



Electronic Visit Verification

Employee User Guide

MRCI

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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 password



Cashé Software <admin@cashesoftware.com>
To

Account Confirmation

Hi NAME

Here are your account details

Login ID : EMAIL ADDRESS

Password : LJCMMO

Thanks,

The Cashé Team

Please Click the below link to download the app



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
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>



Cashé EVV

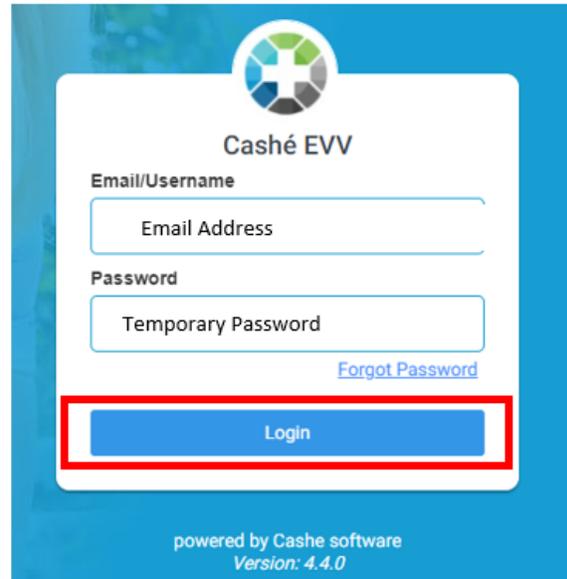
Electronic Visit Verification

GET



First Time Log In

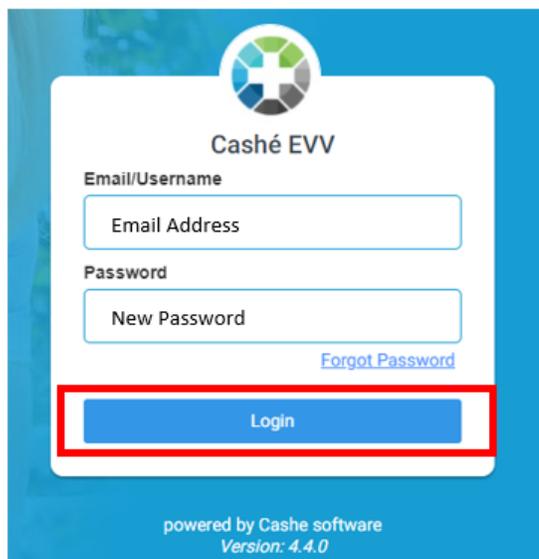
1. Give the app/website permission to use location. Select **“Always”** or **“Only allow when using the app”**.
2. Select preferred **Language**.
3. Type or Copy/Paste Email address and *Temporary password* into login page.
4. Select **Log in**.



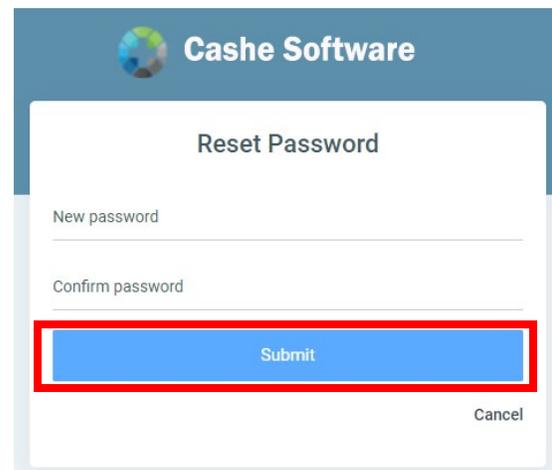
The image shows the Cashé EVV login interface. At the top is a logo consisting of a circle with four colored segments (green, blue, grey, white). Below the logo is the text "Cashé EVV". There are two input fields: "Email/Username" with the placeholder "Email Address" and "Password" with the placeholder "Temporary Password". A blue link "Forgot Password" is located below the password field. A blue "Login" button is highlighted with a red rectangular border. At the bottom, it says "powered by Cashe software Version: 4.4.0".

5. Create a new password that only you know. Enter it again to confirm it. **Submit**.

6. Log In again, using the new password you just created:



This image is identical to the previous one, but the "Password" field now contains the text "New Password". The "Login" button remains highlighted with a red rectangular border.

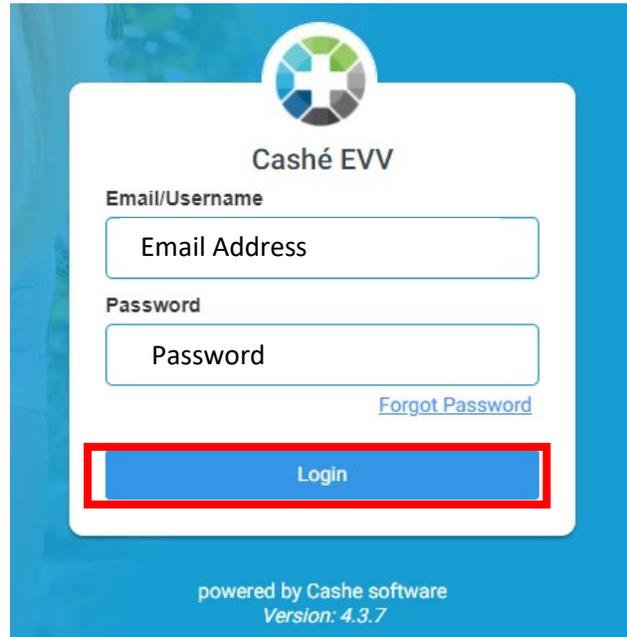


The image shows the "Reset Password" screen for Cashé Software. At the top is a globe icon and the text "Cashé Software". Below is the heading "Reset Password". There are two input fields: "New password" and "Confirm password". A blue "Submit" button is highlighted with a red rectangular border. A "Cancel" link is located to the right of the "Submit" button.

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 User ID (your email id)
3. Use the device keyboard to enter your Password
Never share your password with anyone.
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**

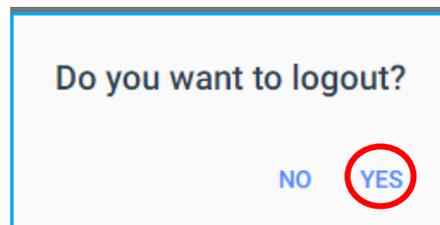


Log Out

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](#).

[Messages](#)

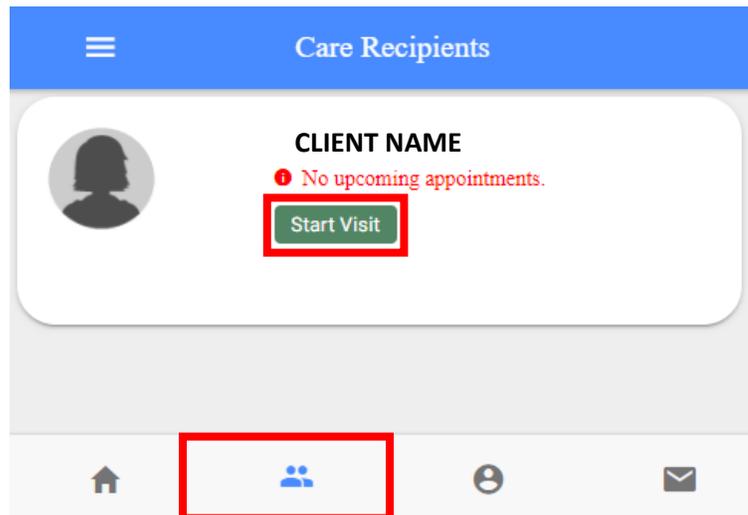
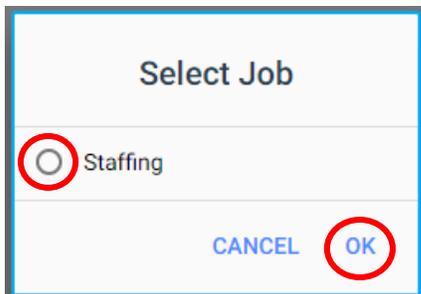
This is where you will find notifications or messages that have been sent to you. These are not emails; this is an encrypted messaging feature that remains within the Cashé EVV app. If a response is necessary, in the upper right corner of the **Messages** screen select **Send** to send a message.

NOTE: MRCI staff should NOT be contacted using this function. Please call or email your program staff to ensure prompt response to issues.

4. Starting and Stopping a Client Visit

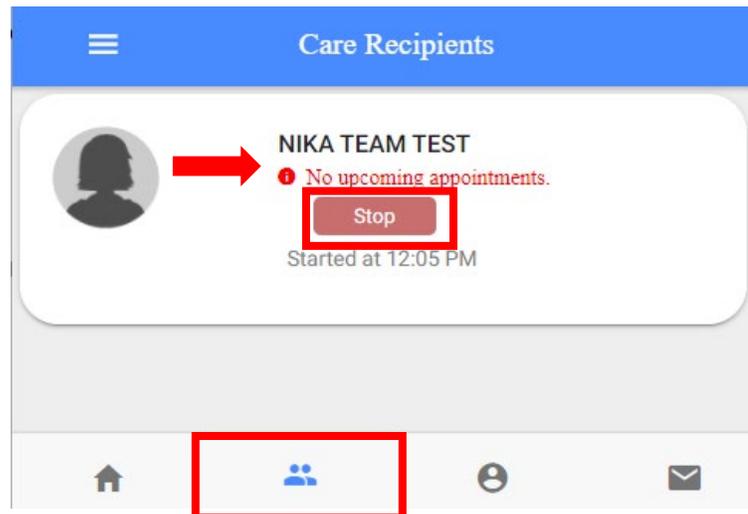
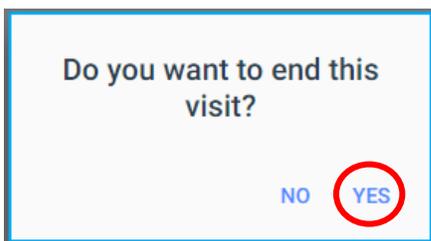
Starting a Visit

1. From the **Care Recipient** screen, locate the individual for whom you would like to start the visit.
2. Select **Start Visit**
3. The *Select Job* window displays, select the name of the job that you would like to start.
4. Select **OK**



Stopping a Visit

1. On the Care Recipient screen locate the individual that you would like to stop the visit for.
2. Select **Stop**
3. The *Do you want to end this visit?* window displays, select **Yes**. 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**.
 - i. If no boxes are checked, reselect the appropriate box under **Activity**
- b. If applicable, to add notes, 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).

Cancel Complete Visit

Recipient of care
Nika Test

SERVICE DETAIL

Service type Staffing

Ratio (Provider : Recipient) 1:1

ACTIVITIES

Staffing

NOTES

Enter notes

Sign and Submit

- 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.

SERVICE TIME Edit Time

Time in September 21, 2021 11:30 AM

Time out September 21, 2021 11:31 AM

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

Sign and Submit

Cancel Signature Verification

Sign your name using your finger.

Clear Signature

Get Client Signature Get Responsible Party Signature

Submit Time Entry

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.

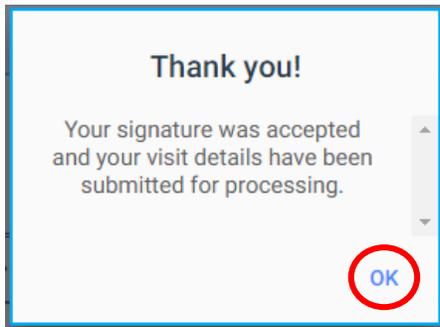
(Continue)

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 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.

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

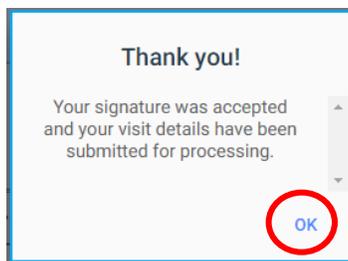
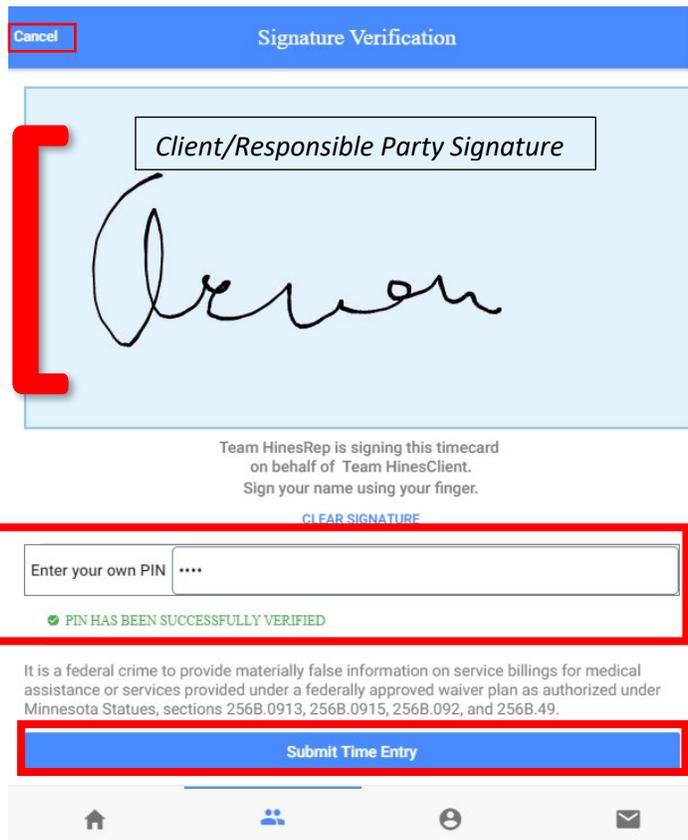


Option 2: If the client or responsible party has created their 4-digit PIN, select **Get Client Signature** or **Get Responsible Party Signature**.



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

- Client or responsible party signs in the blue box.
- Client or responsible party selects box next to **Enter Pin**.
- Client or responsible party use the device keyboard to enter their 4-digit PIN
- Select **Submit Time Entry**
- A message displays indicating that you have signed and are submitting this visit for processing, Select **Ok**
- 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. Select Time In or Time Out

Cancel Complete Visit

Time In
2021-09-17 12:05 pm

Time Out
2021-09-17 12:18 pm

CANCEL SAVE

Cancel Complete Visit

SERVICE TIME Edit Time

Time in September 21, 2021 8:05 AM

Time out September 21, 2021 8:05 AM

2. Use the dial to adjust the time
3. Select **Done**
4. Select **Save**

Cancel Complete Visit

Time In
2021-09-17 12:05 pm

Time Out
2021-09-17 12:18 pm

CANCEL SAVE

CANCEL DONE

07	15	10	03	
08	16	11	04	am
2021	09	17	12	05 pm
2020	10	18	06	
2019	11	19	07	

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.](#)

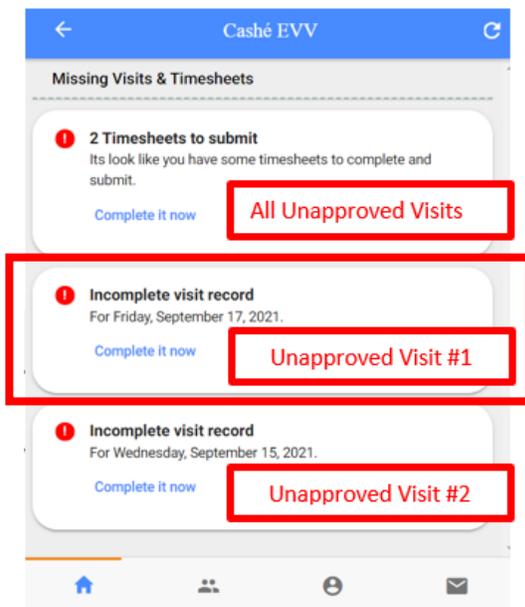
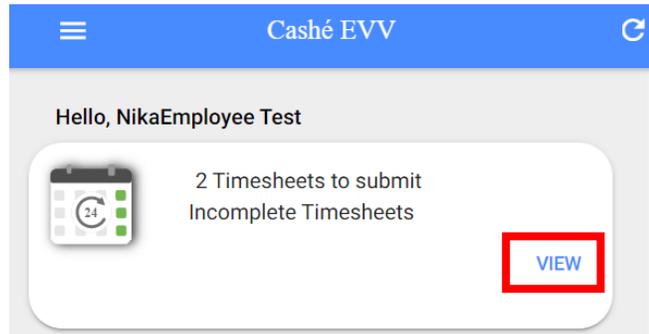
Option 3: If the client or responsible party has already approved your time contact your MRCI CDS Program Specialist so they can un-approve the entry. Follow steps in [7. Fixing a Rejected Visit.](#)

Option 4: If you have completely forgotten to start and stop a visit, follow steps in [9. Adding a Missed Visit.](#)

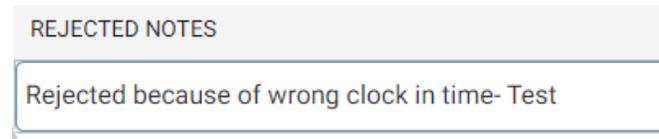
7. Fixing a Rejected Visit

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*”.

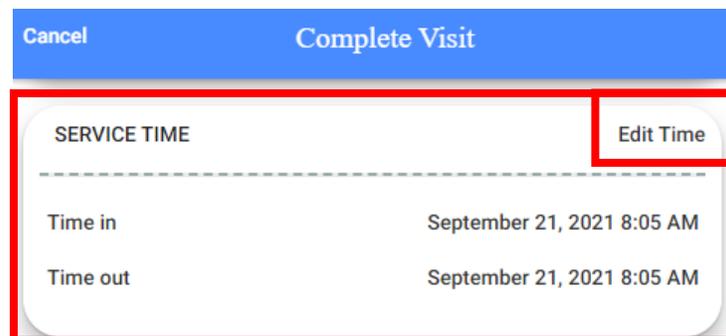
1. Select **View** in the bottom right corner.
2. Select **Complete it now** under **Incomplete visit record** for the visit date you need to change.



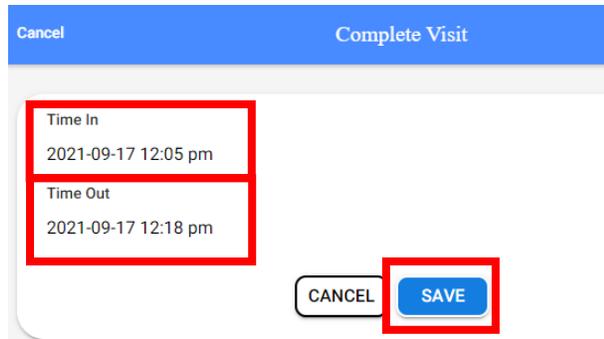
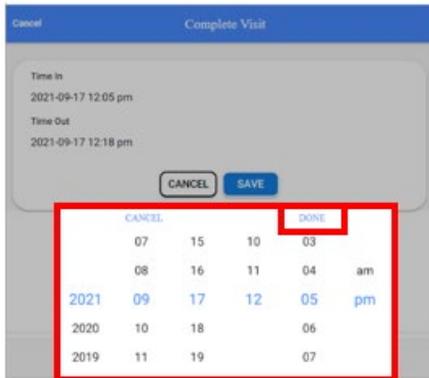
3. Read the “Rejected Notes” to see the note from the client or responsible party.



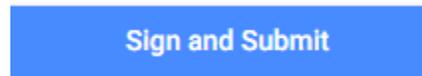
4. Make changes to the **Time in** or **Time out** (where applicable).
 - a. Find **Service Time** section and select **Edit Time**.



- b. Select **Time In** or **Time Out**
- c. Use the dial to adjust the time
- d. Select **Done**
- e. Select **Save**



5. Select **Sign and Submit** once all changes are made
6. Use your finger to sign in the blue box
 - a. If desired, you can re-sign the visit by selecting **Clear Signature**
7. 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, select **Submit Time Entry**

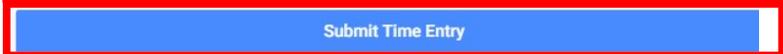


It is a federal crime to provide materially false information on service billings for medical assistance or services provided under a federally approved waiver plan as authorized under Minnesota Statute: sections 256B.0913, 256B.0915, 256B.092, and 256B.49.

Option 1:



Option 2:



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

8. Use your finger to sign in the blue box
9. 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**.

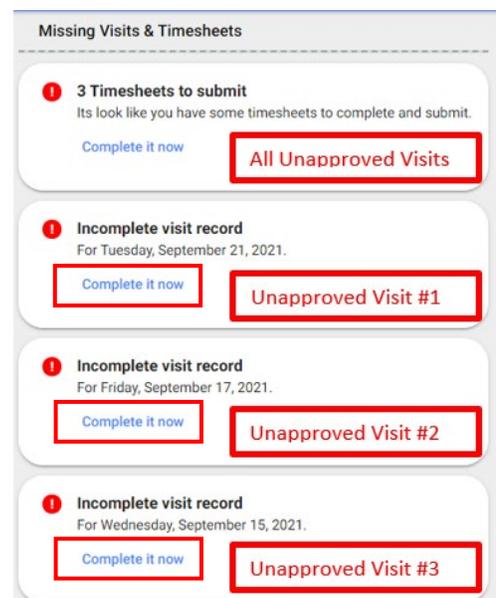
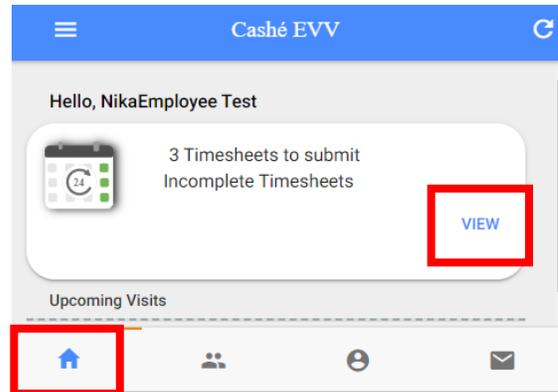
Employees should never create, know, or enter a client's pin number.

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

You will get a message that your time has been submitted. Select **OK**

Option 1:

Option 2:

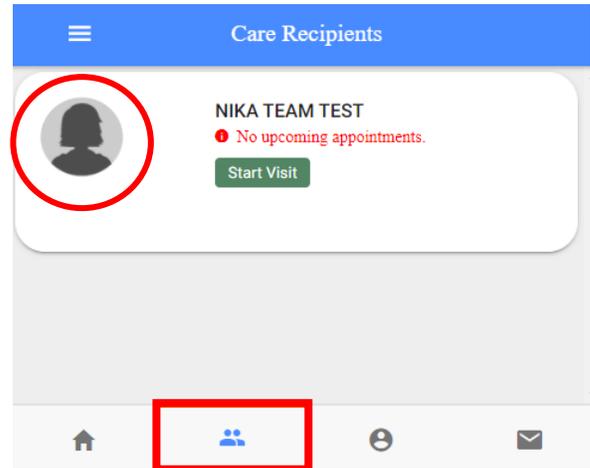
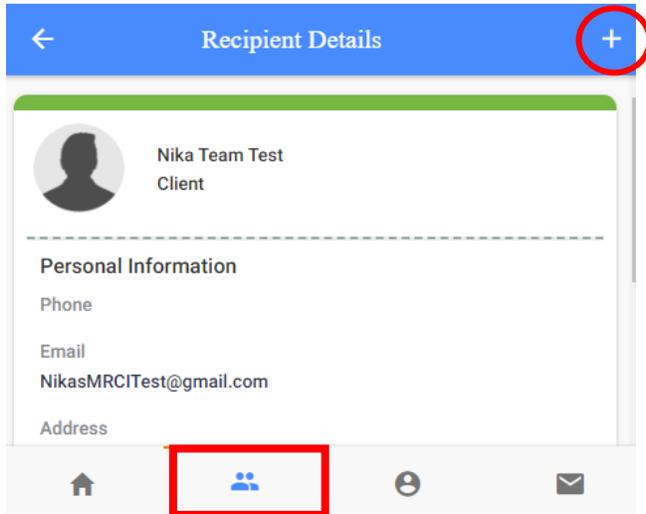


9. Adding a Missed Visit

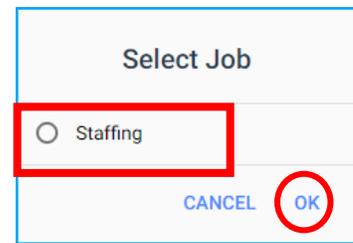
If you forget to clock in and out at your visit, you can enter a manual visit.

Start on the **Care Recipients** page.

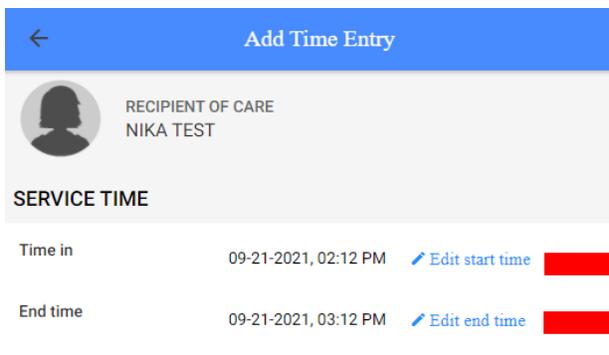
1. Select the profile image of the client you need to enter time for.
2. Select the "+" button in the upper right-hand corner of the screen.



3. Select your job code



4. Under **Service Time**:
 - a. Select **Edit start time**. Use the scrolls at the bottom of the screen to enter your appropriate start date and time.
 - b. Select **Done**
 - c. Select **Edit end time**. Use the scrolls at the bottom of the screen to enter your appropriate end date and time.
 - d. Select **Done**



(Continue)

5. Write a note as to why you are making this manual entry.
Ex. Forgot to clock in before beginning work.

NOTES

Forgot to clock in|

6. Select **Review**.

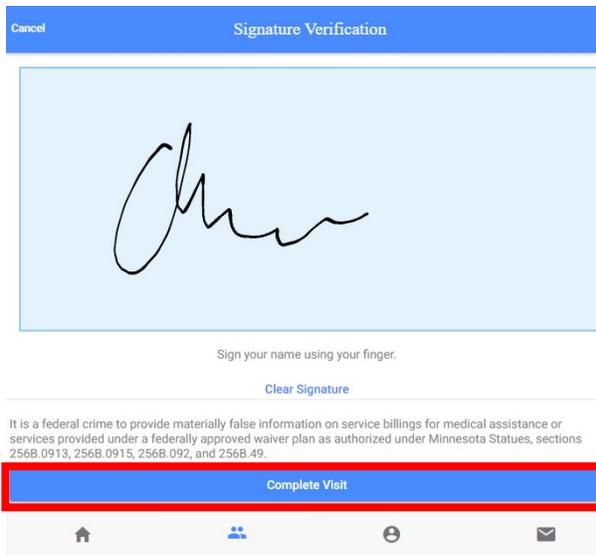
Review

7. 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.

8. Select **Verify Visit**.

9. Use your finger or mouse to sign in the blue box

10. Select **Complete Visit**



Cancel Signature Verification

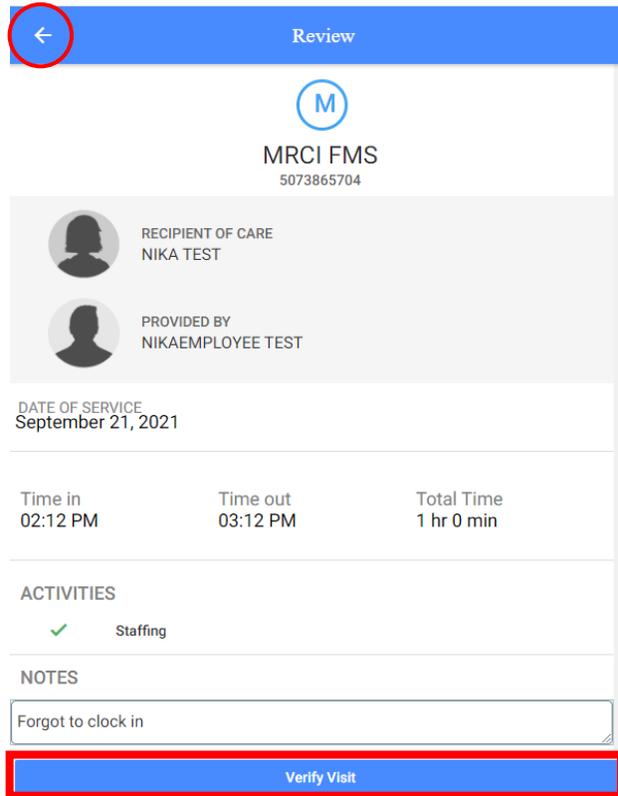
Sign your name using your finger.

Clear Signature

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.

Complete Visit

Home, People, Profile, Mail icons



Review

M

MRCI FMS
5073865704

RECIPIENT OF CARE
NIKA TEST

PROVIDED BY
NIKAEMPLOYEE TEST

DATE OF SERVICE
September 21, 2021

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

✓ Staffing

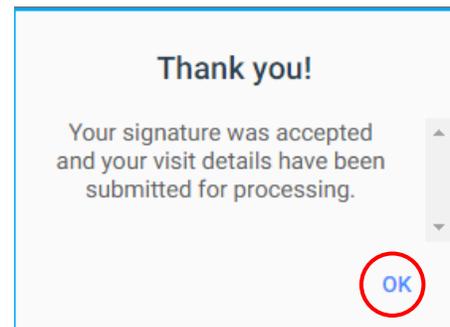
NOTES

Forgot to clock in

Verify Visit

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

12. The client or responsible party will then be sent a request to approve the time entry also.



Thank you!

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

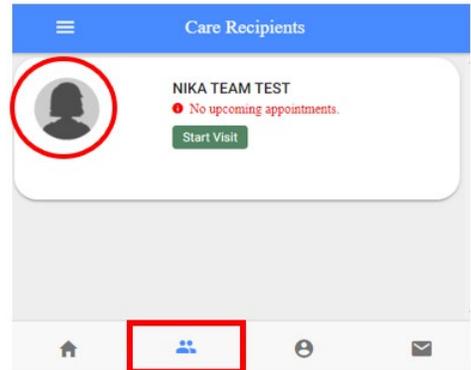
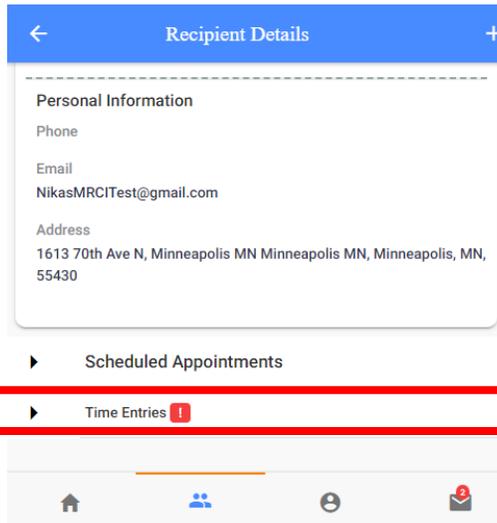
OK

10. Reviewing Previous Visits

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

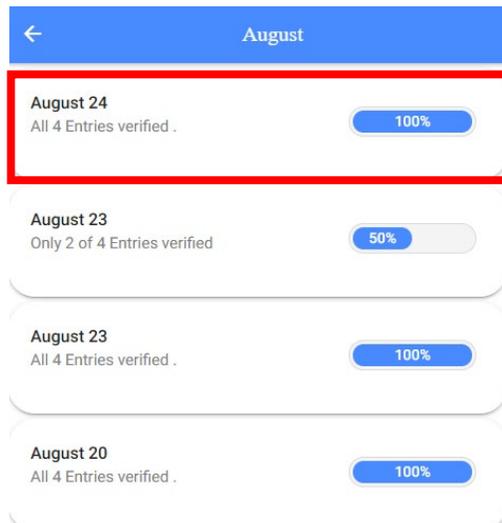
Go to **Care Recipients**.

1. Select the **Profile Image** of the client you wish to view.
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

September 2021	10 Timesheets
August 2021	12 Timesheets



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

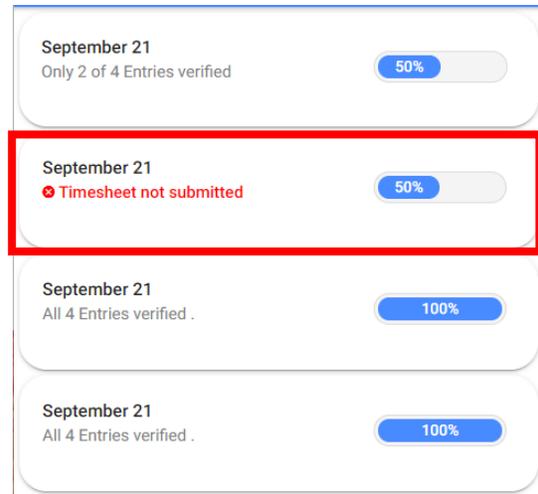
a. If you, the employee, have not approved a visit, you will see a red message under the visit that says "Timesheet not submitted"

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](#)

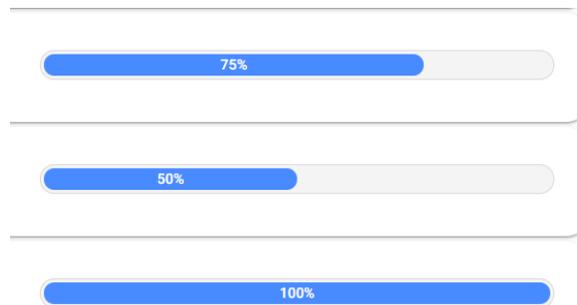
The time you just approved may still say “Timesheet not submitted”.

- Use the back arrow in the upper left-hand corner to go back to the main **Care Recipients** page. This resets your EVV app.
- Follow steps above to go through **Care Recipients** again and find the month and year you want to review. Red “Timesheet not submitted” will be gone now.



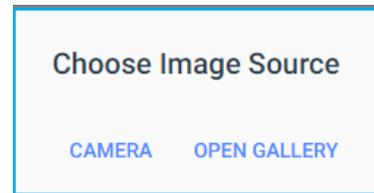
You will notice a bar next to each time entry that has a percentage (0%-100%)

- If the percentage is anything other than 100%, there are some missing requirements:
 - You are missing the punch in and/or out GPS tag
 - You are missing your own signature and approval
 - You are missing the signature and approval of the client or responsible party
- Open a time entry that is less than 100% to see what is missing.
 - If the GPS locations are missing, there is nothing you can do to resolve this.
 - If you have the option to **Sign and Submit**, follow steps to submit time.
 - If everything looks submitted, ask the client or responsible party to check their **Dashboard** for any visits that need to be approved.
 - Contact your MRCI Program Specialist if you continue to be unsure if your time was submitted successfully.



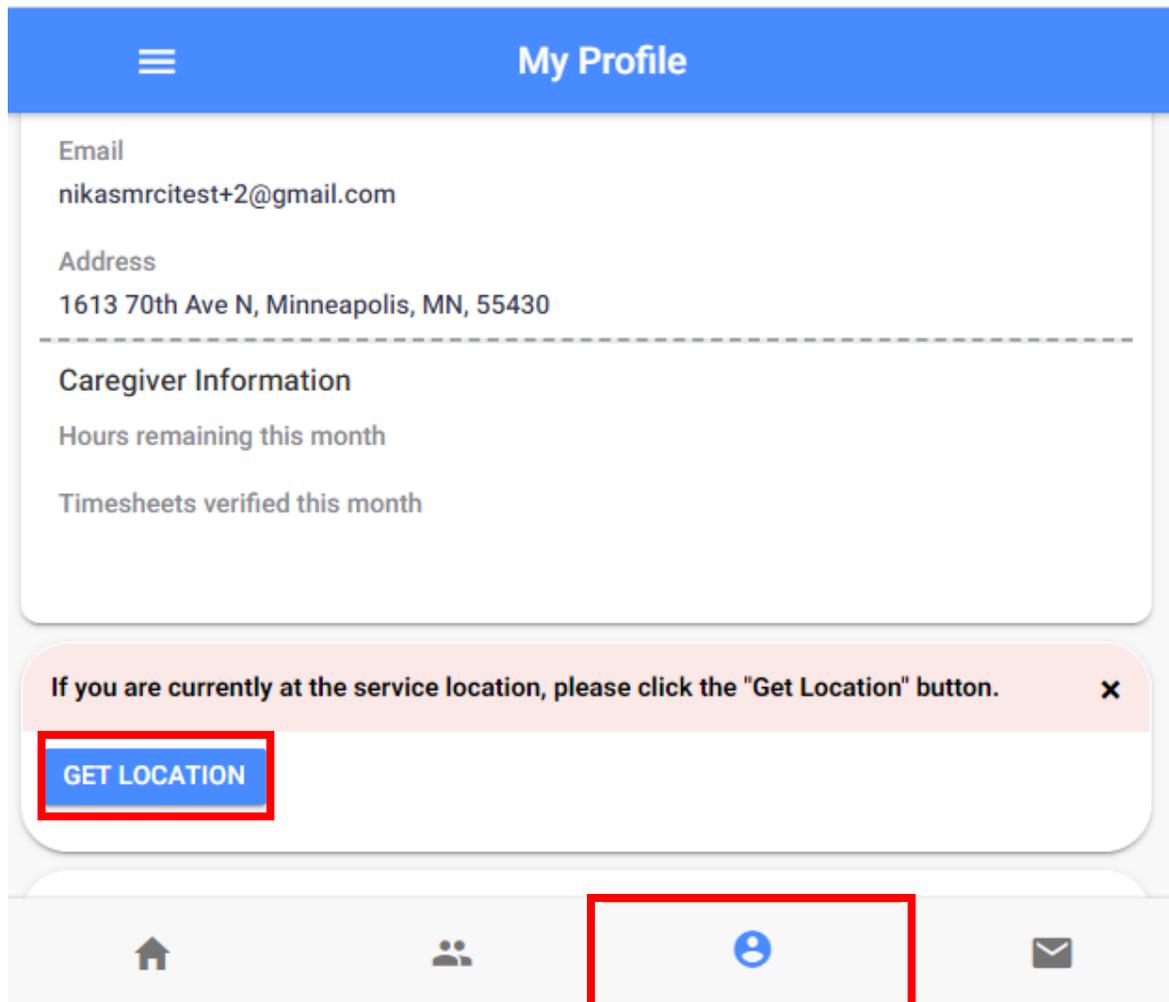
11. Uploading a Profile Image

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 GPS location is on before you start a visit. Go to the **Profile Information** page.



2. Select **Get Location**

3. GPS 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 GPS is off, pop-up message will appear. Follow steps to allow GPS capture on your device.