

# TIMEKEEPING AND SPENDING-SUMMARY SYSTEM

## Frequently Asked Questions

### About Cashé

As a Minnesota-based company developed specifically for caregiving agencies and support providers, Cashé Software understands the complexities of service authorization and billing models. They offer a robust, software solution for complying with the Americans with Disabilities Act (ADA), the Health Insurance Portability and Accountability Act (HIPAA), and the Electronic Visit Verification (EVV) requirement.

### 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

Below are responses to common inquiries about our new timekeeping and spending-summary system. Should you have any additional questions, please do not hesitate to reach out to us: [651-454-2732](tel:651-454-2732)

### Why did Lifeworks select this new system?

As a provider of self-directed services, Lifeworks wanted to offer a more user-friendly experience for participants that ensured compliance with [Electronic Visit Verification](#) – a federal mandate that Minnesota is implementing in the future without a set date. After vetting options to upgrade our portal, it was clear that the new Timekeeping and Spending-System offered through the EVV app, powered by Cashé was the best selection. Along with allowing online time entry and approvals, this state-of-the-art platform combines an intuitive interface with sophisticated features to meet the needs of our participants and government requirements.

### How is the new system different?

Using the new system, employees will enter their own hours and support managers will approve time online.

### What does the new system look like?

The new system's interface is user-friendly, allowing for convenient time entry and approvals. Lifeworks will provide step-by-step visuals in the near future.

### How do I access the new system?

The new system can be accessed from smartphone, computer, and tablet devices.

**Are there resources available for employees and support managers who do not have internet or a device to access the new system?**

Lifeworks provides [a list of programs that offer free and affordable technology resources](#). In addition, the support manager will have the option of approving time directly on their employee's device by entering a pin number and signing an electronic timesheet.

**Is an email address required to access the new system?**

Yes, the new system requires an email address. If you do not have one – no worries, we can help! Please contact us at 651-454-2732 and ask to speak with EVV Support; they can assist you with creating an email address.

**How will I learn to use the new system?**

To support you during this transition, Lifeworks will provide remote training sessions with extended office hours and independently guided, step-by-step instructions, which will then be posted on [lifeworks.org](http://lifeworks.org) for easy access and reference. Individualized training sessions will also be available by appointment.

**Who do I contact if I need support?**

We are here for you! All you need to do is give us a call at 651-454-2732 and ask to speak with EVV Support or email: [cashesupport@lifeworks.org](mailto:cashesupport@lifeworks.org)

**Will my Service Coordinator remain the same person?**

Yes, your same Service Coordinator will be here to support you.

**Will the payroll schedule remain the same?**

Yes, the payroll schedule will remain the same. There will not be any changes to the pay periods, pay dates, or deadlines.

**How do I request Paid Time Off (PTO)?**

People who participate in programs that offer PTO can continue to complete and submit the request form available on Lifeworks Fiscal Forms' webpage: [www.lifeworks.org/fiscal-support/forms](http://www.lifeworks.org/fiscal-support/forms)

**Can I still call the main line?**

Of course! We are available to take your call Monday through Friday from 8:00 a.m. to 4:30 p.m. (with the exception of holidays).