

# **EMPLOYEE USER GUIDE FOR CASHÉ FMS EVV**

Fiscal Management Services (FMS)  
CDCS/CSG

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## ABOUT CASHÉ FMS EVV

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As a Minnesota-based company developed specifically for caregiving agencies and support providers, Cashé Software offers the EVV app – a robust, software solution for complying with federal regulations and mandates, including the Americans with Disabilities Act (ADA), the Health Insurance Portability and Accountability Act (HIPAA), and Electronic Visit Verification (EVV).

Included in the 21<sup>st</sup> Century Cures Act, EVV is a federal requirement being implemented by the state of Minnesota in the coming months. EVV uses GPS to record the employee's location only at the moment of clock in and clock out times. For more information, visit the Minnesota Department of Human Services and Medicaid.gov's EVV webpages: <http://bit.ly/3oQZBjy> and <http://bit.ly/39zkg95>.

Each employee will receive their own username and password to enter their OWN time entries. The time entries will be electronically sent to the support manager. The support manager will receive their own username and password to approve the time entries. Once approved, the time entries are sent to our Payroll Department.

Highlights of the new system:

- Mobile, tablet, and computer app that can be used for time entry and approvals
- Ability to provide budget expense summaries for participants
- Multi-lingual translation to increase accessibility
- Ongoing, custom software updates to further improve the user experience.

If you need assistance or have a question, please submit an email ticket to our technical team at [CashSupport@lifeworks.org](mailto:CashSupport@lifeworks.org) or by calling 651-454-2732 and asking for Cashé Support.

When submitting an email ticket, please provide the following information:

- Screenshot of error message (if applicable)
- Description of why you are reaching out



- Your Full Name
- Your Username
- Name of Your Responsible Party (if applicable)
- Name of Participant
- Preferred contact method for the response
  - If a phone call is preferred, please specify best Date & Time for a returned call.

## GETTING STARTED

### SNAPSHOT OF NAVIGATION

---

Home (Default View)  
*1st Icon on the bottom of the screen*



---

Care Recipients  
*2nd Icon on the bottom of the screen*



---

My Profile  
*3rd Icon on the bottom of the screen*



---

Notifications  
*4th Icon on the bottom of the screen*



---

Refresh  
*Upper Right Corner of the screen*



---

Menu  
*Upper Left Corner of the screen*



## GLOSSARY

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Cashé Term(s)	Lifeworks Term(s)	Definition
Client Recipient of Care	Participant	Individual who receives services
Caregiver	Employee	Individual who works with the participant
Responsible Party	Support Manager	Individual responsible for managing the participant's services

## MINIMUM SYSTEM REQUIREMENTS

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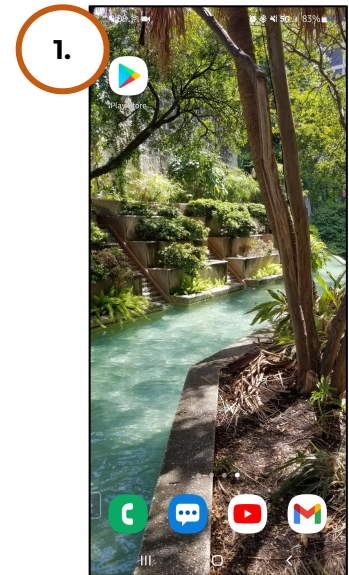
For Cashé FMS EVV to work properly on your device, please be sure you have the minimum system requirements as listed below.

- Phone/Tablet
  - iPhone (iOS) – Version - IOS 10 or above
  - Android – Version – Android 6.0 Marshmallow or above
- Website URL – Computer
  - Google Chrome Version - 88.0.4324 or above

## HOW TO ACCESS CASHÉ FMS EVV

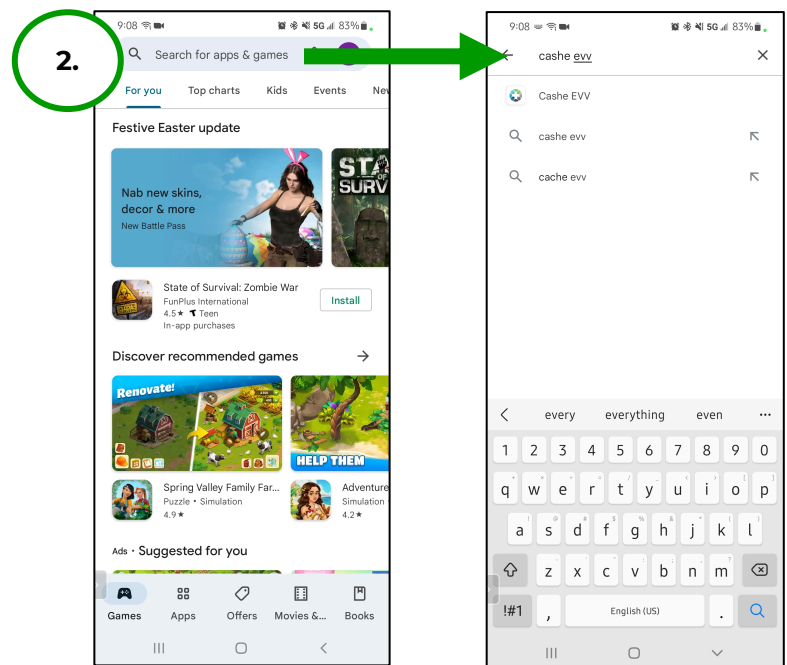
### ANDROID APP – PHONE AND TABLET

1. On your phone or tablet, select the **Play**  icon on your device to open the store. Please note: the Cashé EVV app is free to download.

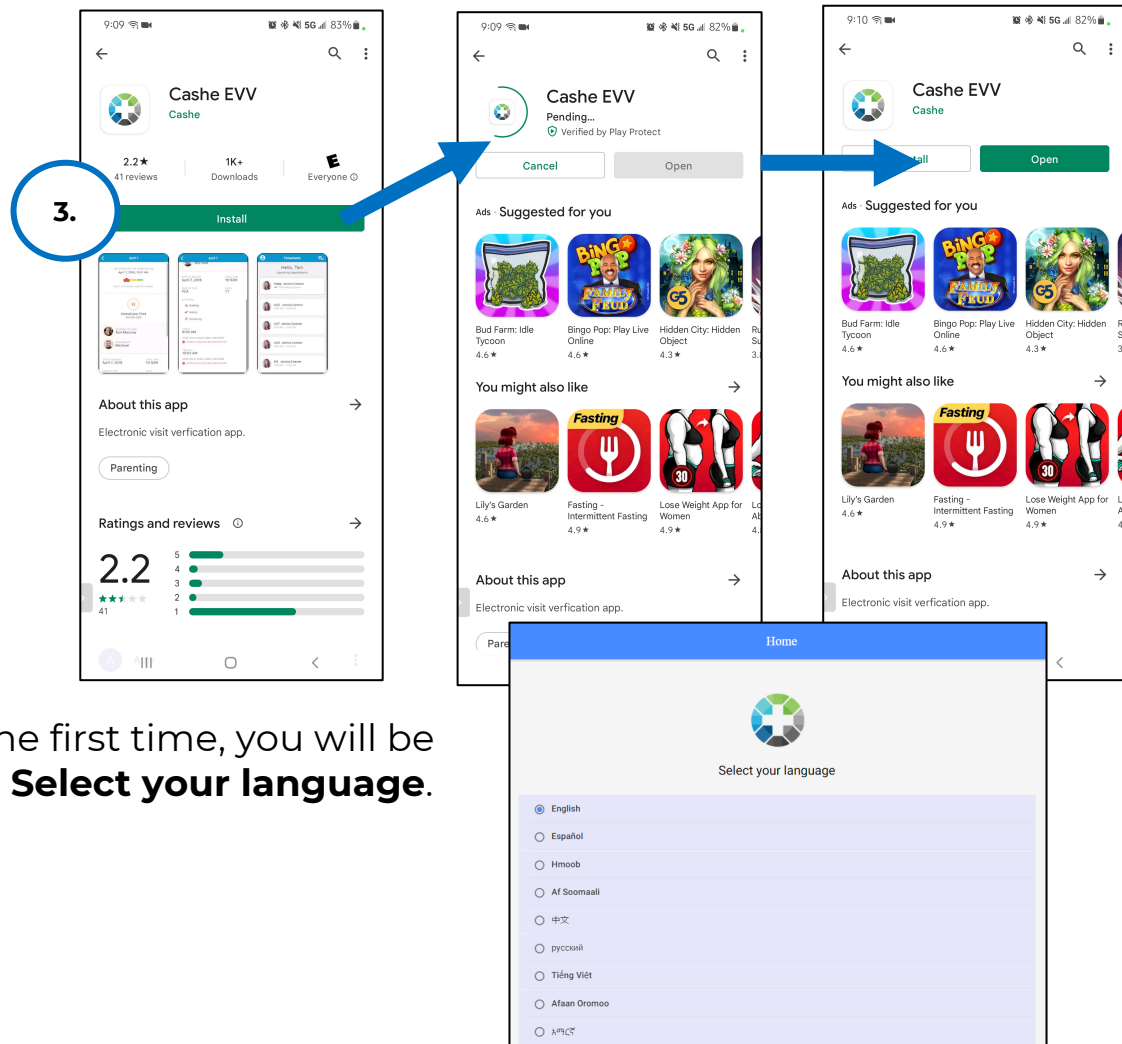


2. In the **search**, type the word **cashe evv** and select the app:

**Cashé EVV** 

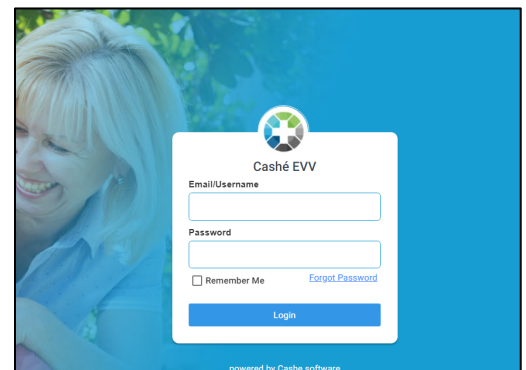


3. Select **Install** to add the app to your device. The app will now appear on the home screen of your device.



4. When opening the app for the first time, you will be prompted to **Select your language**.

5. As soon as your preferred language is selected, you will need to select **OK** and will be directed to the Cashé FMS EVV login page.



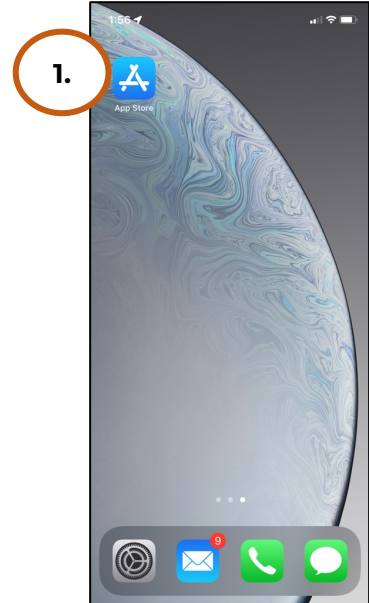
## IOS/APPLE APP – IPAD AND IPHONE

1. On your iPad or iPhone, select the

**App Store**

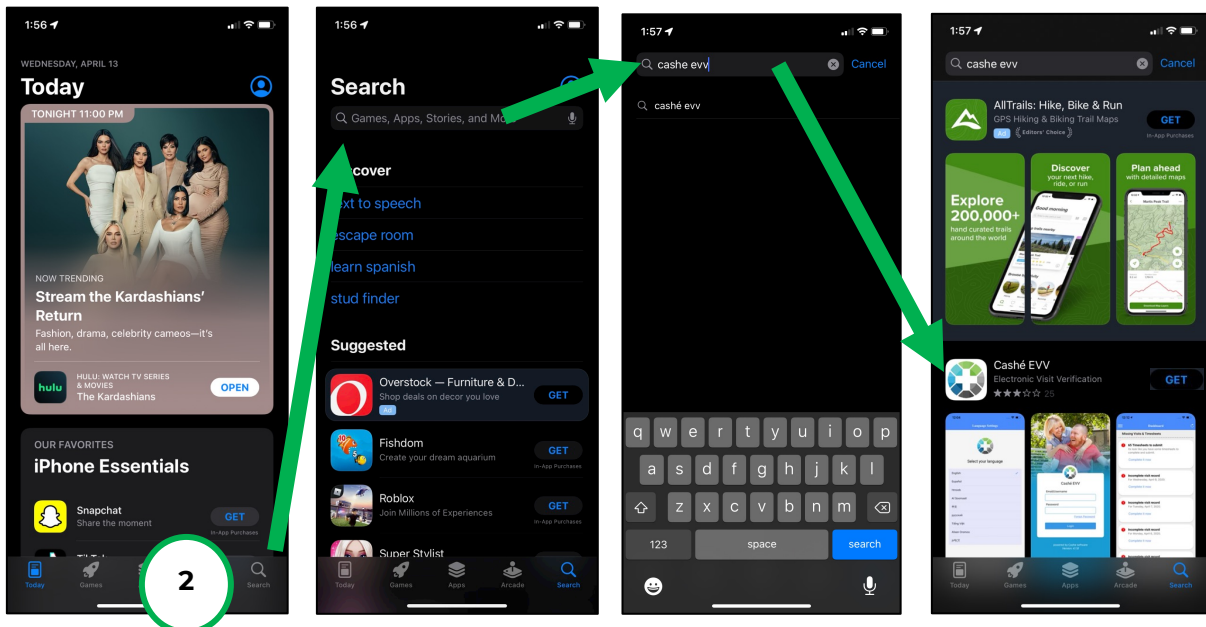


icon on your device to open the store. Please note: the Cashé FMS EVV app is free to download.

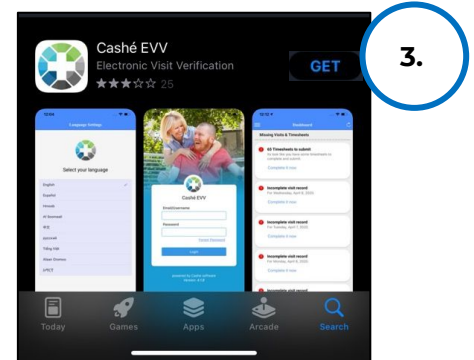


2. In the search tab, type the word **cashe evv** and

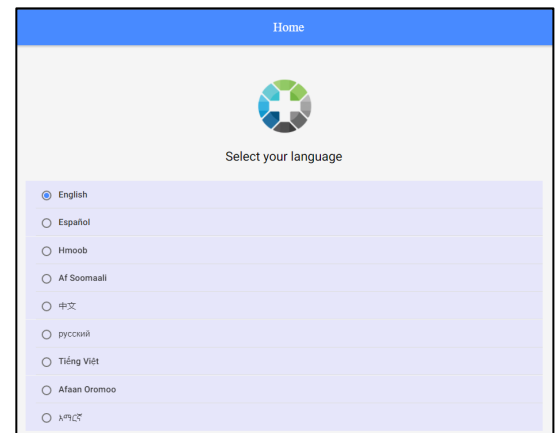
select the app: **Cashé EVV**



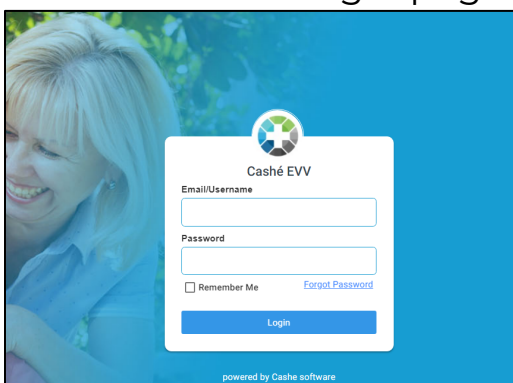
3. Tap the **GET** button to add the app to your device. The app will now appear on the home screen of your device.



4. When opening the app for the first time, you will be prompted to **Select your language.**



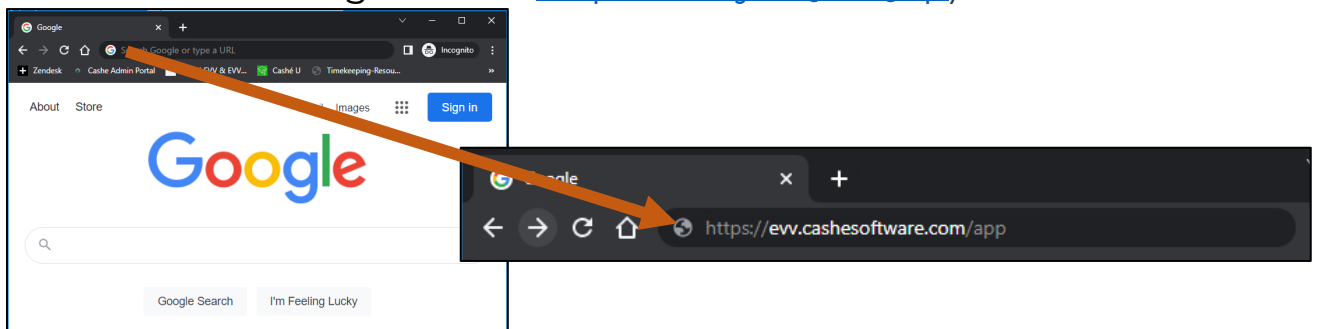
5. As soon as your preferred language is selected, you will need to select **OK** and will be directed to the Cashé FMS EVV login page.



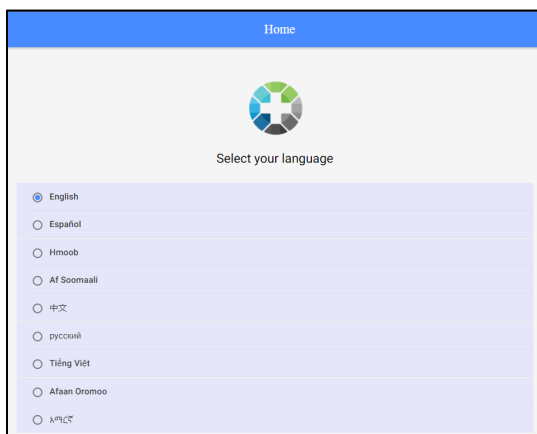
## WEBSITE URL – COMPUTER

1. To access Cashé FMS EVV on your computer, type the following website <https://evv.cashesoftware.com/app>

The vendor and Lifeworks recommend using Chrome as your browser for accessing the new system. (To download Chrome, select the following website <https://bit.ly/2QCJQ0p>)

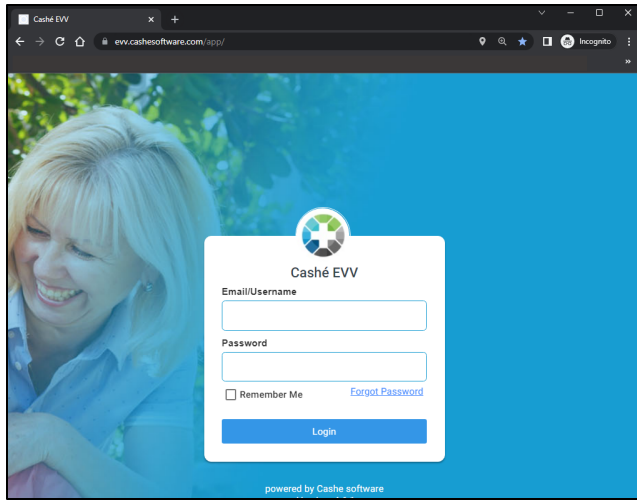


2. Once you press enter, Cashé FMS EVV may prompt you to select your preferred language. You must select your preferred language even if it seems to have already been chosen.



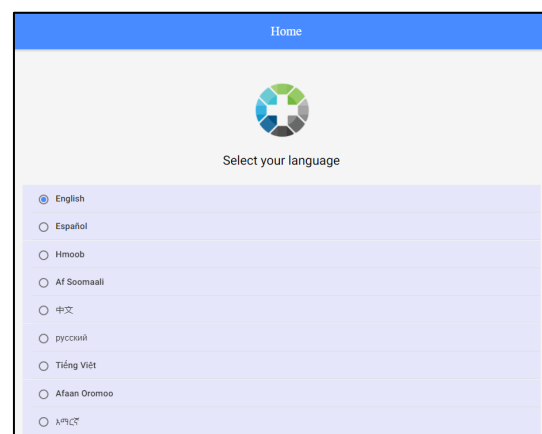
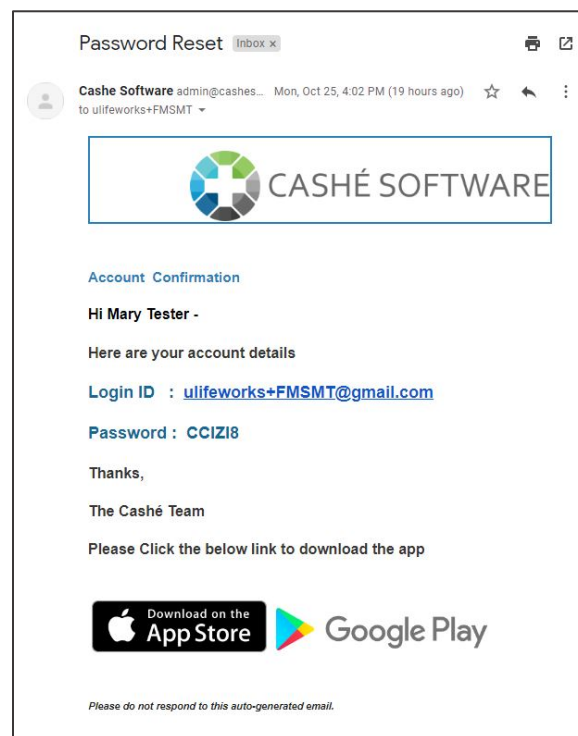
3. As soon as your preferred language is selected, you will need to select **OK** and will be directed to the Cashé FMS EVV login page.





## HOW TO LOG IN AND SET UP YOUR PASSWORD

- Before accessing the new Timekeeping and Spending-Summary System, you will receive an email from [admin@cashsoftware.com](mailto:admin@cashsoftware.com) with your login information.
  - Login ID - This is your unique email that Lifeworks has on file
  - Password - This is a temporary password; you will be required to change after logging into Cashé FMS EVV
- Open Cashé FMS EVV on your preferred device. Not sure how to access the app? For instructions on how to download the app onto your phone, tablet, or computer reference the [How to Access Cashé EVV](#) section in this User Guide.
- Prior to logging in to Cashé FMS EVV, select your preferred language. Note: English is the default choice. If English is your preferred choice, you must select **English** to continue.



4. On **Language setting has been applied successfully** message, select **OK**.

5. In the **Email/Username** field enter your Login ID.

a. Reminder: This is your unique email that Lifeworks has on file

6. In the **Password** field enter your temporary password

a. Reminder: Because this is a temporary password; you will be required to change it after logging into Cashé FMS EVV

7. After you've entered your email and password, select the **Login** button.

8. You will be prompted to change your password.

For your password to be accepted, it will need to include:

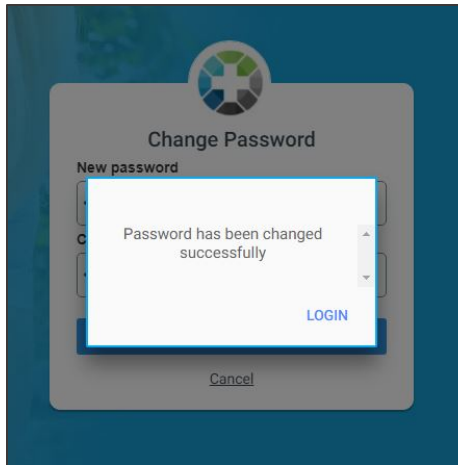
- Lowercase letters (includes spaces)
- Uppercase letters
- Special characters (!\$%^&\*()\_+|~-=\`{}[]:~<>?,./)
- A number (0-9)
- Be at least 8 characters in length

9. Enter a New Password of your choosing in the following:

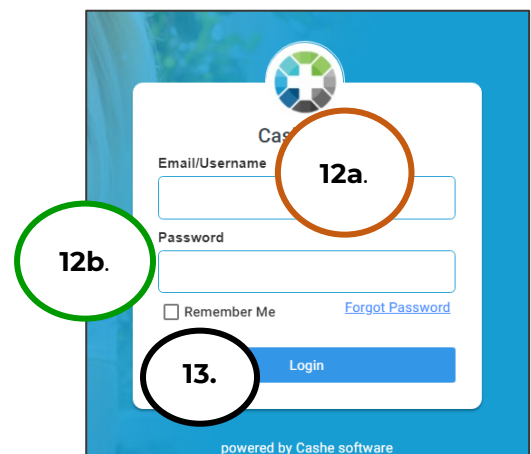
- New Password**
- Confirm Password**

10. Select **Proceed**

11. Select **Login** on the **Password has been changed successfully** message



12. Enter the following:
- a. **Email/Username** = Login ID
  - b. **Password** = The password you just created
13. Select **Login**

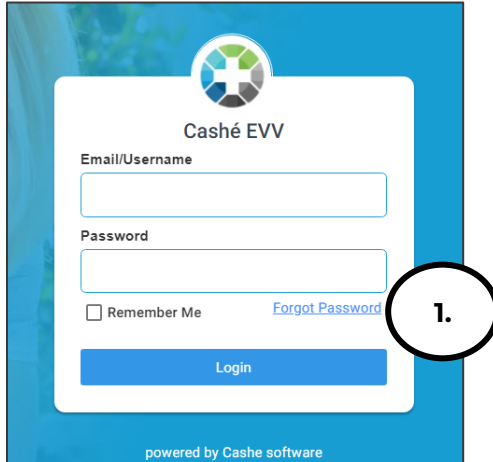


NOTE: After logging in, you will be redirected to the Home screen of Cashé FMS EVV.

## HOW TO RESET YOUR PASSWORD

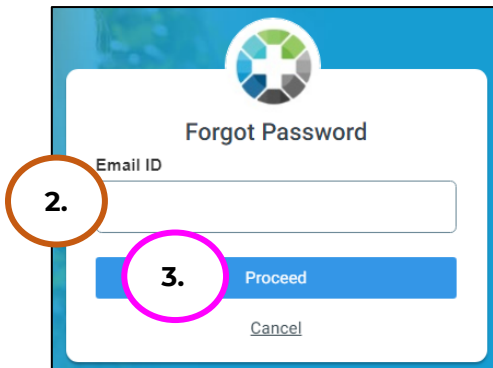
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1. On Login screen, select **Forgot Password**



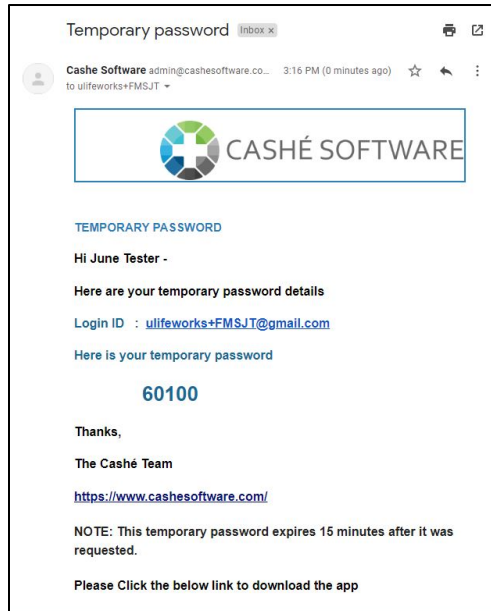
The image shows the Cashé EVV login interface. It features a logo at the top, followed by the text 'Cashé EVV'. Below this are two input fields: 'Email/Username' and 'Password'. There is a checkbox for 'Remember Me' and a blue link labeled 'Forgot Password'. A blue 'Login' button is at the bottom. A black circle with the number '1.' is placed over the 'Forgot Password' link. The footer text 'powered by Cashe software' is visible at the bottom.

2. Enter **Email ID**
3. Select **Proceed**



The image shows the 'Forgot Password' screen. It has a logo at the top, followed by the text 'Forgot Password'. Below this is an input field labeled 'Email ID'. At the bottom, there is a blue 'Proceed' button and a 'Cancel' link. A black circle with the number '2.' is placed over the 'Email ID' field, and a pink circle with the number '3.' is placed over the 'Proceed' button.

4. Check your email for **Temporary password** notification
5. Make note of the temporary password



6. Enter the temporary password in the **OTP** field
7. Select **Validate**

NOTE: if you did not get the email, select **Resend**

Temporary password has been sent to ulifeworks+FMSJT@gmail.com ✕

6. OTP

7. Validate

[Resend](#) **Note** [Cancel](#)

8. Enter a **New Password** of your choosing in the following

- a. **New Password**
- b. **Confirm Password**

NOTE: Be sure to follow the password guidelines below:

- Lowercase letters (includes spaces)
- Uppercase letters
- Special characters (!\$%^&\*()\_+|~-=\`{}[]:~<>?,/)
- A number (0-9)
- Be at least 8 characters in length

9. Select **Proceed**

10. Once the Password has been changed successfully select **Login**

11. Enter the following:

- a. **Email/Username** = Login ID
- b. **Password** = The password you just created

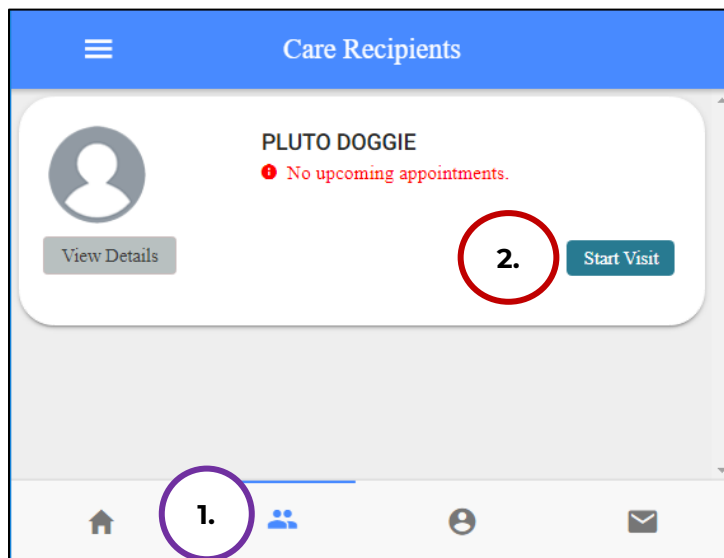
12. Select **Login**

## HOW TO USE CASHÉ FMS EVV: One to One Services

### HOW TO CLOCK IN (START VISIT)

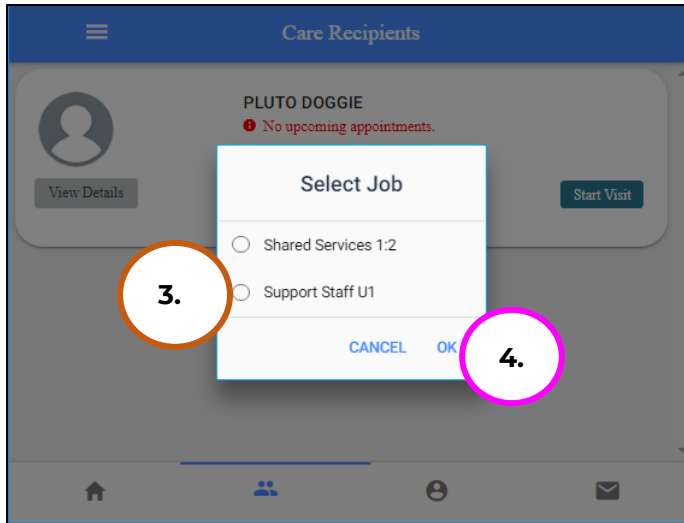
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1. Select **Care Recipients**, the 2<sup>nd</sup> icon located at the bottom
2. Directly under the Participants name, select **Start Visit** to clock in at the beginning of your shift

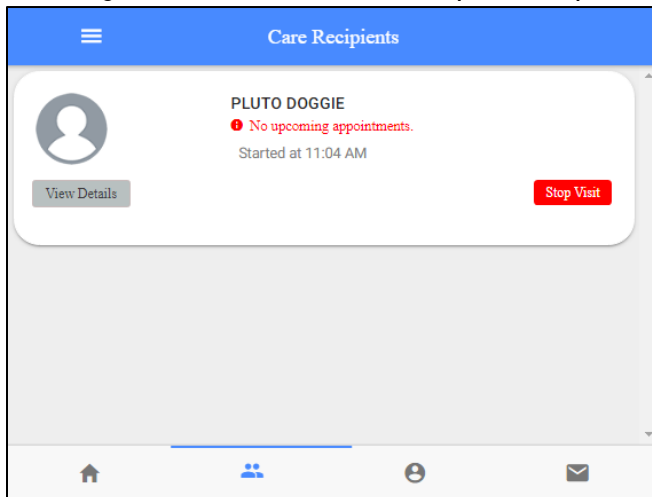




3. In the **Select Job** box, select the service you will provide
4. Select **OK** in the lower right corner.

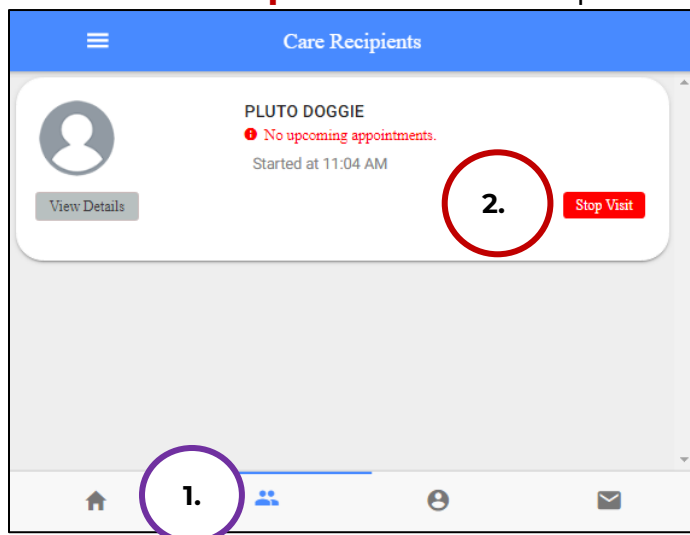


5. Start your shift with the participant.

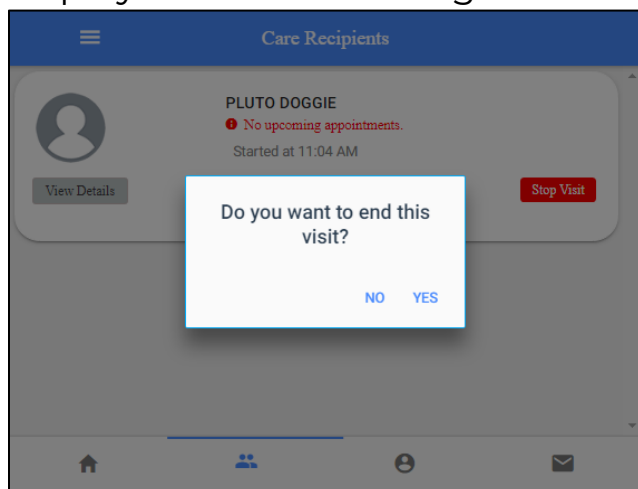


## HOW TO CLOCK OUT (STOP) – PART 1

1. Select **Care Recipients**, the 2<sup>nd</sup> icon located at the bottom
2. Select the **Stop** button for the participant you supported.



3. In the **Do you want to end this visit** box, select the **YES** text displayed in the lower right corner.



4. Optional: In the **Notes** section, type any details about the visit that you would like to share with the responsible party or participant.

Note: You may need to scroll down on your device to locate ALL the details to review.

The screenshot shows the 'Complete Visit' form. At the top, there's a 'Cancel' button and a 'Complete Visit' title. Below is a section for the 'Recipient of care' (Erin Tester). The 'SERVICE DETAIL' section includes 'Service type' (Support Staff U1) and 'ACTIVITIES' (Support Staff checked). The 'NOTES' section is highlighted with a green circle and the number 4, with a text input field labeled 'Enter notes'. At the bottom is a 'Sign and Submit' button and a navigation bar with icons for home, people, clock, and mail.

5. Review the following are correct:
- a. **Service Type**
  - b. **Time In**
  - c. **Time Out**

The screenshot shows the 'Complete Visit' form. The 'SERVICE DETAIL' section includes 'Service type' (Support Staff U1) highlighted with an orange circle and the letter 'a.'. Below is the 'ACTIVITIES' section (Support Staff checked) and the 'NOTES' section. The 'SERVICE TIME' section is highlighted with a blue circle and contains 'Time in' (April 14, 2022 3:24 PM) and 'Time out' (April 14, 2022 3:26 PM), with 'b.' and 'c.' next to them respectively. Below is the 'SERVICE LOCATION' section (867 Jesse's Grl Rd, 55044, New Market, MN) and the 'LOCATION VERIFICATION' section (two green checkmarks for 'LOCATION VERIFIED BY GPS'). At the bottom is a 'Sign and Submit' button and a navigation bar with icons for home, people, clock, and mail.

## HOW TO CLOCK OUT (STOP) – PART 2

### OPTION 1 – SIGN, SUBMIT, AND RESPONSIBLE PARTY APPROVES

\*Use this option if your Responsible Party IS present at the end of your shift while clocking out.

1. Select **Sign and Submit**

The screenshot shows the 'SERVICE LOCATION' screen. At the top, it displays '867 Jesse's Grl Rd , 55044, ,New Market,MN'. Below this is the 'LOCATION VERIFICATION' section with two green checkmarks and the text 'LOCATION VERIFIED BY GPS'. A disclaimer follows: '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.' At the bottom, a blue bar contains the 'Sign and Submit' button, which is circled in green with a '1.' label. The bottom navigation bar shows icons for home, people, profile, and mail.

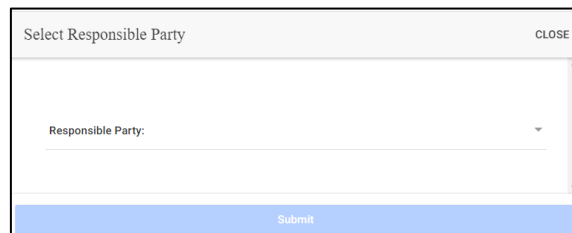
2. Use your touch screen or your mouse to **sign your** name inside of the text box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

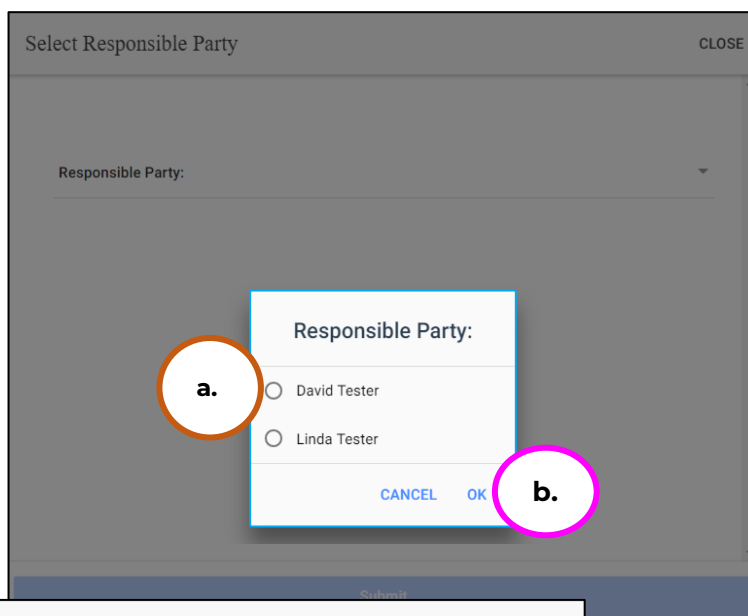
3. Select the **Get Responsible Party Signature**

The screenshot shows the 'Signature Verification' screen. At the top, it says 'Cancel' and 'Signature Verification'. Below is a large blue box for the signature, labeled with a '2.' in a purple circle. At the bottom of this box is the text 'Sign your name using your' and a 'Clear Signature' link. Below the signature box is a 'Note' in a red circle. At the bottom of the screen, there are two buttons: 'Get Client Signature' and 'Get Responsible Party Signature', with the latter circled in pink with a '3.' label. Below these buttons is a 'Submit Time Entry' button. The same disclaimer from the previous screen is visible. The bottom navigation bar is the same as in the previous screenshot.

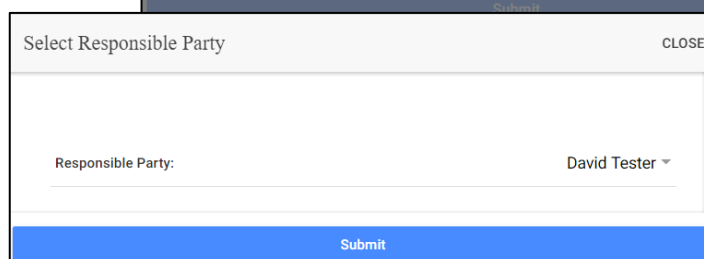
4. (If applicable) Select the Responsible Party's name from the drop-down menu



- a. Select the **Responsible Party** that is present  
b. Select **OK**



- c. Select **Submit**



5. Hand your device to the responsible party

6. The **Responsible Party** will use your touch screen or your mouse to **sign** their name inside of the text box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

7. Responsible Party enters their **4-digit PIN**

Cancel Signature Verification

6.

David Tester is signing this timecard on behalf of Erin Tester.  
Sign your name using your finger.

CLEAR SIGNATURE Note

7. Enter your own PIN

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.

8. Select the **Submit Time Entry** button.

Cancel Signature Verification

David Tester is signing this timecard on behalf of Erin Tester.  
Sign your name using your finger.

CLEAR SIGNATURE

Enter your own PIN ....

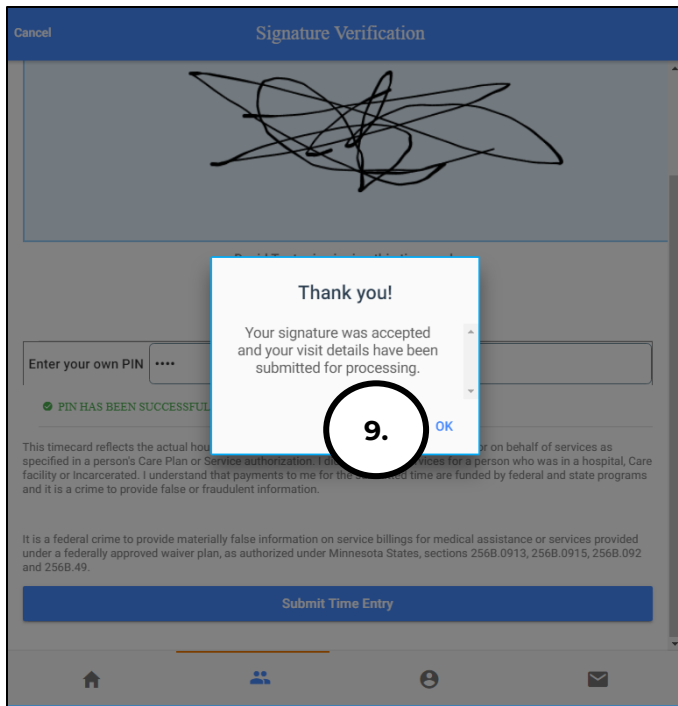
● PIN HAS BEEN SUCCESSFULLY VERIFIED

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 knowingly provide materially false information on service billings for medical assistance or services provided under a federally authorized program, as authorized under Minnesota Statutes, sections 256B.0913, 256B.0915, 256B.092 and 256B.49.

8. Submit Time Entry

9. Select **Ok** in the **Thank you! Your Signature was accepted, and your visit details have been submitted for processing** box to move forward



## OPTION 2 – SIGN AND SUBMIT TO RESPONSIBLE PARTY FOR APPROVAL

1. Select the **Sign and Submit**

The screenshot shows the 'Sign and Submit' button highlighted with a green circle and the number '1.' inside it. The button is located at the bottom of the screen, below the 'SERVICE LOCATION' and 'LOCATION VERIFICATION' sections. The 'SERVICE LOCATION' section shows '867 Jesse's Grl Rd , 55044 , New Market, MN'. The 'LOCATION VERIFICATION' section shows two green checkmarks for 'LOCATION VERIFIED BY GPS'. Below this is a disclaimer: '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.'

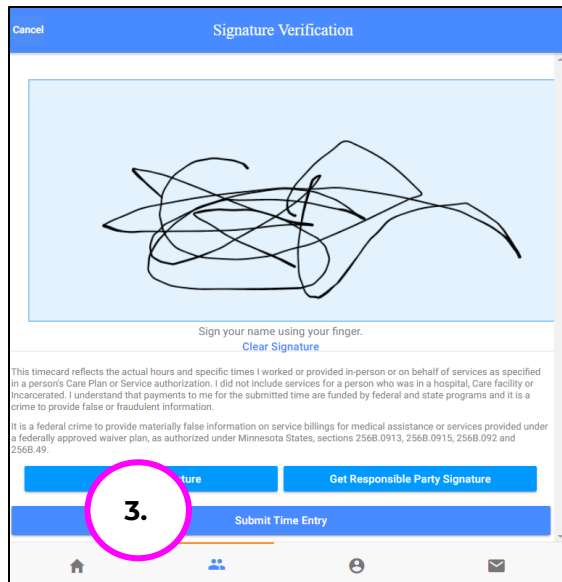
2. Use your touch screen or your mouse to **sign** your name inside of the text box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

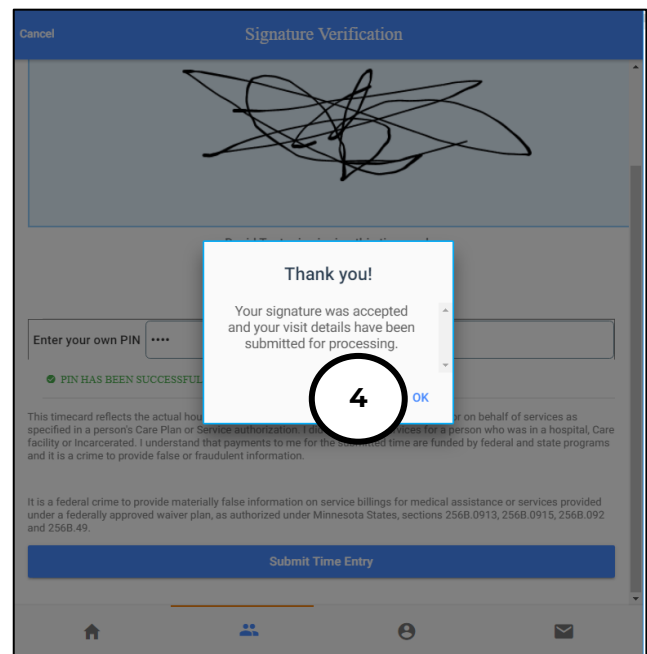
The screenshot shows the 'Signature Verification' screen. A large blue box for signing is highlighted with a purple circle and the number '2.' inside it. Below the box is a 'Clear Signature' link. A red circle with the word 'Note' is placed over the 'Clear Signature' link. At the bottom of the screen, there are two buttons: 'Get Client Signature' and 'Get Responsible Party Signature'. Below these is a 'Submit Time Entry' button. The same disclaimer as in the previous screenshot is visible at the bottom of the screen.

3. Select the **Submit Time Entry** button.





4. Select **OK** in the **Thank you! Your Signature was accepted, and your visit details have been submitted for processing** box to move forward



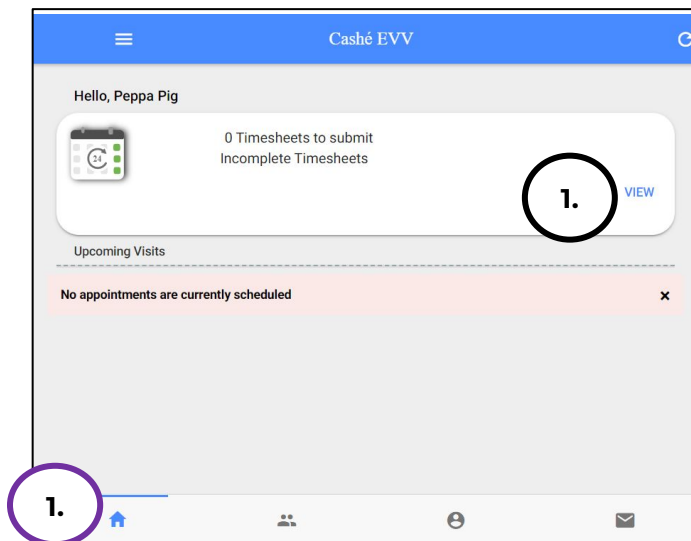
**\*\*Repeat ALL steps when working MULTIPLE shifts on the SAME day\*\***

## HOW TO EDIT REJECTED TIME ENTRIES

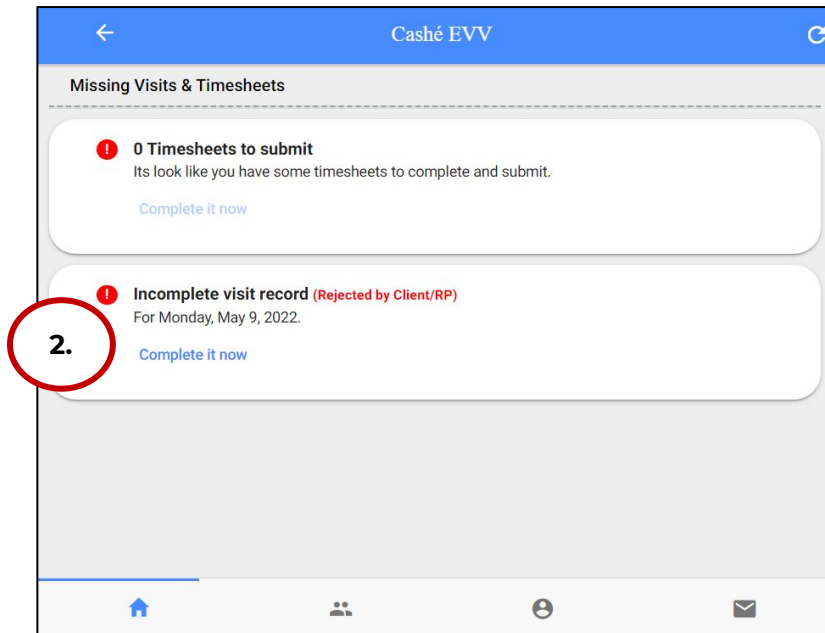
What is a rejected timecard? A rejected timecard occurs after a timecard has been submitted for approval to the Responsible Party. The Responsible Party will review if the timecard is accurate. If it is NOT, they can REJECT the timecard so that corrections can be made.

It is important to pay attention to any “Incomplete Timesheets” notifications identified on the Home screen. This message will ONLY appear if there are timesheets that need your attention, as they could be rejected. However, there is still an opportunity to make corrections and resubmit for approval.

1. On the **Home** Screen select the **View** in the **Incomplete Timesheets** box.



2. On the **Missing Visits & Timesheets** screen, select the **Complete it now** text located in the lower left corner for the specific record labelled **Incomplete visit record (Rejected by Client/RP)**.



3. Locate the **Rejected Notes** to identify what needs to be corrected.

Note: You may need to scroll down on your device to locate ALL the details to review.

4. The following information can be corrected:

- a. **Time In**
- b. **Time Out**

Reference [HOW TO EDIT INCOMPLETE TIME ENTERIES \(Temporarily Allowed\)](#) Steps 4-10 for assistance in adjusting the time and date if needed.

- c. **Notes**

**Complete Visit**

Cancel

Recipient of care  
Peter Pan

**SERVICE DETAIL**

Service type: Support Staff U1

**ACTIVITIES**

☒ Support Staff

**NOTES**

Enter notes

**REJECTED NOTES**

test

**SERVICE TIME**

Time in: May 9, 2022 2:00 PM

Time out: May 9, 2022 2:01 PM

**SERVICE LOCATION**

987 Wonderland Way, 55119, Maplewood, MN

**LOCATION VERIFICATION**

✓ LOCATION VERIFIED BY GPS

✓ LOCATION VERIFIED BY GPS

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.

**Sign and Submit**

5. Once the adjustments have been made, reference [HOW TO CLOCK OUT – PART 2](#) for next steps.
6. If there are any other notes requesting a correction that is not listed above submit an email ticket to our technical team at [CasheSupport@lifeworks.org](mailto:CasheSupport@lifeworks.org) to have the rejected record removed
  - a. Include the following:
    - i. Your Name
    - ii. Name of the Participant
    - iii. Time In & Time Out of Entry
    - iv. Note that the record should be deleted

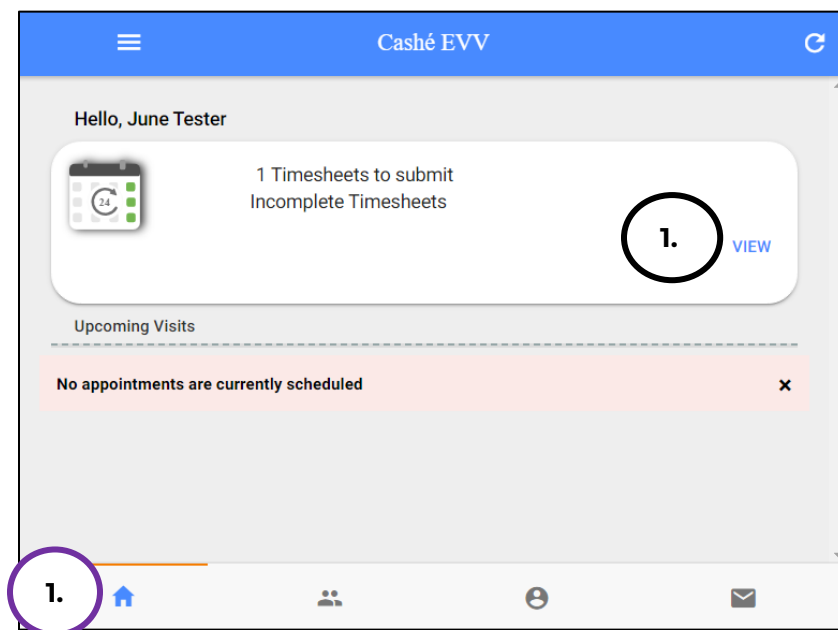
## HOW TO EDIT INCOMPLETE TIME ENTRIES (Temporarily Allowed)

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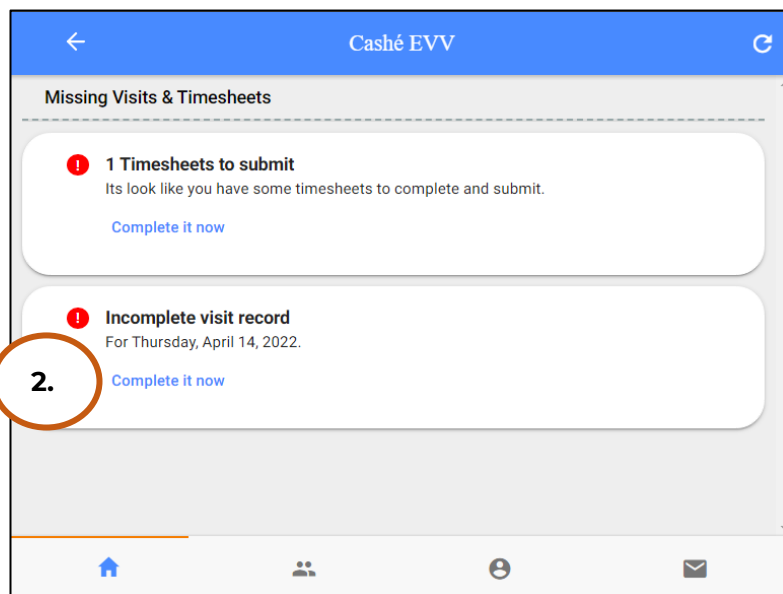
An Incomplete timecard is when you, as the employee, have NOT yet submitted the timecard to the Responsible Party for approval.

Best practice for recording your time is to clock in at the beginning of your shift and clock out at the end your shift. *Once EVV is implemented, it is Lifeworks' understanding that the edit feature will no longer be allowed.*

1. On the **Home** Screen select **View** in the **Incomplete Timesheets** box.

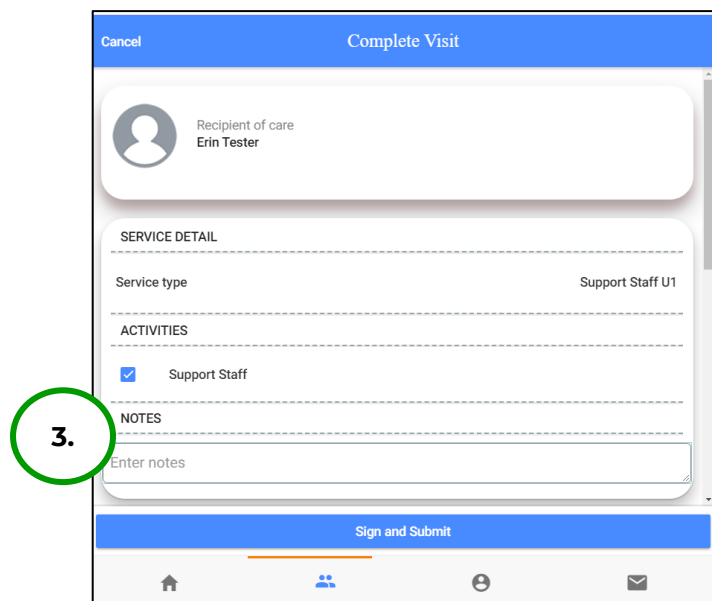


- On the **Missing Visits & Timesheets** screen, select the **Complete it now** text located in the lower left corner for the specific Incomplete visit record.



Note: You may need to scroll down on your device to locate ALL the details to review.

- Optional: In the **Notes** section, type details about visit that you would like to share with the Responsible Party if any.



4. In the **Service Time** section, on the upper right side select **Edit Time**.

The screenshot shows the 'Complete Visit' screen with a blue header bar containing 'Cancel' and 'Complete Visit'. Below the header, the 'SERVICE TIME' section is visible. It includes a pink circle with the number '4.' next to the 'Edit Time' link. The 'Time in' is 'April 14, 2022 3:07 PM' and the 'Time out' is 'April 14, 2022 3:16 PM'. Below this is the 'SERVICE LOCATION' section with the address '867 Jesse's Grl Rd , 55044, ,New Market,MN'. The 'LOCATION VERIFICATION' section shows two green checkmarks for 'LOCATION VERIFIED BY GPS'. At the bottom of the form is a 'Sign and Submit' button. The bottom navigation bar has icons for home, people, profile, and mail.

5. To adjust the **Time In**; click on the **Time In numbers**

The screenshot shows the 'Complete Visit' screen with a blue header bar containing 'Cancel' and 'Complete Visit'. Below the header, the 'Time In' field is highlighted with a blue circle containing the number '5.'. The 'Time In' is '2022-04-14 03:07 pm' and the 'Time Out' is '2022-04-14 03:16 pm'. Below the form are 'CANCEL' and 'SAVE' buttons. The bottom navigation bar has icons for home, people, profile, and mail.



6. A new window opens with Year Month Day Hour Minute. Select the number that needs adjusted. Select **Done**

Cancel Complete Visit

Time In  
2022-04-14 03:07 pm

Time Out  
2022-04-14 03:16 pm

CANCEL DONE

02	12	01	05	
03	13	02	06	am
2022	04	14	03	07 pm
2021	05	15	04	08
2020	06	16	05	09

7. To adjust the **Time Out**; click on the **Time Out numbers**

Cancel Complete Visit

Time In  
2022-02-12 01:00 am

Time Out  
2022-04-14 03:16 pm

CANCEL SAVE

8. A new window opens with Year Month Day Hour Minute. Select the number that needs adjusted. Select **Done**

Cancel Complete Visit

Time In  
2022-02-12 01:00 am

Time Out  
2022-04-14 03:16 pm

CANCEL DONE

02 12 01 14  
03 13 02 15 am  
2022 04 14 03 16 pm  
2021 05 15 04 17  
2020 06 16 05 18

8.

9. Once you have successfully adjusted the time, Select **Save**

Cancel Complete Visit

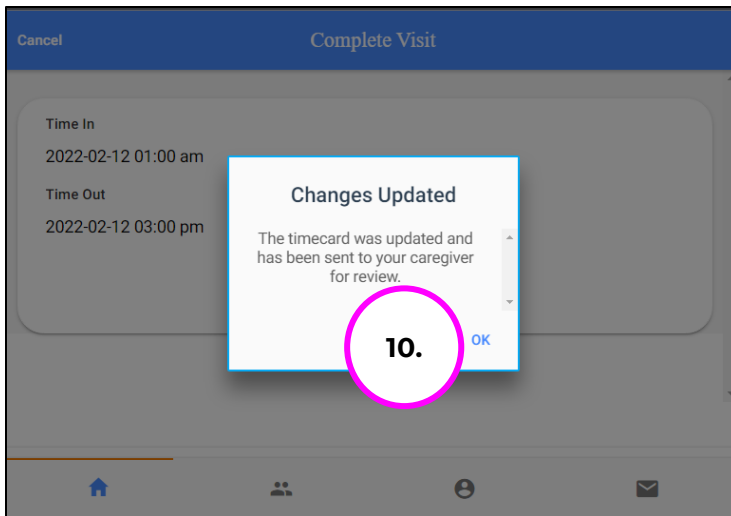
Time In  
2022-02-12 01:00 am

Time Out  
2022-02-12 03:00 pm

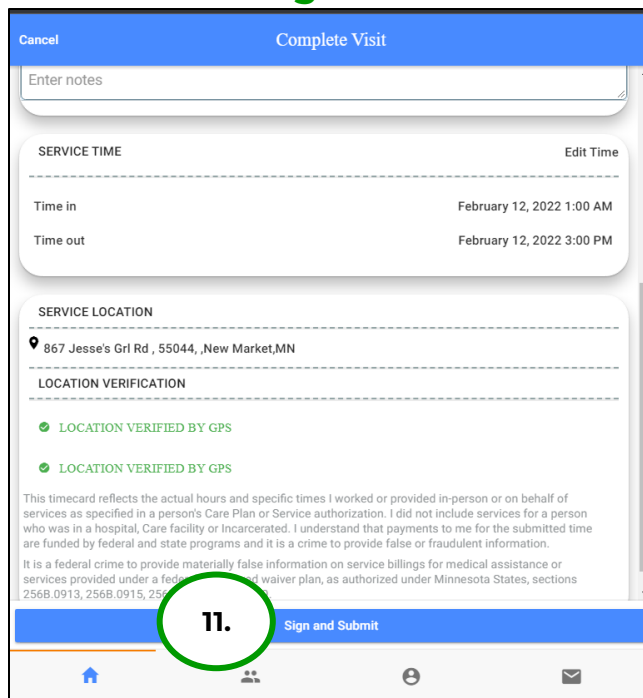
CANCEL SAVE

9.

10. Select **OK** in the **Changes Updated** box to move forward



11. Double check the time was saved correctly. Once completed, select on the **Sign and Submit** button.



12. Use your touch screen or your mouse to **sign** your name inside of the text box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

Cancel Signature Verification

12.

Sign your name using your  
[Clear Signature](#)

**Note**

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.

Get Client Signature Get Responsible Party Signature

Submit Time Entry

13. Select the **Submit Time Entry** button.

Cancel Signature Verification

Sign your name using your finger.  
[Clear Signature](#)

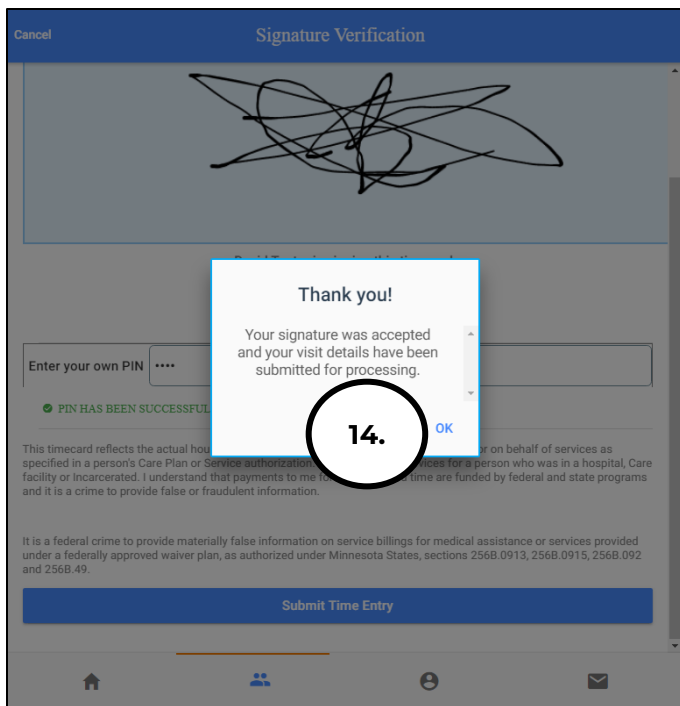
This timecard reflects the actual hours and specific times I worked or provided in-person or on behalf of services as specified in a person's Care Plan or Service authorization. I did not include services for a person who was in a hospital, Care facility or incarcerated. I understand that payments to 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.

Get Client Signature Get Responsible Party Signature

13. Submit Time Entry

14. Select **OK** in the **Thank you! Your Signature was accepted, and your visit details have been submitted for processing** box to move forward

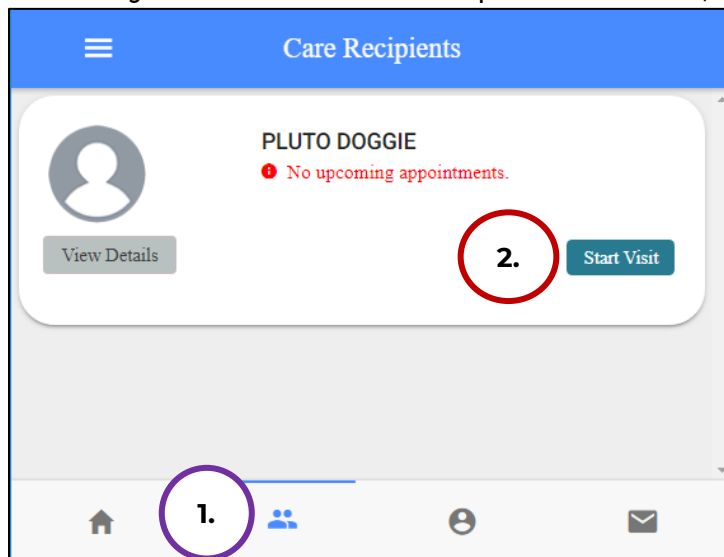


## HOW TO ADD TIME AFTER YOUR SHIFT (Temporarily Allowed)

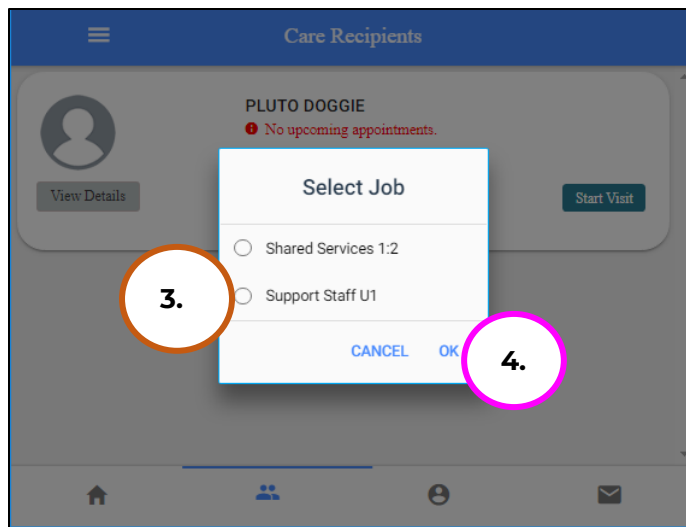
---

Best practice for recording your time is to clock in at the beginning of your shift and clock out at the end your shift. *Once EVV is implemented, it is Lifeworks' understanding that the edit feature will no longer be allowed.* For more information about EVV, please refer to [About Cashé FMS EVV](#).

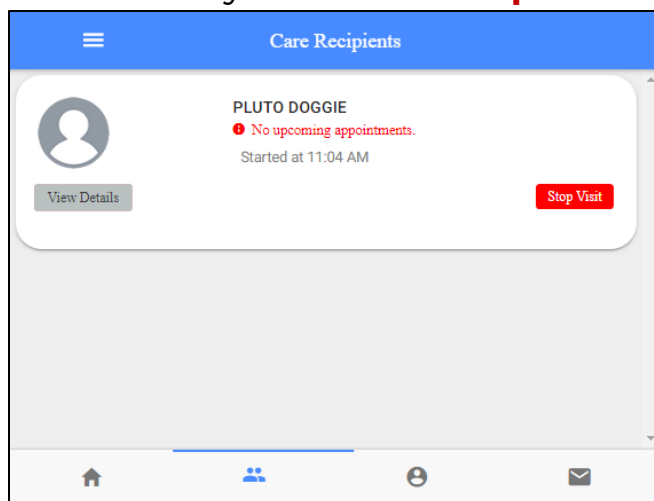
1. Select **Care Recipients**, the 2<sup>nd</sup> icon located at the bottom
2. Directly under the Participants name, select **Start Visit** to clock in



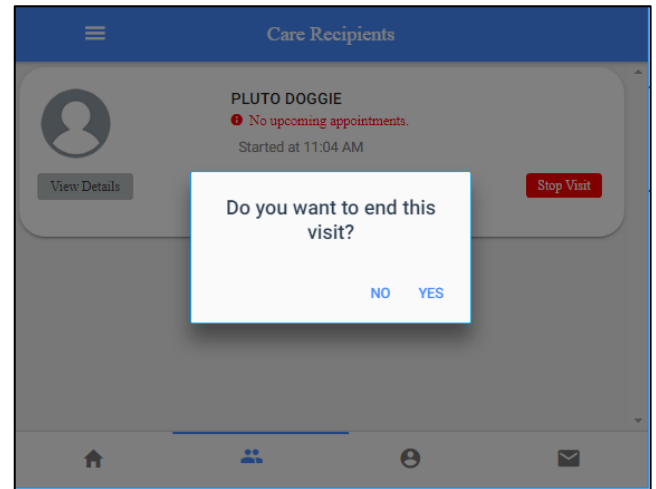
3. In the **Select Job** box, select the service you will provide
4. Select **OK** in the lower right corner.



5. Immediately select the **Stop** button.

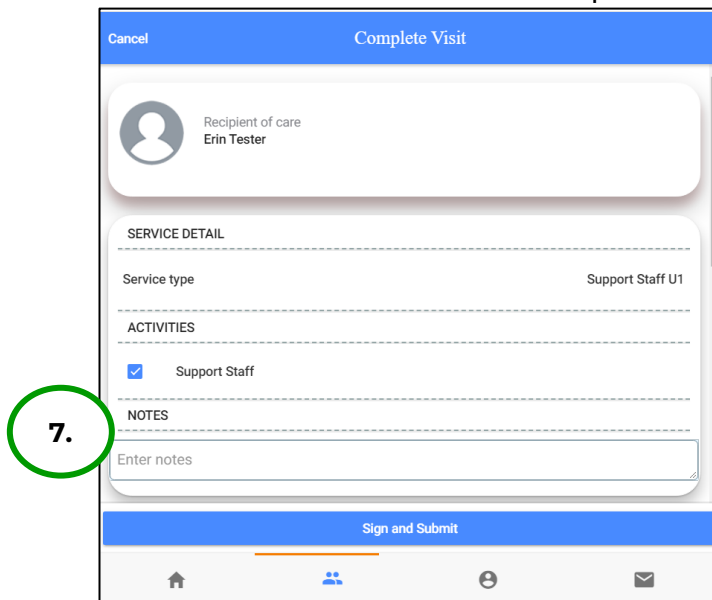


6. In the **Do you want to end this visit** box, select the **YES** text displayed in the lower right corner.



Note: You may need to scroll down on your device to locate ALL the details to review.

7. Optional: In the **Notes** section, type details about the visit that you would like to share with the responsible party or participant.



8. In the **Service Time** section, on the right side select **Edit Time**.



**Complete Visit**

**SERVICE TIME**

Time in: April 14, 2022 3:07 PM

Time out: April 14, 2022 3:16 PM

**SERVICE LOCATION**

867 Jesse's Grl Rd , 55044, ,New Market,MN

**LOCATION VERIFICATION**

✓ LOCATION VERIFIED BY GPS

✓ LOCATION VERIFIED BY GPS

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.

**Sign and Submit**

9. To adjust the **Time In**; select the **Time In numbers**. A new window opens with Year Month Day Hour Minute AM/PM.

**Complete Visit**

Time In: 2022-04-14 03:07 pm

Time Out: 2022-04-14 03:16 pm

**CANCEL SAVE**

10. Adjust the number or numbers that need to be changed.

11. Select the **Done** in the upper right corner of the box

Cancel Complete Visit

Time In  
2022-04-14 03:07 pm

Time Out  
2022-04-14 03:16 pm

CANCEL DONE

02	12	01	05	
03	13	02	06	am
2022	04	14	03	07 pm
2021	05	15	04	08
2020	06	16	05	09

12. To adjust the **Time Out**; select the **Time Out numbers**. A new window opens with Year Month Day Hour Minute AM/PM.

Cancel Complete Visit

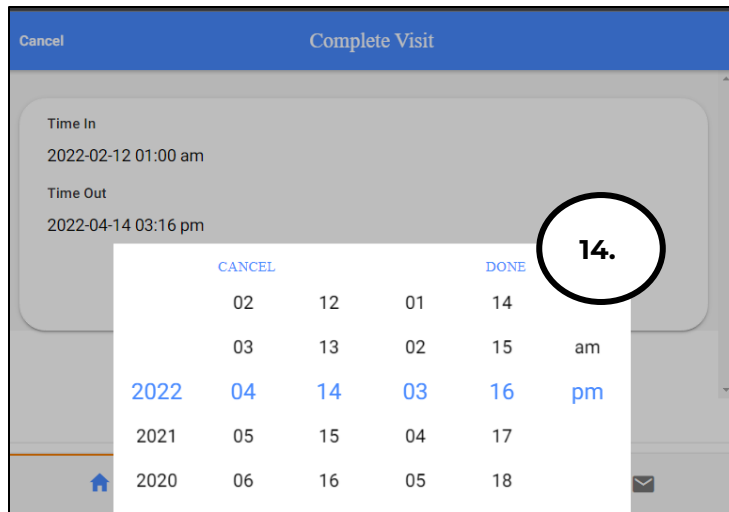
Time In  
2022-02-12 01:00 am

Time Out  
2022-04-14 03:16 pm

CANCEL SAVE

13. Adjust the number or numbers that need to be changed.

14. Select **Done** in the upper right corner of the box



Cancel Complete Visit

Time In  
2022-02-12 01:00 am

Time Out  
2022-04-14 03:16 pm

CANCEL DONE

02 12 01 14

03 13 02 15 am

2022 04 14 03 16 pm

2021 05 15 04 17

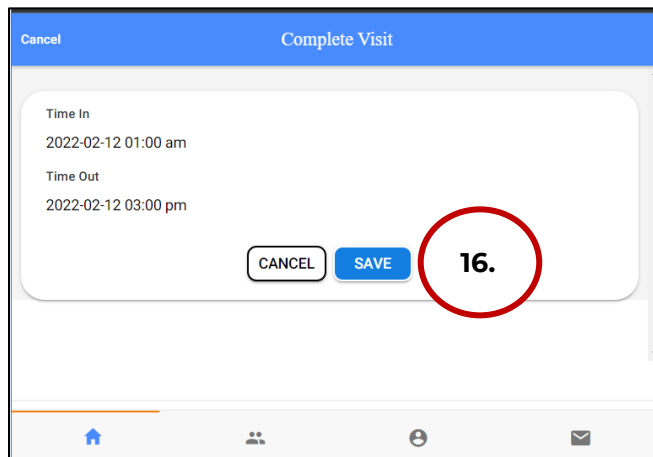
2020 06 16 05 18

14.

15. Confirm the information was updated.

NOTE: To make corrections to the visit, refer to Steps 9-15 on how to make edits

16. Select **Save**



Cancel Complete Visit

Time In  
2022-02-12 01:00 am

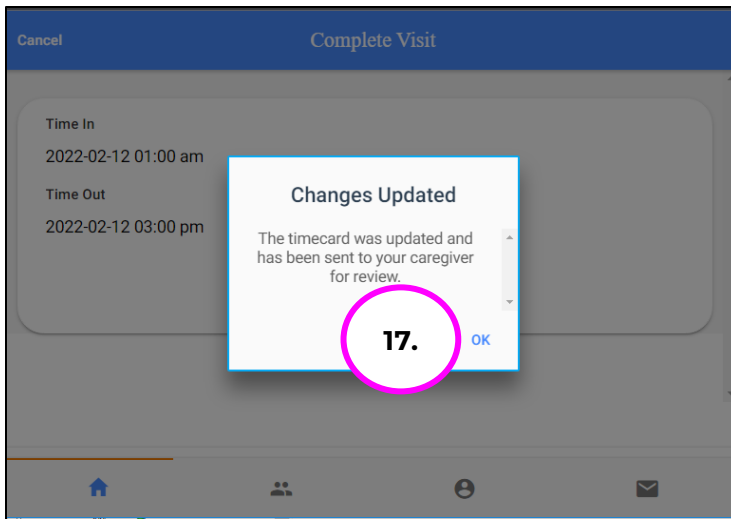
Time Out  
2022-02-12 03:00 pm

CANCEL SAVE

16.

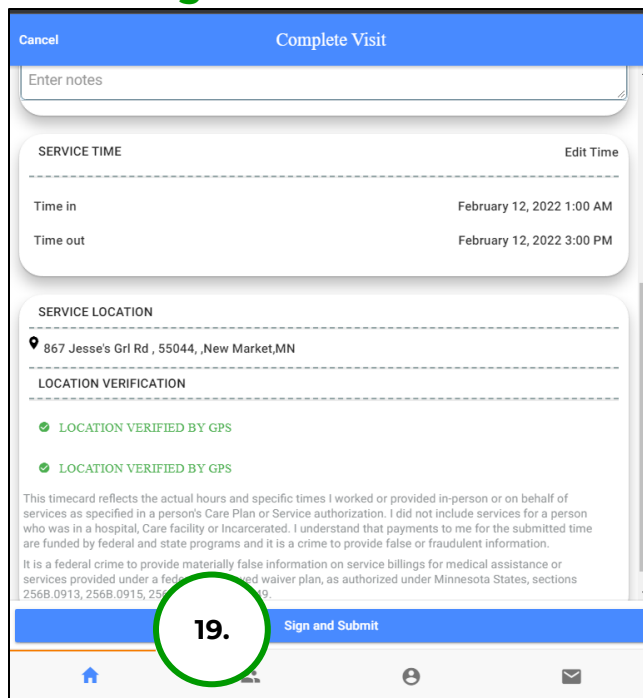
Home Users Settings Mail

17. Select **OK** in the **Changes Updated** box to move forward



18. Review the Time Details again to confirm they saved correctly

19. Select **Sign and Submit**



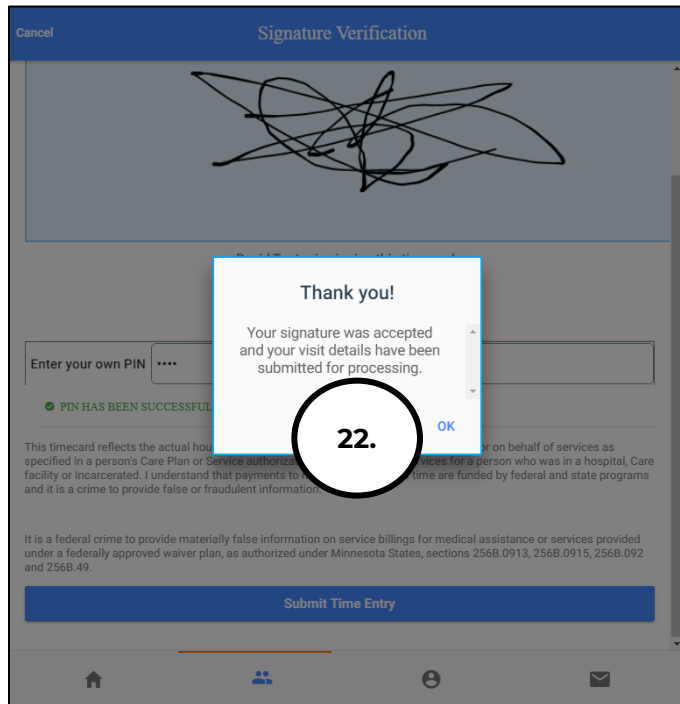
20. Use your touch screen or your mouse to **sign** your name inside of the text box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

21. Select the **Submit Time Entry** button.

NOTE: A Responsible Party CAN use their PIN to approve this time entry. Before continuing with Step 21, reference **Option 1: Sign, Submit, AND Responsible Party Approves** for the correct steps.

22. Select **OK** in the **Thank you! Your Signature was accepted, and your visit details have been submitted for processing** box to move forward

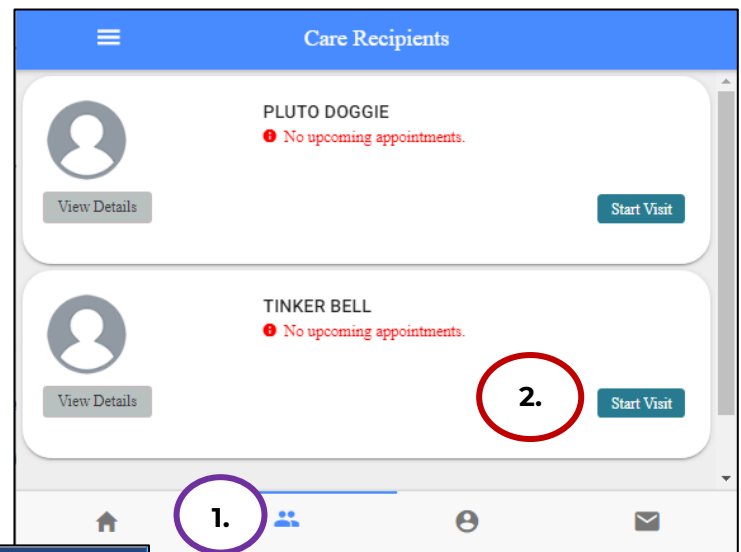


23. Repeat steps 2-22 until ALL time has been entered.

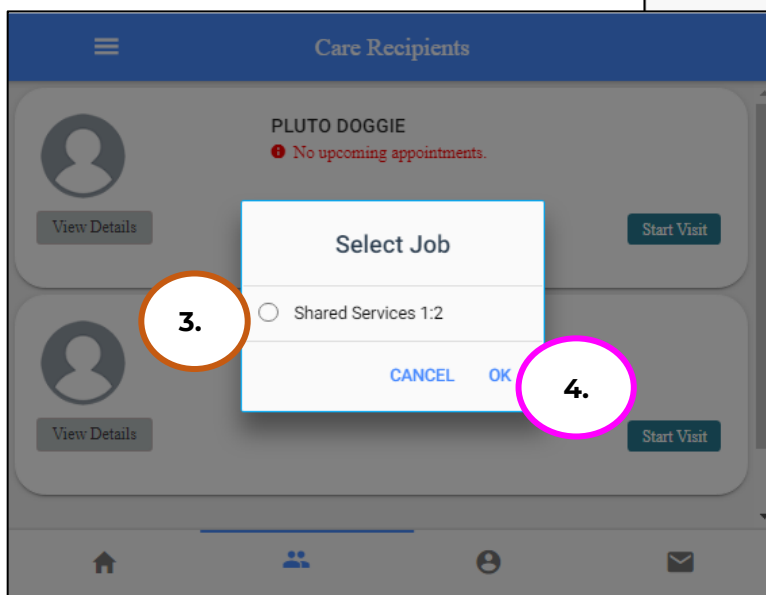
## HOW TO USE CASHÉ FMS EVV: Shared Services

### HOW TO CLOCK IN (START VISIT)

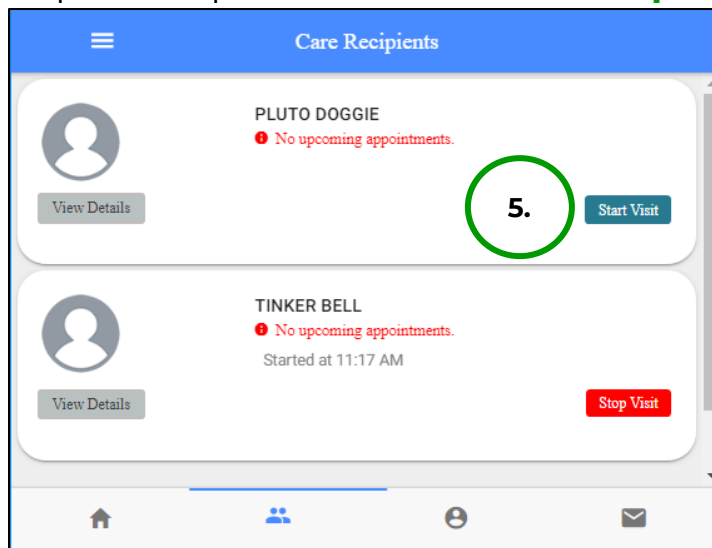
1. Select **Care Recipients**, the 2<sup>nd</sup> icon located at the bottom
2. Directly under the Participant's name, select **Start Visit** to clock in at the beginning of your shift



3. In the **Select Job** box, select the service you will provide
4. Select **OK** in the lower right corner.



5. Repeat Steps 1-4 for the **2<sup>nd</sup> Participant** you will be working with



6. Start your shift with the participants.



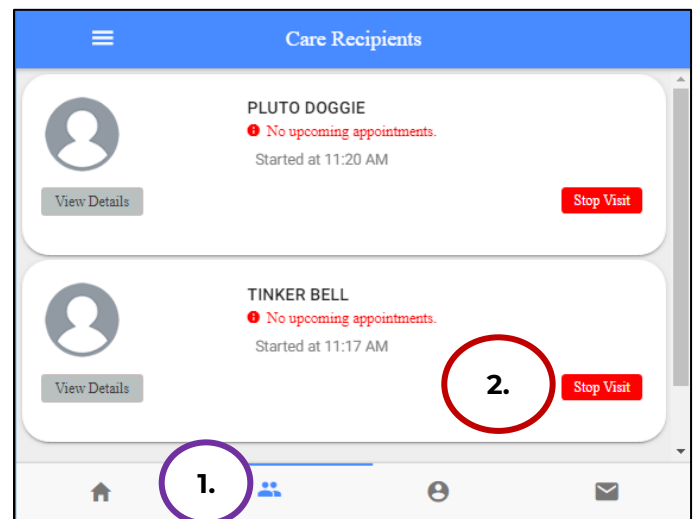
## HOW TO CLOCK OUT (STOP)

**\*\*NOTE:** To AVOID DELAYS in PAYROLL processing, it is CRUCIAL that the details for the Shared Service time entry match for each participant.

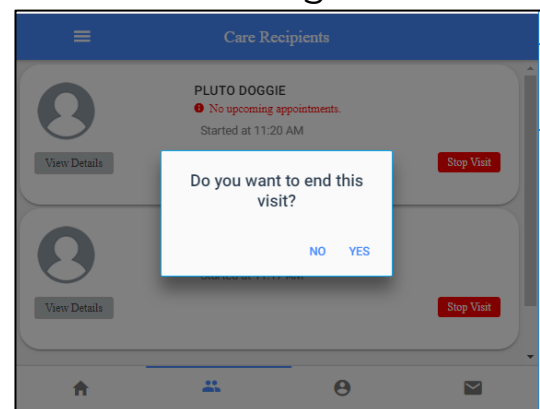
### OPTION 1 – CLOCK OUT, SIGN, AND SUBMIT TO RESPONSIBLE PARTY FOR APPROVAL

\*Use this method if the Responsible Party is NOT present at the end of your shift while clocking out.

1. Select **Care Recipients**, the 2nd icon located at the bottom
2. Select the **Stop** button to end your shift with the first participant



3. In the **Do you want to end this visit** box, select the **YES** text displayed in the lower right corner.



4. Select **Cancel** in the upper right corner

5. Repeat Steps 1-3 for the **2nd participant**

Note: You may need to scroll down on your device to locate ALL the details to review.

6. Review the following:

- a. **Service Type** = "Shared Services"
- b. **Notes**: (this is an optional field) type any details about the visit that you would like to share with the responsible party or participant
- c. **Time In**
- d. **Time Out**

Cancel Complete Visit

Recipient of care  
Elephant Pun

SERVICE DETAIL

Service type **a.** Shared Services 1:2

ACTIVITIES

☒ Shared Services 1:2

NOTES **b.**

Enter notes

SERVICE TIME **c. d.** Edit Time

Time in April 15, 2022 1:00 PM

Time out April 15, 2022 2:00 PM

SERVICE LOCATION

10 Lasso Truth Trail, 55374, ,Rogers,MN

LOCATION VERIFICATION

LOCATION VERIFIED BY GPS

LOCATION VERIFIED BY GPS

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.

Sign and Submit

Home People Clock Envelope

7. Select the **Sign and Submit** button.

Cancel Complete Visit

Enter notes

SERVICE TIME Edit Time

Time in April 15, 2022 1:00 PM

Time out April 15, 2022 2:00 PM

SERVICE LOCATION

10 Lasso Truth Trail, 55374, Rogers, MN

LOCATION VERIFICATION

LOCATION VERIFIED BY GPS

LOCATION VERIFIED BY GPS

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.

7. Sign and Submit

8. Use your touch screen or your mouse to **sign** your name inside of the text box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

Cancel Signature Verification

6.

Sign your name using your **Note**

Clear Signature

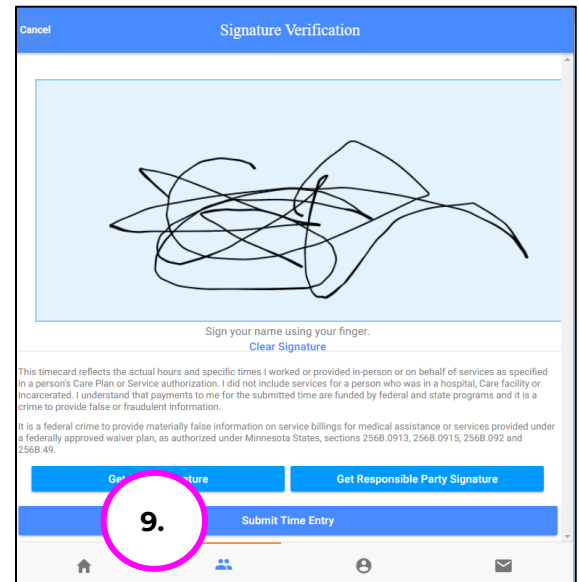
This timecard reflects the actual hours and specific times I worked or provided in-person or on behalf of services as specified in a person's Care Plan or Service authorization. I did not include services for a person who was in a hospital, Care facility or Incarcerated. I understand that payments to 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.

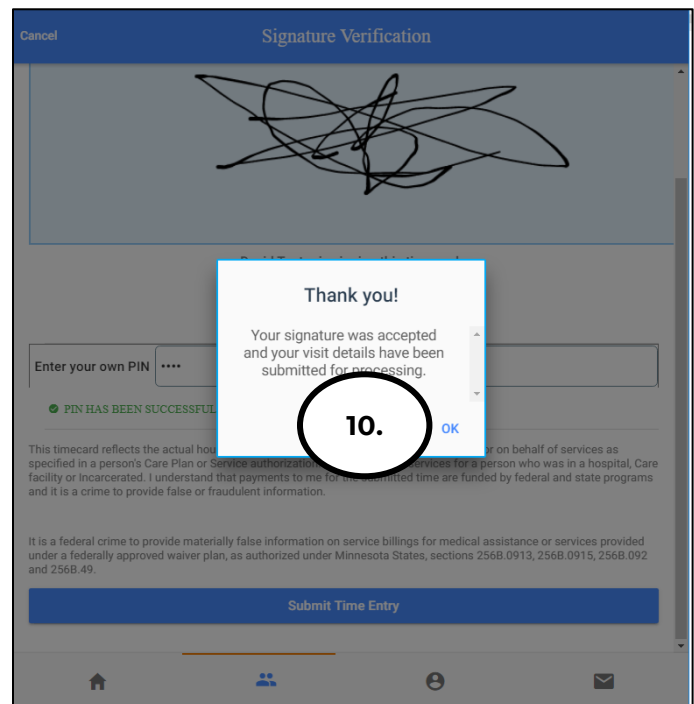
Get Client Signature Get Responsible Party Signature

Submit Time Entry

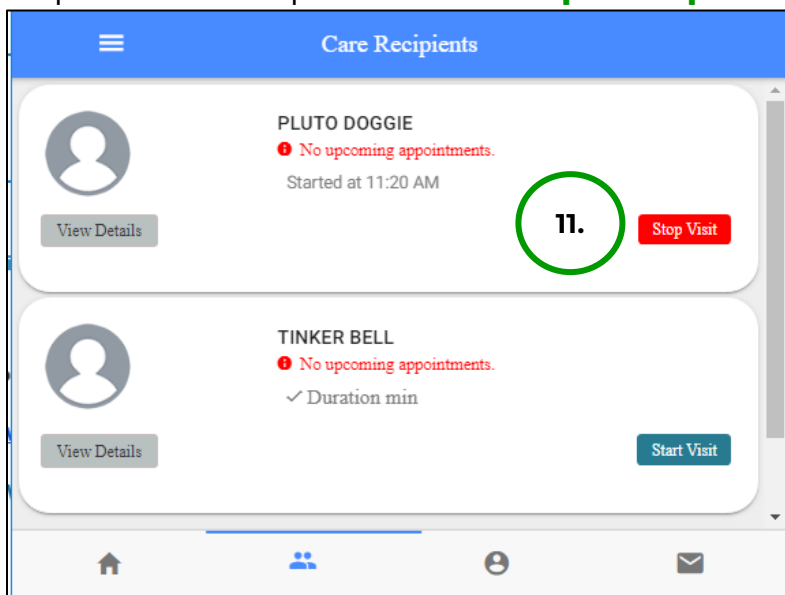
9. Select the **Submit Time Entry** button.



10. Select **OK** in the **Thank you! Your Signature was accepted, and your visit details have been submitted for processing** box to move forward



11. Repeat ALL Steps for the **2nd participant**

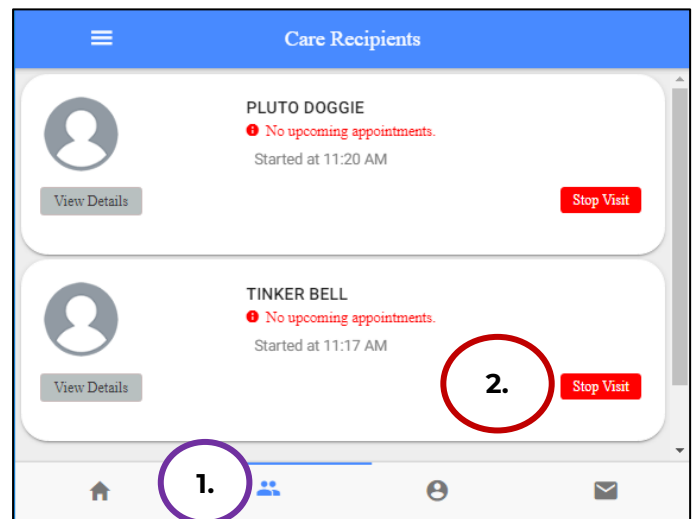


**\*\*Repeat ALL steps when working MULTIPLE shifts on the SAME day\*\***

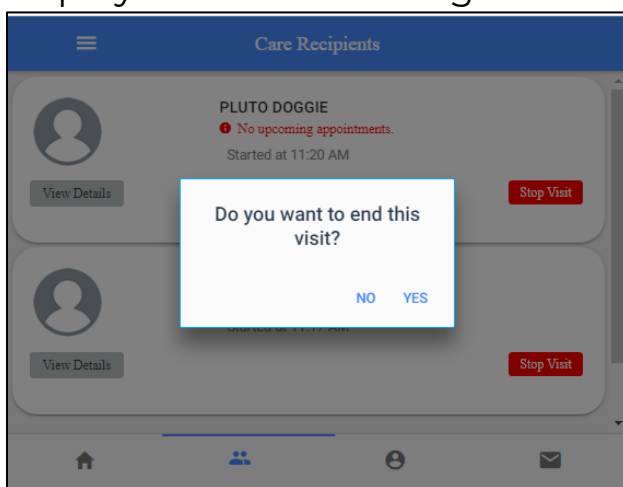
## OPTION 2 – CLOCK OUT, SIGN, SUBMIT, AND RESPONSIBLE PARTY APPROVES

\*Use this option if your Responsible Party IS present at the end of your shift while clocking out.

1. Select **Care Recipients**, the 2nd icon located at the bottom
2. Select the **Stop** button for the 1st participant you supported.



3. In the **Do you want to end this visit** box, select the **YES** text displayed in the lower right corner.

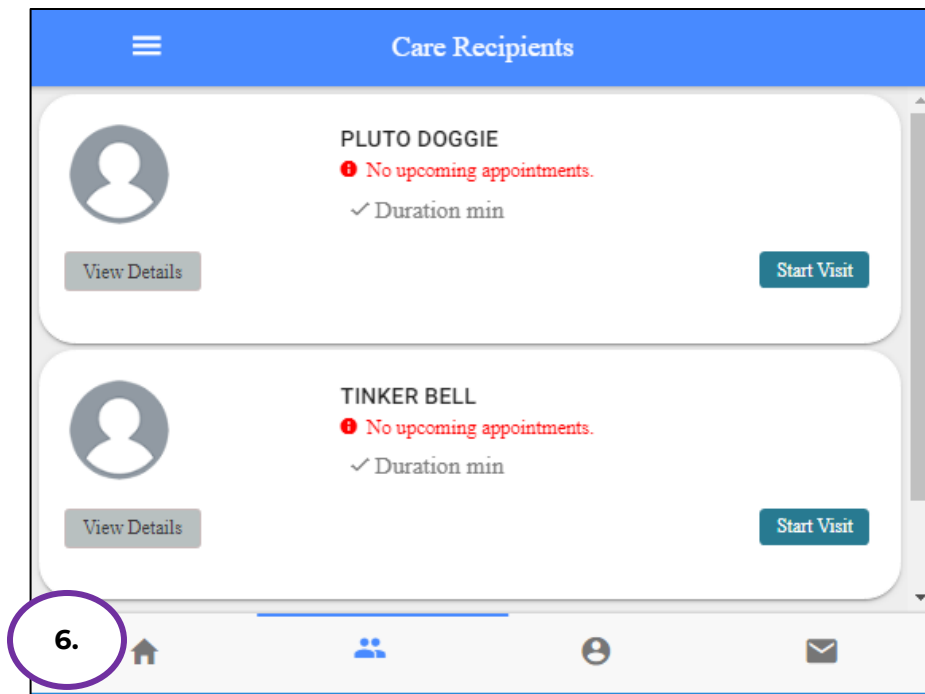


4. Select **Cancel** in the upper right corner

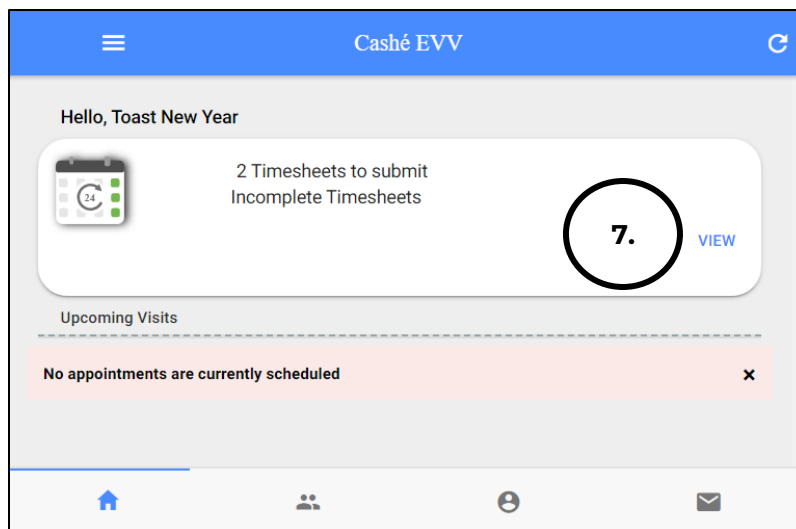
5. Repeat Steps 2-4 for the **2nd participant**

6. Select the **Home**, the 1st icon located at the bottom of the screen

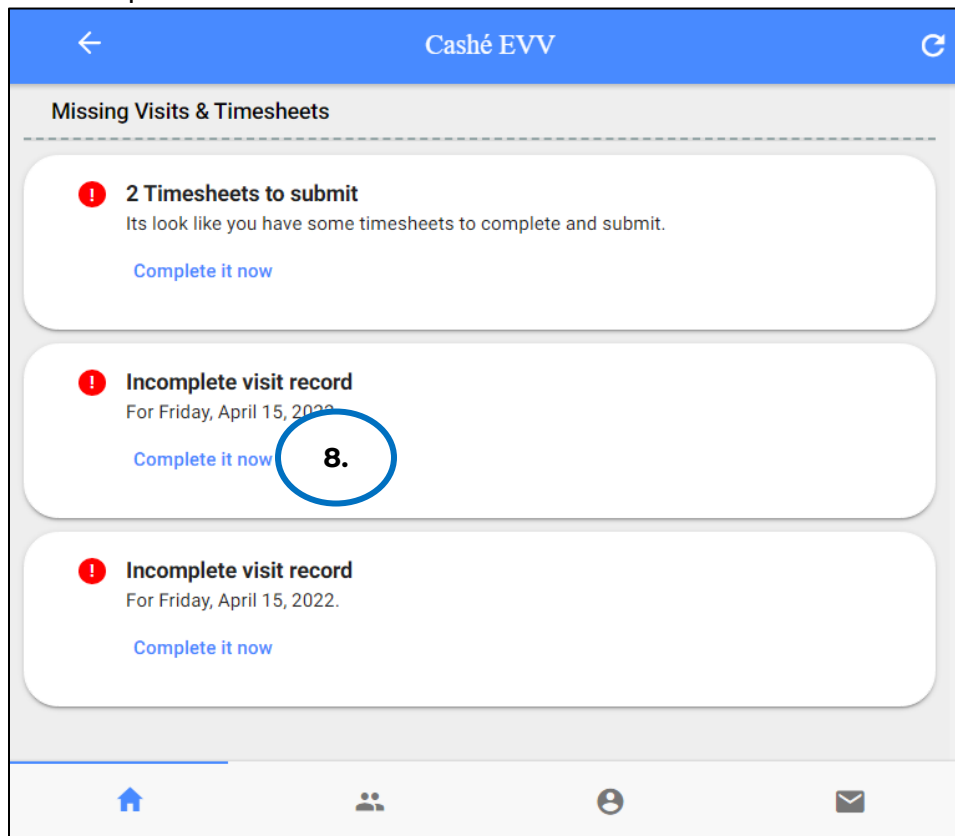




7. Select the **View** in the lower right corner of the **Incomplete Timesheets** box.



8. On the **Missing Visits & Timesheets** screen select the **Complete it now** text located in the lower left corner for the specific Incomplete visit record.



Note: You may need to scroll down on your device to locate ALL the details to review.

9. Review the following:  
a. **Service Type** = "Shared Services"

- b. **Notes:** (this is an optional field) type any details about the visit that you would like to share with the responsible party or participant
- c. **Time In**
- d. **Time Out**

**Complete Visit**

Cancel

Recipient of care  
Elephant Pun

**SERVICE DETAIL**

Service type **a.** Shared Services 1:2

**ACTIVITIES**

☒ Shared Services 1:2

**NOTES** **b.**

Enter notes

**SERVICE TIME** **c. d.** Edit Time

Time in April 15, 2022 1:00 PM

Time out April 15, 2022 2:00 PM

**SERVICE LOCATION**

10 Lasso Truth Trail, 55374, Rogers, MN

**LOCATION VERIFICATION**

✓ LOCATION VERIFIED BY GPS

✓ LOCATION VERIFIED BY GPS

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.

**Sign and Submit**

Home, People, Profile, Mail icons

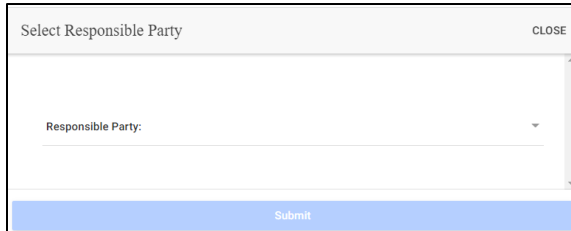
## 10. Select **Sign and Submit**

11. Use your touch screen or your mouse to **sign** your name inside of the text box.

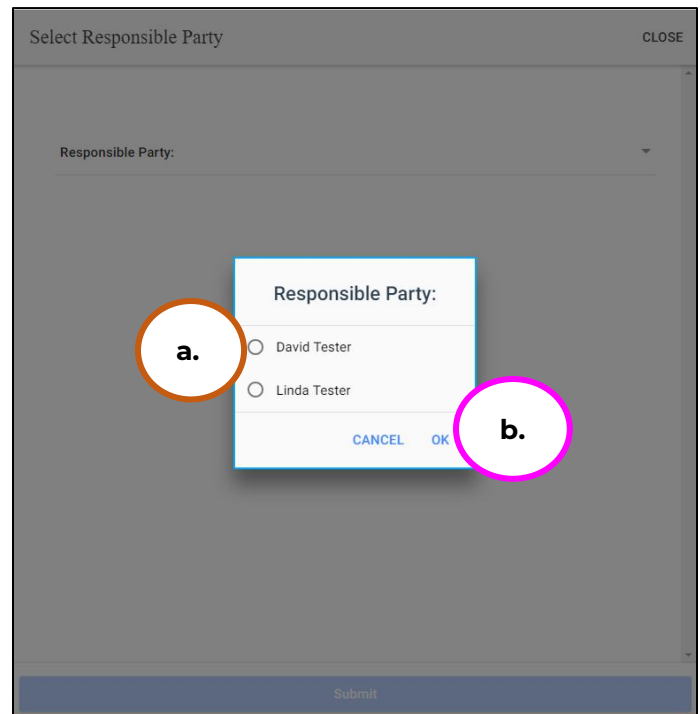
NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

12. Select the **Get Responsible Party Signature** button

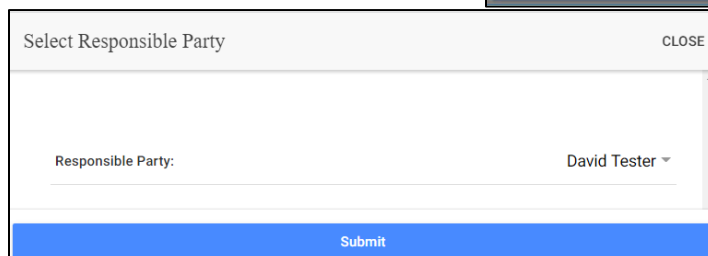
13. (If applicable) Select the Responsible Party's name from the drop-down menu



- a. Select the **Responsible Party** that is present
- b. Select **OK**



- c. Select **Submit**



14. Hand your device to the Responsible Party

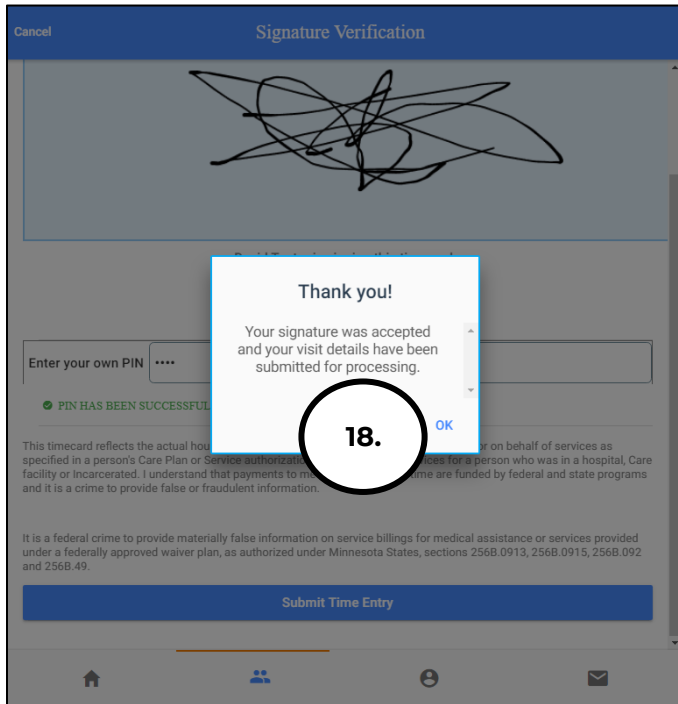
15. The **Responsible Party** will use your touch screen or your mouse to **sign** their name inside of the text box.

NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

16. The Responsible Party enters their **4-digit PIN**

17. Select the **Submit Time Entry** button.

18. Select **Ok** in the **Thank you! Your Signature was accepted, and your visit details have been submitted for processing** box to move forward



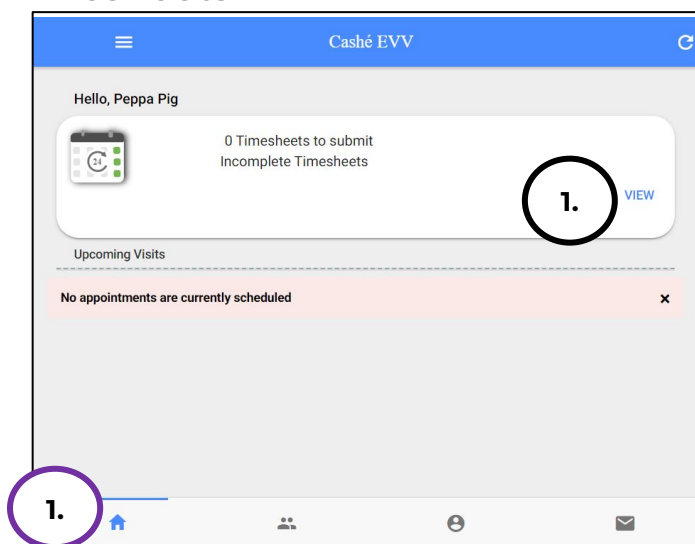
19. Repeat Steps 8-18 for the 2nd participant

## HOW TO EDIT REJECTED TIME ENTRIES

What is a rejected timecard? A rejected timecard occurs after a timecard has been submitted for approval to the Responsible Party. The Responsible Party will review if the timecard is accurate. If it is NOT, they can REJECT the timecard so that corrections can be made.

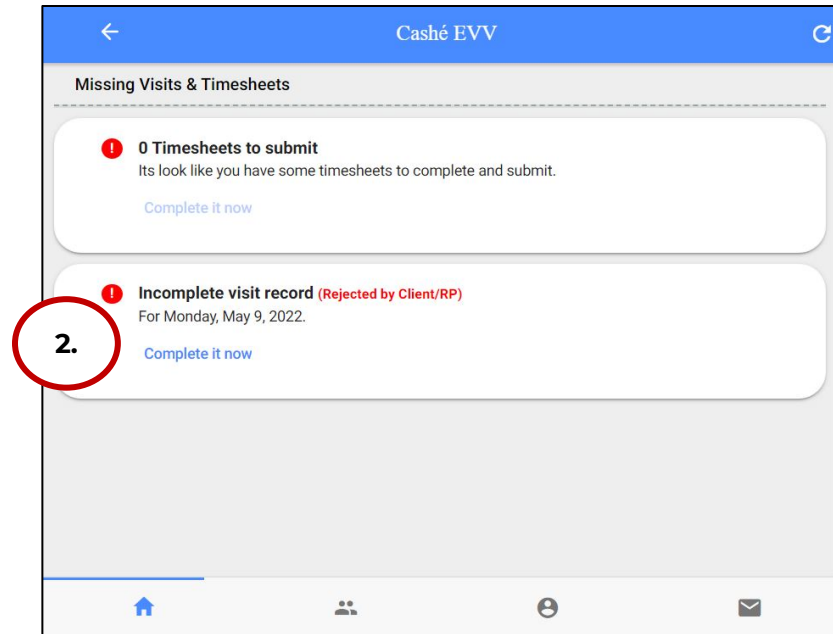
It is important to pay attention to any “Incomplete Timesheets” notifications identified on the Home screen. This message will ONLY appear if there are timesheets that need your attention, as they could be rejected. However, there is still an opportunity to make corrections and resubmit for approval.

1. On the **Home** Screen select the **View** in the **Incomplete Timesheets** box.





2. On the **Missing Visits & Timesheets** screen, select the **Complete it now** text located in the lower left corner for the specific record labelled **Incomplete visit record (Rejected by Client/RP)**.



3. Locate the **Rejected Notes** to identify what needs to be corrected.

Note: You may need to scroll down on your device to locate ALL the details to review.

4. The following information can be corrected:

- a. **Time In**
- b. **Time Out**

Reference [HOW TO EDIT INCOMPLETE TIME ENTERIES \(Temporarily Allowed\)](#) for assistance in adjusting the time and date if needed.

- c. **Notes**

4c.

3.

4a.

4b.

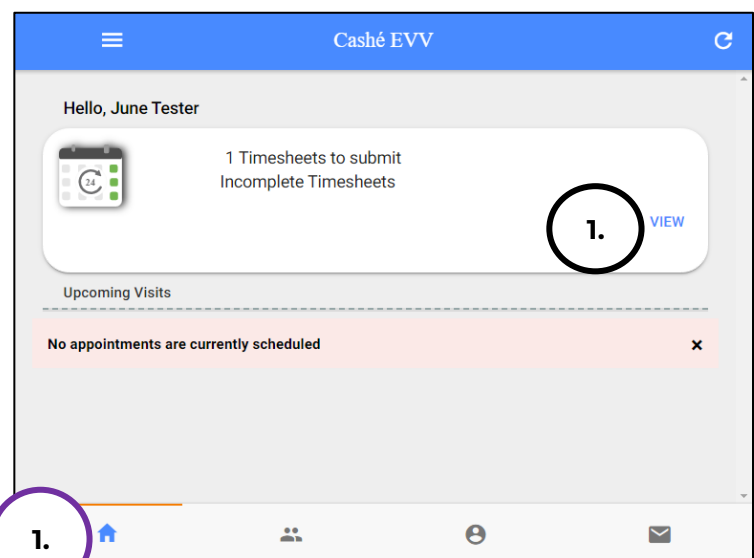
5. Once the adjustments have been made, reference [HOW TO CLOCK OUT – PART 2](#) for next steps.

6. If there are any other notes requesting a correction that is not listed above submit an email ticket to our technical team at [CashSupport@lifeworks.org](mailto:CashSupport@lifeworks.org) to have the rejected record removed
  - a. Include the following:
    - i. Your Name
    - ii. Name of the Participant
    - iii. Time In & Time Out of Entry
    - iv. Note that the record should be deleted

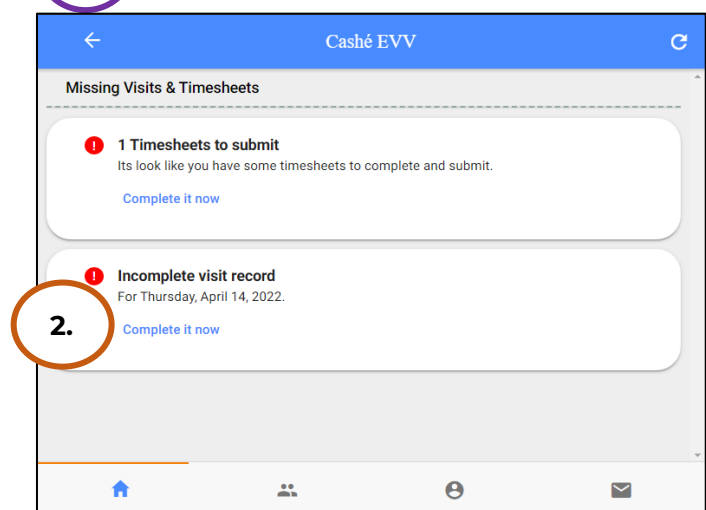
## HOW TO EDIT INCOMPLETE TIME ENTRIES (Temporarily Allowed)

Best practice for recording your time is to clock in at the beginning of your shift and clock out at the end your shift. *Once EVV is implemented, it is Lifeworks' understanding that the edit feature will no longer be allowed.*

1. On the **Home** Screen select the **View** in the **Incomplete Timesheets** box.

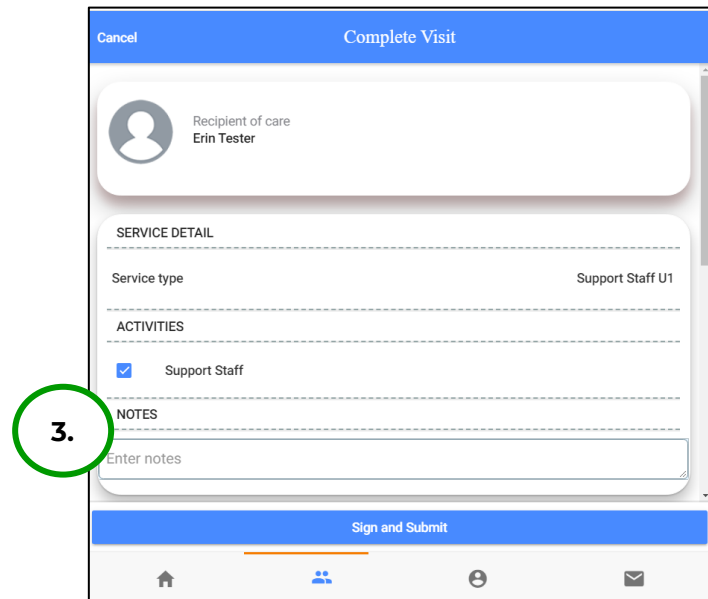


2. On the **Missing Visits & Timesheets** screen, select the **Complete it now** text located in the lower left corner for the specific Incomplete visit record.



Note: You may need to scroll down on your device to locate ALL the details to review.

- Optional: In the **Notes** section, type details about visit that you would like to share with the Responsible Party if any.



Cancel Complete Visit

Recipient of care  
Erin Tester

SERVICE DETAIL

Service type Support Staff U1

ACTIVITIES

☒ Support Staff

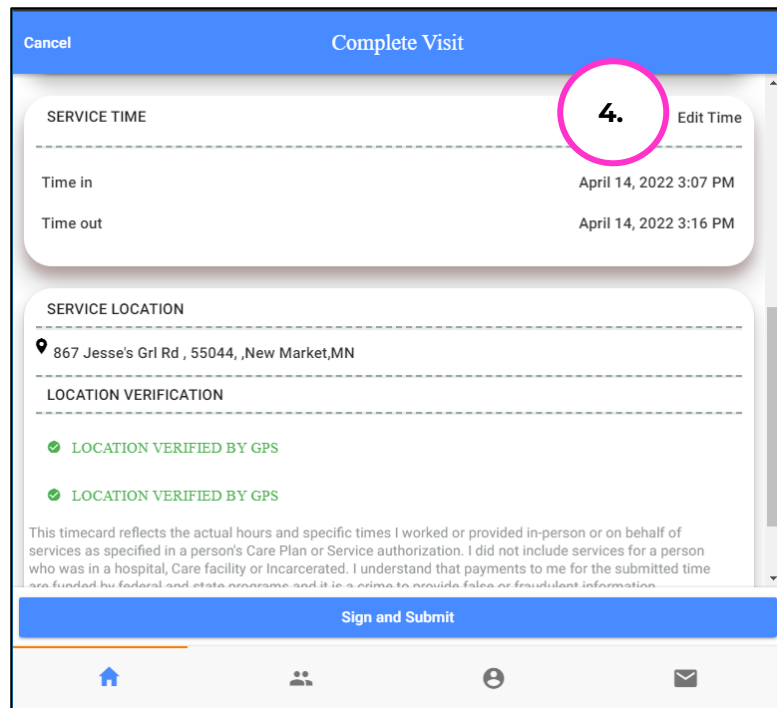
NOTES

Enter notes

Sign and Submit

Home Users Profile Mail

- In the **Service Time** section, on the upper right side select **Edit Time**.



Cancel Complete Visit

SERVICE TIME Edit Time

Time in April 14, 2022 3:07 PM

Time out April 14, 2022 3:16 PM

SERVICE LOCATION

867 Jesse's Grl Rd , 55044 , New Market, MN

LOCATION VERIFICATION

✓ LOCATION VERIFIED BY GPS

✓ LOCATION VERIFIED BY GPS

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 monies and it is a crime to provide false or fraudulent information.

Sign and Submit

Home Users Profile Mail

- To adjust the **Time In**; click on the **Time In numbers**

Cancel Complete Visit

Time In  
2022-04-14 03:07 pm

Time Out  
2022-04-14 03:16 pm

CANCEL SAVE

6. A new window opens with Year Month Day Hour Minute. Select the number that needs adjusted. Select **Done**

Cancel Complete Visit

Time In  
2022-04-14 03:07 pm

Time Out  
2022-04-14 03:16 pm

CANCEL DONE

02	12	01	05	
03	13	02	06	am
2022	04	14	03	07 pm
2021	05	15	04	08
2020	06	16	05	09

7. To adjust the **Time Out**; click on the **Time Out numbers**

Cancel Complete Visit

Time In  
2022-02-12 01:00 am

Time Out  
2022-04-14 03:16 pm

CANCEL SAVE

8. A new window opens with Year Month Day Hour Minute. Select the number that needs adjusted. Select **Done**

Cancel Complete Visit

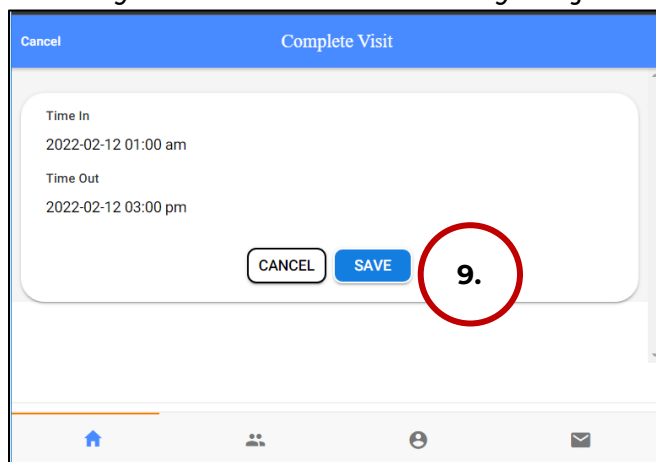
Time In  
2022-02-12 01:00 am

Time Out  
2022-04-14 03:16 pm

CANCEL DONE

02	12	01	14	
03	13	02	15	am
2022	04	14	03	16 pm
2021	05	15	04	17
2020	06	16	05	18

9. Once you have successfully adjusted the time, Select **Save**



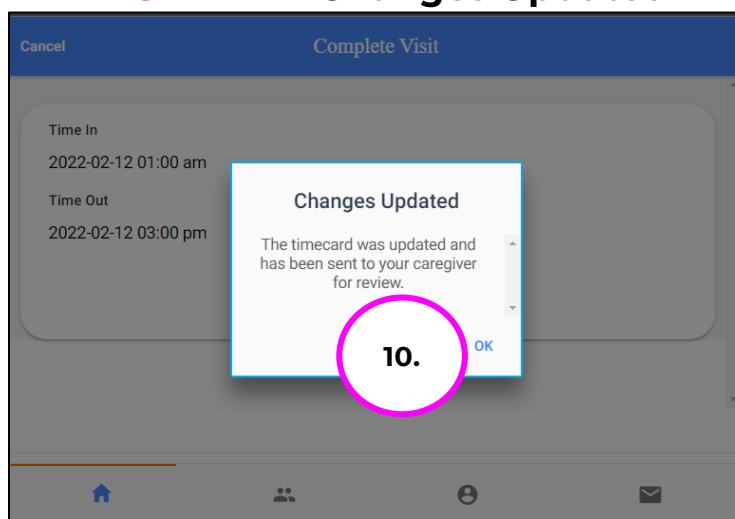
Cancel Complete Visit

Time In  
2022-02-12 01:00 am

Time Out  
2022-02-12 03:00 pm

CANCEL SAVE 9.

10. Select **OK** in the **Changes Updated** box to move forward



Cancel Complete Visit

Time In  
2022-02-12 01:00 am

Time Out  
2022-02-12 03:00 pm

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

10. OK

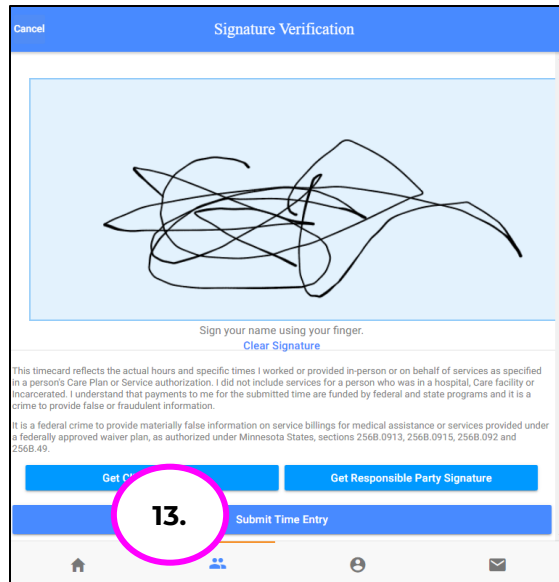


11. Double check the time was saved correctly. Once completed, select on the **Sign and Submit** button.

12. Use your touch screen or your mouse to **sign** your name inside of the text box.

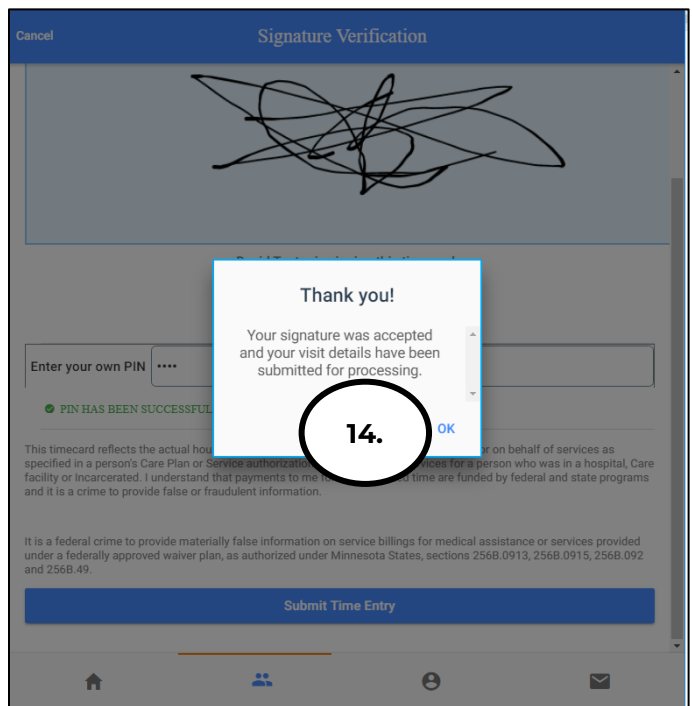
NOTE: If you make a mistake, you can clear your signature by selecting the **Clear Signature** text displayed at the bottom of the box

13. Select the **Submit Time Entry** button.



14. Select **OK** in the **Thank Your Signature was accepted, and your visit details have been submitted for processing** box to move forward

**you!**

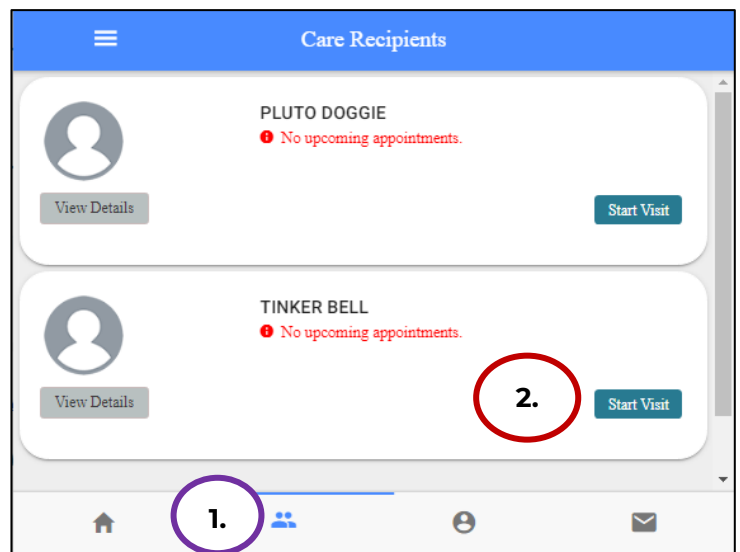


15. Repeat Steps 2-14 for ALL Shared Services Time Entry's that need adjusted as they should match for each Participant

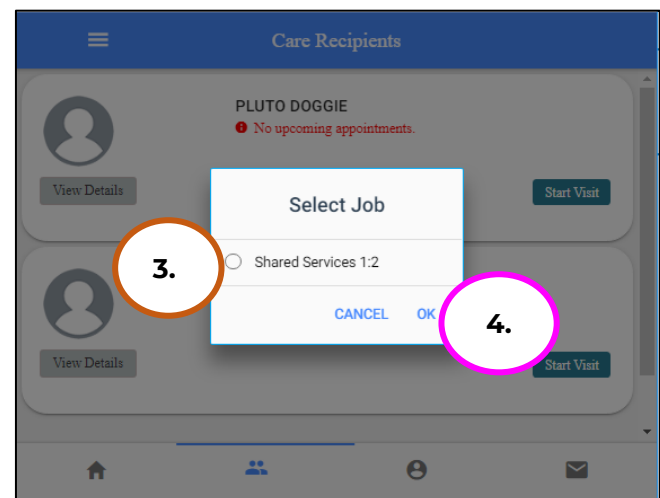
## HOW TO ADD TIME AFTER YOUR SHIFT (Temporarily Allowed)

Best practice for recording your time is to clock in at the beginning of your shift and clock out at the end your shift. *Once EVV is implemented, it is Lifeworks' understanding that the edit feature will no longer be allowed.* For more information about EVV, please refer to [About Cashé FMS EVV](#).

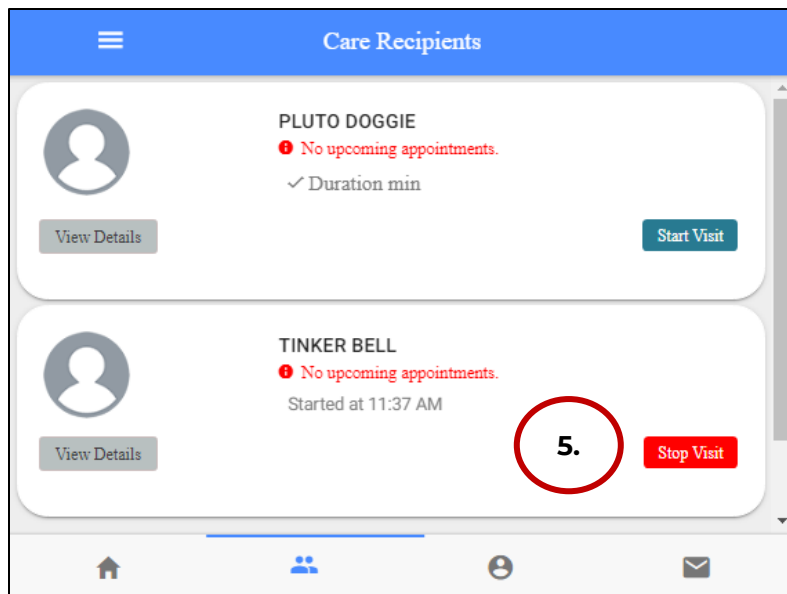
1. Select **Care Recipients**, the 2<sup>nd</sup> icon located at the bottom
2. Directly under the 1<sup>st</sup> Participant's name, select **Start Visit** to clock in



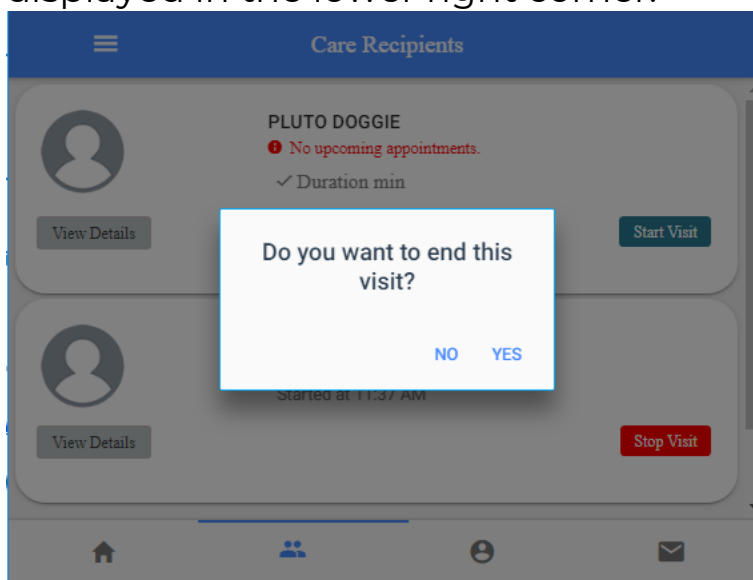
3. In the **Select Job** box, select the service you will provide
4. Select **OK** in the lower right corner.



5. Immediately select the **Stop** button.



6. In the **Do you want to end this visit** box, select the **YES** text displayed in the lower right corner.



Note: You may need to scroll down on your device to locate ALL the details to review.

7. In the **Service Time** section, on the upper right side select **Edit Time**.

The screenshot shows the 'Complete Visit' screen. At the top, there are 'Cancel' and 'Complete Visit' buttons. Below is the 'SERVICE TIME' section, which contains 'Time in' (April 14, 2022 3:07 PM) and 'Time out' (April 14, 2022 3:16 PM). A pink circle highlights the 'Edit Time' link in the top right corner of this section. Below 'SERVICE TIME' is the 'SERVICE LOCATION' section with the address '867 Jesse's Grl Rd , 55044 ,New Market,MN'. Underneath is the 'LOCATION VERIFICATION' section with two green checkmarks and the text 'LOCATION VERIFIED BY GPS'. At the bottom of the main content area is a 'Sign and Submit' button. The bottom navigation bar has icons for home, people, profile, and messages.

8. To adjust the **Time In**; select the **Time In numbers**. A new window opens with Year Month Day Hour Minute AM/PM.

The screenshot shows the 'Complete Visit' screen with the 'Time In' field highlighted by a blue circle. The field displays '2022-04-14 03:07 pm'. Below the field are 'CANCEL' and 'SAVE' buttons. The 'Time Out' field displays '2022-04-14 03:16 pm'. The bottom navigation bar is visible at the bottom of the screen.

9. Adjust the number or numbers that need to be changed.

10. Select the **Done** in the upper right corner of the box

The screenshot shows the 'Complete Visit' screen with a blue header containing 'Cancel' and 'Complete Visit'. Below the header, there are fields for 'Time In' (2022-04-14 03:07 pm) and 'Time Out' (2022-04-14 03:16 pm). A white overlay is displayed in the center, showing a grid of numbers for time selection. The grid is organized as follows:

CANCEL				DONE	
02	12	01	05		
03	13	02	06	am	
2022	04	14	03	07	pm
2021	05	15	04	08	
2020	06	16	05	09	

The 'DONE' text in the top right corner of the overlay is circled with a black circle, and the number '10.' is written next to it.

11. To adjust the **Time Out**; select the **Time Out numbers**. A new window opens with Year Month Day Hour Minute AM/PM.

The screenshot shows the 'Complete Visit' screen with a blue header containing 'Cancel' and 'Complete Visit'. Below the header, there are fields for 'Time In' (2022-02-12 01:00 am) and 'Time Out' (2022-04-14 03:16 pm). The 'Time Out' field is circled with a blue circle, and the number '11.' is written next to it. Below the fields are two buttons: 'CANCEL' and 'SAVE'.

12. Adjust the number or numbers that need to be changed.

13. Select **Done** in the upper right corner of the box

The screenshot shows the 'Complete Visit' screen with a date and time picker. The 'DONE' button is circled with a black circle and labeled '13.'.

14. Confirm the information was updated.

NOTE: To make corrections to the visit, refer to Steps 9-15 on how to make edits

15. Select **Save**

The screenshot shows the 'Complete Visit' screen with the 'SAVE' button circled with a red circle and labeled '15.'.

16. Select **OK** in the **Changes Updated** box to move forward

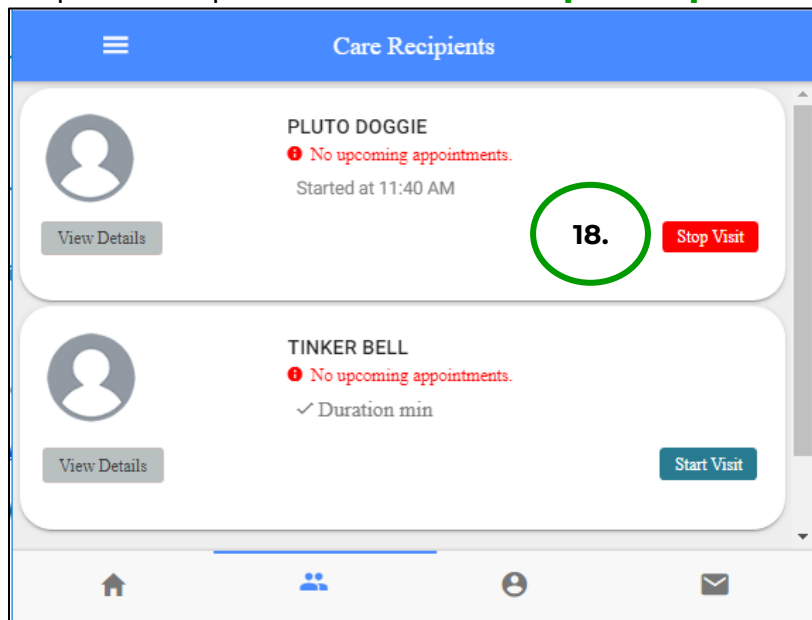
17. Review the Time Details again to confirm they saved correctly, then select **Cancel**

The screenshot shows the 'Complete Visit' screen with a blue header bar containing 'Cancel' and 'Complete Visit'. Below the header, there is a section for 'Time In' and 'Time Out' with dates and times. A white notification box with a blue border is centered on the screen, displaying the text 'Changes Updated' and 'The timecard was updated and has been sent to your caregiver for review.' Below the text is a blue 'OK' button. A black circle with the number '16.' is overlaid on the notification box. At the bottom of the screen is a navigation bar with icons for home, people, a person, and an envelope.

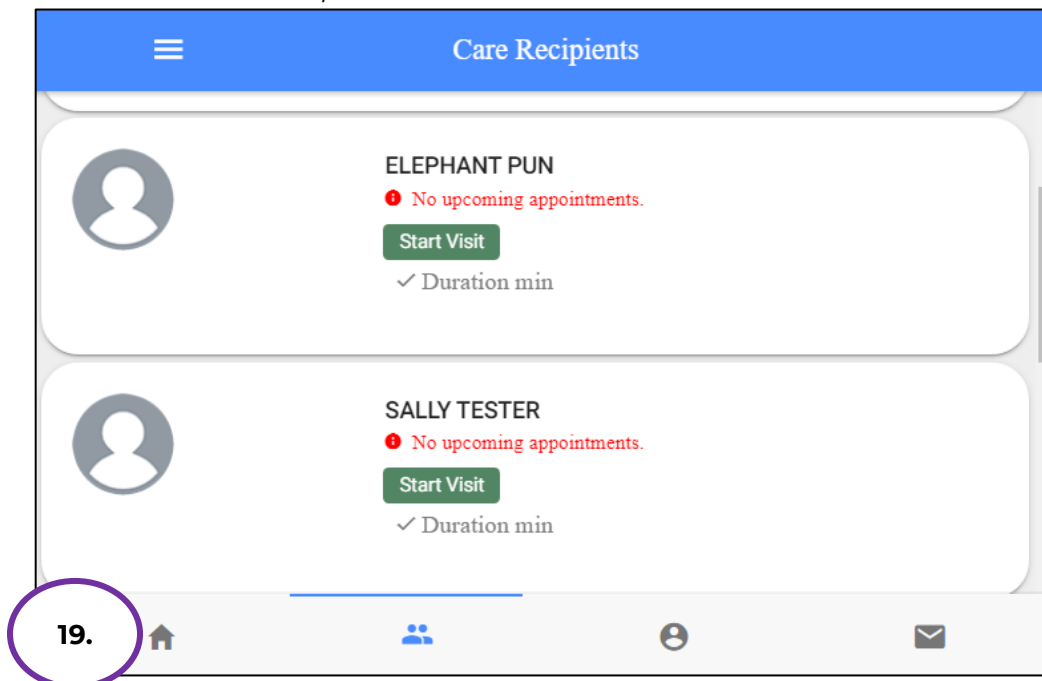
The screenshot shows the 'Complete Visit' screen with a blue header bar containing 'Cancel' and 'Complete Visit'. Below the header, there is a section for 'Recipient of care' with a profile icon and the name 'Elephant Pun'. Below this is a section titled 'SERVICE DETAIL' with a dashed line separator. Under 'SERVICE DETAIL', there is a 'Service type' field with the value 'Shared Services 1:2'. Below this is a section titled 'ACTIVITIES' with a dashed line separator. Under 'ACTIVITIES', there is a checkbox labeled 'Shared Services 1:2' which is checked. Below this is a section titled 'NOTES' with a dashed line separator. Under 'NOTES', there is a text input field with the placeholder 'Enter notes'. Below this is a section titled 'SERVICE TIME' with a dashed line separator. Under 'SERVICE TIME', there is a 'Time in' field with the value 'April 15, 2022 1:00 PM'. To the right of the 'Time in' field is an 'Edit Time' link. At the bottom of the screen is a blue bar with the text 'Sign and Submit'. A black circle with the number '17.' is overlaid on the 'Cancel' button in the header bar.



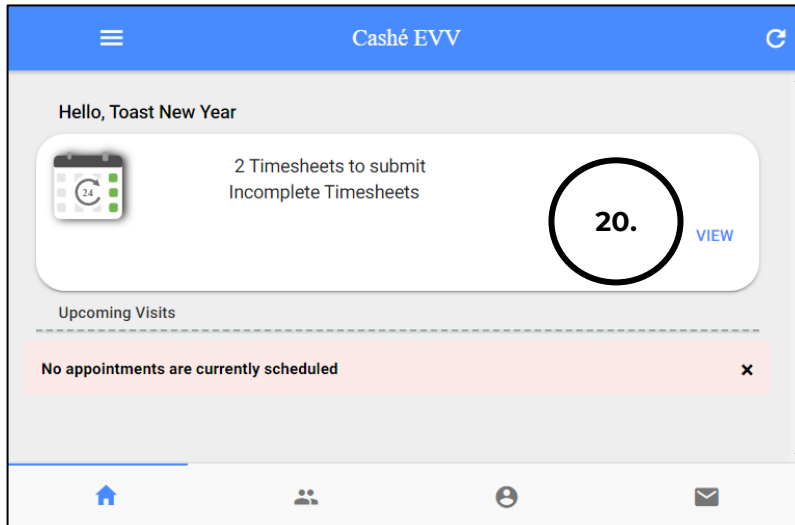
18. Repeat Steps 2-17 for the **2nd participant**



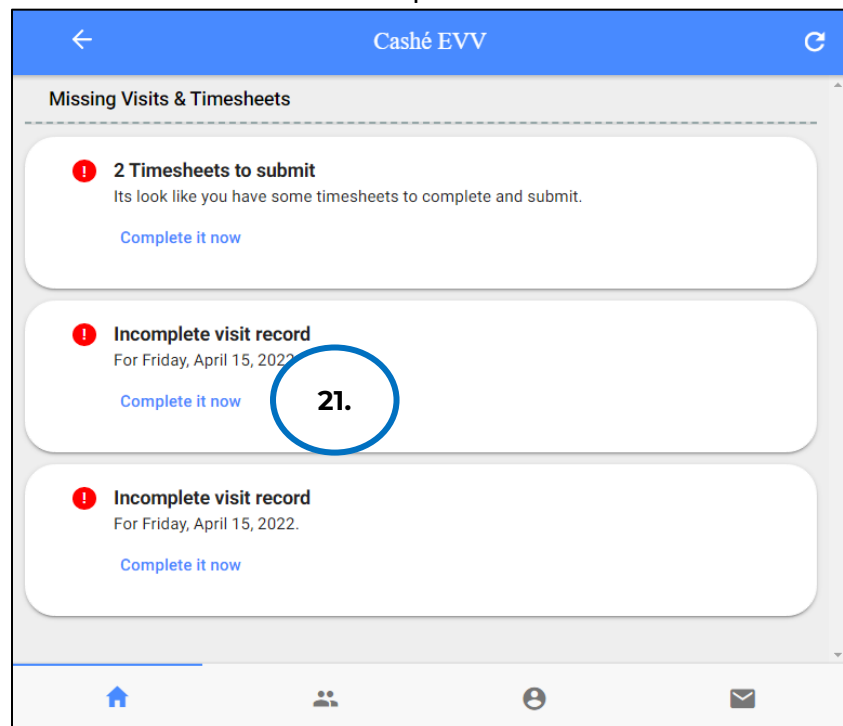
19. Select the **Home**, the 1st icon located at the bottom of the screen



20. Select the **View** in the lower right corner of the **Incomplete Timesheets** box.



21. On the **Missing Visits & Timesheets** screen select the **Complete it now** text located in the lower left corner for the specific Incomplete visit record.



Note: You may need to scroll down on your device to locate ALL the details to review.

22. Review the following:

1. **Service Type** = "Shared Services"
2. **Notes**: (this is an optional field) type any details about the visit that you would like to share with the responsible party or participant
3. **Time In**
4. **Time Out**

Cancel Complete Visit

Recipient of care  
Elephant Pun

**SERVICE DETAIL**

Service type **a.** Shared Services 1:2

**ACTIVITIES**

☒ Shared Services 1:2

**NOTES** **b.**

Enter notes

**SERVICE TIME** Edit Time

Time in **c.** April 15, 2022 1:00 PM

Time out **d.** April 15, 2022 2:00 PM

**SERVICE LOCATION**

10 Lasso Truth Trail, 55374, Rogers, MN

**LOCATION VERIFICATION**

✓ LOCATION VERIFIED BY GPS

✓ LOCATION VERIFIED BY GPS

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.

Sign and Submit

Home Profile Settings Messages

## 23. Select **Sign and Submit**

Cancel Complete Visit

Enter notes

SERVICE TIME Edit Time

Time in April 15, 2022 1:00 PM

Time out April 15, 2022 2:00 PM

SERVICE LOCATION

10 Lasso Truth Trail, 55374, ,Rogers,MN

LOCATION VERIFICATION

✓ LOCATION VERIFIED BY GPS

✓ LOCATION VERIFIED BY GPS

This timescard 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.

**23.** Sign and Submit

## Reference

[OPTION 1 – CLOCK OUT, SIGN, AND SUBMIT TO RESPONSIBLE PARTY FOR APPROVE](#)

or

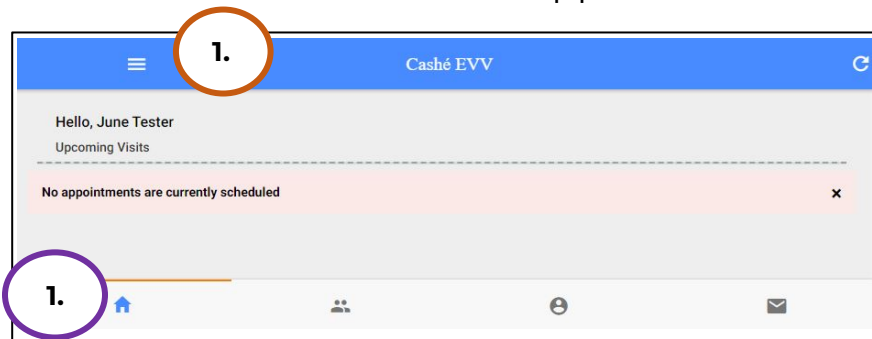
[OPTION 2 – CLOCK OUT, SIGN, AND RESPONSIBLE PARTY APPROVES](#)  
for next steps

## 24. Repeat Steps 22-23 for the 2nd participant

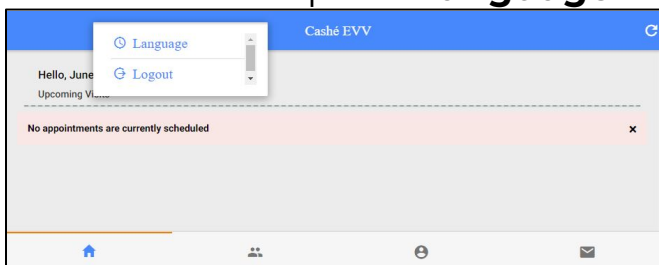
## ADDITIONAL FEATURES OF CASHÉ FMS EVV

### HOW TO CHANGE YOUR PREFERRED LANGUAGE

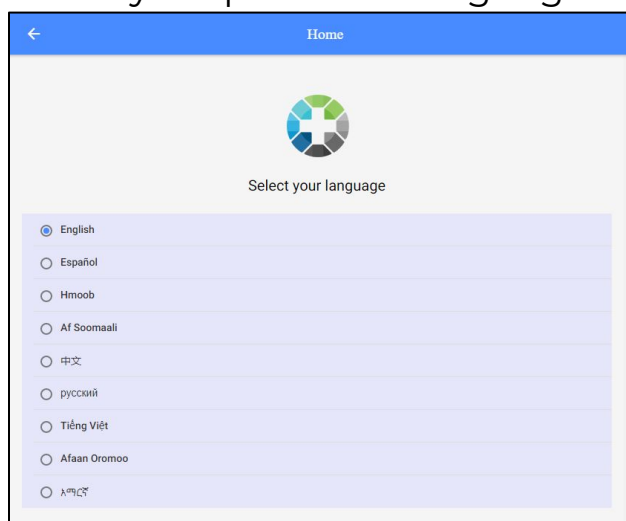
1. Select the **Menu** Icon in the upper left corner of the **Home** Screen



2. Select the first option **Language**

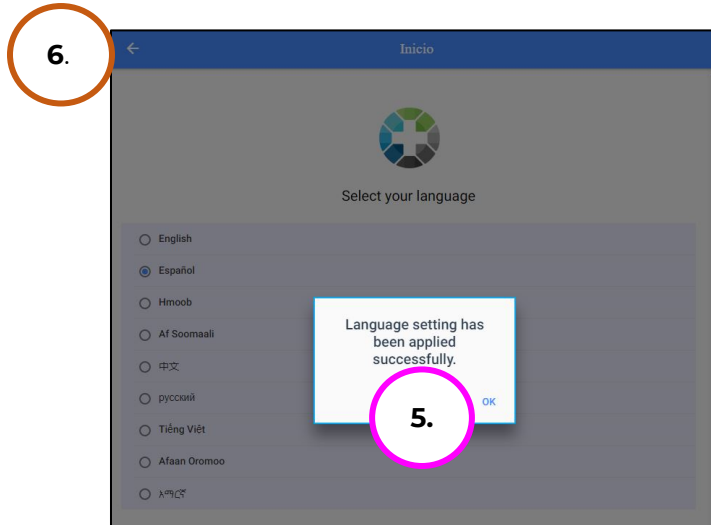


3. Select your preferred language



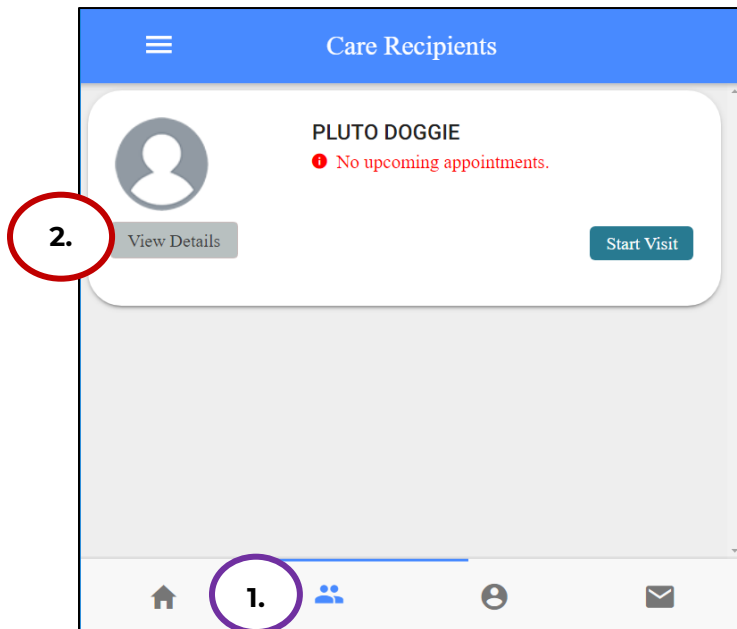
4. A confirmation message, **Language setting has been applied successfully** will appear

5. Select **OK**
6. Select the **back arrow** in the upper left corner of the screen to return to the Home Screen

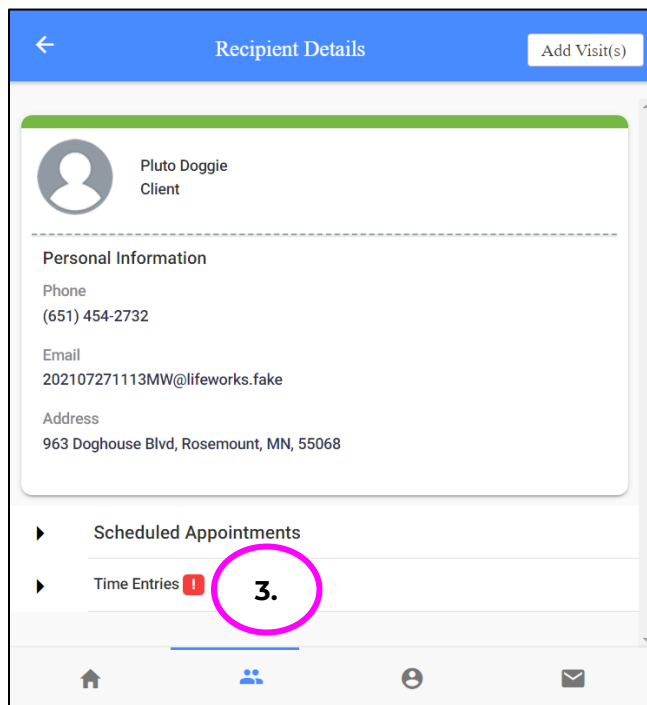


## HOW TO REVIEW SUBMITTED TIME ENTRIES

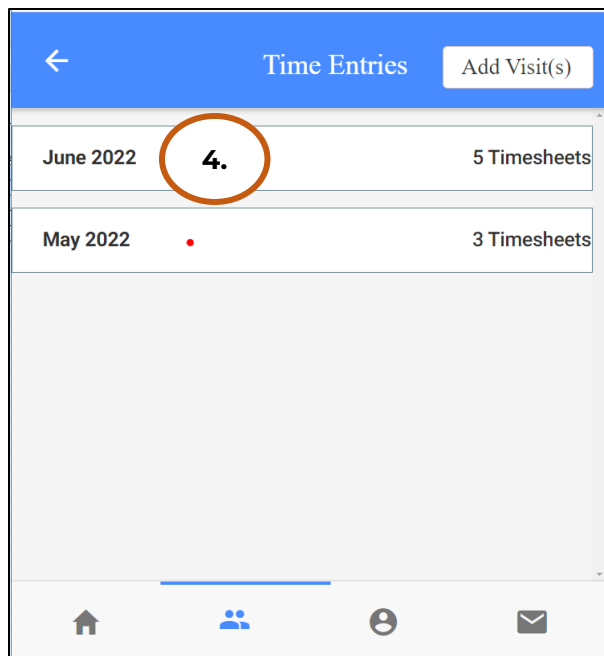
1. Select **Care Recipients**, the 2nd icon located at the bottom
2. Select the **View Details** button on the right.



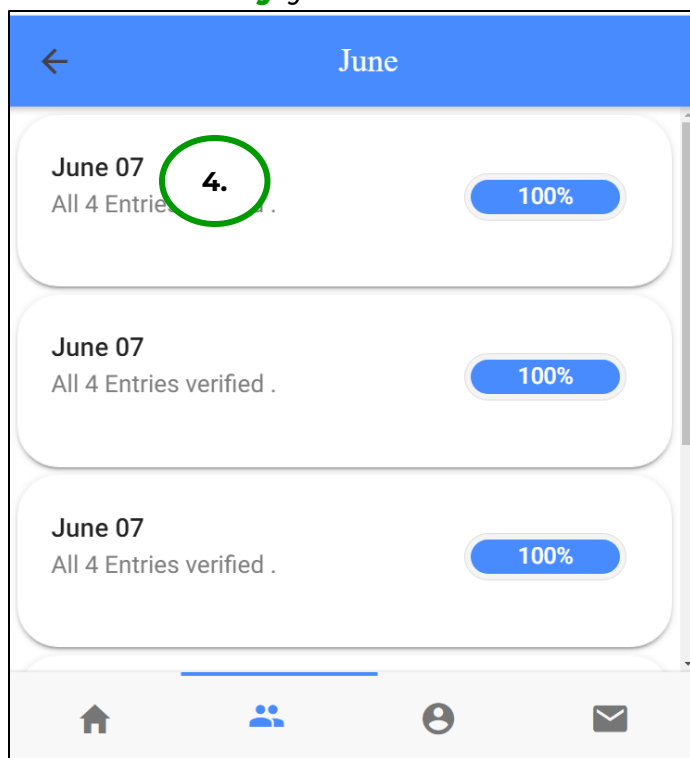
3. Select **Time Entries**



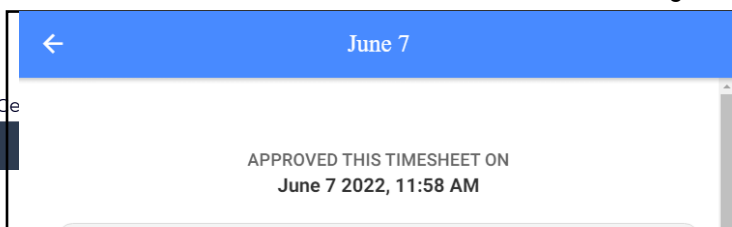
4. Select the **Month** you would like to review



5. Select the **Day** you would like to review



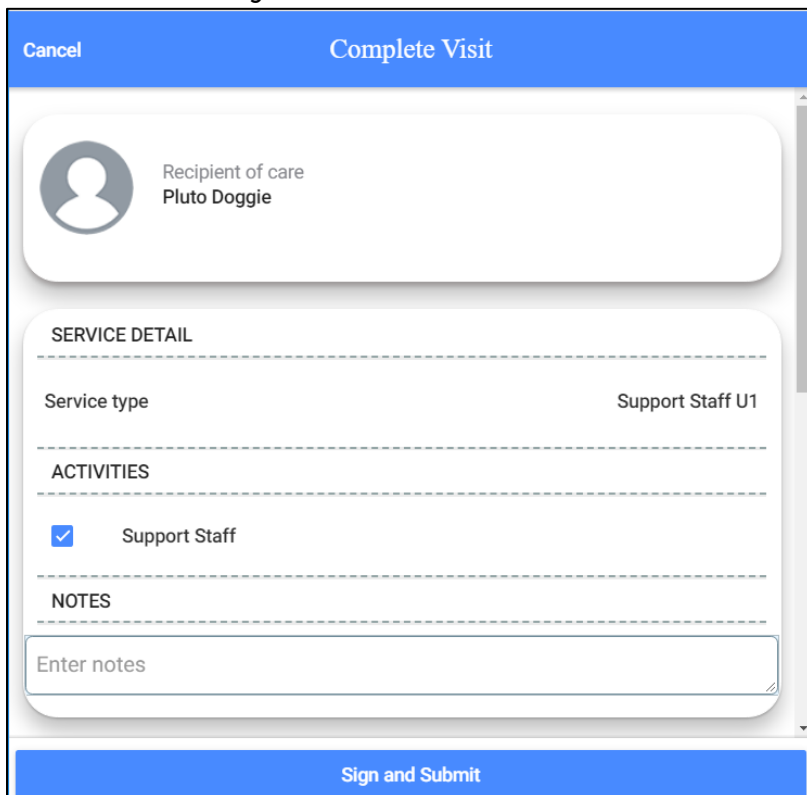
6. Review the details of the Time Entry







7. If you find have not submitted the Time Entry, Sign and Submit the time entry at this time

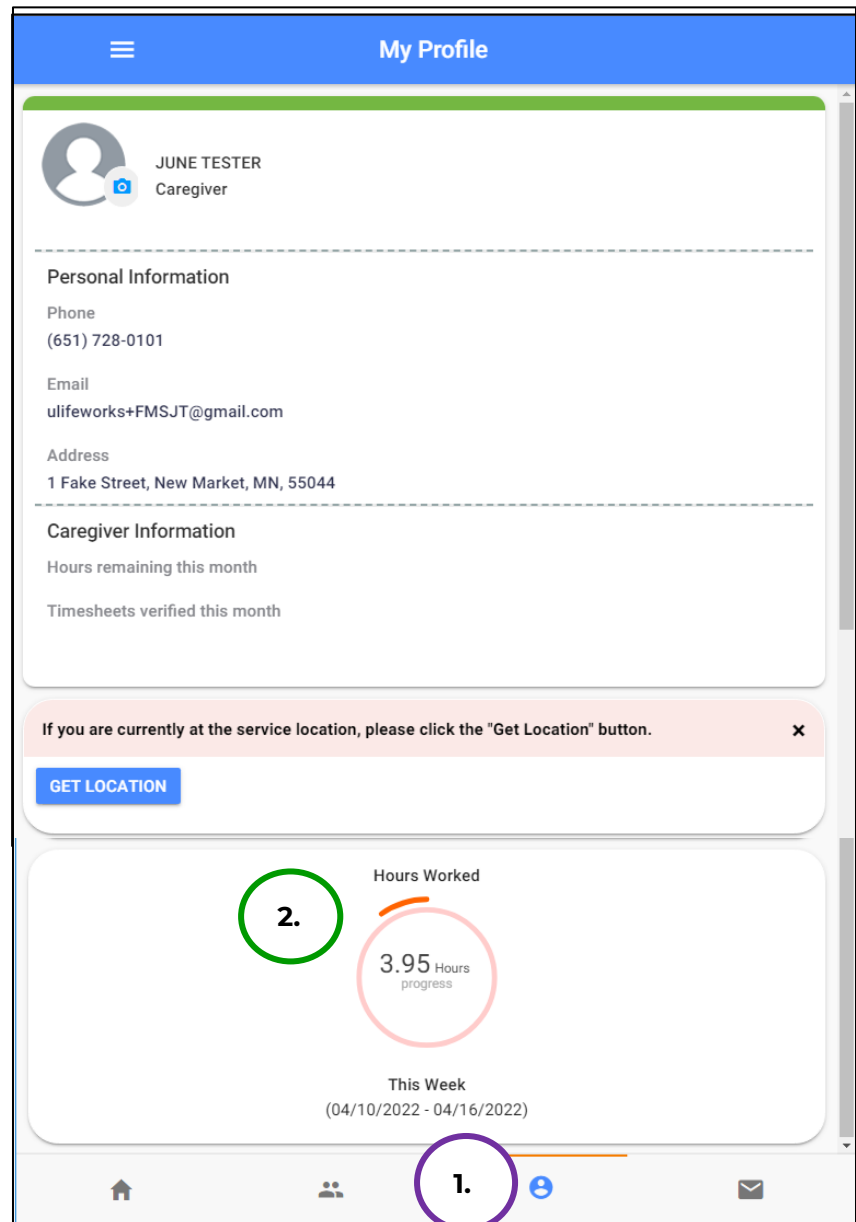


The screenshot shows a mobile application interface for completing a visit. At the top, there is a blue header bar with 'Cancel' on the left and 'Complete Visit' on the right. Below the header, there is a white card with a grey person icon and the text 'Recipient of care Pluto Doggie'. Underneath this is another white card titled 'SERVICE DETAIL' with a dashed line separator. Below the separator, there is a 'Service type' field with the value 'Support Staff U1'. Another dashed line separator follows, leading to an 'ACTIVITIES' section. In this section, there is a checked checkbox next to the text 'Support Staff'. Below this is a 'NOTES' section with a dashed line separator and a text input field labeled 'Enter notes'. At the bottom of the form, there is a blue bar with the text 'Sign and Submit'.

8. If you find you HAVE submitted the time entry & it is incorrect reach out to your Responsible Party or Reference the Employee User Guide Commonly Asked Questions for next steps

## HOW TO REVIEW TOTAL WEEKLY HOURS WORKED

1. Select **My Profile**, the 3<sup>rd</sup> icon on the bottom of the screen
2. Scroll down until you see **Hours Worked**
  - a. This will show ONLY the total hours for the current week. The hours will reset every Saturday at 11:59 pm.



## COMMONLY ASKED QUESTIONS

### MISSING LOGIN INFORMATION

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1. An email was sent from [admin@cashsoftware.com](mailto:admin@cashsoftware.com); be sure to search your junk/spam, Promotions tab (Gmail accounts) AND Inbox folders for the information. You can refer to [How to Log In and Set Up Your Password](#) for an example of the email.
2. If you cannot find the original email, please send an email ticket to our technical team at [CashSupport@lifeworks.org](mailto:CashSupport@lifeworks.org) to request new login information to be sent.  
Include the following information:
  - Your Full Name
  - Your Username
  - Preferred contact method for the response
    - If a phone call is preferred, please specify best the Date & Time for a returned call.

### CANNOT LOG IN

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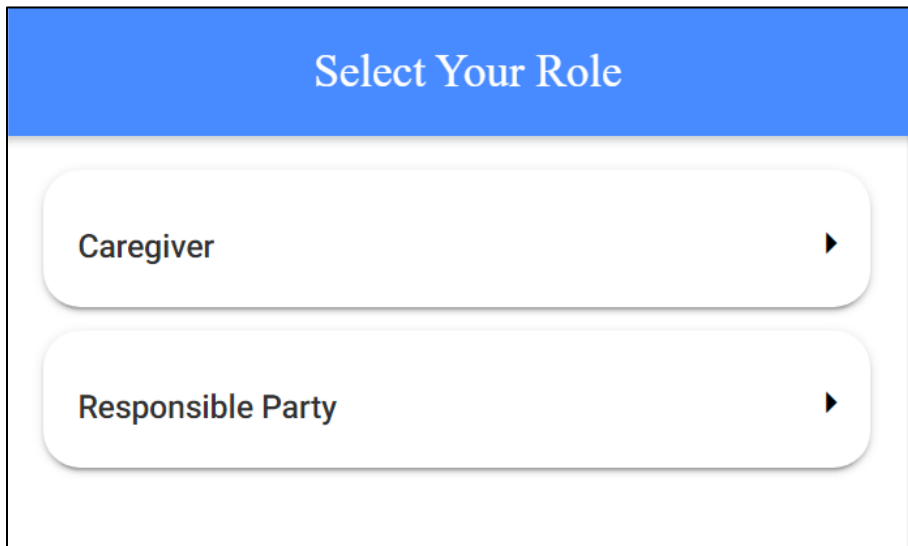
1. Confirm that your username and password have been entered correctly.
2. If you still cannot to log in, restart the device by turning it completely off and then turning the device back on. Attempt to log in again.
3. If restarting the device does not work, if you are on your phone or tablet uninstall and reinstall the Cashé FMS EVV app. If you are using your computer, use the Google Chrome browser to type the website <https://evv.cashsoftware.com/app/>.
4. If you still cannot log in, please submit an email ticket to our technical team at [CashSupport@lifeworks.org](mailto:CashSupport@lifeworks.org).  
Include the following information:
  - Screenshot of the error message
  - Your Full Name

- Your Username
- Preferred contact method for the response
  - If a phone call is preferred, please specify best the Date & Time for a returned call.

## WHY DO I HAVE TO SELECT A ROLE?

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This means you are listed as both a Caregiver AND Responsible Party for the Participant. When working with the Participant you will choose the **Caregiver** role to Clock In and Clock Out. When approving timecards for your Caregivers you will choose the **Responsible Party** role. For assistance with the Responsible Party role reference the Support Manager User Guide for Cashé FMS EVV located on our website <https://www.lifeworks.org/timekeeping/>.



## IS THE PASSWORD THE SAME FOR THE RESPONSIBLE PARTY ROLE?

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Yes, the password is the same for both the Employee AND the Responsible Party role.

If your password is NOT working for either login, please submit an email ticket to our technical team at [CasheSupport@lifeworks.org](mailto:CasheSupport@lifeworks.org).

Include the following information:

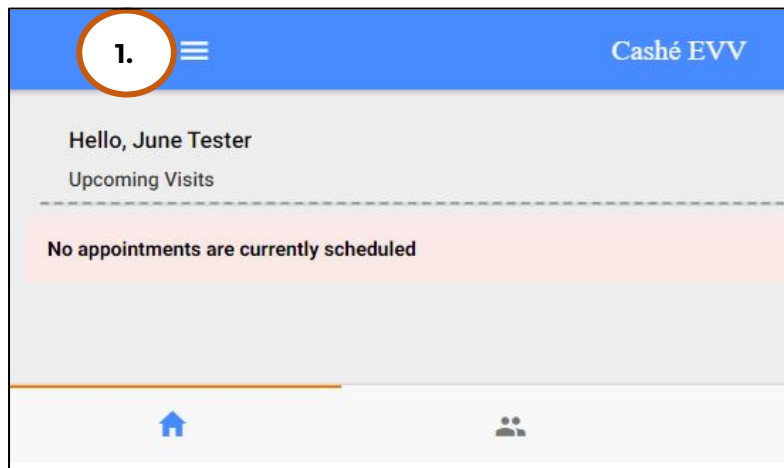
- Screenshot of where the language is not updated
- Your Full Name
- Your Username
- Preferred contact method for the response
  - If a phone call is preferred, please specify best the Date & Time for a returned call.

## HOW TO SWITCH FROM CAREGIVER TO RESPONSIBLE PARTY

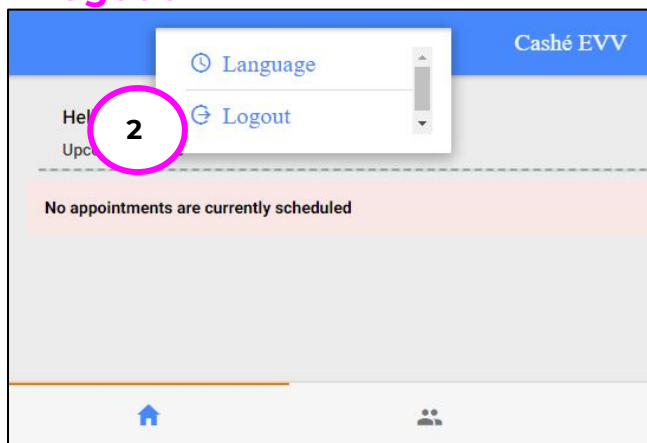
To switch roles, you will need to Log Out of the Cashé FMS EVV app and Log back in. Then select the Responsible Party role.

To Log out:

1. Select **Menu**



2. Select **Logout**



## LANGUAGE PREFERENCE NOT UPDATING

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1. The **Change Language** function should immediately update all fields with your preferred language. If that is not the case, log out of Cashé FMS EVV by selecting the menu icon in the upper left corner of the screen and Log Out. Then, log back into Cashé FMS EVV. The language should be updated with the preferred language.
2. If your preferred language still has not updated, please submit an email ticket to our technical team at [CasheSupport@lifeworks.org](mailto:CasheSupport@lifeworks.org). Include the following information:
  - Screenshot of where the language is not updated
  - Your Full Name
  - Your Username
  - Preferred contact method for the response
    - If a phone call is preferred, please specify best the Date & Time for a returned call.

## PARTICIPANT IS NOT LISTED

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1. If your participant is not listed, it could mean that some information is missing from your Employee Profile. Please submit an email ticket to our technical team at [CasheSupport@lifeworks.org](mailto:CasheSupport@lifeworks.org). Include the following information:
  - Screenshot of error the message on the Care Recipients screen showing the participant is missing
  - Your Full Name
  - Your Username
  - Preferred contact method for the response
    - If a phone call is preferred, please specify the best Date & Time for a returned call.



## DO I NEED CASHE FMS EVV APP OPEN ALL DAY?

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You do NOT need to keep the Cashé FMS EVV app open during your shift.

All you need to do is open Cashé FMS EVV to Clock In but there is no reason to keep it open.

The next time Cashé FMS EVV needs to be open is when you are ready to Clock Out & submit your timecard.

## CHECK THE STATUS OF A TIME ENTRY

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There are 3 ways to check the status of your time entry:

1. Follow the steps within [How To View Approved and Unapproved Time Entries](#).
2. Reach out to your Responsible Party.
3. Send an email ticket to the technical team at [CasheSupport@lifeworks.org](mailto:CasheSupport@lifeworks.org).

Include the following information:

- Details of the time entry
- Your Full Name
- Your Username
- Preferred contact method for the response
  - If a phone call is preferred, please specify the best Date & Time for a returned call.

## HOW TO SUBMIT MULTIPLE SHIFTS IN A DAY

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Repeat ALL steps when working MULTIPLE shifts on the SAME day

Reference [HOW TO USE CASHÉ FMS EVV: One to One Services](#) OR [HOW TO USE CASHÉ FMS EVV: Shared Services](#)

## RESPONSIBLE PARTY REJECTED MY TIME

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Please refer to [HOW TO EDIT REJECTED TIME ENTRIES](#) for next steps. If you have additional questions, please submit an email ticket to our technical team at [CashSupport@lifeworks.org](mailto:CashSupport@lifeworks.org).

Include the following information:

- Screenshot of the time entry details
- Your Full Name
- Your Username
- Preferred contact method for the response
  - If a phone call is preferred, please specify the best Date & Time for a returned call.

## DELETE A TIME ENTRY

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If you or your Responsible Party would like to delete a time entry, please submit an email ticket to our technical team at [CashSupport@lifeworks.org](mailto:CashSupport@lifeworks.org).

Include the following information:

- Description of why you are reaching out
- Screenshot of the time entry details
- Your Full Name
- Your Username
- Name of Your Responsible Party
- Name of Your Participant
- Preferred contact method for the response
  - If a phone call is preferred, please specify the best Date & Time for a returned call.

## WHY IS THERE A TIME LIMIT FOR SHARED SERVICES?

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To make sure your Shared Services match there is a 3 minute 30 second window between both participants & entries to sign and submit the information.

If you are NOT able to submit BOTH entries within that window, submit an email ticket to our technical team at [CashSupport@lifeworks.org](mailto:CashSupport@lifeworks.org).

- Description of why you are reaching out
- Screenshot of the time entry details
- Your Full Name
- Your Username
- Name of Your Responsible Party
- Name of Your Participant
- Preferred contact method for the response
  - If a phone call is preferred, please specify the best Date & Time for a returned call.

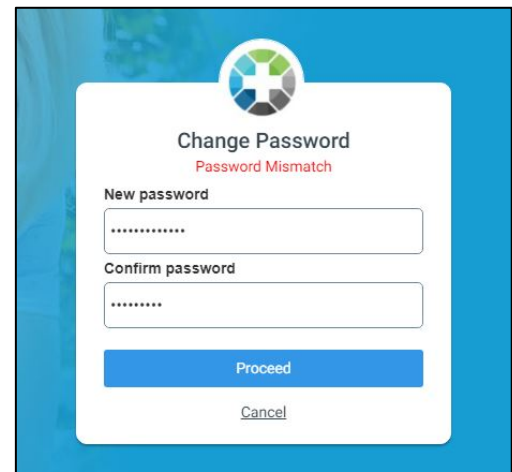
## ERROR MESSAGES GUIDE

Below are images of possible error messages while using Cashé FMS EVV along with instructions for how to troubleshoot them.

### Password Mismatch

**Reason:** The password you entered in **New password** does NOT match what was entered in **Confirm Password**.

**Solution:** Please carefully re-type the information. If you continue to receive the error message, submit an email ticket to our technical team at [CashSupport@lifeworks.org](mailto:CashSupport@lifeworks.org).



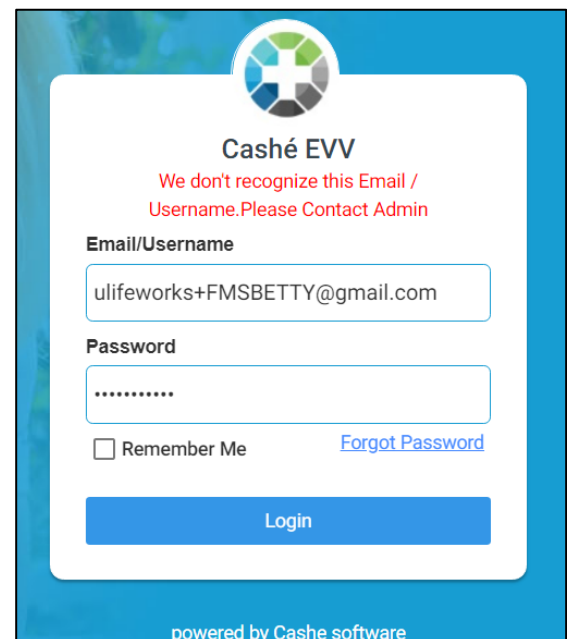
The screenshot shows a 'Change Password' form with a blue header and a white background. At the top is a circular logo with a cross. Below the logo, the text 'Change Password' is displayed, followed by a red error message 'Password Mismatch'. There are two input fields: 'New password' and 'Confirm password', both containing masked text (dots). Below the fields is a blue 'Proceed' button and a blue 'Cancel' link.

### We don't recognize this Email/Username. Please Contact Admin

**Reason:** Your email username is incorrect, or you have not completed your registration with Cashé FMS EVV.

#### Solution:

1. Check your email for a welcome email from Cashé FMS EVV (admin@cashesoftware.com) and follow the steps for setting up your information.
2. Send an email ticket to our technical team at [CashSupport@lifeworks.org](mailto:CashSupport@lifeworks.org)

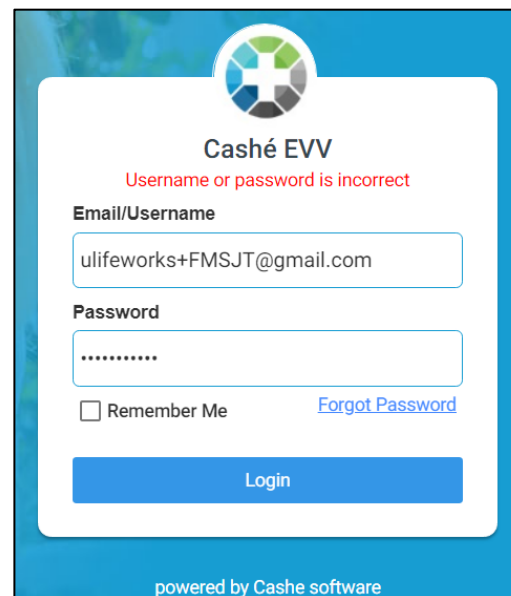


The screenshot shows the 'Cashé EVV' login form. It has a blue header with the circular logo. Below the logo, the text 'Cashé EVV' is displayed, followed by a red error message 'We don't recognize this Email / Username. Please Contact Admin'. There are two input fields: 'Email/Username' (containing 'ulifeworks+FMSBETTY@gmail.com') and 'Password' (containing masked text). Below the fields are a 'Remember Me' checkbox and a 'Forgot Password' link. A blue 'Login' button is at the bottom. At the very bottom, it says 'powered by Cashe software'.

**Username or password is incorrect**

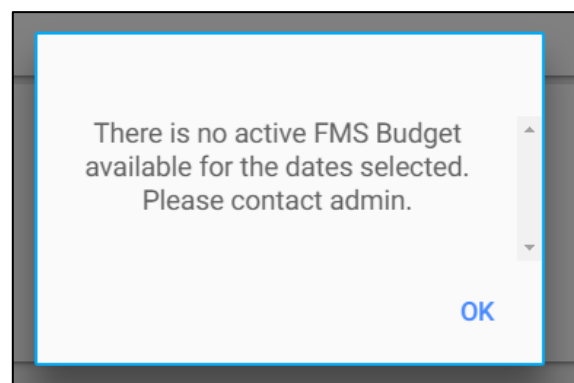
**Reason:** Your password or username is incorrect due to a typo or a different password was used to set up your login.

**Solution:** Please carefully re-type the information. If you continue to receive the error message, select “Forgot Password” to reset your information.

A screenshot of the Cashé EVV login interface. At the top is a logo with a green cross inside a circle. Below it, the text "Cashé EVV" is displayed. A red error message reads "Username or password is incorrect". There are two input fields: "Email/Username" containing "ulifeworks+FMSJT@gmail.com" and "Password" with masked characters. Below the password field is a checkbox for "Remember Me" and a blue link for "Forgot Password". A blue "Login" button is at the bottom. The footer says "powered by Cashe software".**There is no active FMS Budget available for the dates selected.****Please contact admin.**

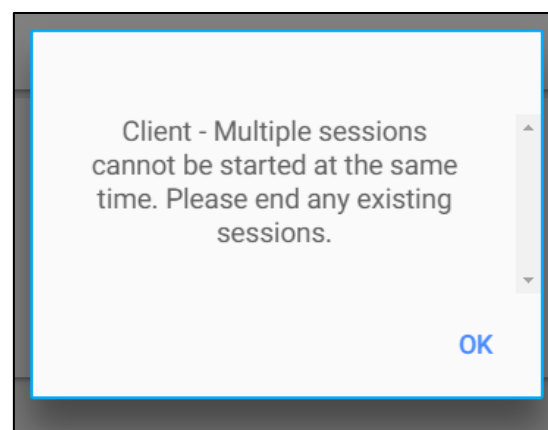
**Reason:** We are not able to share the reason with anyone other than the Responsible Party.

**Solution:** Contact your Responsible Party for more information.

A screenshot of a white error message dialog box with a grey border. The text inside reads: "There is no active FMS Budget available for the dates selected. Please contact admin." There is a blue "OK" button in the bottom right corner.**Client – Multiple sessions cannot be started at the same time. Please end any existing sessions.**

**Reason:** Another employee is currently logged in meaning they forgot to clock out from their shift, or the Responsible Party scheduled someone else with the same shift.

**Solution:** Contact your Responsible Party for more information.

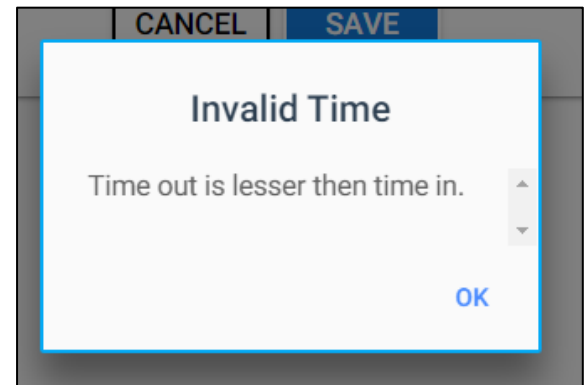
A screenshot of a white error message dialog box with a grey border. The text inside reads: "Client - Multiple sessions cannot be started at the same time. Please end any existing sessions." There is a blue "OK" button in the bottom right corner.

### Invalid Time. Time out is lesser than time in.

**Reason:** An incorrect date or time has been entered & must be reviewed before it will be accepted.

**Solution:** Review the Time In and Time Out dates and times. Also, AM/PM may have not updated. Reference HOW TO EDIT INCOMPLETE TIME ENTRIES

(Temporarily Allowed) for steps on how to edit the date and time.



### You've entered time that overlaps with an existing timecard.

**Reason:** You or another employee has entered a time entry that overlaps. The entry could overlap by 1 minute or the entire shift.

**Solution:** Review the Time Entries you have already submitted. Reference HOW TO EDIT INCOMPLETE TIME ENTRIES (Temporarily Allowed) for steps on how to edit the date and time. If you have questions reach out to your Responsible Party or Reference the Employee User Guide Commonly Asked Questions for next steps

You've entered time that overlaps with an existing timecard. (Code: WTTC005)

### Multiple Users Found.

**Reason:** The email address provided to Lifeworks is being used by another individual or agency.

**Solution:** Please submit an email ticket to our technical team at [CashSupport@lifeworks.org](mailto:CashSupport@lifeworks.org) if you need assistance.

Include the following information:

- Description of why you are reaching out
- Screenshot of error message
- Your Full Name
- Your Username
- Preferred contact method for the response

- If a phone call is preferred, please specify the best Date & Time for a returned call.

### Other error messages

If you receive any other error message and are unsure how to continue, please submit an email ticket to our technical team at [CashSupport@lifeworks.org](mailto:CashSupport@lifeworks.org).

Include the following information:

- Description of why you are reaching out
- Screenshot of error message
- Your Full Name
- Your Username
- Name of Your Responsible Party (if applicable)
- Name of Participant
- Preferred contact method for the response
  - If a phone call is preferred, please specify the best Date & Time for a returned call.

## UPDATING YOUR CONTACT INFORMATION

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Please submit an email ticket to our technical team at [CashSupport@lifeworks.org](mailto:CashSupport@lifeworks.org) if you need to update your contact information (email, phone number, etc.). Include the following information:

- Your current information and the new information you need updated
- Your Full Name
- Your Username
- Name of Your Responsible Party (if applicable)
- Name of Your Participant
- Preferred contact method for the response
  - If a phone call is preferred, please specify the best Date & Time for a returned call.



## WHO CAN I CONTACT TO ANSWER CASHÉ FMS EVV RELATED QUESTIONS?

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Please contact our technical team by sending an email ticket to [CashSupport@lifeworks.org](mailto:CashSupport@lifeworks.org) or calling 651-454-2732 and asking for Cashé Support. Please have the following information available:

- Screenshot of error message (if applicable)
- Description of why you are reaching out
- Your Full Name
- Your Username
- Name of Your Responsible Party (if applicable)
- Name of Participant
- Preferred contact method for the response
  - If a phone call is preferred, please specify the best Date & Time for a returned call.

**Note:** Save a copy of this Employee User Guide to your device for future reference OR for the most recent version go to the following website <https://www.lifeworks.org/timekeeping/>.