

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 upcoming federal Electronic Visit Verification (EVV) requirement for all Medicaid and personal care services.

Cashé includes:

- 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
- Capability to enhance and streamline Lifeworks' processing system, allowing for greater efficiencies

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 Fiscal Management Services, Lifeworks wanted to ensure a user-friendly experience for participants. 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.

When will the new system be launched?

The tentative rollout of the new system will be based on the following timeline using the participant's last name:

September 13, 2020: A-J

September 27, 2020: K-Z

How is the new system different?

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

Lifeworks is a 501(c)(3) nonprofit and an Equal Opportunity Employer. This information can be provided in an alternate format upon request.

lifeworks.org | 2965 Lone Oak Drive, Suite 160, Eagan, MN 55121

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 Timekeeping and Spending-Summary System can be accessed from smartphone, computer, and/or 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 will provide a list of programs that offer free and affordable 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.

How will I learn to use the new system?

Employees and support managers will receive training prior to using the Timekeeping and Spending-Summary System. Training will be offered through videos and written guides with visuals. 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 Cashé Support or email: cashesupport@lifeworks.org

What if I don't have an email address?

We can help! An email address is needed to use the new system. Please contact us at 651-454-2732 and ask to speak with Cashé Support; they can assist you with creating an email address.

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.

Can I still call the main line?

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

How do I request Paid Time Off (PTO)?

The way to request PTO has not changed. Please continue to complete and submit the PTO request form located on Lifeworks Fiscal Forms' webpage:

www.lifeworks.org/fiscal-support/forms/