

## How to Access Your Service Utilization

### USER GUIDE

Welcome to Lifeworks *How to Access Your Service Utilization* user guide. This guide provides an overview of the three areas displayed in your monthly report received from Cashé via email and outlines how to view your service details in real-time.

### Monthly Service Utilization Summary Overview



#### Monthly Service Utilization Summary

1.

Name	MA Number	Report Date
Tester, Erin	09123452	11/6/2020

#### Service Authorization Summary

2.

a. PCA 1/1/2020 - 12/31/2020 125 Hours Authorized

Actual Use = 0.25 Hours/week As Of 9/29/2020

b. 11.25 Hours (used) 113.75 Hours (remaining)

c. You now have 14.25 Hours remaining per week until 12/31/2020

PCA/1:2 1/1/2020 - 12/31/2020 125 Hours Authorized

Actual Use = 0 Hours/week

0 Hours (used) 125 Hours (remaining)

You now have 15.75 hours remaining per week until 12/31/2020

3.

QP/RN Supv 1/1/2020 - 12/31/2020 8 Hours Authorized

Actual Use = 0 Hours/week

0 Hours (used) 8 Hours (remaining)

You now have 1 Hours remaining per week until 12/31/2020

1. **Name:** Participant receiving services  
**MA Number:** Medical Assistance Number  
**Report Date:** Date your utilization summary was pulled AND last updated (provided there are approved services).
2.
  - a. Row 1: Budget program, budget period, budget hours authorized
  - b. Row 2: graph displaying the number of hours used and the number of hours remaining for the budget period
  - c. Row 3: projected number of hours remaining per week
3. Please disregard; this section is for Lifeworks use only.

## ACCESSING YOUR SERVICE UTILIZATION

This section outlines how to view your service details in real-time; the data displayed includes approved and unapproved shifts submitted through Cashé.

1. To begin, log in to Cashé Electronic Visit Verification (EVV) app by entering your username and password.

Cashé EVV

Email/Username

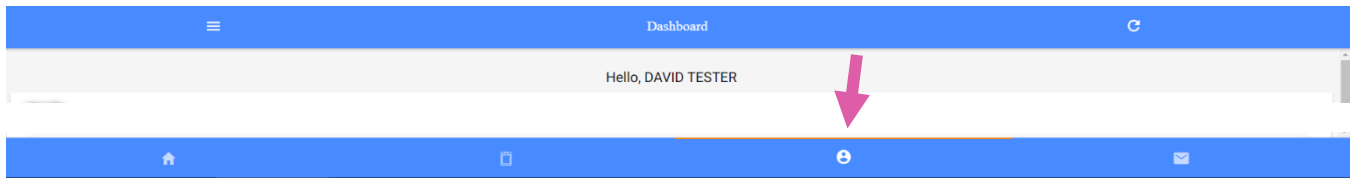
Password

[Forgot Password](#)

Login

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Version: 4.1.9

- Next, click on the “My Profile” icon located at the bottom of the dashboard page. It is the third icon from the left.



- Scroll down to the blue text appearing above the PCA section to “Service Details.” This area displays the percentage of hours currently used. Like the Monthly Service Utilization Summary on page one, this view also shows the participant, budget program, budget date range, the number of hours used, and the number of hours remaining for the budget period.

