









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



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



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

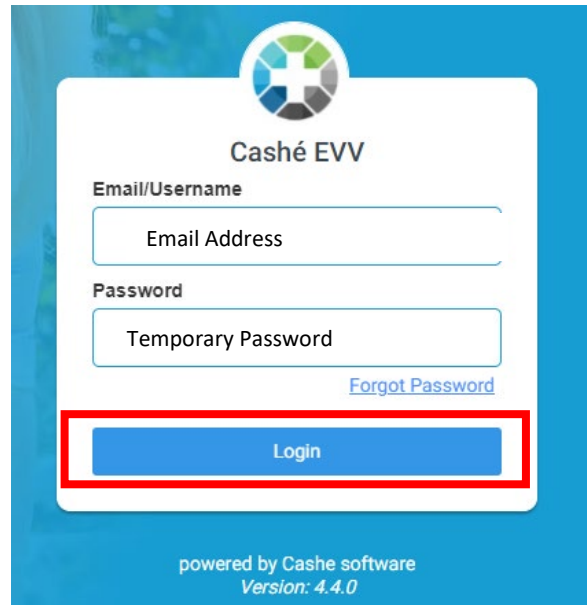
GET



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>

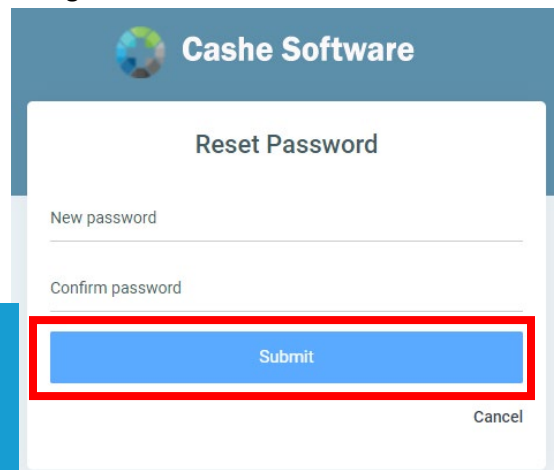
First Time Log In

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.
4. Select **Log in**.



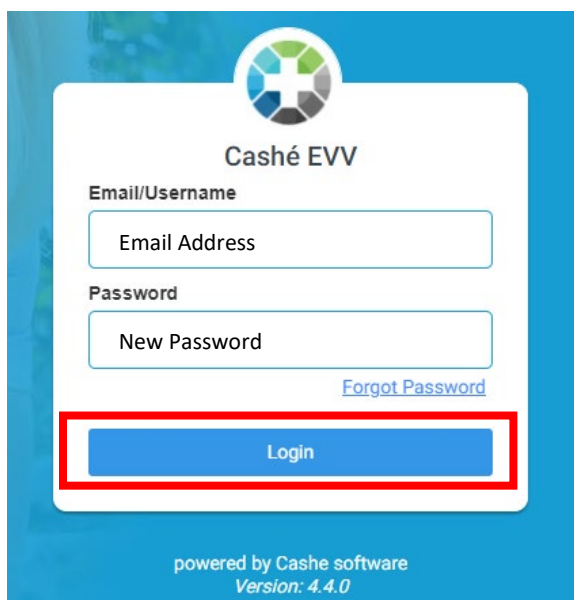
The image shows the Cashé EVV login screen. At the top is a logo consisting of a circle with a cross inside, divided into four colored quadrants (green, blue, yellow, red). Below the logo is the text "Cashé EVV". There are two input fields: "Email/Username" with the placeholder "Email Address" and "Password" with the placeholder "Temporary Password". To the right of the password field is a link that says "Forgot Password". At the bottom is a blue button labeled "Login", which is highlighted with a red rectangular border. At the very 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 Cashé Software "Reset Password" screen. At the top is a logo consisting of a circle with a cross inside, divided into four colored quadrants (green, blue, yellow, red). Below the logo is the text "Cashe Software". There are two input fields: "New password" and "Confirm password". At the bottom is a blue button labeled "Submit", which is highlighted with a red rectangular border. To the right of the "Submit" button is a link that says "Cancel".

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



The image shows the Cashé EVV login screen, similar to the one above. At the top is the same logo. Below it is the text "Cashé EVV". There are two input fields: "Email/Username" with the placeholder "Email Address" and "Password" with the placeholder "New Password". To the right of the password field is a link that says "Forgot Password". At the bottom is a blue button labeled "Login", which is highlighted with a red rectangular border. At the very bottom, it says "powered by Cashe software Version: 4.4.0".

2. Logging In & Out

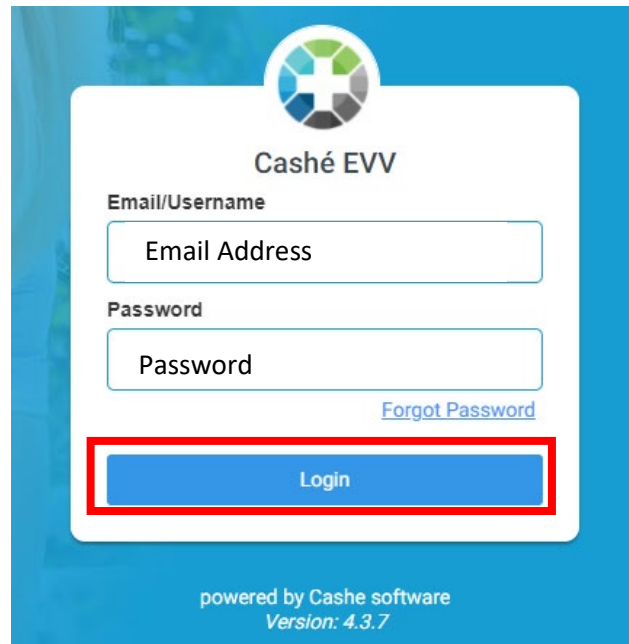
Login

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**

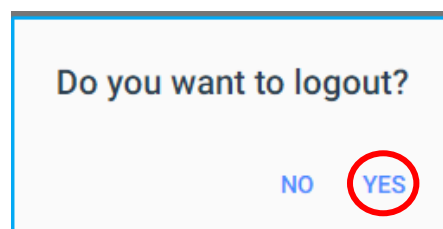
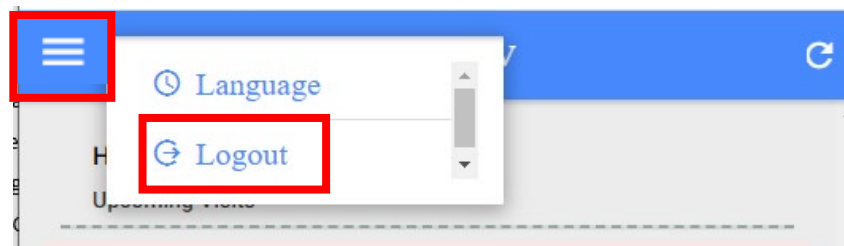
The image shows the login interface of the Cashé EVV application. At the top is the Cashé EVV logo, a green cross inside a circle. Below the logo is the text "Cashé EVV". There are two input fields: "Email/Username" with a placeholder "Email Address" and "Password" with a placeholder "Password". To the right of the password field is a link that says "Forgot Password". Below these fields is a blue button labeled "Login", which is highlighted with a red rectangular border. At the bottom of the screen, it says "powered by Cashe software" and "Version: 4.3.7".

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.

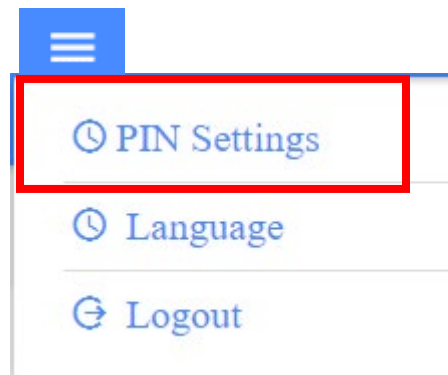
NOTE: MRCI staff should **NOT** be contacted using this function. Please call or email your program staff to ensure prompt response to issues.

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 Statute 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 with a blue header containing 'Cancel' and 'Approve Timesheet'. Below the header is a profile card for 'MRCI FMS' with ID '5073865704'. It lists 'RECIPIENT OF CARE' as 'NIKA TEST' and 'PROVIDED BY' as 'NIKAPARENT TEST'. A table shows 'DATE OF SERVICE' as 'September 17, 2021' and 'TOTAL TIME' as '1 hr 0 min'. Another table shows 'SERVICE TYPE' as 'Parent of Minor' and 'RATIO' as '1:1'. Under 'ACTIVITIES', 'Parent of Minor' is checked. There is a section for 'EMPLOYEE NOTES' and a 'NOTES' section with a text input field. Below this, 'TIME IN' is '02:32 PM' and 'TIME OUT' is '03:32 PM'. At the bottom, there are 'Reject' and 'Approve' buttons. A red box highlights the 'NOTES' section and the bottom buttons.

Cancel Approve Timesheet

MRCI FMS
5073865704

RECIPIENT OF CARE
NIKA TEST

PROVIDED BY
NIKAPARENT TEST

DATE OF SERVICE September 17, 2021	TOTAL TIME 1 hr 0 min
SERVICE TYPE Parent of Minor	RATIO 1:1

ACTIVITIES

✓ Parent of Minor

EMPLOYEE NOTES

NOTES

Enter your notes here

TIME IN
02:32 PM

LOCATION COULD NOT BE VERIFIED BY GPS

TIME OUT
03:32 PM

LOCATION COULD NOT BE VERIFIED BY GPS

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.0914, 256B.0915, and 256B.0916.

Reject Approve

The screenshot shows the 'Dashboard' with a blue header. It says 'Hello, NIKA TEST' and '3 Timesheets to approve'. There is an 'Approve All' button and a 'VIEW' link. Below this, there are three visit cards, each with a red box around the 'Visit #1', 'Visit #2', and 'Visit #3' labels. The first card is for 'Thursday 10/07/2021' and the second is for 'Friday 09/17/2021'. At the bottom, there is a 'No visits today' message and a navigation bar with icons for home, calendar, profile, and messages.

Dashboard

Hello, NIKA TEST

3 Timesheets to approve

Approve All VIEW

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

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

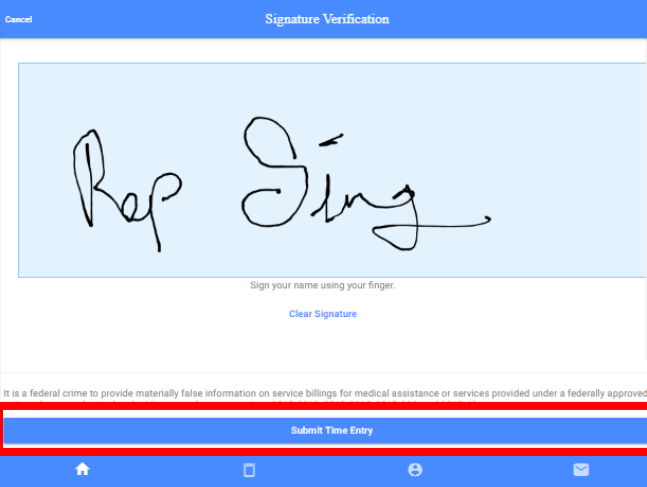
PLEASE APPROVE
Friday 09/17/2021
Timecard for NikaParent Test with Nika Test
Visit #3

No visits today

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)

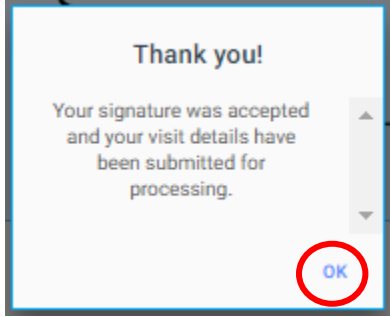
Approve: Select **Approve** if the visit information looks accurate.
Use your finger or mouse to sign in the blue box.



The screen is titled "Signature Verification" with a "Cancel" button in the top left. It features a large blue rectangular box for a signature. Inside this box, the name "Rep Sing" is written in cursive. Below the signature box, there is a small text prompt "Sign your name using your finger." and a "Clear Signature" link. At the bottom of the screen, there is a blue bar with a "Submit Time Entry" button, which is highlighted with a red rectangle. Below this bar is a footer with icons for home, calendar, profile, and messages. A small disclaimer at the bottom of the screen states: "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."

Select **Submit Time Entry**

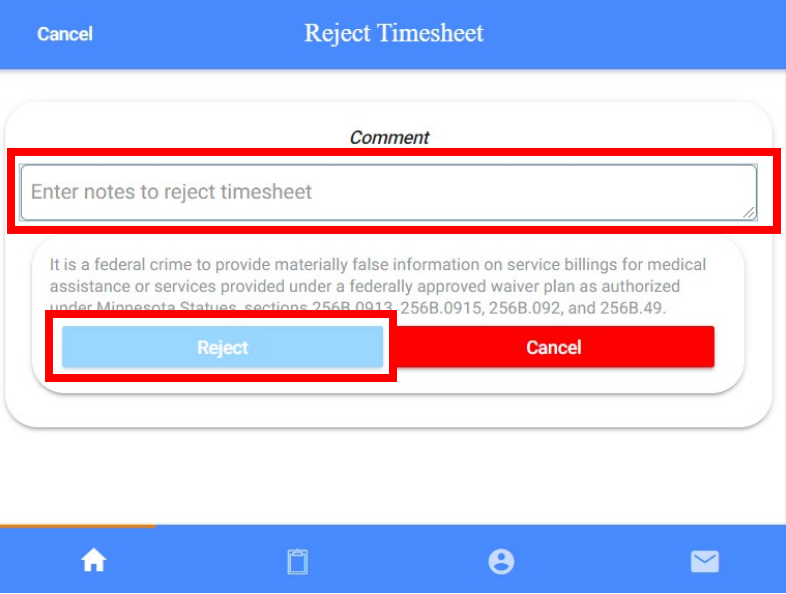
A message displays indicating that you have signed and are submitting this visit for processing, select **Ok**



The screen displays a "Thank you!" message. The text reads: "Your signature was accepted and your visit details have been submitted for processing." At the bottom right of the screen, there is a blue "OK" button, which is circled in red.

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 screen is titled "Reject Timesheet" with a "Cancel" button in the top left. It features a "Comment" section with a text input field labeled "Enter notes to reject timesheet", which is highlighted with a red rectangle. Below the input field is a disclaimer: "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." At the bottom of the screen, there are two buttons: a blue "Reject" button and a red "Cancel" button. The "Reject" button is highlighted with a red rectangle. The bottom of the screen has a blue bar with icons for home, calendar, profile, and messages.

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

Complete Visit

Cancel

Hello, NIKA TEST

Visit #1 View

Date of service: 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?

Visit #2 View

Date of service: 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?

Visit #3 View

Date of service: 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

Visit #1

PLEASE APPROVE
Thursday 10/07/2021
Timecard for NikaParent Test with Nika Test

Visit #2

PLEASE APPROVE
Thursday 10/07/2021
Timecard for NikaParent Test with Nika Test

Visit #3

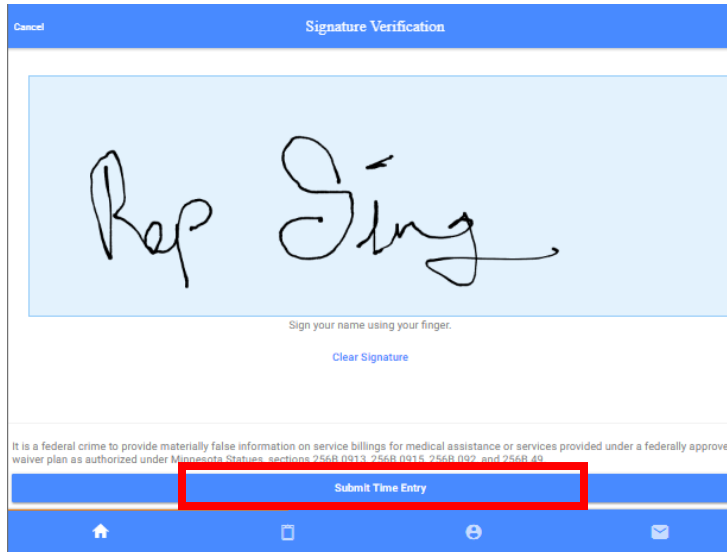
PLEASE APPROVE
Friday 09/17/2021
Timecard for NikaParent Test with Nika Test

No visits today

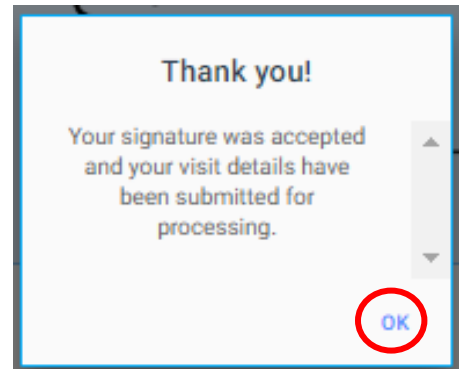
3. You could select **View** in the right-hand corner of each entry to approve or reject individually.
4. You could uncheck the *Do you want to approve this timesheet?* if you noticed an error. This will keep those times from being approved.
5. If it all looks correct, select **Sign and Approve**.

(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**:

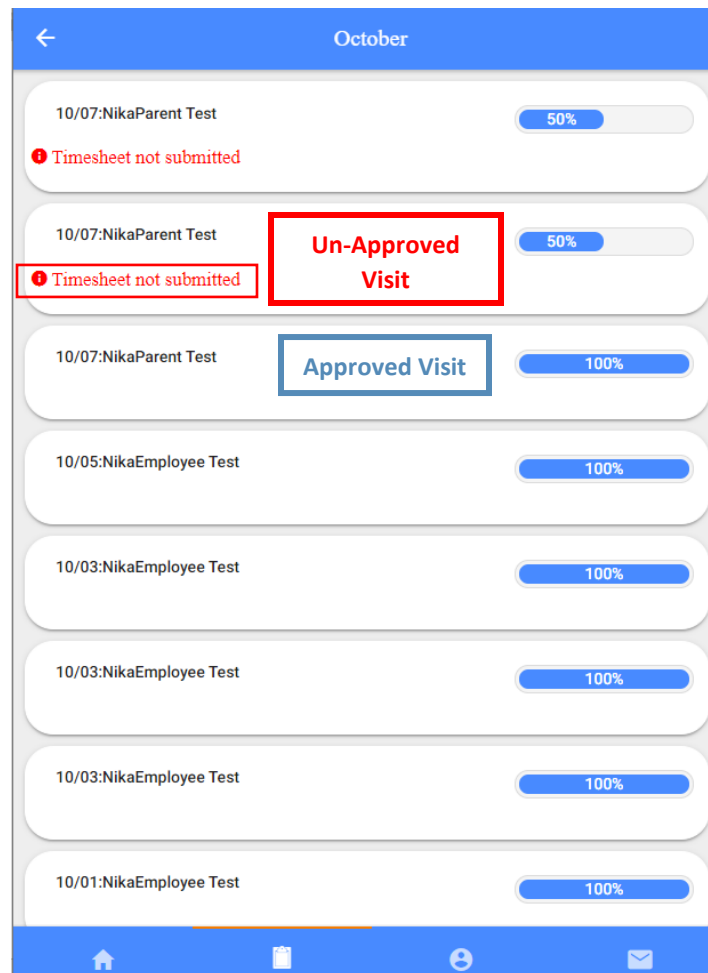
1. Select the month and year that you would like to review.
2. All visits performed within that period are displayed.
3. Select the visit that you would like to view more information on.

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**

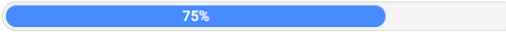
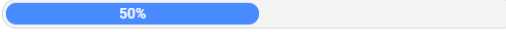
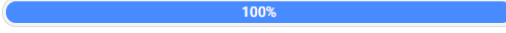
A message displays indicating that you have signed and are submitting this visit for processing, select **Ok**

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

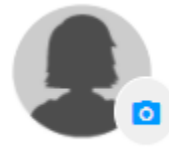
The **Profile Information** screen gives you a summary view for each service type that you receive. To view **Profile Information**, select the **Profile** icon on the bottom of your device screen.

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	Total Budget Amount	Total Budget Used
PPM- \$17.80/hr	\$20,000.00	\$0.00
Start Date	End Date	Total Budget Available
07/01/2021	06/30/2022	\$20,000.00
Service Agreement Number	Job Name	
999999999999	Parent of Minor	
 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**



- 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

