

SERVICE UTILIZATION USER GUIDE FOR CASHÉ FMS EVV

Fiscal Management Services (FMS)
CDCS/CSG



- ABOUT CASHÉ FMS EVV** 2
- GETTING STARTED** 4
 - How to Open the Service Utilization Secure Email 4
- GUIDE TO SERVICE UTILIZATION REPORTS** 10
 - Service Utilization Budget Summary Report..... 10
 - GLOSSARY*..... 10
 - How totals are calculated within the Budget Summary*..... 11
 - Staffing Summary*..... 12
 - How the totals are calculated within the Budget Line Items*..... 12
 - Service Utilization Detail Report..... 14
 - GLOSSARY*..... 14
 - How the totals are calculated within the Detail Summary*..... 14
 - Overall Staffing*..... 15
 - How the totals are calculated within Overall Staffing*..... 15
 - Budget Time Entry Details*..... 16
 - How the totals are calculated within Budget Time Entry Details*..... 16
 - Budget Line-Item Transaction Details*..... 17
- COMMONLY ASKED QUESTIONS**..... 17
 - UPDATING CONTACT INFORMATION..... 17
 - WHO CAN I CONTACT TO ANSWER CASHÉ EVV RELATED QUESTIONS?..... 17

ABOUT CASHÉ FMS EVV

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 21st 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/39zkp95>.

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 CashéSupport@lifeworks.org or by calling 651-454-2732 and asking for Cashé Support.

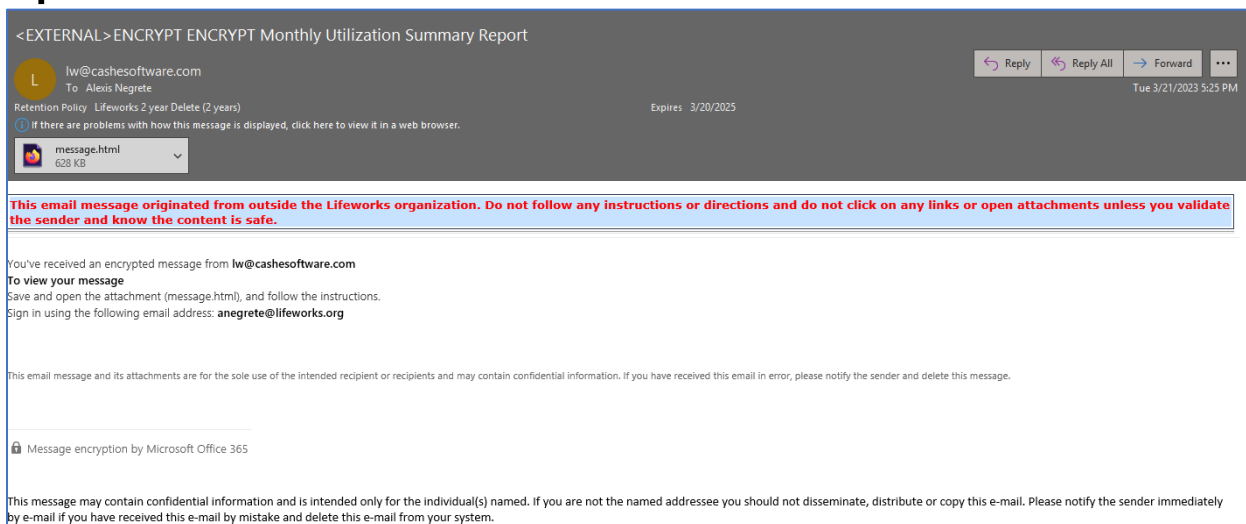
When submitting an email ticket, please provide the following information:

- Screenshot of error message (if applicable)
- Description of why you are reaching out
- Your Full Name
- Your Username
- Name of Your Employee (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.

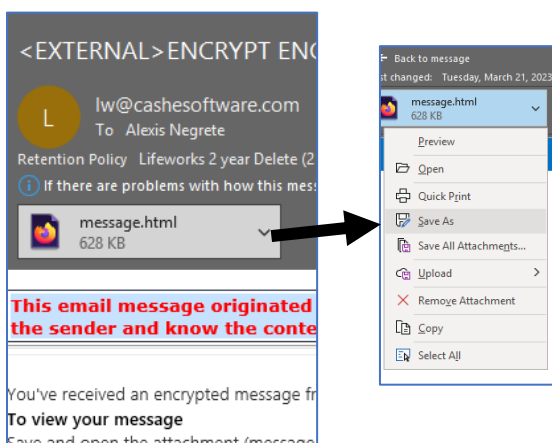
GETTING STARTED

How to Open the Service Utilization Secure Email

1. **Locate** the Secure email in your inbox
 - a. Subject Line should be **ENCRYPT ENCRYPT Monthly Utilization Summary**
2. **Open** the email

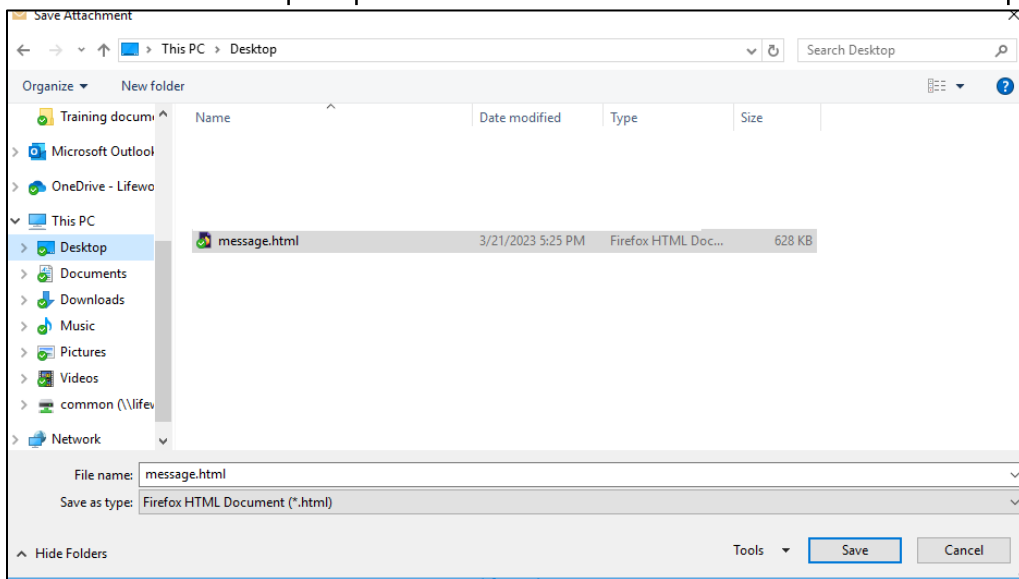


3. **Select** the drop-down arrow on the attachment.
4. Select **Save As** to save attached message



5. **Pick the location** where you would like to save the attached message

a. The example provided was saved to their desktop

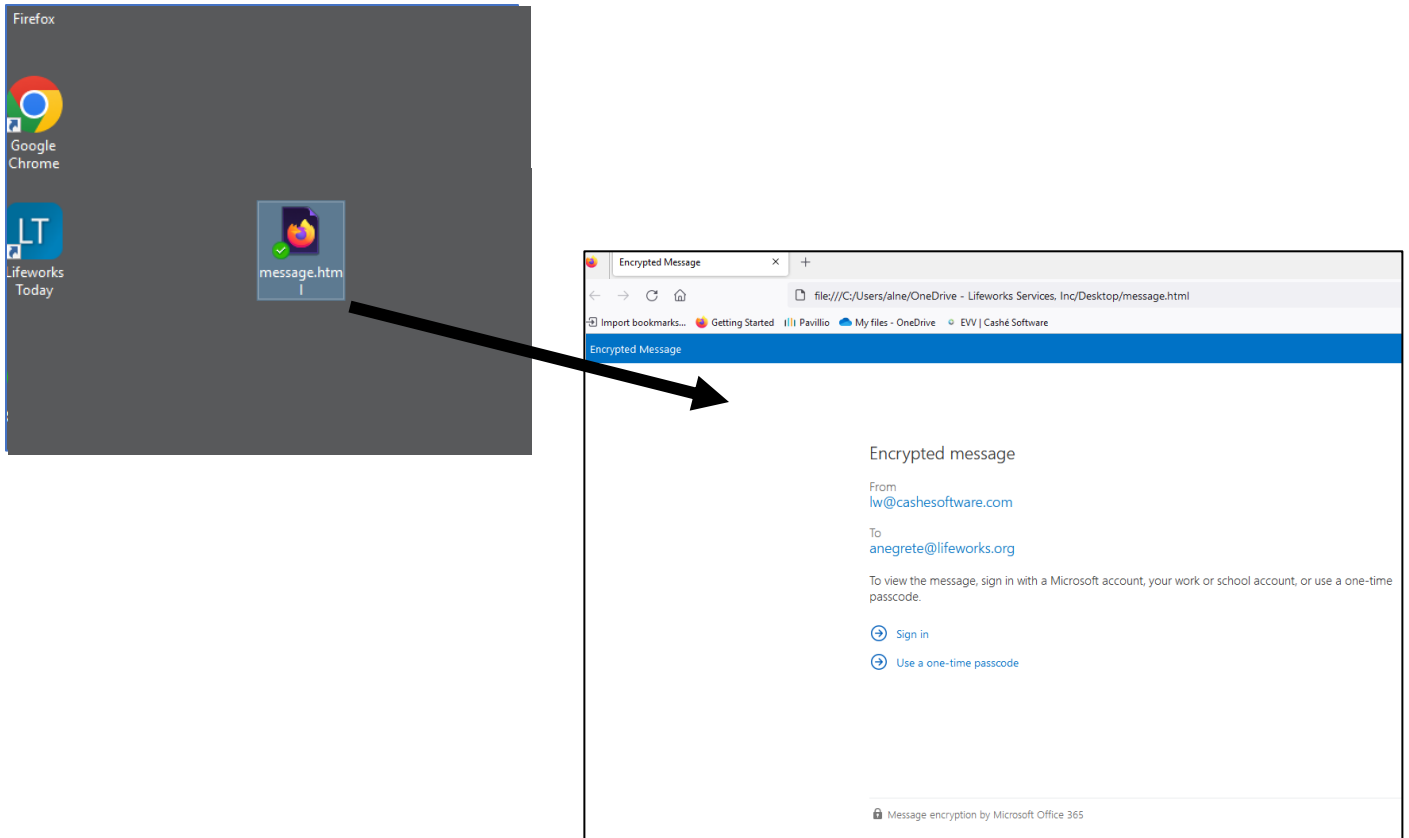


6. **Locate** the saved attachment in your designated location

a. The example provided was saved to their desktop

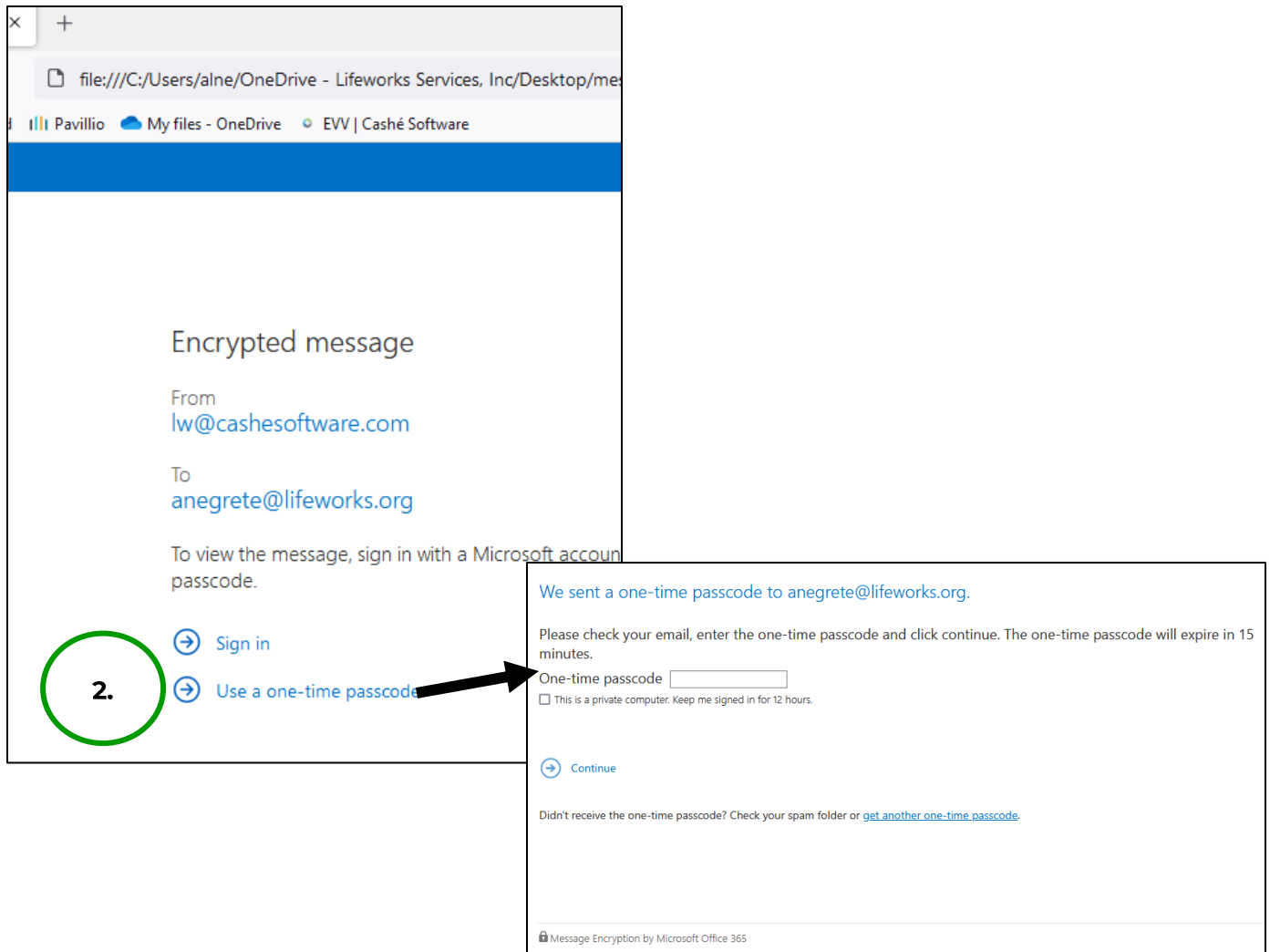
7. **Open** the attachment file

NOTE: The file will open in your default web browser



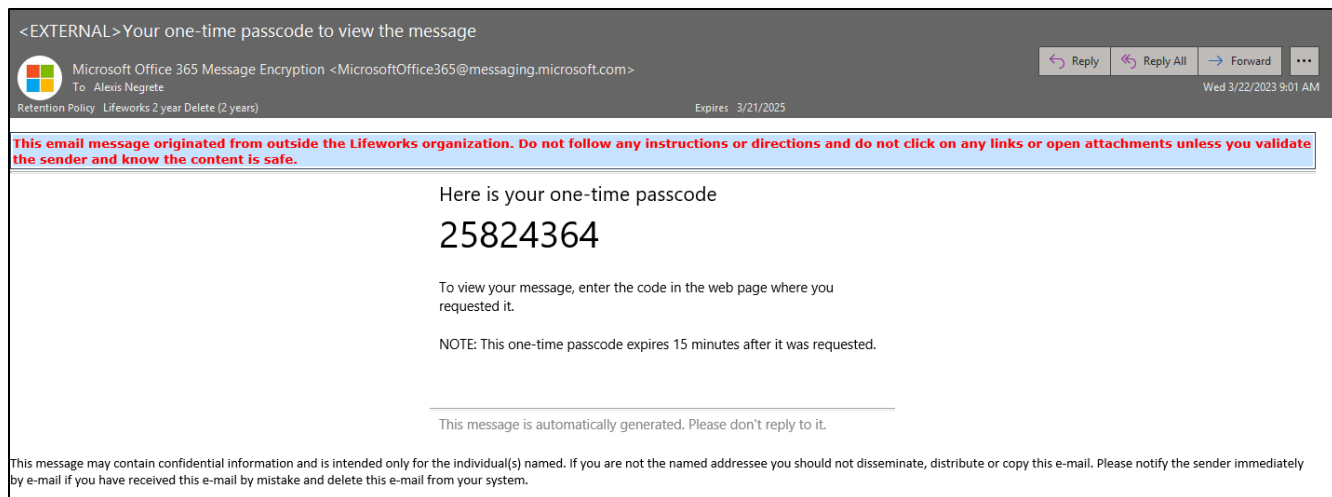
8. Select **Use a one-time passcode**

NOTE: You do NOT need Sign-In information to access this information.

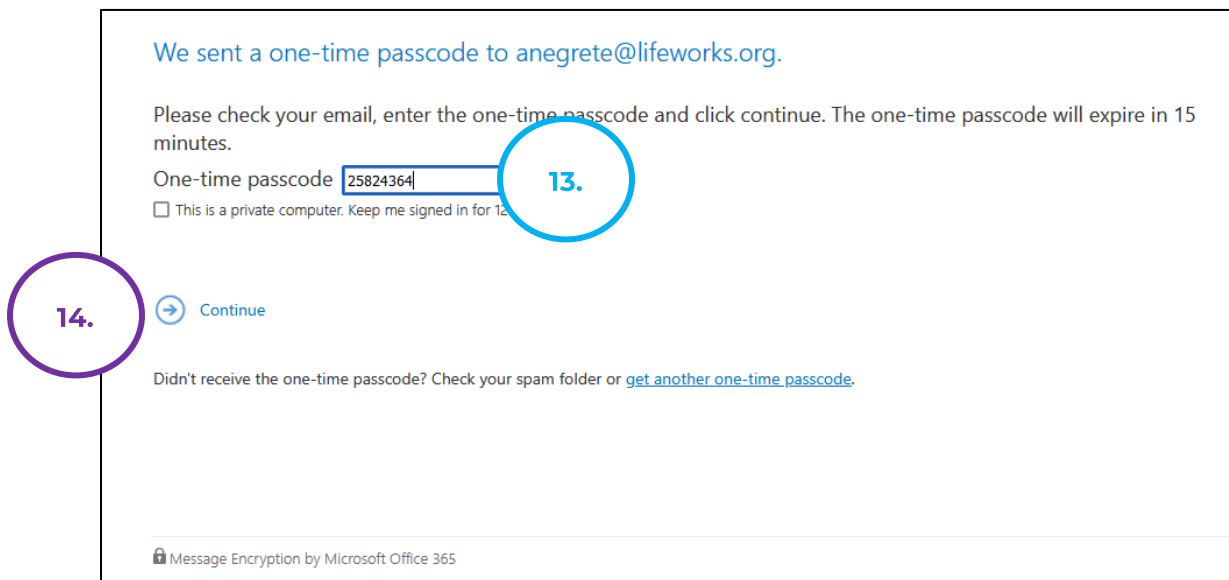


9. Check your email for the one-time passcode
 - a. Subject Line should be **Your one-time passcode to view the message**

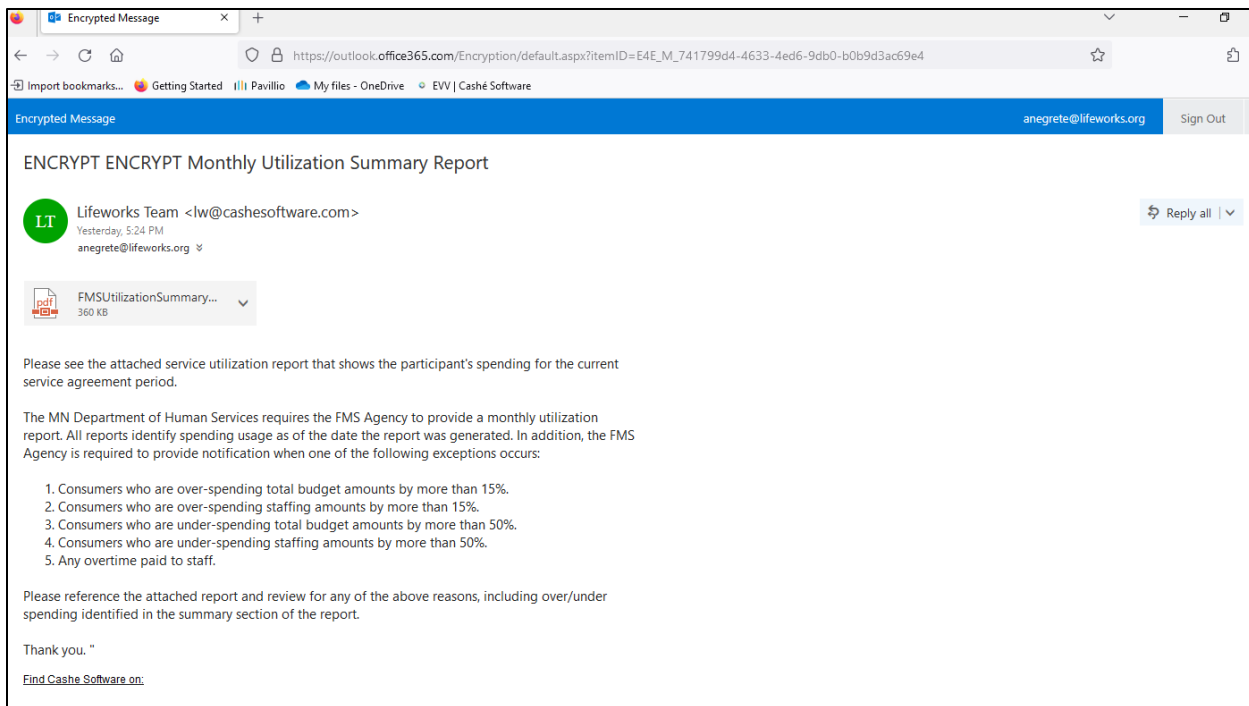
10. Open the email



- 11. **Write** down the 8-digit numeric passcode
- 12. **Navigate** back to the website
- 13. **Enter** the 8-digit numeric passcode
- 14. Select **Continue**

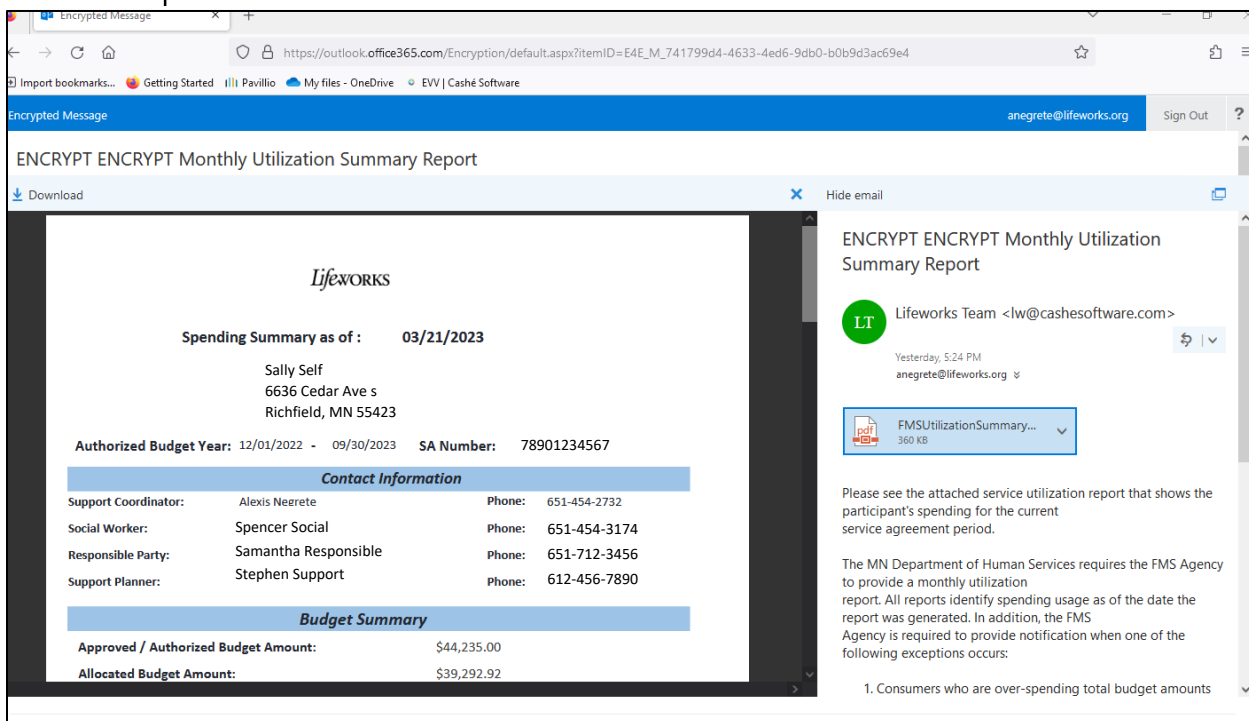


- 15. The Encrypted email will now display



16. Select the dropdown next to the PDF attachment

17. Select Open or Download



18. Review your Service Utilization

GUIDE TO SERVICE UTILIZATION REPORTS

Service Utilization Budget Summary Report

All data shown/reported is based on the date report was generated.

GLOSSARY

Terminology	Definitions
Approved/Authorized Budget Amount	Total amount listed on the Service Authorization
Allocated Budget Amount	Total amount that has been allocated in the budget
Remaining Allocated Budget Amount	The amount of allocated funds that are remaining
Unallocated Budget Amount	Total amount that has NOT been allocated in the budget
YTD (Year-To-Date) Expected Spent	Insight into the rate of spending with your budget throughout the budget span. ;For instance, if you spend evenly throughout the year, it would be the amount of money you would have been expected to spend up to the current month.
YTD (Year-To-Date) Actual Spent	Total allocated budget amount used year-to-date
On track to Under/Overspend	The purpose of this is to help you manage your funds by providing information about your current rate of spending
<i>Green: You are spending your funds at a rate consistent with your prorated year-to-date budget and are in good standing.</i>	Current rate of spending is on track for the budget span
<i>Yellow: You are 5%-14% over or 26%-49% under what your prorated year-</i>	An <u>alert</u> to inform you that the current rate of spending is slightly over or under

<p><i>to-date budget should be. You are approaching the limit of allowable spending. Please evaluate your usage to come back in line with your year-to date allocation.</i></p>	<p>where it should be to stay on track for the budget span.</p>
<p><i>Red: You are 15%+ over or 50%+ under what your prorated year-to-date budget should be. We are required to report this level of over/under spending to your Lead Agency and corrective action may be taken. Please adjust your usage at this time to come back in line with your year-to-date allocation.</i></p>	<p>An <u>alert</u> to inform you that the current rate of spending is significantly over or under where it should be to stay on track for the budget span.</p>

How totals are calculated within the Budget Summary

<p>Approved / Authorized Budget Amount:</p>	<p>= Not calculated but comes from the Total Amount listed on the Service Authorization</p>
<p>Allocated Budget Amount:</p>	<p>= Not calculated but comes from the Total Amount of dollars that have been allocated in the budget</p>
<p>Remaining Allocated Budget Amount</p>	<p>= Allocated Budget Amount – YTD Actual Spent</p>
<p><i>Example: \$16,000.00</i></p>	<p><i>= \$86,000.00 – \$70,000.00</i></p>
<p>Unallocated Budget Amount</p>	<p>= Approved/Authorized Budget Amount – Allocated Budget Amount</p>
<p><i>Example: - \$1,000.00</i></p>	<p><i>= \$85,000.00 – \$86,000.00</i></p>
<p>YTD Expected Spent</p>	<p>= Allocated Budget Amount × (Today’s date – Start Date) ÷ (End Date – Start Date)</p>
<p><i>Example: \$66,390.11</i></p>	<p><i>= \$86,000.00 × (03/09/2023 – 06/01/2022) ÷ (05/31/2023 – 06/01/2022)</i></p>
<p>On track to Under / Overspend Total</p>	<p>= YTD Expected – YTD Actual</p>

<i>Example:</i> $-\$3,609.89 = \$66,390.11 - \$70,000.00$	
On track to Under / Overspend Percentage (%)	$= \frac{\text{YTD Expected} - \text{YTD Actual}}{\text{YTD Expected}}$
<i>Example:</i> $-5.434 (\approx -5\%) = \frac{(\$66,390.11 - \$70,000.00)}{\$66,390.11} \times 100$	

Staffing Summary

Only Payroll Lines are listed. Records are grouped by Categories as they are listed on the Community Support Plan (CSP), or the Consumer Support Grant (CSG) written plan. Within each category, records are listed by Budget Line items

How the totals are calculated within the Budget Line Items

Personal Assistance Category Example:

Allocated Amount	=	Not calculated but comes from the Total Amount listed in the CSP or CSG written plan
<i>Example:</i> = \$4,200.00		
Amount Used	=	Not calculated but comes from the Total Amount Used per FMS Budget Line Item
<i>Example:</i> = \$500.00		
Amount Remaining	=	Allocated Amount – Amount Used
<i>Example:</i> \$3,700.00 = \$4,200.00 - \$500.00		
Total Allocated Amount	=	Not calculated but comes from the Total of all FMS Budget Line items
<i>Example:</i> = \$82,000.00		
Total Amount Used	=	Not calculated but comes from the Total Amount Used all FMS Budget Line items
<i>Example:</i> = \$2,600.00		
Total Amount Remaining	=	Allocated Amount – Amount Used

Example: \$79,400.00 = \$82,000.00 – \$2,600.00

Service Utilization Detail Report

All data shown/reported is based on the date report was generated.

GLOSSARY

Terminology	Definitions
Authorized	Total Amount listed on the Service Authorization
Budgeted	Total Amount of dollars that have been allocated in the budget
Unallocated	Total Amount of dollars that have NOT been allocated in the budget
Used	Total Amount Used per FMS Budget Line Item
Expected	The intention is to provide insight into the rate of spending with your budget throughout the budget span. For instance, if you spend evenly throughout the year, it would be the amount of money you would have been expected to spend up to the current month.
Variance	Used amount / Expected amount

How the totals are calculated within the Detail Summary

Authorized Budget Amount	=	Not calculated but comes from the Total Amount listed on the Service Authorization
<i>Example:</i>	=	\$86,000.00
Budgeted Amount	=	Not calculated but comes from the Total Amount of dollars that have been allocated in the budget
<i>Example:</i>	=	\$86,000.00
Unallocated	=	Authorized Budget Amount – Budgeted Amount
<i>Example:</i>	\$0.00 =	\$86,000.00 – \$86,000.00
Expected	=	Allocated Budget Amount × (Today’s date – Start Date) ÷ (End Date – Start Date)

<i>Example:</i> \$66,390.11 = $\frac{\$86,000.00 \times (03/09/2023 - 06/01/2022)}{05/31/2023 - 06/01/2022}$
(Variance) On track to Under/Overspend = Used ÷ Expected × 100 Percentage (%)
<i>Example:</i> 99.4123 (≈99%) = $\frac{\$66,000.00}{\$66,390.11} \times 100$

Overall Staffing

Only Payroll Lines are listed. Records are listed by Budget Line items as they are listed on the Community Support Plan (CSP), or the Consumer Support Grant (CSG) written plan

How the totals are calculated within Overall Staffing

Budgeted =	Not calculated but comes from the Total Amount listed in the CSP or CSG written plan
<i>Example:</i>	= \$86,000.00
Used =	Not calculated but comes from the Total Amount Used per FMS Budget Line Item
<i>Example:</i>	= \$62,000.00
Balance =	Budgeted – Used
<i>Example:</i>	\$24,000.00 = \$86,000.00 - \$62,000.00
Total Budgeted =	Not calculated but comes from the Total of all FMS Budget Line items
<i>Example:</i>	= \$82,000.00
Total Used =	Not calculated but comes from the Total Amount Used all FMS Budget Line items
<i>Example:</i>	= \$2,600.00

$\text{Total Balance} = \text{Allocated Amount} - \text{Amount Used}$
<i>Example:</i> $\$1,600.00 = \$4,200.00 - \$2,600.00$

Budget Time Entry Details

The records listed are each time entry (shift) entered & approved. Records are listed by Employee, 2-week period (Sunday to Saturday), Budget Line item

How the totals are calculated within Budget Time Entry Details

Hours/Units	Hours worked during 1 shift
<i>Example:</i> = 10	
Rate	Hourly Rate
<i>Example:</i> = \$17.80	
Amount	Hours/Units × Rate
<i>Example:</i> \$178.00 = 10 × \$17.80	
Total Hours/Units	Total Hours worked for ALL shifts
<i>Example:</i> = 130	
Rate	Hourly Rate
<i>Example:</i> = \$17.80	
Total Amount	Total Hours/Units × Rate
<i>Example:</i> \$2,314.00 = 130 × \$17.80	

Budget Line-Item Transaction Details

Records grouped by expense Budget Line Item. Each group shows the detailed transactions by Budget Line Item. The amount at bottom of each Section is the total used for the expensed Budget Line Item.

COMMONLY ASKED QUESTIONS

UPDATING CONTACT INFORMATION

Please submit an email ticket to our technical team at 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 Employee (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 EVV RELATED QUESTIONS?

Please contact our technical team by sending an email ticket to 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 Employee (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: For the most recent version go to the following website
<https://www.lifeworks.org/timekeeping/>.