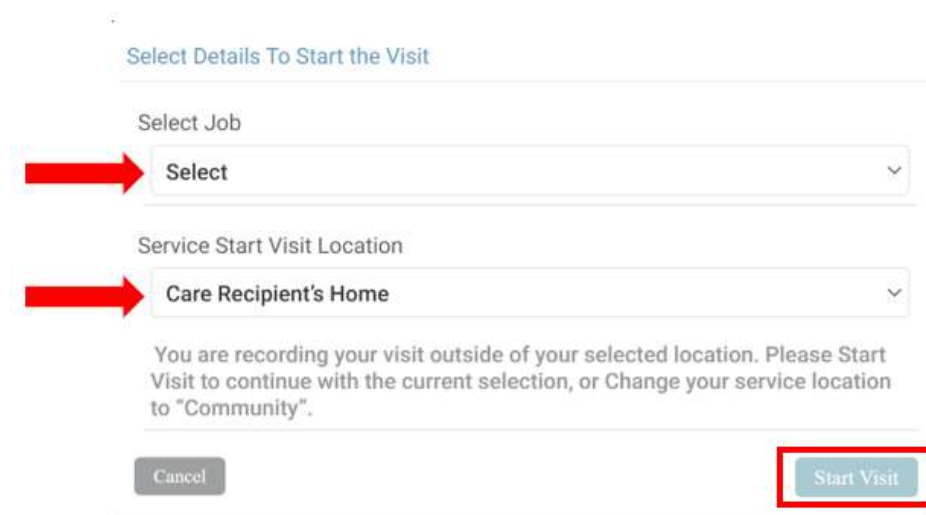
Stopping a Visit

Stop your visit once you have reached the end of your scheduled visit.

1. On the Care Recipient screen locate the individual that you would like to stop the visit for.
2. Select **Stop**

6. The *Do you want to end this visit?* window displays. Select the location you are ending your visit at:
   a. **Care Recipient's Home** if you are at the client's home.
   b. **Community** of you are any other place but the client's home.
3. Select **Stop Visit**. Continue immediately to section *5. Approve and Submit Your Visit*.
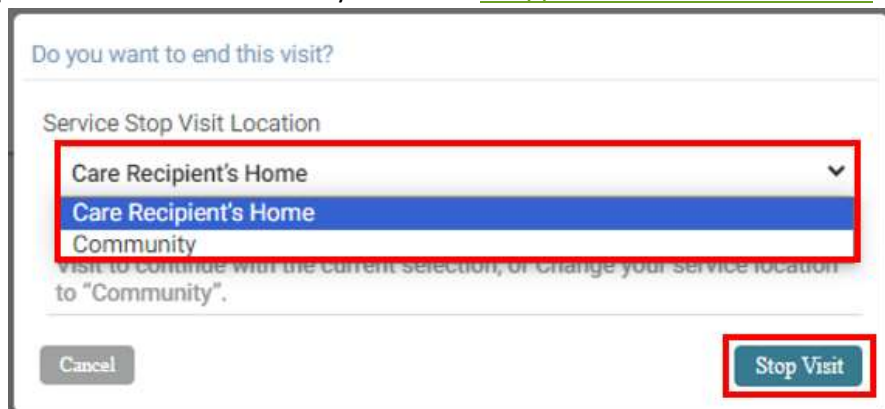
5. Approve and Submit Your Visit

1. Review the visit summary for accuracy and make any necessary adjustments.
   a. Make sure your job code is selected under **Activities**.
   b. Add notes, if applicable. Tap or Click in the **Notes** field.
      These notes are shared between you and the client or responsible party only.
      Notes are optional.
      i. Use the device keyboard to type any notes
      ii. When you have finished entering your notes, select outside of the blue box to collapse the keyboard view (mobile app only).
   c. Scroll down the page to view more information.
   d. To edit the **Service Time**, select **Edit Time.** See section *6. Editing Visit Time* for more information.

2. After reviewing and making any edits, select **Sign and Submit**.
3. Use your finger or mouse to sign in the blue box
   a. You can re-sign the visit by selecting **Clear Signature**

(Continue)

4. There are two ways for your visit to be approved by the client or responsible party:

Option 1: If the client or responsible party is not available at the time you are ending your visit, OR if they have not created their 4-digit PIN number, select **Submit Time Entry.**

The client or responsible party must then approve this visit from their own EVV login.

A message displays indicating that you have signed and are submitting this visit for processing, select **OK**.

Signature Verification screen showing Employee Signature field, Sign your name using your finger, Clear Signature, with federal crime notice, Get Client Signature, Get Responsible Party Signature, and Submit Time Entry buttons.

Thank you! Your signature was accepted and your visit details have been submitted for processing. OK

Option 2: If the client or responsible party has created their 4-digit PIN, select **Get Responsible Party Signature**.

Employees should never create, know, or enter a client's pin number.

a. Client or responsible party signs in the blue box.
b. Client or responsible party selects box next to **Enter Pin**.
c. Client or responsible party use the device keyboard to enter their 4-digit PIN
d. Select **Submit Time Entry**
e. A message displays indicating that you have signed and are submitting this visit for processing, Select **Ok**
f. Use the **Cancel** button if you choose the option of using pin, but the client or responsible party cannot remember the pin.
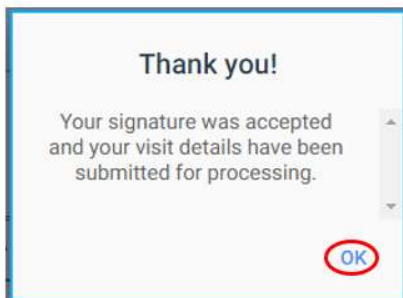
6. Editing Visit Time

There are few ways to edit your time if you forgot to start or stop your visit:

Option 1: Edit your time **immediately after ending your visit.** From the visit summary page, find **Service Time** section and select **Edit Time**.

1. Click or tap on the **Time in** date and/or time.
   i. On the EVV mobile app, a calendar will appear to allow you to select the appropriate start date. For the time, scroll through the available hours and minutes to select the correct start time. Select **Done** once you have the correct date and/or time.
   ii. On a computer, simply type in the appropriate month, day, and year. For the time, type in the hour, minute, and AM or PM.

PLEASE NOTE: Calendar and clock may appear differently based off device brand. Functions will be the same.

2. Select **Save**

Option 2: If you have approved the time but it needs to be changed, the client or responsible party can **Reject** the entry. After client or responsible party has rejected, follow the steps in *7. Fixing a Rejected Visit.*
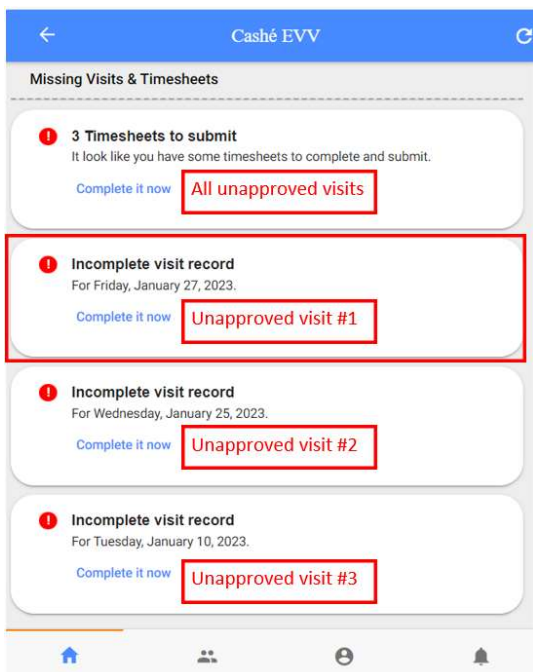
Option 3: If the client or responsible party has already approved your time contact your MRCI CDS Program Specialist so they can un-approve the entry. Follow steps in *7. Fixing a Rejected Visit.*

Option 4: If you have completely forgotten to start and stop a visit, follow steps in *9. Adding a Missed Visit.*

7. Fixing a Rejected Visit

If the client or responsible party rejected your visit record, or MRCI staff un-approved the entry to let you make changes, you will receive a notice on your **Dashboard** of "Timesheets to submit, *Incomplete Timesheets"*.

1. Select **View** in the bottom right corner.

2. Select **Complete it now** under **Incomplete visit record** for the visit date you need to change.

3. Read the "Rejected Notes" to see the note from the client or responsible party.
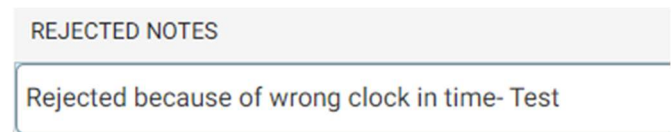
4. Make changes to the **Time in** or **Time out** (where applicable).
   a. Find **Service Time** section and select **Edit Time**.

(Continue)

b. Click or tap on the **Time in** date and/or time.
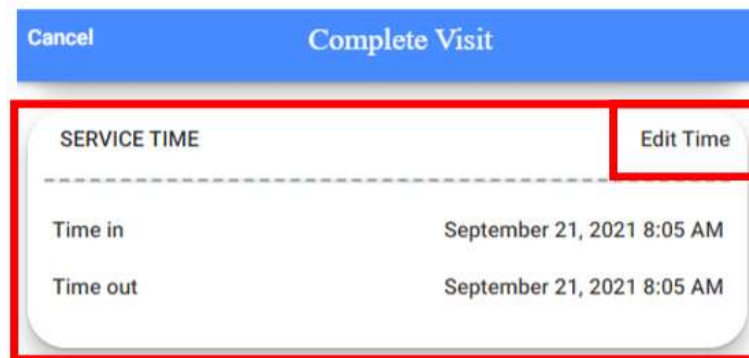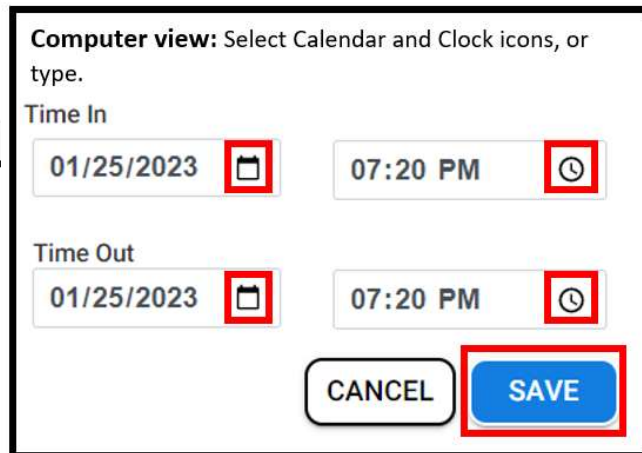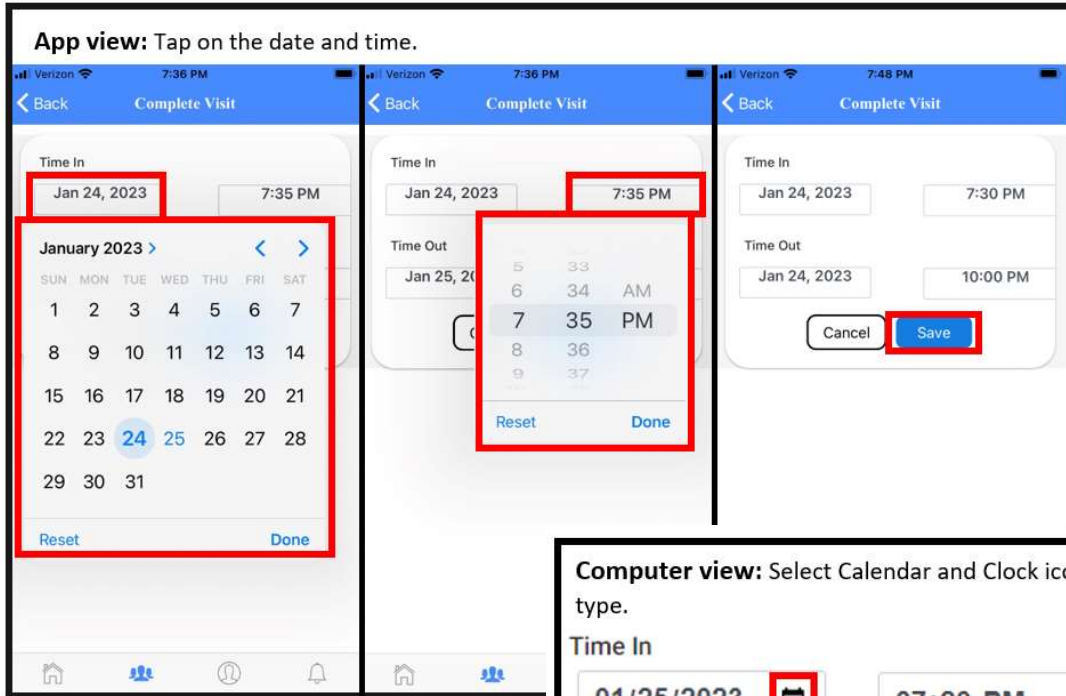   i. On the EVV mobile app, a calendar will appear to allow you to select the appropriate start date. For the time, scroll through the available hours and minutes to select the correct start time. Select **Done** once you have the correct date and/or time.
    ii. On a computer, simply type in the appropriate month, day, and year. For the time, type in the hour, minute, and AM or PM.

PLEASE NOTE: Calendar and clock may appear differently based off device brand. Functions will be the same.

App view: Tap on the date and time.

Computer view: Select Calendar and Clock icons, or type.

5. Select **Save**. You will receive a message of "Changes Updated".

Changes Updated

The timecard was updated and has been sent to your caregiver for review.

OK
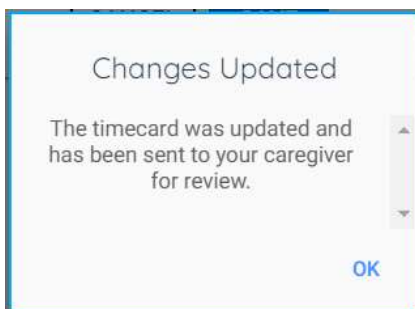
6. Select **Sign and Submit** once all changes are made.

Sign and Submit
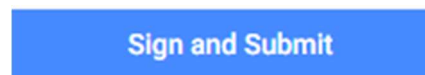
7. Use your finger or mouse to sign in the blue box
   a. If desired, you can re-sign the visit by selecting **Clear Signature**
8. Submit your visit with one of the following options (see pages 12 & 13 for full details):

Option 1: If the client or responsible party has not created their 4-digit PIN number, select **Submit Time Entry.** The client or responsible party must then approve this shift from their own EVV login.

Option 2: If the client or responsible party has created their 4-digit PIN, select **Get Responsible Party Signature**.

8. Submitting Unapproved Visits

Unapproved visits appear on the **Dashboard** so that you can easily submit them for processing. Select **View** to see all unapproved visits.
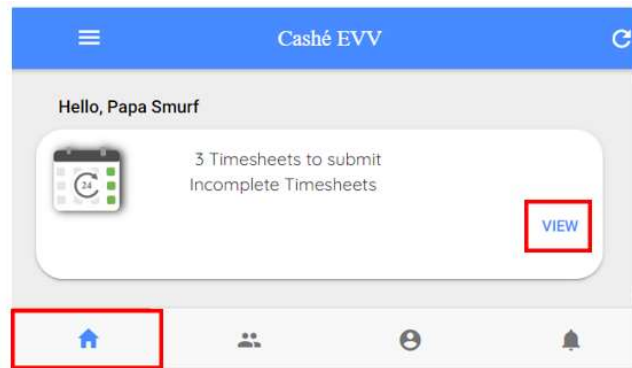
The top tile on the Dashboard is a approve all tile and may take you to more than one visit for approval. Caution should be used when using this top tile, as visits for multiple care recipients may be referenced here to approve. You need to still review each entry for accuracy.

1. Select **Complete It Now** on the individual visit that you need to approve.
2. Review for accuracy
3. If desired, select the **Notes** area
   a. Use the device keyboard to type any notes
4. To edit the Date of Service, select **Edit Time**
   a. See section above, *6. Editing Visit Time*
5. To submit this visit for approval, select **Sign and Submit**

Sign and Submit
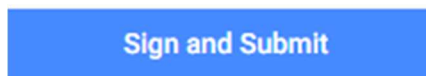
9. Use your finger or mouse to sign in the blue box
10. Submit your visit with one of the following options:

Option 1: If the client or responsible party has created their 4-digit PIN number, select **Get Client Signature** or **Get Responsible Party Signature**.

   Employees should never create, know, or enter a client's pin number.

Option 2: If the client or responsible party has not created their 4-digit PIN number, or is unavailable, select **Submit Time Entry**

You will get a message that your time has been submitted. Select **OK.**
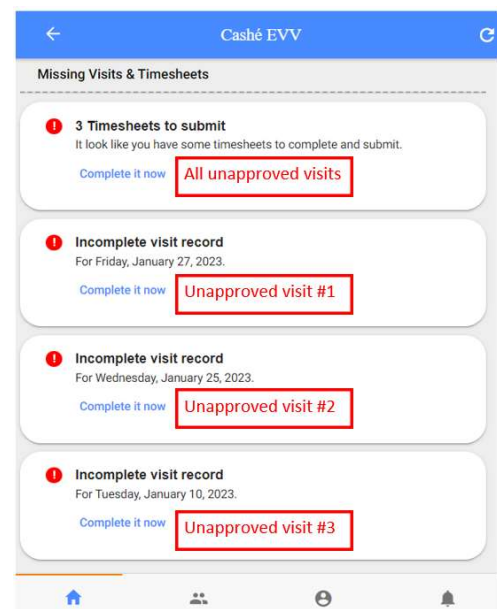
9. Adding a Missed Visit

If you forget to clock in and out at your visit, you can enter a manual visit. You can only go back 90 days to add visits. Please contact your MRCI program specialist if you need to go back further than 90 days.

Start on the **Care Recipients** page.

1. Select **View Details** next to the client you need to enter your time for.

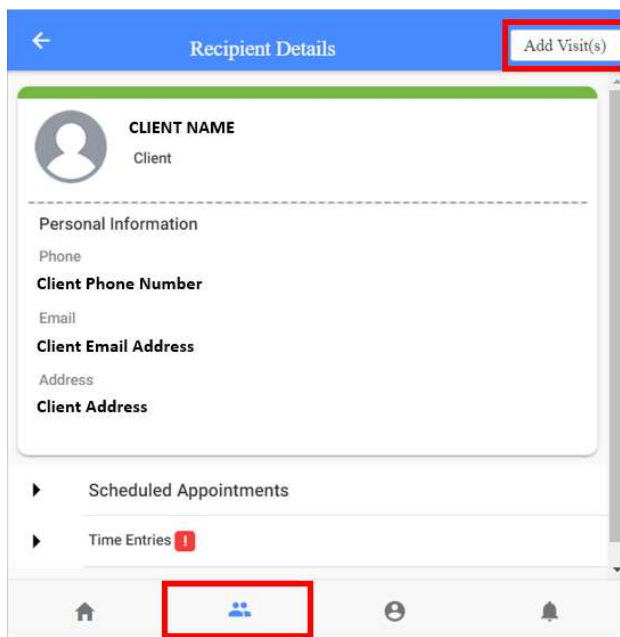2. Select Add Visit(s) in the upper right-hand corner of the screen.
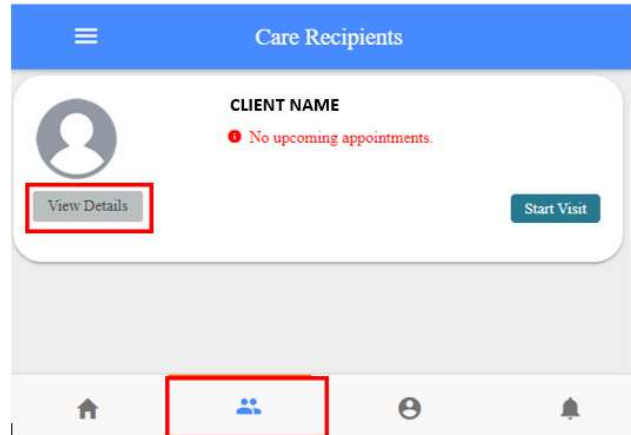
3. A message appears that will tell you the total number of hours worked in the active week. Use this to track your time. You must select OK to proceed.

4. The *Select Details to Add the Visit* window displays, select the name of the job that you would like to start, and the location you are starting.
   a. Select **Care Recipient's Home** if you were at the client's home.
   b. Select **Community** of you were any other place but the client's home.
5. Select **Add Visit(s)**

6. Under **Service Time**:
   a. Click or tap on the **Time in** date and/or time.
   i. On the EVV mobile app, a calendar will appear to allow you to select the appropriate start date. For the time, scroll through the available hours and minutes to select the correct start time. Select **Done** once you have the correct date and/or time.
      ii. On a computer, simply type in the appropriate month, day, and year. For the time, type in the hour, minute, and AM or PM.

PLEASE NOTE: Calendar and clock may appear differently based off device brand. Functions will be the same.
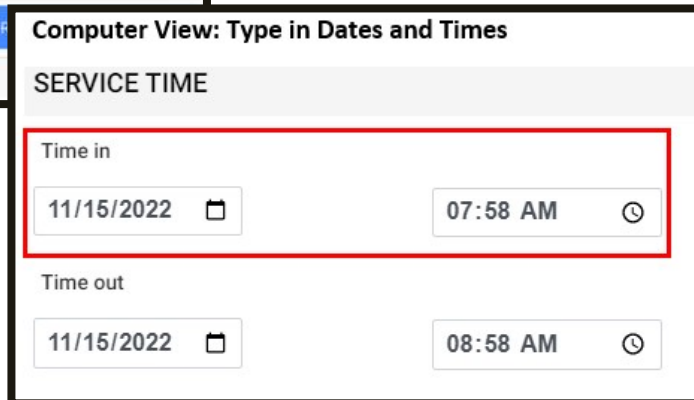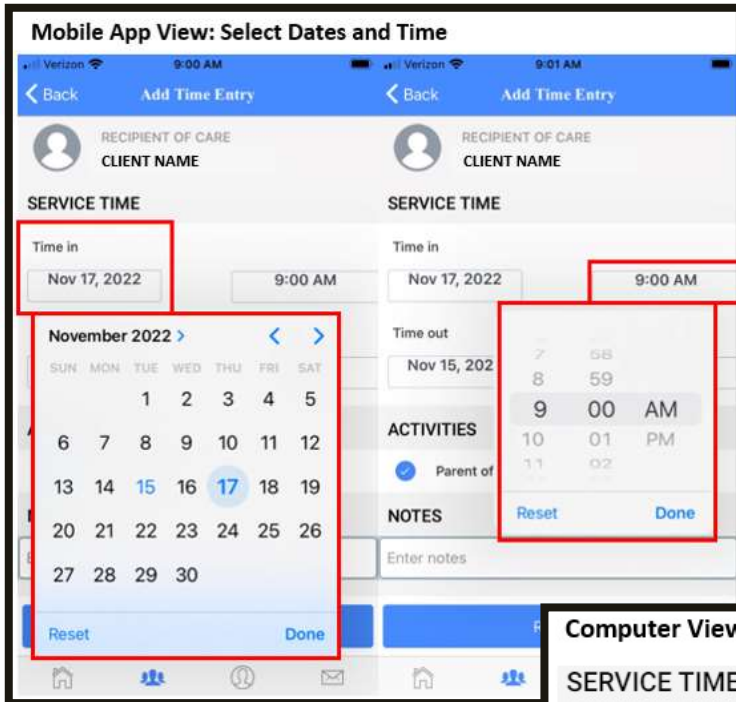
   b. Repeat above steps for **Time out** date and/or time.

(Continue)

7. Write a note as to why you are making this manual entry. Example: "Forgot to clock in before beginning work".

ACTIVITIES

☑ Parent of Minor

NOTES

Forgot to clock in

8. Select **Review** at the bottom of the screen.

Service details

Service type   Parent of Minor

Review

9. Review the information one last time to ensure it is accurate. Use the back arrow in the upper left-hand corner of the screen ← to go back and make changes.

10. Review the information one last time to ensure it is accurate. If you entered time for a range, please review each day to ensure they are all there. Use the back arrow in the upper left-hand corner of the screen ← to go back and make changes.

11. Select **Verify Visit**.

12. Select **Complete Visit**

← **Review**

M

MRCI FMS

RECIPIENT OF CARE
CLIENT NAME

PROVIDED BY
EMPLOYEE NAME

DATE OF SERVICE
September 21, 2021

Time in	Time out	Total Time
02:12 PM	03:12 PM	1 hr 0 min

ACTIVITIES
✓ Staffing

NOTES
Forgot to clock in

Verify Visit

Cancel   **Signature Verification**

Employee Signature

Sign your name using your finger.

Clear Signature

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.

It is a federal crime to provide materially false information on service billings for medical assistance or services provided under a federally approved waiver plan, as authorized under Minnesota States, sections 256B.0913, 256B.0915, 256B.092 and 256B.49.
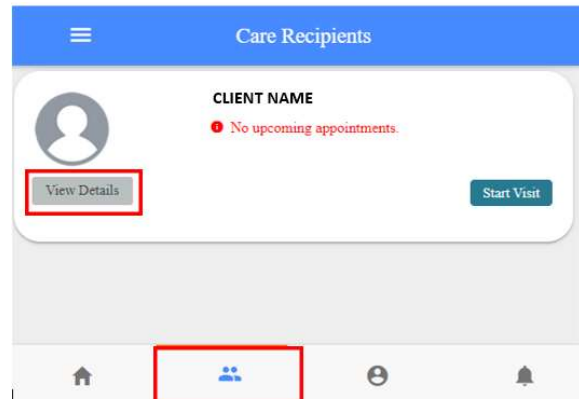
Complete Visit

13. The client or responsible party must then approve this shift from their own EVV login.

10. Reviewing Previous Visits

You can view all approved and unapproved visits in **Care Recipients**.
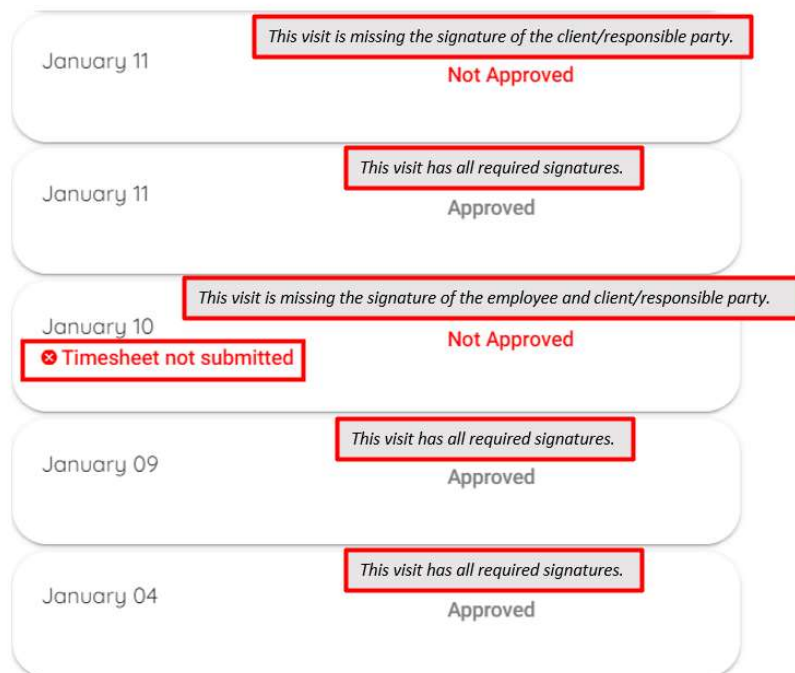
Go to **Care Recipients**.

1. Select **View Details** under the client image.
2. Select **Time Entries** under the client's information.
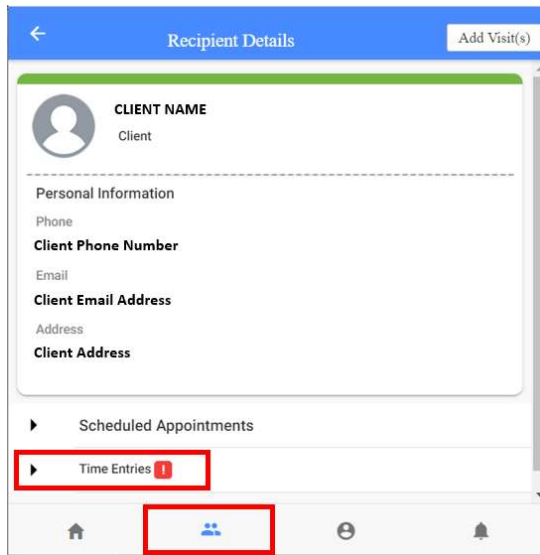
3. Select the month and year that you would like to review.

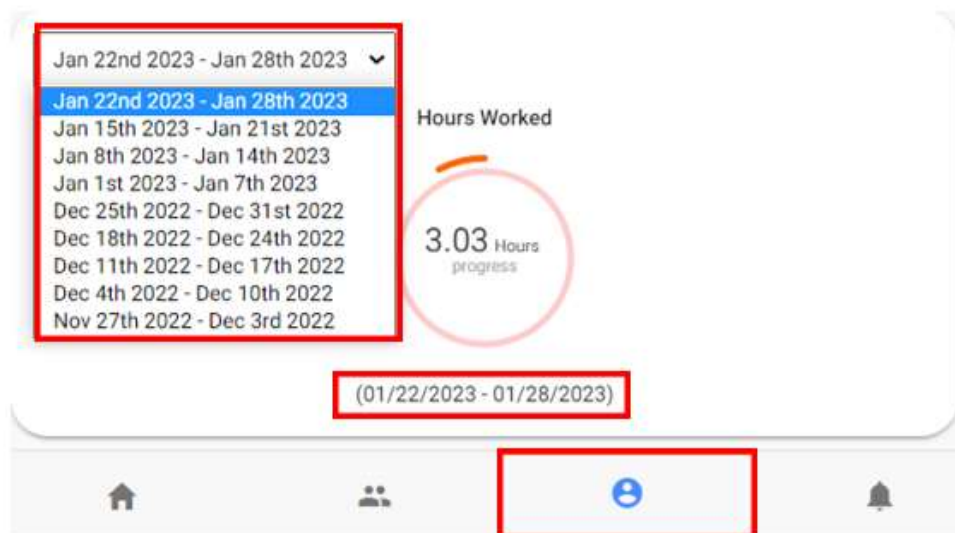4. See all visits performed within that period display:

5. Select the visit that you would like to view more information on.

    a. If you, the employee, have not approved a visit, you will see a red message under the visit that says: "Timesheet not submitted".

    b. If you have already approved a visit, you will not be able to do anything except view the information.

6. Select any visits that say "Timesheet not submitted" to be able to **Sign and Submit.**

    a. Review the visit information. Edit if needed. **Sign and Submit** once done. Follow steps of *5. Approve and Submit Your Visit*

The time you just approved may still say "Not Approved". This is because the client/representative then needs to sign the visit for it to be approved. As long as the "Timesheet not submitted" goes away, you have completed the visit.

January 11	Not Approved
January 11	Approved
January 10 ⊗ Timesheet not submitted	Not Approved
January 09	Approved
January 04	Approved

You can also view your weekly accumulated hours on your Profile:

Jan 22nd 2023 - Jan 28th 2023 ⌄
Jan 22nd 2023 - Jan 28th 2023
Jan 15th 2023 - Jan 21st 2023
Jan 8th 2023 - Jan 14th 2023
Jan 1st 2023 - Jan 7th 2023
Dec 25th 2022 - Dec 31st 2022
Dec 18th 2022 - Dec 24th 2022
Dec 11th 2022 - Dec 17th 2022
Dec 4th 2022 - Dec 10th 2022
Nov 27th 2022 - Dec 3rd 2022

Hours Worked

3.03 Hours
progress

(01/22/2023 - 01/28/2023)

Use the drop-down box to go back to previous weeks to ensure your time was entered accurately.

11. Uploading a Profile Image

1. Go to the **Profile Information** page.
2. Select the **Camera** icon
3. The **Choose Image Source** window displays
4. Choose where you would like to upload the image from:
Camera or **Open Gallery**
5. If uploading from the **Camera** option, a window will display
asking permission for the Cashé EVV APP to access the camera,
select **OK**
6. Take a photo to upload
7. If uploading from the **Open Gallery**, select on the photo from your mobile device gallery of
photos
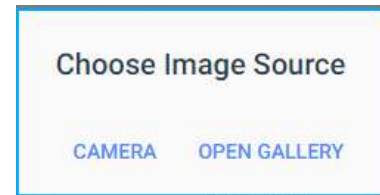
12. Checking Location

1. You can check to ensure your location is on before you start a visit. Go to the **Profile Information** page.
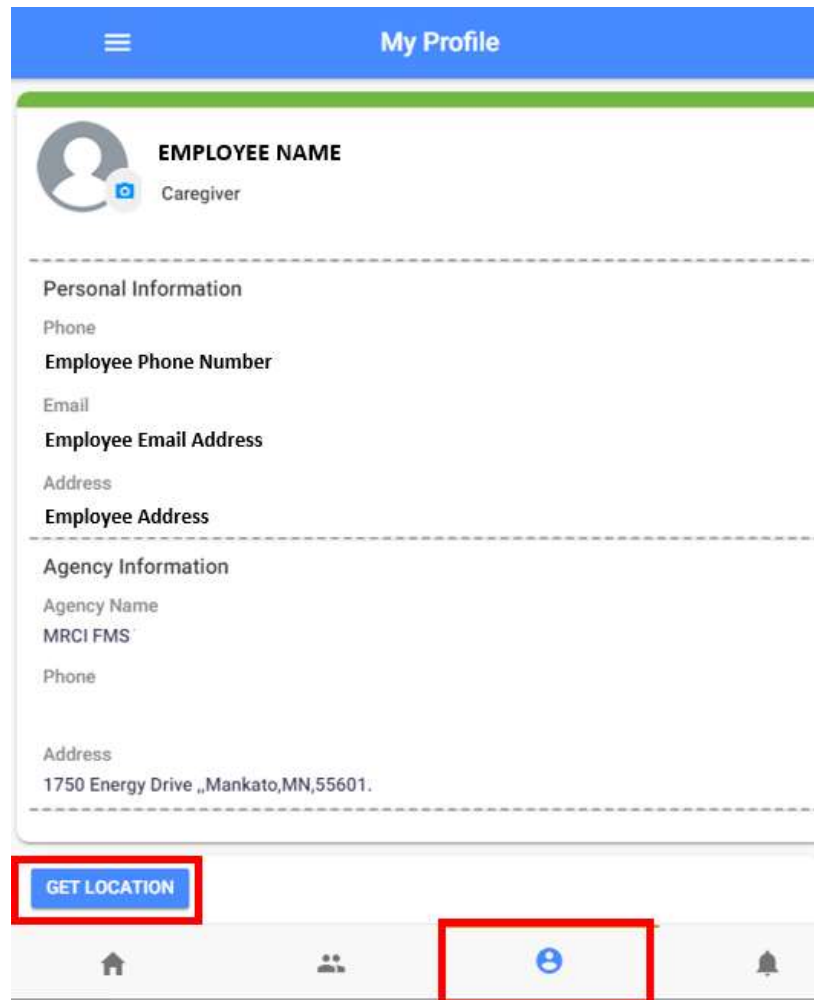
2. Select **Get Location**

3. Location coordinates will flash if you have your location turned on and have given EVV permission to use it

4. If you have not given permission or location permission is off, a pop-up message will appear. Follow steps to allow location capture on your device.

Troubleshooting