

Approving a Shift IN CAREATTEND

How To Approve a Shift

Once the worker ends their shift on the device, you will need to approve the shift. Follow these steps:

1. Review the **Service Details** (Fig. 01).
2. In the **Signature** section, tap inside the signature box (Fig. 02).
3. You may turn the device sideways to have a larger signature box (Fig. 03).
4. When you are finished signing, select the **Submit** button (Fig. 04).
5. You have now successfully approved the shift and can return the device to the Worker (Fig. 05).

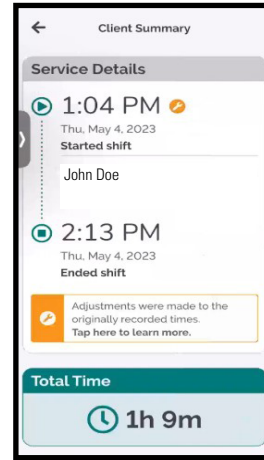


Fig. 01

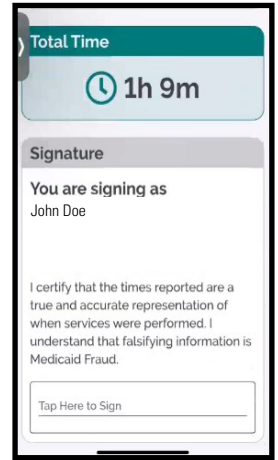


Fig. 02



Fig. 03



Fig. 04

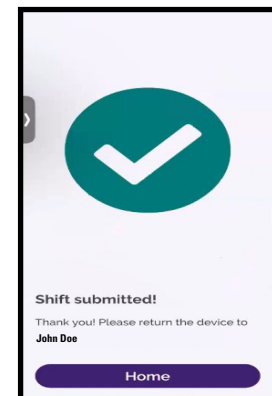


Fig. 05



DirectMyCare Web Portal Activation

RESET YOUR PASSWORD

1. From the DirectMyCare sign-in screen, select **"Forgot your Password?"** (Fig. 01).
2. On the next screen, enter your email address and select **"Send Verification Code"** (Fig. 02)

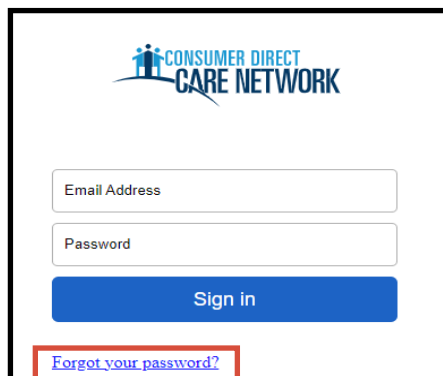


Fig. 01

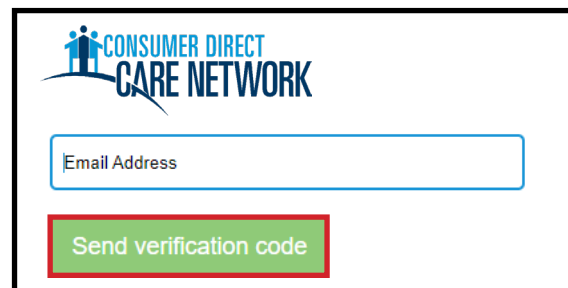


Fig. 02

ENTER VERIFICATION CODE

3. **Open a new browser window** and check your email for the verification code. The email will come from **"Microsoft on behalf of Consumer Direct Care Network B2C"** (Fig. 03).
4. **Return to the registration page** and enter the code from your email into the verification box.
 - Select **"Verify Code"** (Fig. 04).

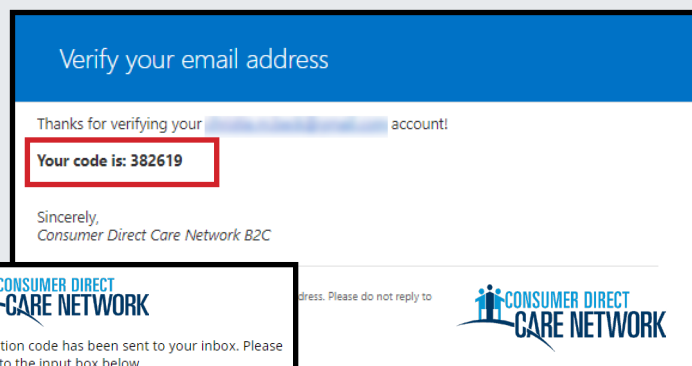


Fig. 03

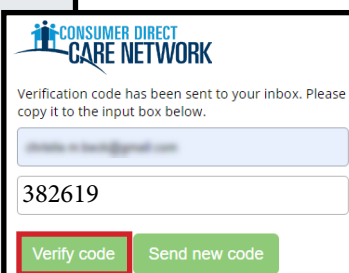
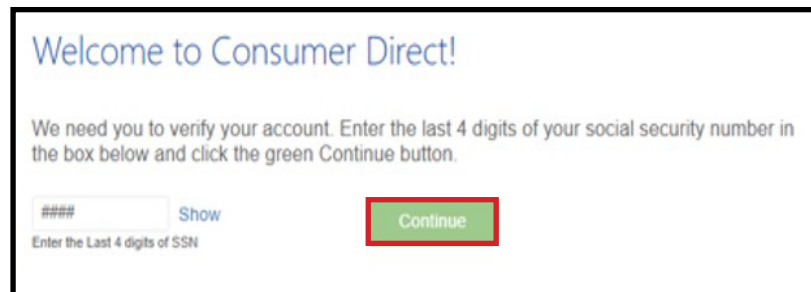


Fig. 04

CREATE PASSWORD

6. Create a **new password** and confirm it. The password must contain:
 - A minimum of 8 characters
 - Lowercase and uppercase letters
 - At least 1 numeric character
 - At least 1 special character
7. When finished, you will be logged into the DirectMyCare web portal.
8. Verify the last 4 digits of your **Social Security Number**, then select “**Continue**” (Fig. 05).
9. You will get a confirmation message that you are logged into the DirectMyCare web portal. Follow the instructions in the message to continue (Fig. 06).



Welcome to Consumer Direct!

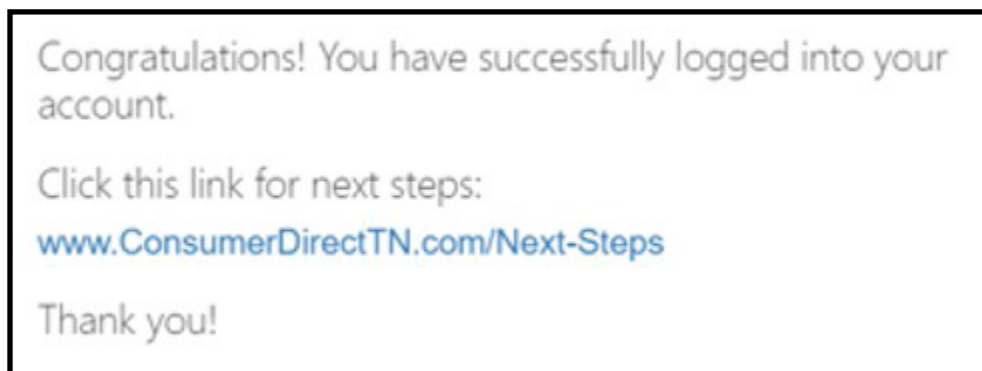
We need you to verify your account. Enter the last 4 digits of your social security number in the box below and click the green Continue button.

Show

Enter the Last 4 digits of SSN

Continue

Fig. 05



Congratulations! You have successfully logged into your account.

Click this link for next steps:

www.ConsumerDirectTN.com/Next-Steps

Thank you!

Fig. 06

EMPLOYER OF RECORD Approve or Reject Time IN DIRECTMYCARE.COM

If your Worker enters an exception or makes an adjustment to their shift, you can use the web portal to approve or reject their adjusted shift.

Employer of Record: Time Approval

1. If you are the Employer of Record, sign in to the CDCN web portal, **DirectMyCare.com**, by entering your email address and password. Click **Sign In** and you will be redirected to the dashboard.
2. On the dashboard, click the **Time Entry** button in the upper right of the screen and you will be redirected to the time entry approval screen.
3. From the dropdown, select the Worker whose time you are reviewing.
4. You can choose to approve one shift at a time, a row at a time, or an entire week at a time.
 - **To approve one shift**, click in a cell where time has been submitted. When you click in a cell, the cell color changes and you will see a pane on the right side of the screen. Review all information in the pane and if correct, click the **Approve** button.
 - **To approve an entire row or week**, click the appropriate checkbox on the left side of the grid. Click the **Approve** button in the lower right of the screen.
5. After clicking the **Approve** button an attestation will open where you agree that shift details are true and accurate. Click **Ok** to agree that the information entered is accurate.

Employer of Record: Time Rejection

1. If you are the Employer of Record, sign in to the CDCN web portal, **DirectMyCare.com**, by entering your email address and password. Click **Sign In** and you will be redirected to the dashboard.
2. On the dashboard, click the **Time Entry** button in the upper right of the screen.
3. From the dropdown, select the Worker whose time you are reviewing.
4. To reject a shift, click in the cell where time has been submitted. Make sure only shifts that you want to reject are selected. When you click in the cell, the cell color changes and you will see a pane on the right side of the screen.
5. Click the **Reject** button.
6. The rejected shift will be returned to the Worker and marked with a red X. After a shift is rejected, it cannot be adjusted by the Worker. The Worker will need to submit a new shift.

How do I correct a shift entered from EVV?

If an attendant submitted the shift for the Employer's approval but it needs to be changed, it is important that the Employer reject the shift in the web portal. The rejected shift will be returned to the Worker. After a shift is rejected, it cannot be adjusted by the Worker. The Worker will need to delete that shift and enter a new one.

EMPLOYER OF RECORD Spending Summary Reports



Employer of Record: Bi-Weekly Auth Determination

1. If you are the Employer of Record, sign in to the CDCN web portal, **DirectMyCare.com**, by entering your email address and password. Click **Sign In** and you will be redirected to the dashboard.
2. On the My Dashboard page, select the user you would like to review time for. Under the participants tab, click **More** next to the participants name.
3. On the user profile page, select the green **Summary Reports** button.
4. Within the Summary Report, determine your remaining utilization by looking at the **Remaining** column (Fig. 01).
5. Return to the My Dashboard page, and total the amount of hours in the **Time Spent** column to ensure that it is within your bi-weekly authorization parameters. Note: your bi-weekly authorization parameters are provided by your Supports Broker. Contact them directly if you are unsure of time you are allowed to approve bi-weekly (Fig. 02).
6. To determine how much time you have already approved for a specific bi-weekly reporting period, select the **Time Entry** button on the My Dashboard page.
7. Use the arrows next to the calendar icon to switch between the weeks in the reporting period to determine time that has already been submitted and time that is still pending approval.
8. Time entries preceded by a green thumbs up icon (Ready to be Paid) are included in the **Processing to be Billed** column on the **Summary Report** whereas submitted hours are not.
9. The **Total Hours** column shows you what has been approved and what is still pending approval. Use this information to determine if additional time approval will put you over your allowed authorization limits (Fig. 03).

Start	End	%Time Elapsed	Progress			
AUTH Period	1/17/2021	6/30/2022	31.20%			
Service	Type	Budget	Used YTD	Processing to be Billed	Remaining	Amount
99130 01 Child Prenatal Background CK	Hours	100		100		100.00
99130 111 01 Clinical Development CK	Hours	100	2		98	96.00
FMNTM FFF Family/Adm Psc	Hours	10	3		9	75.00
S51 701 Member 07/02/21-6/1/2022	Hours	1,677	755.75	179.75	797	47.07
S51 701 Member	Hours	480	2.5	4	475.5	98.65
Totals	Hours	2,364	767.75	133.75	1,497.5	82.08

Fig. 01

Fig. 02

Service Code	Thurs 1/21	Fri 1/22	Sat 1/23	Sun 1/24	Mon 1/25	Tue 1/26	Wed 1/27	Total	It.
Attendant	4	4	4	4	5.5	4.5			26.00
Attendant									0.00
Respite									0.00
Respite									0.00
Totals	4.00	4.00	4.00	4.00	5.50	4.50	0.00		26.00
Week 2 (Dec 28 - New 3)									
Service Code	Thurs 1/28	Fri 1/29	Sat 1/30	Sun 1/31	Mon 1/31	Tue 1/31	Wed 1/31	Total	It.
Attendant									0.00
Attendant									0.00
Respite									0.00
Respite									0.00
Totals	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00

Fig. 03

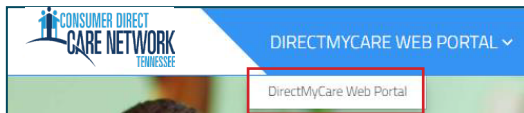


Setting Your IVR Pin

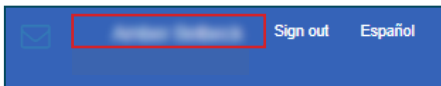
Workers will need to complete the IVR Registration form found on the CDTN website for each Member.

Locating your User ID

1. Sign into the DirectMyCare web portal from the CDTN website.



2. Select your name in the top right corner to view your profile.



3. Your Person ID is your User ID for the IVR.

User Profile		
Basic Information		
First Name	:	John
Last Name	:	Smith
Email	:	john.smith@consumerdirectcare.com
Role	:	Healthcare Provider
Person ID	:	12345678
Company	:	ABC
Program	:	XYZ
IVR PIN	:	98765432

Creating your PIN

1. Using your phone number, call into the IVR system (Fig. 01).
2. When prompted, enter your **User ID** followed by the **pound sign (#)**.
 - If # is not entered, system will say "invalid entry."
3. When prompted, choose a **6-digit PIN**
4. The system will read your PIN back to you:
 - Press 1 to keep and use this PIN.
 - Press 2 to create a new PIN.

IVR: English: **877-532-8537**

Spanish: **855-581-0509**

Fig. 01

Changing your PIN

1. Using your phone number, call into the IVR system (Fig. 01).
2. When prompted, enter your **User ID** followed by the **pound sign (#)**.
 - If # is not entered, system will say "invalid entry."
3. When prompted, press *** to change your PIN**.
4. Choose your **new 6-digit PIN**.
5. The system will read your PIN back to you:
 - Press 1 to keep and use this PIN.
 - Press 2 to create a new PIN.

Troubleshooting

User ID is Invalid

If the caller does not enter # sign after User ID, they will get a “User ID is invalid” message.

No Options Given to Record Time

If the IVR system does not recognize the phone number you are calling from, it will ask for your User ID and PIN. However, you will not hear options to record time or advance in the IVR system. IVR requires you to use the Member’s landline phone that is on file with CDTN. If the member needs to update their phone number, they will need to contact CDTN or their Supports Broker.

IVR System Options

The options in the IVR system are as follows:

- “To record a timesheet entry, press ONE” – this is for Workers who want to record an EVV compliant IVR shift.
- “To record a fob entry, press TWO” – this is for Workers who want to record an EVV compliant fob shift.

I Don’t Remember My PIN

Caller must use 6-digit PIN, followed by #. If forgotten, change your PIN by selecting *key after entering your User ID.