



SERVICE UTILIZATION USER GUIDE FOR CASHÉ FMS EVV

Consumer Directed Community Supports (CDCS)
Consumer Support Grant (CSG)
Community First Services and Supports (CFSS)

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ABOUT ELECTRONIC VISIT VERIFICATION

The 21st Century Cures Act includes a rule called Electronic Visit Verification (EVV). The EVV rule uses a system that helps find your location to check where workers are when they clock in and out. To learn more, you can check out the MN DHS and Medicaid's EVV websites:

<http://bit.ly/3oQZBjy> and <http://bit.ly/39zkg95>

Each employee will get their own username and password to log in and record their work hours. The support manager will use their username and password approve the work hours.

Here are the main features of the new system:

- An app that works on phones, tablets, and computers for entering and approving time
- A way to provide summary reports of budget expenses for everyone involved
- Support for many languages to make it easier for everyone to use
- Regular updates to the software that's tailored to enhance the user experience

If you need help or have a question, just send us an email at CashSupport@lifeworks.org or give us a call at 651-454-2732 and ask 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 Client
- Preferred contact method for the response
 - If a phone call is preferred, please specify best Date & Time for a returned call.

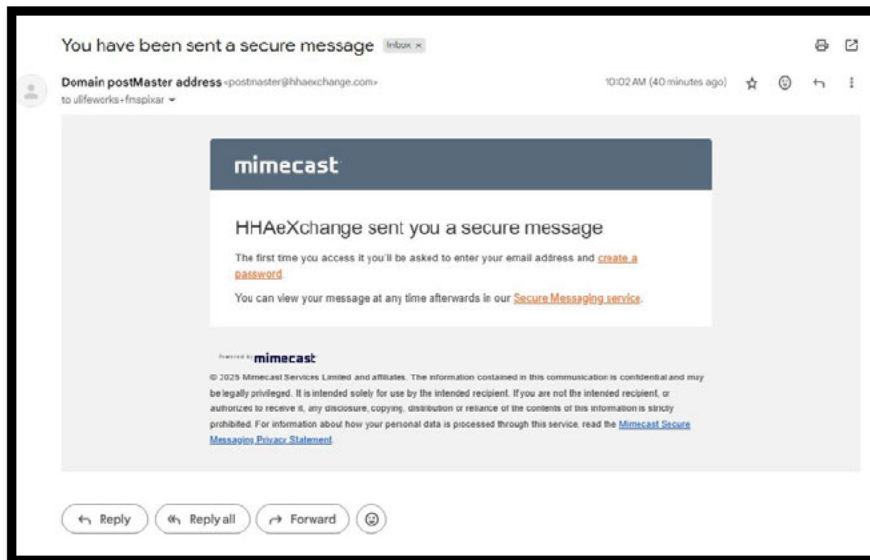
GETTING STARTED

What to do with First Secure Email Notification

1. An email with the following should be in your inbox:
 1. Subject: You have been sent a secure message
 2. From: Domain postmaster address <postmaster@hhaexchange.com>
 3. Partial Message: "The first time you access it you'll be asked to enter your email address and create a password."

NOTE: If you do NOT see the email in your inbox, check the Spam/Junk folder. If that is where you located the folder, you may need to mark that the message is safe or not spam to move forward.

2. In the email, locate and click the orange phrase "create a password".



3. You will be redirected to a new screen where you will create your password.
4. Follow the password requirements shown on the screen, then click Confirm.

mimecast

Create Your Password

New Password

Confirm Password

- Minimum 8 characters
- Include at least one lowercase character (a-z)
- Include at least one uppercase character (A-Z)
- Include at least one numeric character (0-9)
- New Password and Confirm Password must be the same

Confirm

©2025 Mimecast v1.16.1
[Privacy](#)

5. You will be redirected to a new screen to Log In.
6. Type in your email address and Click Next

NOTE: This is the email we have on file and where we sent the secure message.

mimecast

Log In

Email Address

Email Address

Next

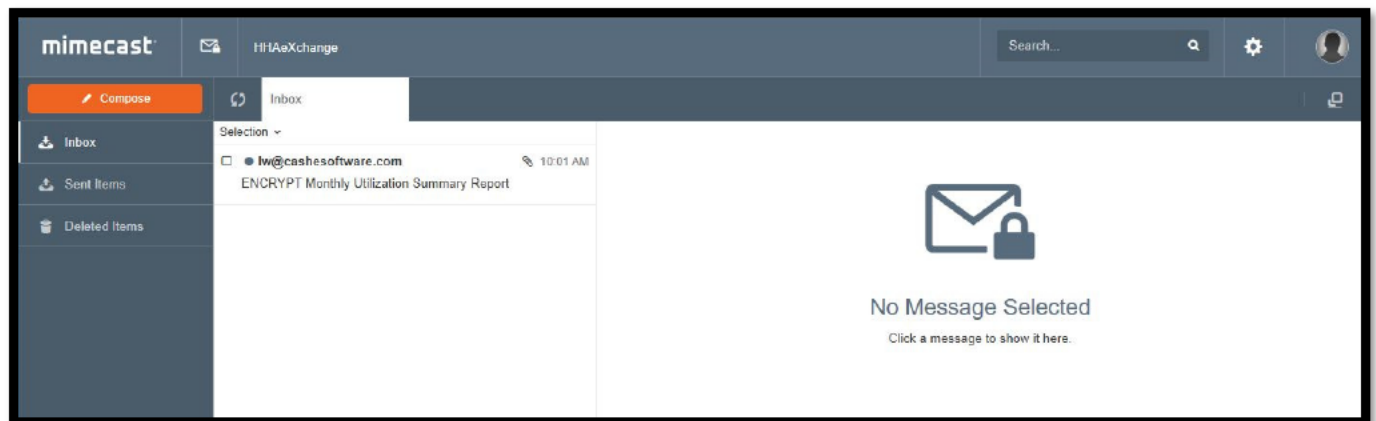
©2025 Mimecast v1.16.1
[Privacy](#)

7. Type in the password you just created, then click Log In



The image shows the Mimecast login interface. It has a blue header with the 'mimecast' logo. Below the header is a white box containing the login form. The form has a 'Log In' title, an 'Email Address' field with the text 'ulifeworks+fmspixar@gmail.com', and a 'Password' field with the text 'password'. Below the password field is a blue 'Log In' button. At the bottom of the white box are two links: 'Log in as a different user.' and 'Forgot your password?'. At the bottom of the blue header, it says '©2025 Mimecast v1.16.1' and a 'Privacy' link.

8. An inbox will display with the Service Utilization Summary emails to open.

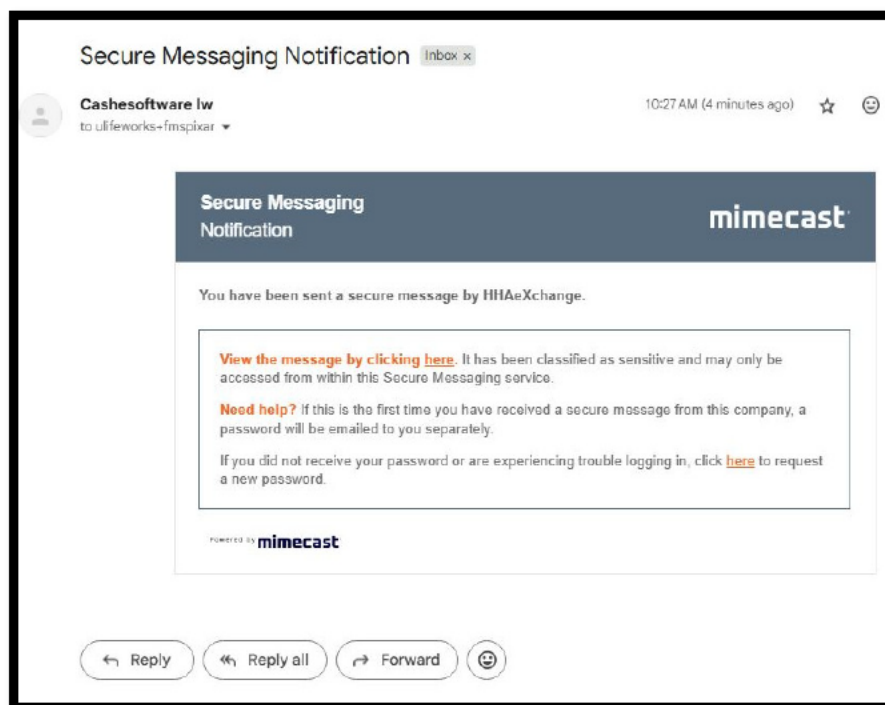


What to do with the Secure Email Notification

1. An email with the following should be in your inbox:
 - Subject: Secure Messaging Notification
 - From: Cashesoftware lw <lw@cashesoftware.com>
 - Partial Message: “View the message by clicking here. It has been classified as sensitive and may only be accessed from within this Secure Messaging Service.”

NOTE: If you do NOT see the email in your inbox, check the Spam/Junk folder. If that is where you located the email, you may need to mark that the message is safe or not spam to move forward.

2. In the email's first sentence, locate and click the orange word “here”.



3. You will be redirected to the Log In screen.
4. Type in your email address and click Next



The image shows the Mimecast Log In screen. At the top is the 'mimecast' logo. Below it is a white box with the title 'Log In'. Inside this box, there is a label 'Email Address' above a text input field containing the placeholder text 'Email Address'. Below the input field is a blue button labeled 'Next'. At the bottom of the white box, it says '©2025 Mimecast v1.16.1' and a link for 'Privacy'.

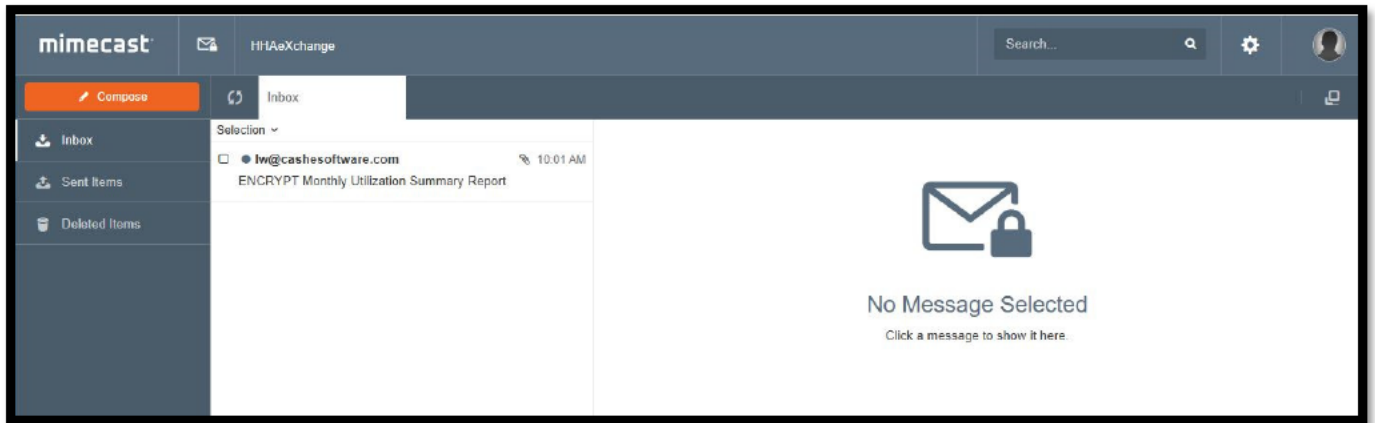
NOTE: This is the email we have on file and where we sent the secure message. If you haven't set a password, you might get another email that says "To reset your password..."

5. Type in your password, then click Log In



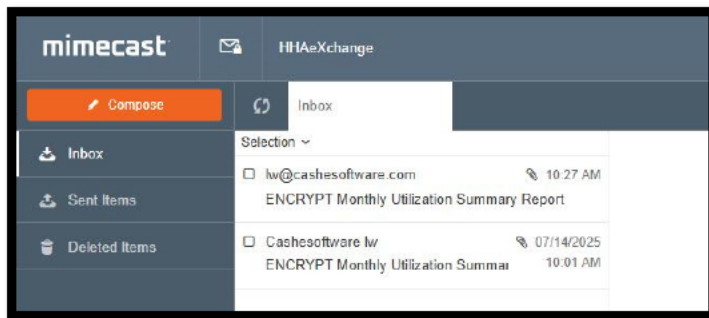
The image shows the Mimecast Log In screen with the password field filled. The 'Email Address' field now contains the text 'ulifeworks+fmspixar@gmail.com'. Below it is a 'Password' label above a text input field containing the placeholder text 'password'. Below the input field is a blue button labeled 'Log In'. Below the button are two links: 'Log in as a different user.' and 'Forgot your password?'. At the bottom of the white box, it says '©2025 Mimecast v1.16.1' and a link for 'Privacy'.

6. An inbox will display with the Service Utilization Summary email(s) listed.

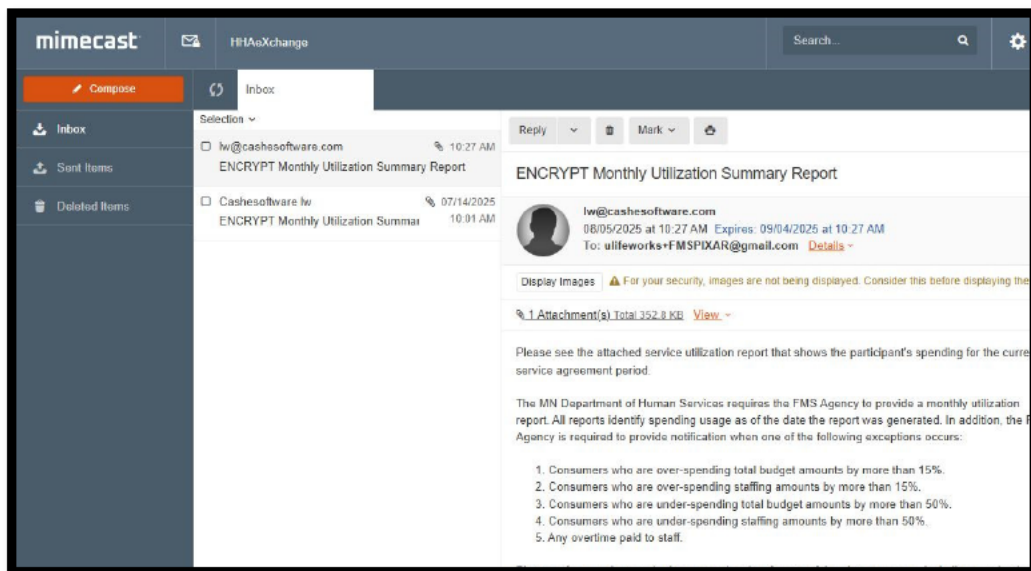


How to Open the Service Utilization

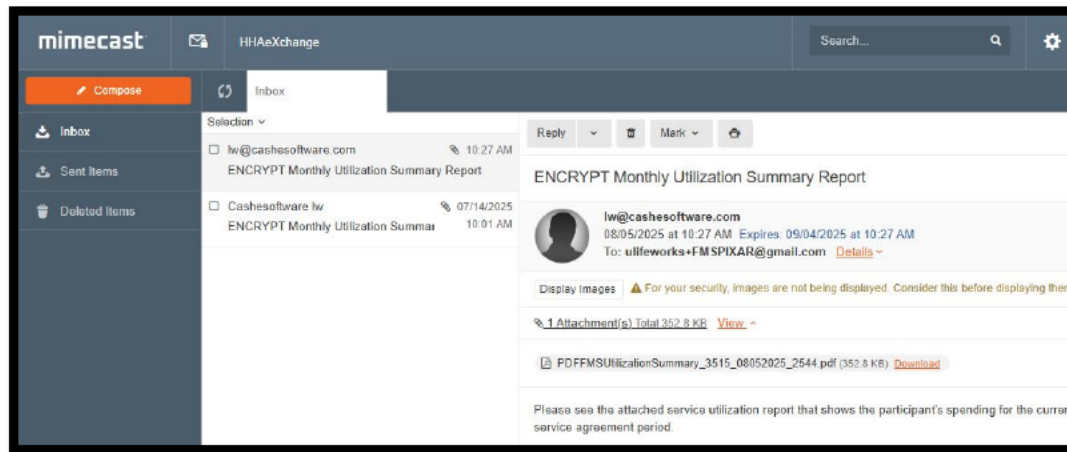
1. Locate the Secure message in your HHAeXchange inbox
 - a. Subject Line should be ENCRYPT Monthly Utilization Summary Report
 - b. From email should be Cashesoftware lw <lw@cashesoftware.com>



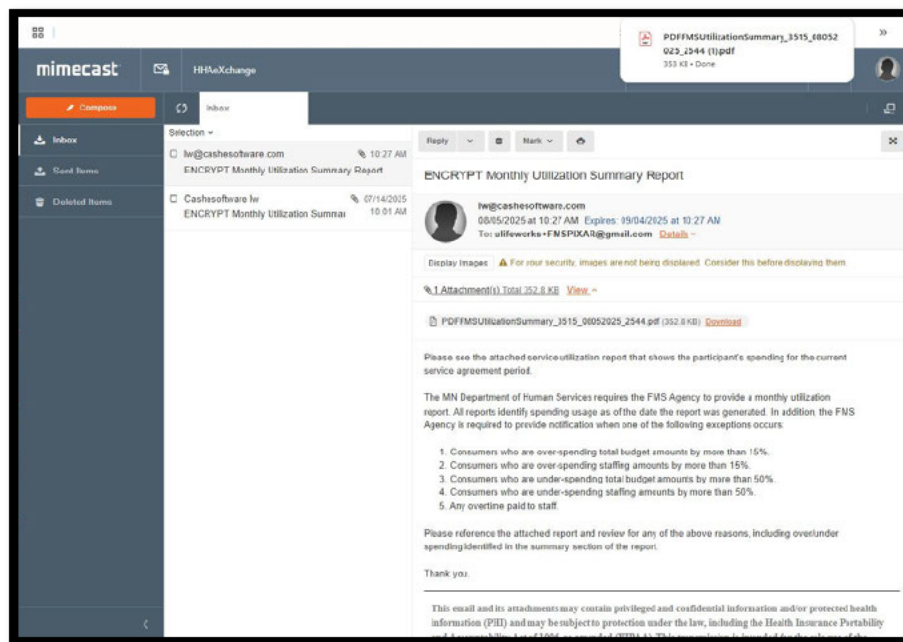
2. Click the email to Open



3. Select View to the right of the attachment to show the PDF file



4. Select Download to open the PDF file



NOTE: The file should open automatically once downloaded. However, if it doesn't, locate your Downloads folder on your computer to open the PDF.

5. Review your Service Utilization

The screenshot shows a web browser window with a PDF document titled "PDFFMSUtilizationSum...". The document is a "Spending Summary" from Lifeworks, dated 08/05/2025. It includes contact information for a responsible party and a budget summary table.

Spending Summary as of : 08/05/2025
11Disney Animation
16 Gotham Way
Wayzata, MN, 55391

Authorized Budget Year: 01/01/2025 - 12/31/2025 SA Number: 0000000011

Contact Information

Responsible Party:	12Pixar Animation	Phone:
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Budget Summary

Approved / Authorized Budget Amount:	\$1.00
Allocated Budget Amount:	\$0.01
Remaining Allocated Budget Amount:	\$0.01
Unallocated Budget Amount:	\$0.99
YTD Expected Spent:	\$0.01
YTD Actual Spent:	\$0.00

6. If you have any questions regarding the Service Utilization Summary, connect with your Service Coordinator.

GUIDE FOR 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
Green: <i>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
Yellow: <i>You are 5%-14% over or 26%-49% under what your prorated year-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>	An <u>alert</u> to inform you that the current rate of spending is slightly over or under where it should be to stay on track for the budget span.
Red: <i>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>	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.

How totals are calculated within the Budget Summary

Approved / Authorized Budget Amount:	=	Not calculated but comes from the Total Amount listed on the Service Authorization
Allocated Budget Amount:	=	Not calculated but comes from the Total Amount of dollars that have been allocated in the budget
Remaining Allocated Budget Amount	=	Allocated Budget Amount – YTD Actual Spent
<i>Example:</i> \$16,000.00	=	\$86,000.00 – \$70,000.00
Unallocated Budget Amount	=	Approved/Authorized Budget Amount – Allocated Budget Amount
<i>Example:</i> - \$1,000.00	=	\$85,000.00 – \$86,000.00
YTD Expected Spent	=	Allocated Budget Amount × (Today's date – Start Date) ÷ (End Date – Start Date)
<i>Example:</i> \$66,390.11	=	\$86,000.00 × (03/09/2023 – 06/01/2022) ÷ 05/31/2023 – 06/01/2022)
On track to Under / Overspend Total	=	YTD Expected – YTD Actual
<i>Example:</i> - \$3,609.89	=	\$66,390.11 – \$70,000.00
On track to Under / Overspend Percentage (%)	=	(YTD Expected – YTD Actual) ÷ YTD Expected
<i>Example:</i> -5.434 (≈ -5%)	=	(\$66,390.11 – \$70,000.00) ÷ \$66,390.11 × 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>	=	<i>\$4,200.00</i>
Amount Used	=	Not calculated but comes from the Total Amount Used per FMS Budget Line Item
<i>Example:</i>	=	<i>\$500.00</i>
Amount Remaining	=	Allocated Amount – Amount Used
<i>Example:</i>	<i>\$3,700.00</i>	<i>= \$4,200.00 - \$500.00</i>
Total Allocated Amount	=	Not calculated but comes from the Total of all FMS Budget Line items
<i>Example:</i>	=	<i>\$82,000.00</i>
Total Amount Used	=	Not calculated but comes from the Total Amount Used all FMS Budget Line items
<i>Example:</i>	=	<i>\$2,600.00</i>
Total Amount Remaining	=	Allocated Amount – Amount Used
<i>Example:</i>	<i>\$79,400.00</i>	<i>= \$82,000.00 – \$2,600.00</i>

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 = \$86,000.00 × (03/09/2023 – 06/01/2022) ÷ 05/31/2023 – 06/01/2022)		
(Variance) On track to Under/Overspend Percentage (%)	=	Used ÷ Expected × 100
<i>Example:</i> 99.4123 (≈ 99%) = \$66,000.00 ÷ \$66,390.11 × 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>	=	<i>\$86,000.00</i>
Used	=	Not calculated but comes from the Total Amount Used per FMS Budget Line Item
<i>Example:</i>	=	<i>\$62,000.00</i>
Balance	=	Budgeted – Used
<i>Example:</i>	<i>\$24,000.00</i>	<i>= \$86,000.00 - \$62,000.00</i>
Total Budgeted	=	Not calculated but comes from the Total of all FMS Budget Line items
<i>Example:</i>	=	<i>\$82,000.00</i>
Total Used	=	Not calculated but comes from the Total Amount Used all FMS Budget Line items
<i>Example:</i>	=	<i>\$2,600.00</i>
Total Balance	=	Allocated Amount – Amount Used
<i>Example:</i>	<i>\$1,600.00</i>	<i>= \$4,200.00 – \$2,600.00</i>

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

Who can I contact to answer Cashé EVV System related questions?

Please contact our technical team by sending an email ticket to CasheSupport@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 Client
- 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/>.

Who can I contact to answer Service Utilization related questions?

Please contact your Service Coordinator by sending an email or calling 651-454-2732 and asking for them. Please have the following information available:

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