

Electronic Visit Verification

Client or Responsible Party
User Guide

MRCI



Contents

- 1. Getting Started..... 2
 - Temporary Password Email 3
 - Accessing the App or Website 3
 - First Time Log In 4
- 2. Logging In & Out..... 5
 - Login..... 5
 - Log Out..... 5
- 3. Navigation 6
 -  **Menu**..... 6
 -  **Refresh**..... 6
 -  **Home/Dashboard** 6
 -  **Care History** 6
 -  **Profile Information** 6
 -  **Messages** 6
- 4. Creating and Managing your 4-digit PIN..... 7
 - Creating a New Pin..... 7
 - Changing Your PIN 7
- 5. Approving Visits: On Employee’s Device 8
- 6. Approve or Reject Visits: On Your Own Device..... 9
 - Individual Visit Approval or Rejection..... 9
 - Bulk Visit Approval 11
- 7. Reviewing Previous Visits..... 13
- 8. Reviewing Budget Spending..... 15
- 9. Uploading a Profile Image..... 16

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.

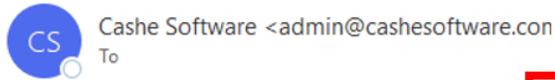
Notice: It is important to remember that it is a federal crime to submit fraudulent work records. Prior to Submitting a Time Entry, a message displays, reminding you it is a federal crime to provide materially false information on service billings for medical assistance or services provided under a federally 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



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

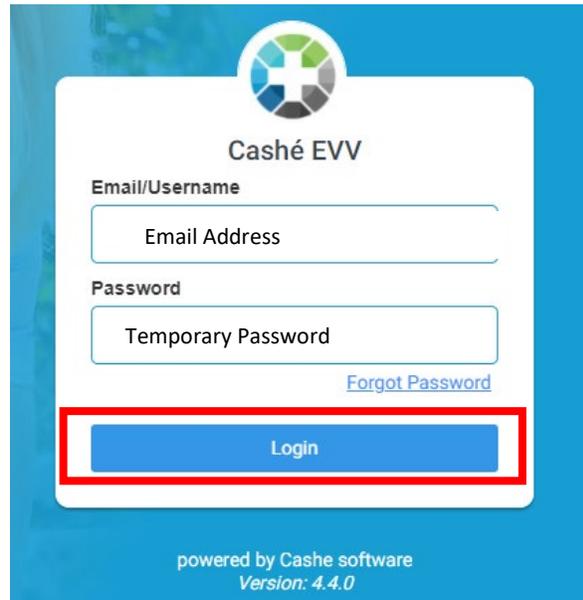
Electronic Visit Verification

GET



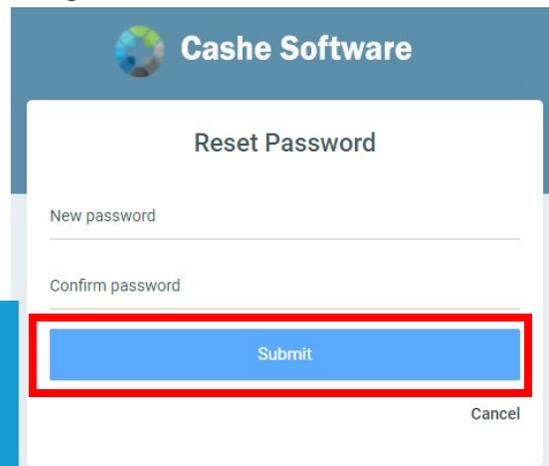
First Time Log In

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**.



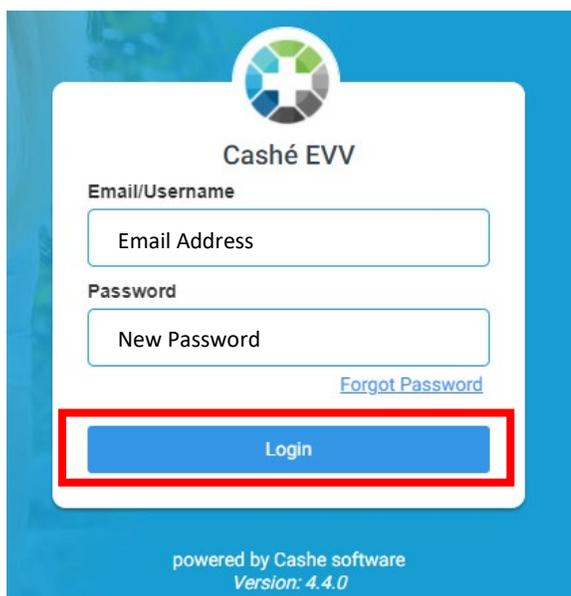
The image shows the Cashé EVV login interface. At the top is a logo with a cross and a globe. Below it, the text 'Cashé EVV' is displayed. There are two input fields: 'Email/Username' with the placeholder 'Email Address' and 'Password' with the placeholder 'Temporary Password'. A blue link 'Forgot Password' is located below the password field. A blue 'Login' button is highlighted with a red 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**.
 - a. NOTE: You can use the same password if you have an account as the Responsible Party and an employee.



The image shows the 'Reset Password' form in the Cashé Software interface. It features a globe logo and the text 'Cashé Software' at the top. The title 'Reset Password' is centered. There are two input fields: 'New password' and 'Confirm password'. A blue 'Submit' button is highlighted with a red border, and a 'Cancel' link is located to its right.

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



This image is identical to the first login form, but the 'Password' field now contains the placeholder 'New Password'. The 'Login' button remains highlighted with a red border. The footer text 'powered by Cashe software Version: 4.4.0' is also present.

2. Logging In & Out

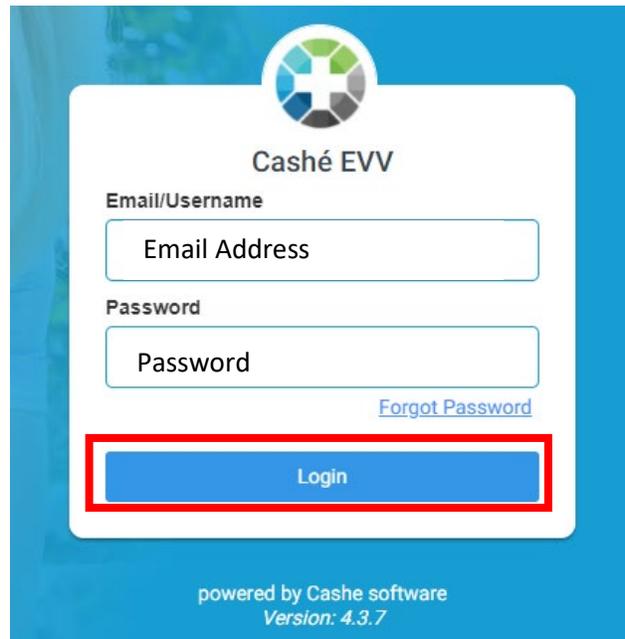
Login

1. Locate the **Cashé EVV** app on your mobile device or web-browser.
2. Use the mobile device keyboard to enter your **User ID** (your email id)
3. Use the mobile 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**

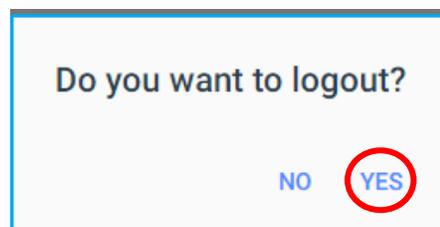


Log Out

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. 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.*](#)

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, select the **Send** icon in the upper right-hand corner of the **Messages** screen to send a message.

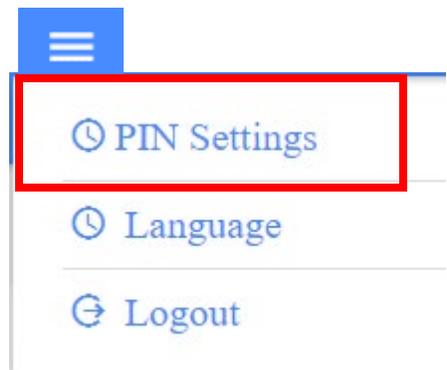
NOTE: MRCI staff should **NOT** be contacted using this function. Please call or email your program staff to ensure prompt response to issues.

4. Creating and Managing your 4-digit PIN

An employee should never create, know, or use your pin number.

Creating a New Pin

1. Select the **Menu** icon
2. Select **Pin Settings**
3. Select **ENTER PIN**
4. Using the mobile device keyboard create a 4-digit pin
5. Select **RE-ENTER PIN**
6. Using the mobile device keyboard re-enter the 4-digit
7. Select **Confirm**
8. A message displays indicating your pin code has been set successfully, select **Ok**



Changing Your PIN

1. Select the **Menu** icon
2. Select **Pin Settings**
3. Select **CURRENT PIN** and enter the current pin number you have set.
4. Select **NEW PIN**, Using the mobile device keyboard create a new 4-digit pin
5. Select **CONFIRM PIN**, Using the mobile device keyboard re-enter the 4-digit pin
6. Select **CHANGE PIN**

CURRENT PIN	<input type="text" value="Enter numbers only"/>
NEW PIN	<input type="text" value="Enter numbers only"/>
CONFIRM PIN	<input type="text" value="Enter numbers only"/>

CHANGE PIN

5. Approving Visits: On Employee's Device

1. If you have not created your 4-digit PIN number, have employee select **Submit Time Entry**. Follow section [6. Approve or Reject Visits: On Your Own Device](#).
2. If you have a 4 digit pin: After the employee has completed their shift, they need to review and sign the visit first.
3. Have the employee select **Get Client Signature** or **Get Responsible Party Signature**.

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.

Get Client Signature Get Responsible Party Signature

Submit Time Entry

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

- a. You as the client or responsible party signs in the blue box
- b. Select box next to **Enter Pin**.
- c. Use the device keyboard to enter your 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 you cannot remember the pin.

Cancel Signature Verification

Client/Responsible Party Signature

Team HinesRep is signing this timecard on behalf of Team HinesClient. Sign your name using your finger.
CLEAR SIGNATURE

Enter your own PIN

✓ PIN HAS BEEN SUCCESSFULLY VERIFIED

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.

Submit Time Entry

6. Approve or Reject Visits: On Your Own Device

Unapproved visits appear on the **Dashboard** so that you can easily submit them for processing.

The top tile on the Dashboard is a bulk approval tile and may take you to more than one visit for approval. See section below on [Bulk Visit Approval](#).

Individual Visit Approval or Rejection

1. Select one of the visits
2. Review the visit information for accuracy

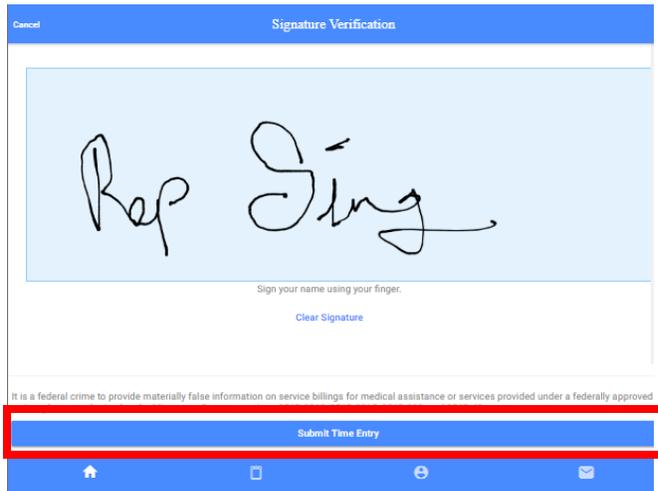
The screenshot shows the 'Approve Timesheet' screen for MRCI FMS (5073865704). The recipient of care is NIKA TEST and the provider is NIKAPARENT TEST. The date of service is September 17, 2021, and the total time is 1 hr 0 min. The service type is 'Parent of Minor' with a ratio of 1:1. The activities section shows 'Parent of Minor' with a green checkmark. The 'NOTES' section is highlighted with a red box and contains the text 'Enter your notes here'. The 'TIME IN' is 02:32 PM and 'TIME OUT' is 03:32 PM, both with a red warning icon and the text 'LOCATION COULD NOT BE VERIFIED BY GPS'. At the bottom, there are 'Reject' and 'Approve' buttons, with the 'Approve' button highlighted by a red box.

The screenshot shows the 'Dashboard' for NIKA TEST. It displays '3 Timesheets to approve' with an 'Approve All' button highlighted by a red box. Below this, three individual visit cards are shown, each with a 'PLEASE APPROVE' status and a date. The first two visits are for Thursday 10/07/2021, and the third is for Friday 09/17/2021. Each card has a 'Visit #1', 'Visit #2', and 'Visit #3' button highlighted by a red box. At the bottom, there is a 'No visits today' notification and a navigation bar.

3. If desired select the **Notes** area
Use the device keyboard to type any notes
4. Select **Approve** or **Reject** based on your review

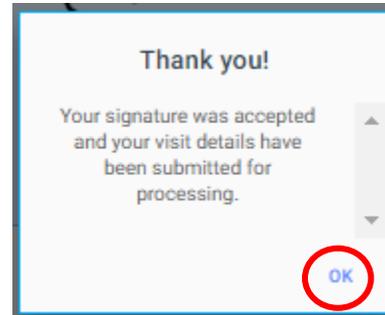
(Continue)

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



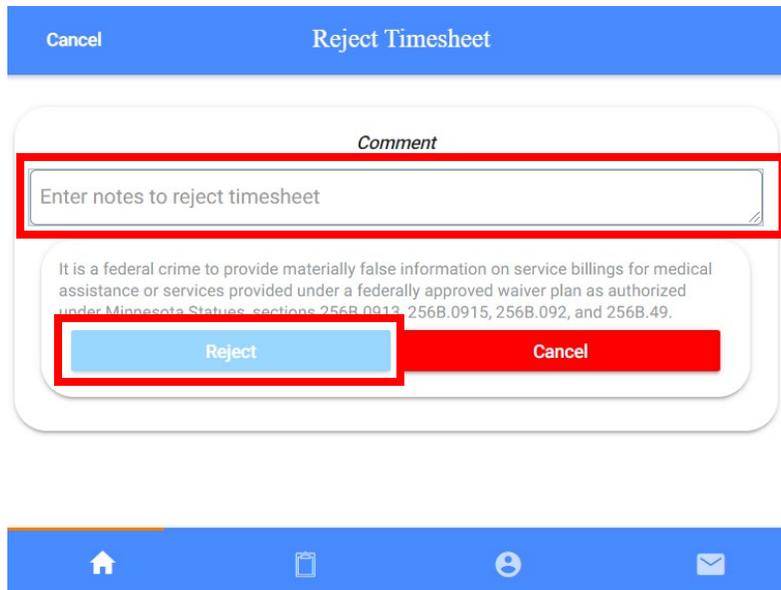
Select **Submit Time Entry**

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.

Bulk Visit 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.

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

Cancel Complete Visit

Hello, NIKA TEST

Date of service **Visit #1** View
October 7, 2021

Caregiver
Nikaparent Test

Time in	Time out	Total Time
02:01 PM	02:01 PM	0 hr 0 min

Service details

Do you want to approve this timesheet?

Date of service **Visit #2** View
October 7, 2021

Caregiver
Nikaparent Test

Time in	Time out	Total Time
01:01 PM	01:05 PM	0 hr 4 min

Service details

Do you want to approve this timesheet?

Date of service **Visit #3** View
September 17, 2021

Caregiver
Nikaparent Test

Time in	Time out	Total Time
02:32 PM	03:32 PM	1 hr 0 min

Service details

Do you want to approve this timesheet?

Sign and Approve

Dashboard

Hello, NIKA TEST

3 Timesheets to approve

Approve All VIEW

PLEASE APPROVE **Visit #1**
Thursday 10/07/2021
Timecard for NikaParent Test with Nika Test

PLEASE APPROVE **Visit #2**
Thursday 10/07/2021
Timecard for NikaParent Test with Nika Test

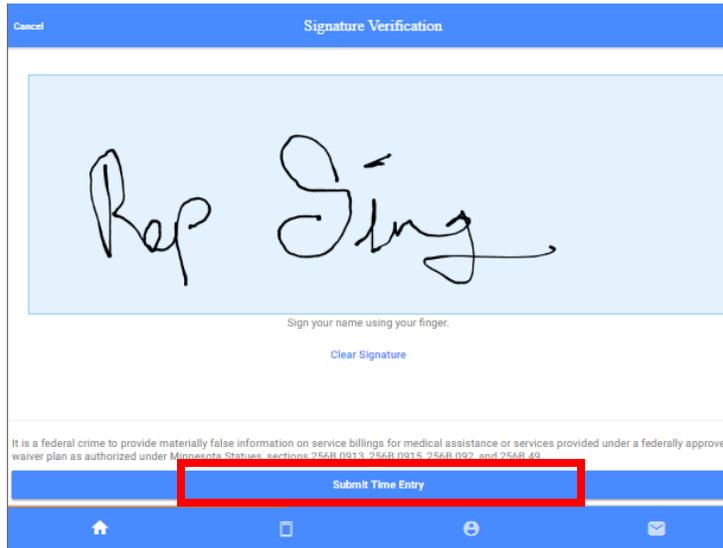
PLEASE APPROVE **Visit #3**
Friday 09/17/2021
Timecard for NikaParent Test with Nika Test

No visits today

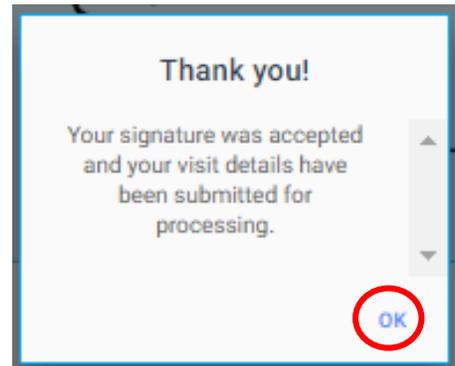
3. You could select **View** in the right-hand corner of each entry to approve or reject individually.
4. You could uncheck the *Do you want to approve this timesheet?* if you noticed an error. This will keep those times from being approved.
5. If it all looks correct, select **Sign and Approve**.

(Continue)

6. Use your finger or mouse to sign in the blue box
 - a. If desired, you can re-sign the visit by selecting **Clear Signature**
7. Select **Submit Time Entry**
8. A message displays indicating that you have signed and are submitting this visit for processing, select **Ok**
9. Use your finger or mouse to sign in the blue box.



10. Select **Submit Time Entry**
11. A message displays indicating that you have signed and are submitting this visit for processing, select **Ok**



7. 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.

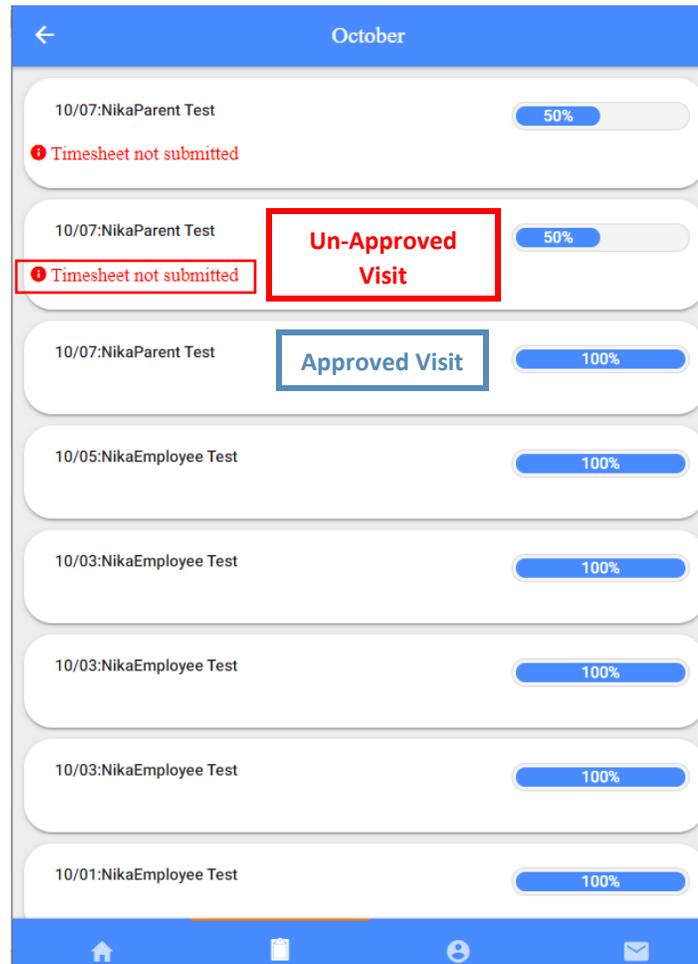


Select any visits that say “Timesheet not submitted” to sign and submit.

1. Review the visit information
2. Select **Reject** or **Approve**
3. Use your finger or mouse to sign in the blue box
4. Select **Submit Time Entry**

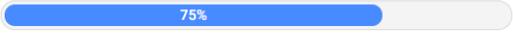
A message displays indicating that you have signed and are submitting this visit for processing, select **Ok**

5. The time you just approved may still say “Timesheet not submitted”.
 - a. Use the Back arrow in the upper left-hand corner to go back to the main **Care History** page. This resets your EVV app.
 - b. Follow steps above to go through **Care History** again and find the month and year you want to review. Red “Timesheet not submitted” will be gone now.
 - c. Review any other unapproved visits.



(Continue)

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 GPS tag on the start visit or stop visit 
 - You are missing your own signature and approval 
- Open the time entry 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**, it means you have not completed this yet. Follow steps to submit time.
 - Contact your MRCI Program Specialist if you continue to be unsure if your time was submitted successfully.

8. 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.

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.

Budget Line Item Name PPM- \$17.80/hr	Total Budget Amount \$20,000.00	Total Budget Used \$0.00
Start Date 07/01/2021	End Date 06/30/2022	Total Budget Available \$20,000.00
Service Agreement Number 999999999999	Job Name Parent of Minor	
<input type="checkbox"/> Budget Transaction Details		

9. Uploading a Profile Image

1. Go to the **Profile Information** page and select the **Camera** icon.
2. The **Choose Image Source** window displays
3. Select where you would like to upload the image from: **Camera** or **Open Gallery**



Gallery

- a) If uploading from the **Camera** option, a window will display asking permission for **tCashé EVV APP** to access the camera, select **OK**
- b) Take a photo to upload
OR
- c) If uploading from the **Open Gallery**, select the photo from your device gallery of photos

