Electronic Visit Verification

Live in Caregiver 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

a. Temporary Password Email

You will be sent an email with a temporary password. Contact your MRCI Program Specialist if you have not received one:

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

Please do not respond to this auto-generated email.

b. 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
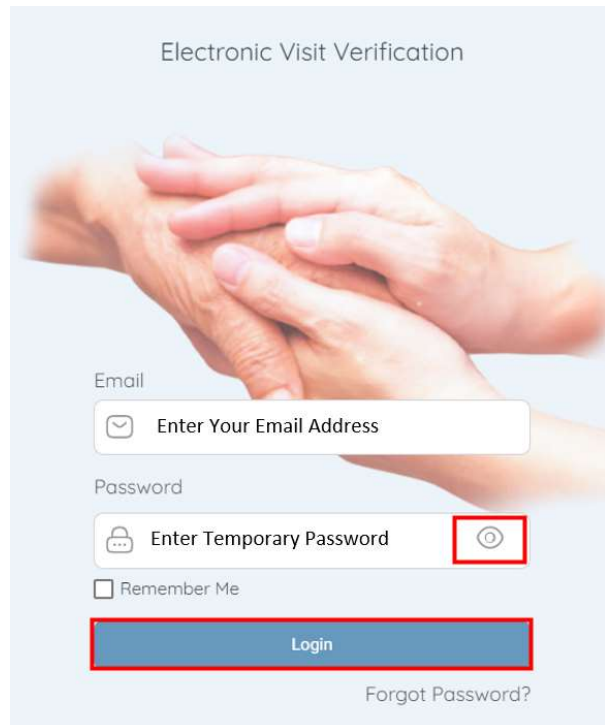   Electronic Visit Verification

   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

c. 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. You may be asked to select a role. Ask your program specialist which role to select based off which profile they sent your temporary password through.
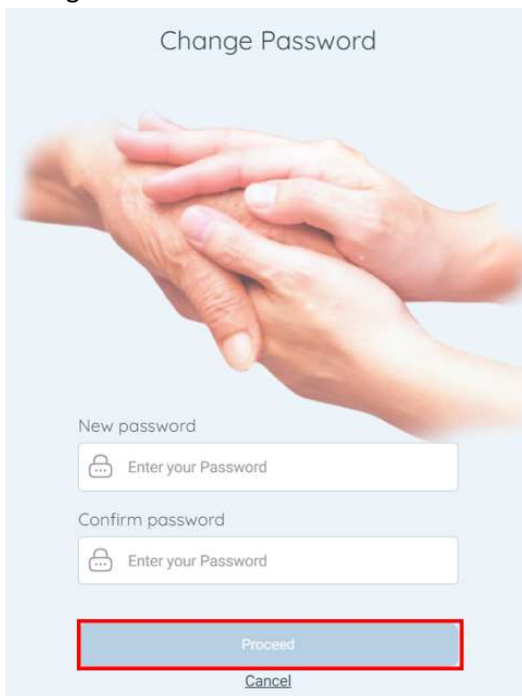
Electronic Visit Verification

Email

Enter Your Email Address

Password

Enter Temporary Password

Remember Me

Login

Forgot Password?

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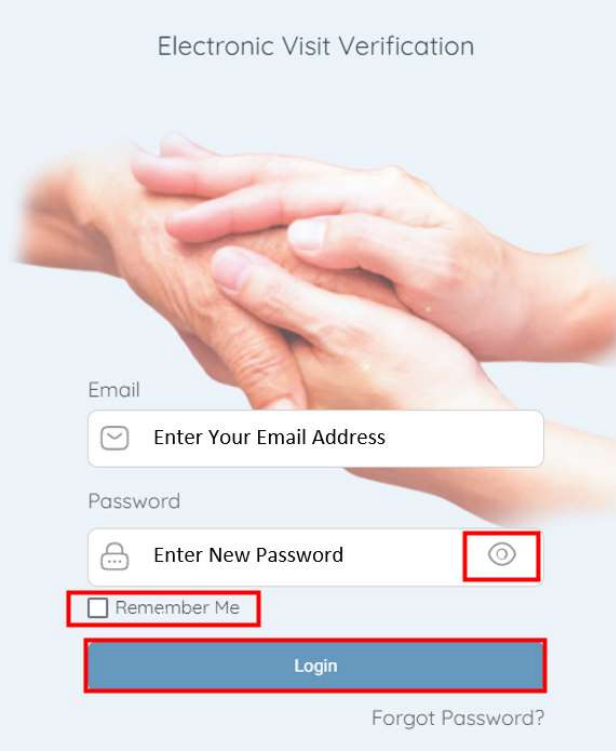
Change Password

New password

Enter your Password

Confirm password

Enter your Password

Proceed

Cancel

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

8. Login 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.

Troubleshooting: If you are unable to access one of your roles with the new password you set up, please contact your program specialist and they will assist you in resetting the password for the second role. You can use the same password twice.

Electronic Visit Verification

Email

Enter Your Email Address

Password

Enter New Password

Remember Me

Login

Forgot Password?

d. 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.
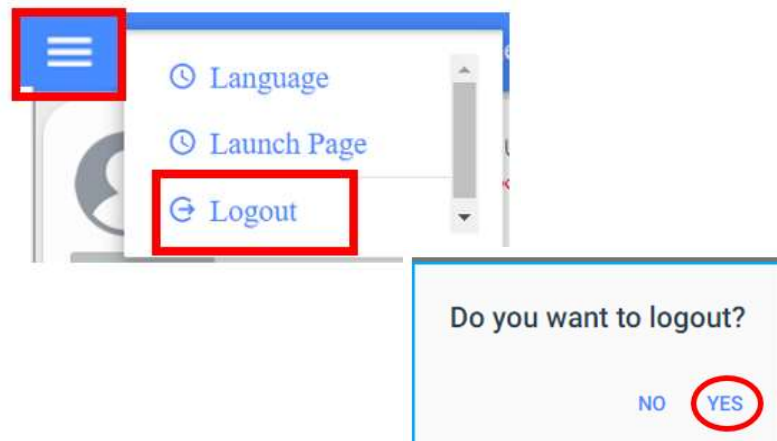4. Select **Login**

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**

2. Caregiver

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*.
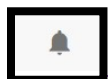
Notifications

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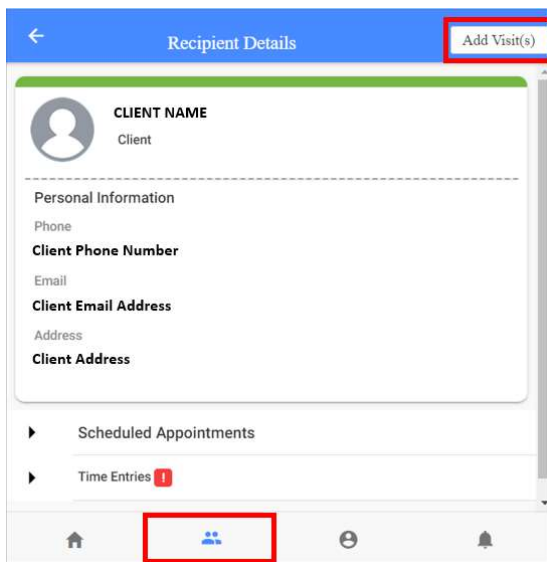
a. Adding Visits

The State of Minnesota has approved of live-in caregivers being exempt from the location requirements of EVV. Please follow the instructions provided to add in single day entries.

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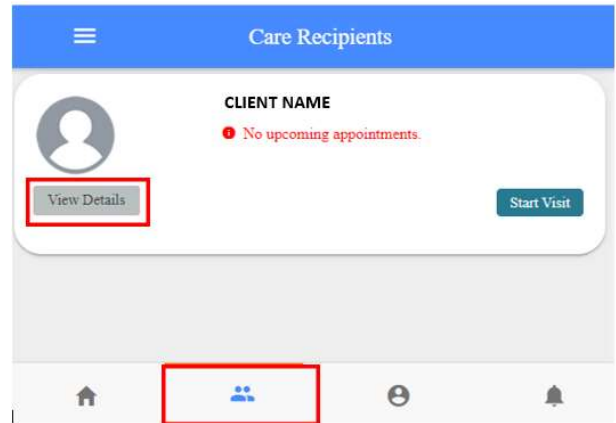
1. Select **View Details** next to the client you need to enter your time for.

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. This should say 0.00 hours this week since you are adding visits for past time, not current time. You must select OK to proceed.
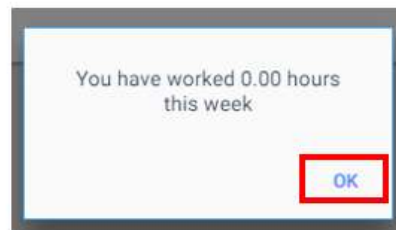
4. The *Select Details to Add the Visit* window displays, select the name of the job that you would like to start, and the location you are starting.
   a. Select **Care Recipient's Home** if you were at the client's home.
   b. Select **Community** of you were any other place but the client's home.
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.

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

        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.

Mobile App View: Select Dates and Time

Computer View: Type in Dates and Times
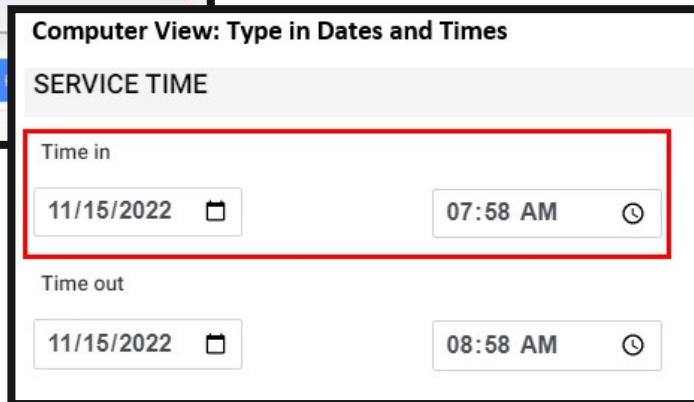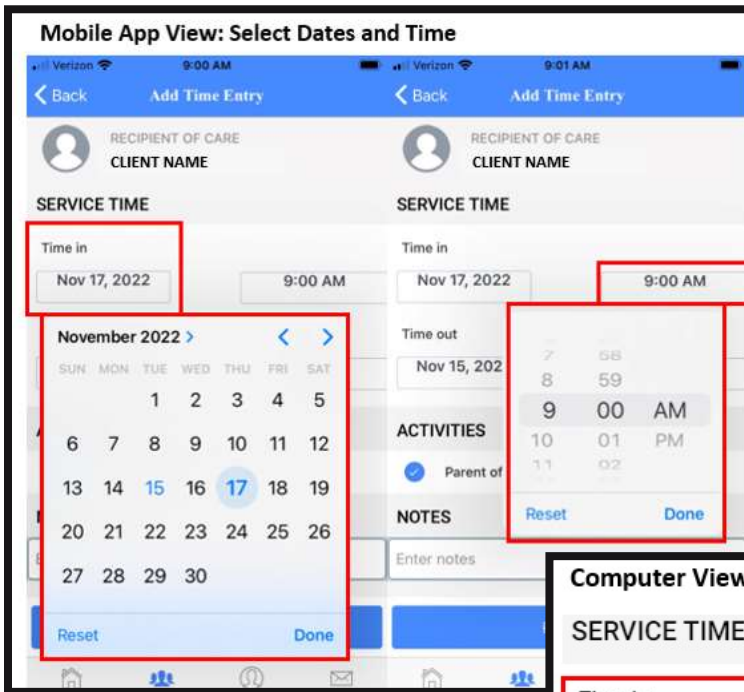
    b. Repeat above steps for **Time out** date and/or time.

7. Notes are optional. MRCI cannot read these notes so please call or email your program specialist with any questions or concerns.

ACTIVITIES

☑ Parent of Minor

NOTES

Enter notes

Service details

Service type   Parent of Minor

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

Review

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

← Review

Ⓜ

MRCI FMS TEST

RECIPIENT OF CARE
CLIENT NAME

PROVIDED BY
EMPLOYEE NAME

DATE OF SERVICE
August 14, 2022

Visit 1

Verify Visit

10. Select **Verify Visit**.

(Continue)

11. Use your finger or mouse to sign in the blue box
12. Select **Complete 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. Message displays indicating that you have signed and are submitting this visit for processing, select **OK**.

Thank you!

Your signature was accepted and your visit details have been submitted for processing.

OK

14. The visits have been moved over to the Responsible Party role for a second approval. Please log out and log back in with your Responsible Party Role to approve the visits.
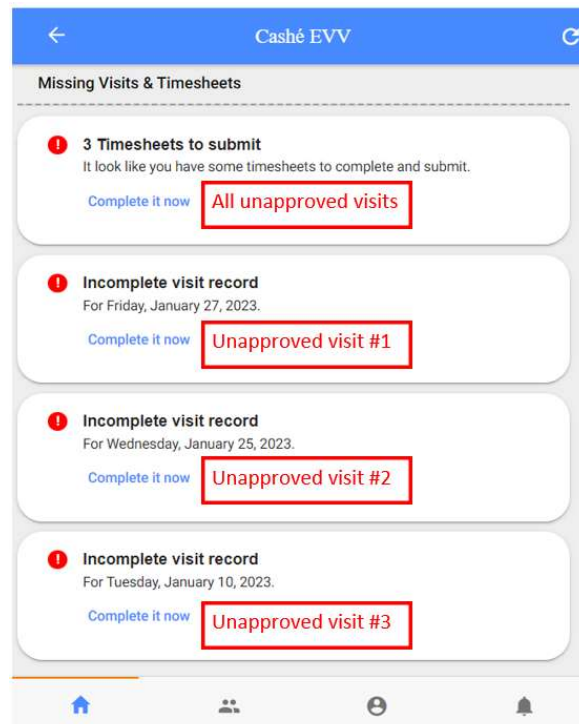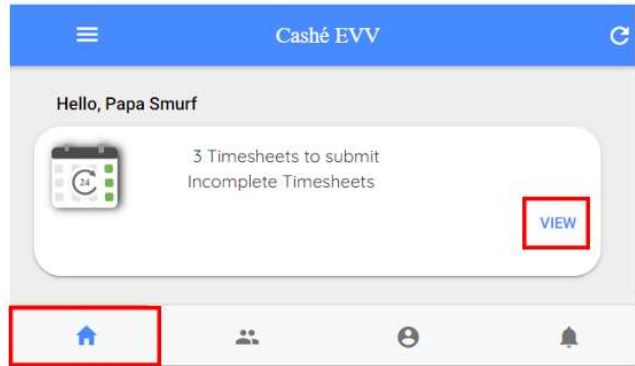
b. Submit Unapproved Visits

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
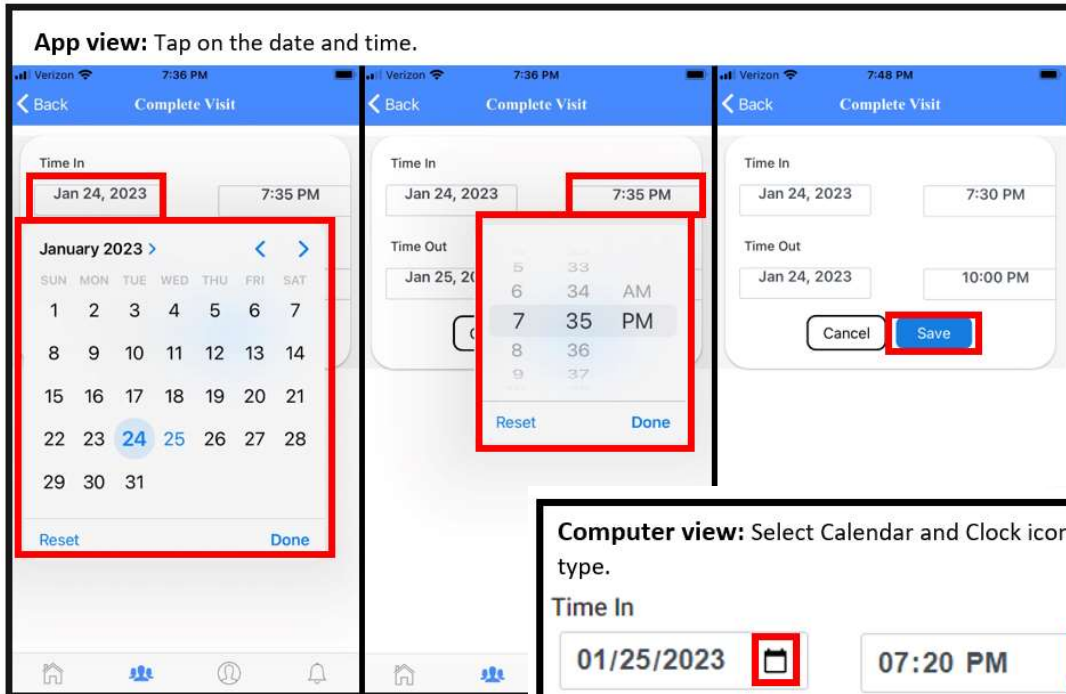   a. Use the device keyboard to type any notes.
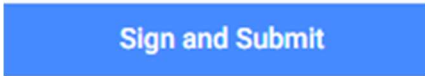
4. To edit the Service Time, select **Edit Time**

a. Click or tap on the **Time in** or **Time Out** 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. Select **Save** after making all needed changes to date or time.

5. To submit this visit for approval, select **Sign and Submit**

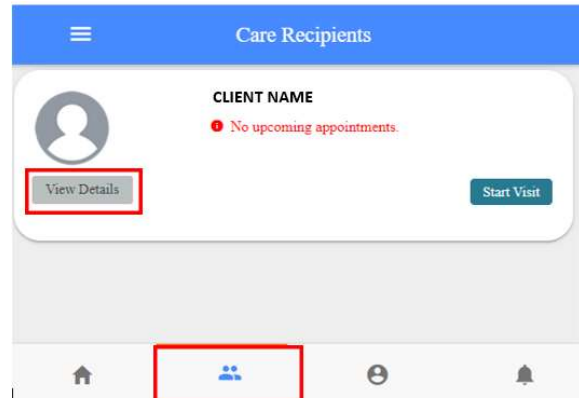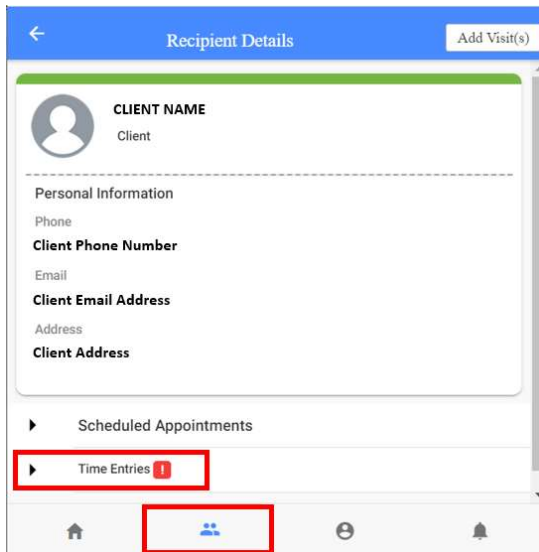6. Use your finger or mouse to sign in the blue box
7. *Select Complete Visit*

c. 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.

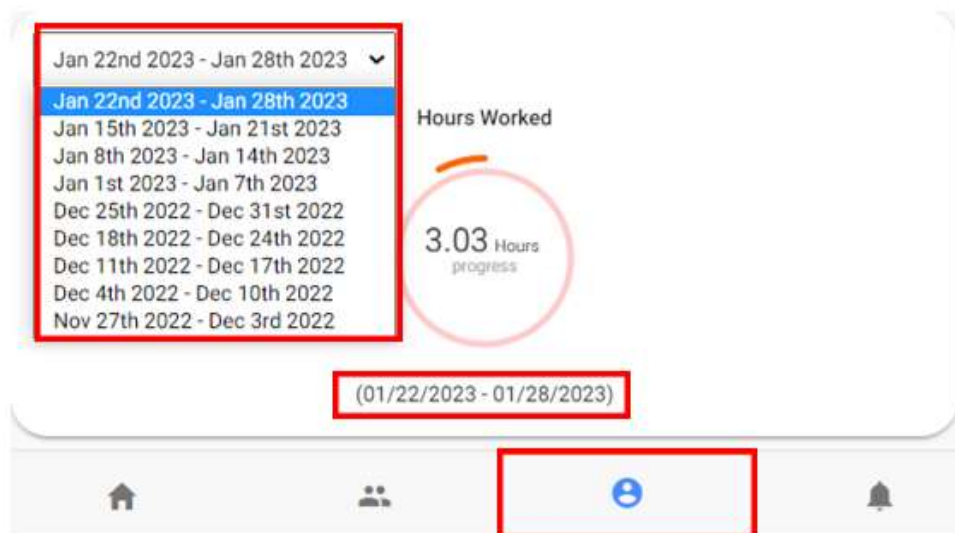
4. See all visits performed within that period display:

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.

3. Responsible Party

Go to the Home/Dashboard and Log Out once you are done with adding your time as the caregiver. You need to approve your time as the Responsible Party now.

Navigation

 Menu

The menu icon is located in the upper left corner. When expanded displays a link for **PIN Settings**, **Language** and **Logout**. To expand the menu, select the **Menu Icon.** See section *4. Creating and Managing Your 4-digit Pin*

 Refresh

To refresh the dashboard, select the **Refresh** button in the upper right-hand 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 and submit employee visits. See section *6. Approve or Reject Visits: On Your Own Device*.

 Care History

The **Care History** screen is where you can review past visits to see their submission status. See section *7. Reviewing Previous Visits*.

 Profile Information

This contains your information as the client or responsible party. 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 *9. Uploading a Profile Image*. You will also be able to view budget spending on this screen. See section *8. Reviewing Budget Spending.*

 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.

a. Visit Approval

i. Bulk Approval

The top tile on the **Dashboard** is a approve all tile and will 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.

8. Select **View** in the top section to see all unapproved visits.
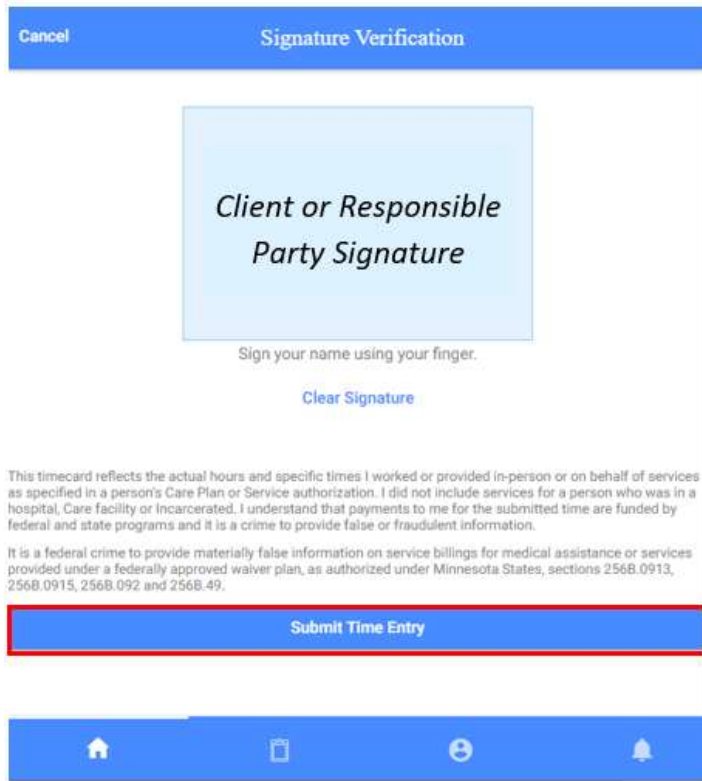
9. Review each visit for accuracy.

10. You could select **View** in the right-hand corner of each entry to approve or reject individually.

11. You could uncheck the *Do you want to approve this timesheet?* if you noticed an error. This will keep those times from being approved.

12. If it all looks correct, select **Sign and Approve**.

(Continue)

13. Use your finger or mouse to sign in the blue box
    a. If desired, you can re-sign the visit by selecting **Clear Signature**
14. Select **Submit Time Entry**

15. A message displays indicating that you have signed and are submitting this visit for processing, select **Ok**
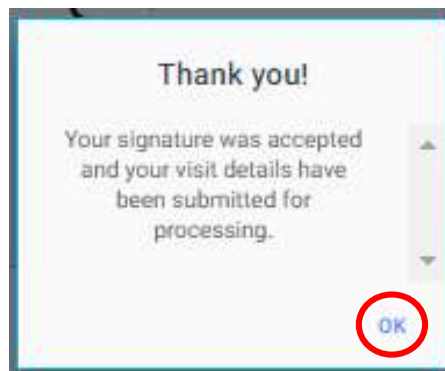
ii. Individual Visit Approval or Rejection

1. Select one of the visits

2. Review the visit information for accuracy

3. If desired select the **Notes** area
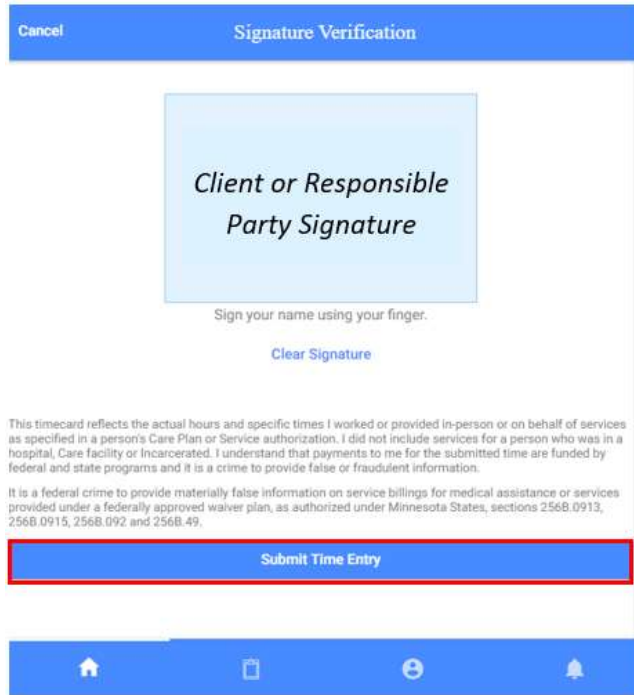
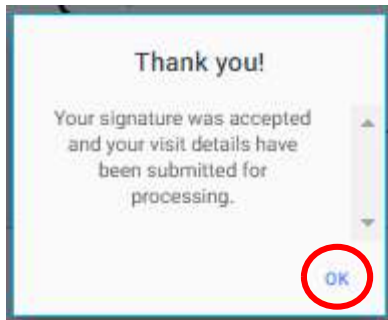   Use the device keyboard to type any notes.

1. Select **Approve** or **Reject** based on your review.

(Continue)

Approve: Select **Approve** if the visit information looks accurate.
Use your finger or mouse to sign in the blue box.
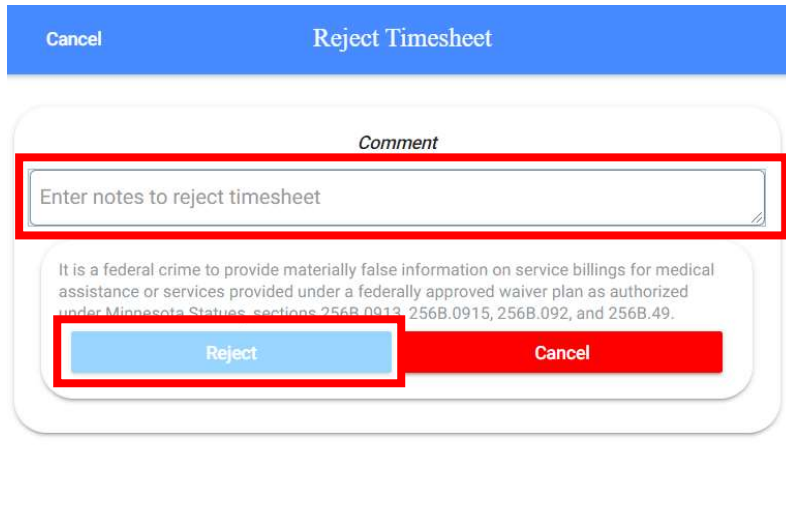
Select **Submit Time Entry**

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

Reject: Select **Reject** if you notice an error in the visit.
       1. Select the **Comment** box
       2. Use the device keyboard to enter a reason why you are rejecting this visit
       3. Select **Reject**

The employee will be sent a notice of "Incomplete visit Record" prompting the employee to then change and re-submit the visit.

b. Reviewing Previous Visits

You can view all approved and unapproved time in **Care History**
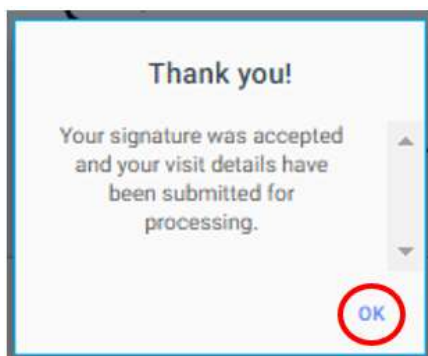
Go to **Care History:**

1. Select the month and year that you would like to review.
2. All visits performed within that period are displayed.

3. Select the visit that you would like to view more information on.
    a. If you, the Responsible Party, 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.
4. Select any visits that say "Timesheet not submitted" to be able to **Reject** or **Approve** the visit.
    a. Use your finger or mouse to sign in the blue box
    b. Select **Submit Time Entry**

A message displays indicating that you have signed and are submitting this visit for processing, select **Ok.**
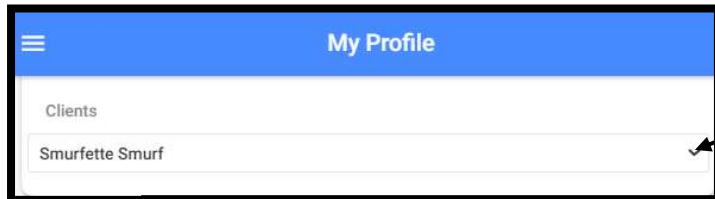
c. Reviewing Budget Spending

The **Profile Information** screen gives you a summary view for each service type that you receive. To view **Profile Information**, select the **Profile** icon on the bottom of your device screen.

If you represent more than one client, use the drop down under Clients to select the one you need.

Scroll down to find the budget line items and details. Select **Budget Transaction Details** for more details on the transactions of that budget line item.

Able to look at budgets for all clients you represent.

Look at specific items to see total spending and total available.

Expand to see all transactions within that budget item.