Welcome

CONSUMER DIRECT CARE NETWORK

NEVADA

Consumer Direct is Switching EVV Systems

❖ Effective 12/15/2023, Consumer Direct will start using CareAttend as our EVV System. This will be your new method to clock in and out.

❖ You will no longer be able to clock in and out with Authenticare starting on 12/15/2023.

❖ Additionally, clients and caregivers will soon gain access to DirectMyCare.com to manage shifts.

❖ To help you prepare for this change, we are hosting in-office, community, and virtual trainings.

In Person Trainings
Reno & Las Vegas

In-Office Trainings

We are hosting daily in-office trainings starting December 4, 2023.

Dates	Times	Location
Monday through Friday December 4-15	Daily at 10am, 1pm, and 5pm	**Reno Office** 1005 Terminal Way Suite #125 Reno, NV 89502
Monday through Friday December 4-15	Daily at 9am, 12pm, and 4pm	**Las Vegas Office** 1830 E. Sahara Avenue Suite #113 Las Vegas, NV 89104

In Person Trainings
Rural Areas

Dates and Times	Location
December 5 from 1-3pm December 13 from 3-5pm	**Elko** Elko County Library 720 Court St Elko, NV 89801
December 7 from 1-3pm December 14 from 1-3pm	**Winnemucca** Humboldt County Library 85 E 5th St Winnemucca, NV 89445
December 8 from 8:30-10am December 13 from 8:30-10am	**Gardnerville** Douglas Community Center 1329 Waterloo Lane Gardnerville, NV 89410

Dates and Times	Location
December 8 from 11:30am-1pm December 13 from 2:30-3:30pm	**Fallon** William N. Pennington Life Center 952 S Maine St Fallon, NV 89406
December 13 from 11:30am-1pm	**Fernley** Fernley Senior Center Community Room 105 Lois Ln Fernley, NV 89408
December 13 from 11:30am-1pm	**Yerington** Lyon County Library (Yerington Branch) 20 Nevin Way Yerington, NV 89447

All
Preparing for the Transition

❖ **Visit ConsumerDirectNV.com for additional training materials, videos, and important updates.**

❖ **Please look for our name and logo in your email inbox or mailbox.**

❖ **Make sure to mark our email address as a safe sender.**

InfoCDNV@ConsumerDirectCare.com

Getting Started

Step 1: Signing In to DirectMyCare.com
## Preparing for the Transition

❖ **DirectMyCare.com**

- Both Members and Caregivers need to start by signing into DirectMyCare.com.

- Members and Caregivers are already registered for an account in DirectMyCare.com with whatever email address Consumer Direct has on file.

- Members and Caregivers must access their accounts by clicking the '**Sign In**' button on DirectMyCare.com and selecting '**Forgot Your Password**'.

  - **Do NOT click the 'Register' button.** CDNV has already registered member's accounts.

DirectMyCare.com Activation

To get started, click the 'Sign In' button on DirectMyCare.com

▪ Do NOT click the 'Register' button. CDNV has already registered member's accounts.
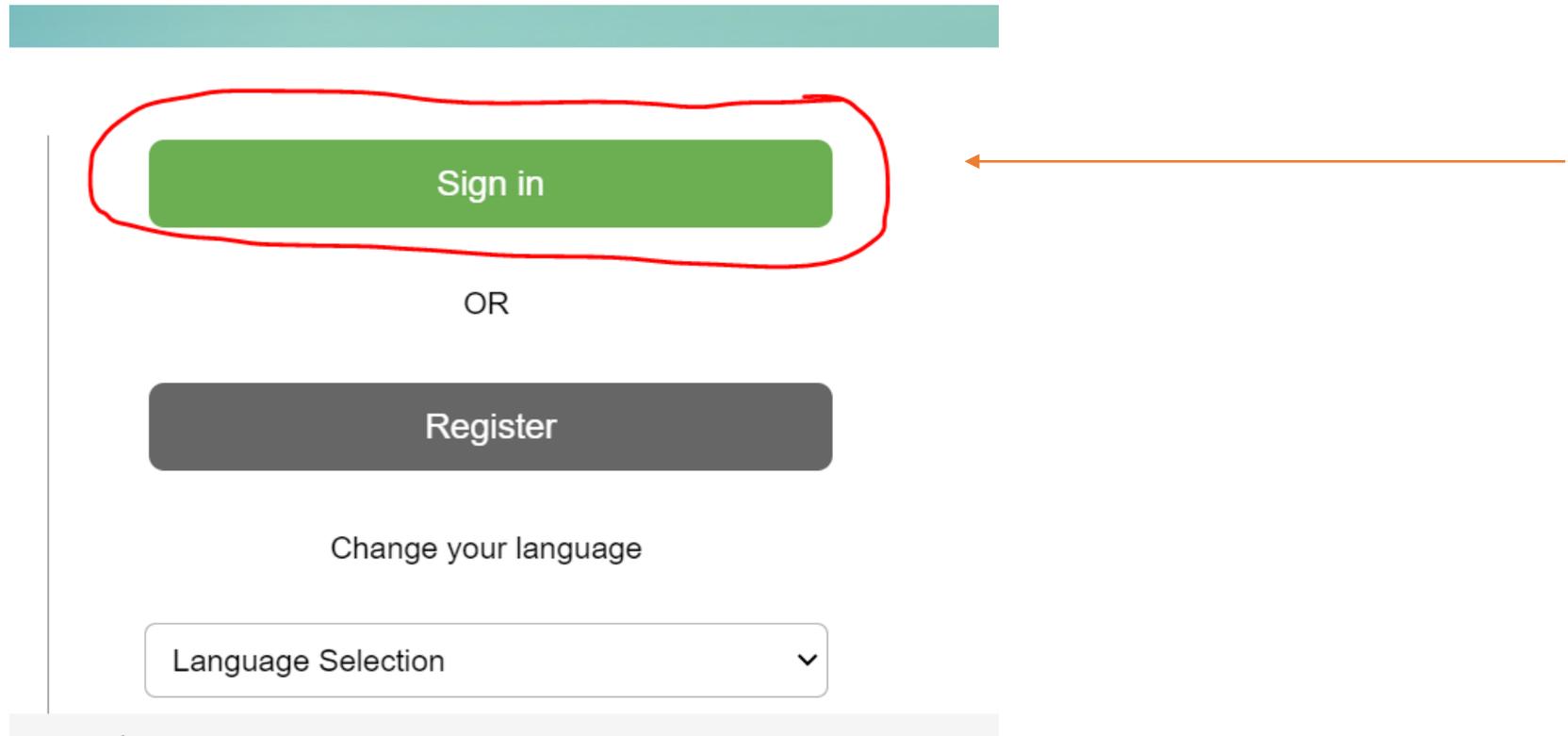
DirectMyCare.com Activation

Reset Your Password

1. From the DirectMyCare.com sign-in screen,
   select "**Forgot your Password?**"

2. On the next screen, enter your email address
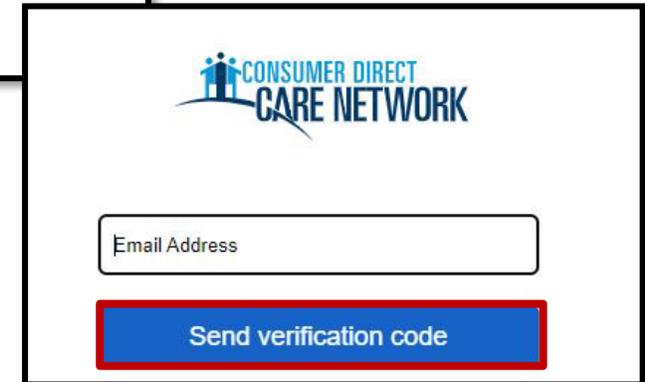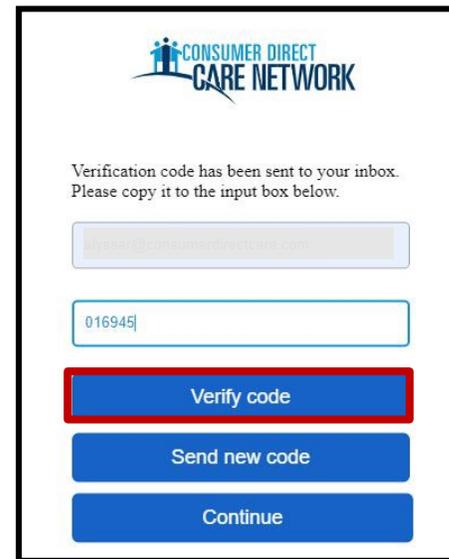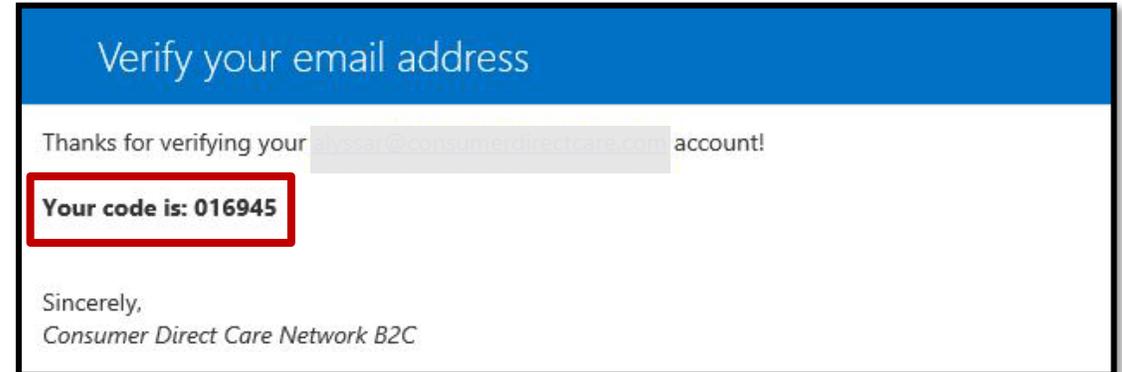   and select "**Send Verification Code.**"

DirectMyCare.com Activation

Enter Verification Code

1. 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**."

2. Return to the registration page and enter the code from your email into the verification box.

    ▪ Select "**Verify Code**."

    *If you need a new verification code, click "**Send new code**."*

3. Select "**Continue**."

Verify your email address

Thanks for verifying your ░░░░░░@consumerdirectcare.com account!

Your code is: 016945

Sincerely,
Consumer Direct Care Network B2C

CONSUMER DIRECT
CARE NETWORK

Verification code has been sent to your inbox.
Please copy it to the input box below.

░░░░░░@consumerdirectcare.com

016945

Verify code

Send new code

Continue

# DirectMyCare.com Activation

Create Password

1. 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

2. When finished, you will be logged into DirectMyCare.com.

DirectMyCare.com Activation

SSN Verification

3. Verify the last 4 digits of your **Social Security Number**, then select "**Continue**."

4. You will get a confirmation message that you are logged into DirectMyCare.com. Follow the instructions in the message to continue.
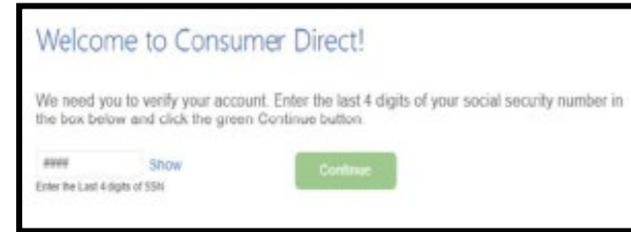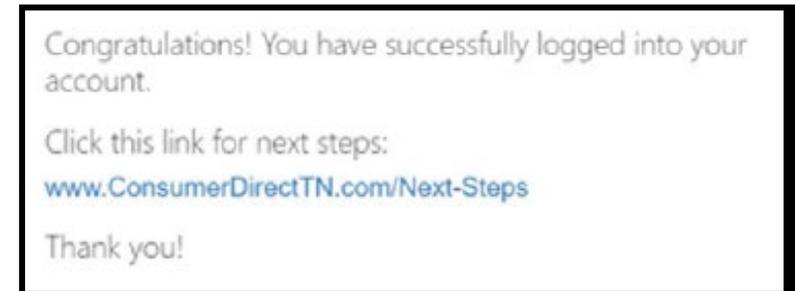

Welcome to Consumer Direct!

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   Continue

Enter the Last 4 digits of SSN

Congratulations! You have successfully logged into your account.

Click this link for next steps:

www.ConsumerDirectTN.com/Next-Steps

Thank you!

EVV Compliance

Step 2: Caregivers Download the CareAttend App

After signing into DirectMyCare.com, the caregiver will need to download the CareAttend App.

- Only the caregiver will download the CareAttend mobile app, not the member.

  - The member will only use the CareAttend mobile app to approve the shift at the time of clock out.

- Once the CareAttend mobile app has been downloaded, the caregiver can sign in and use the mobile app to clock in and out.
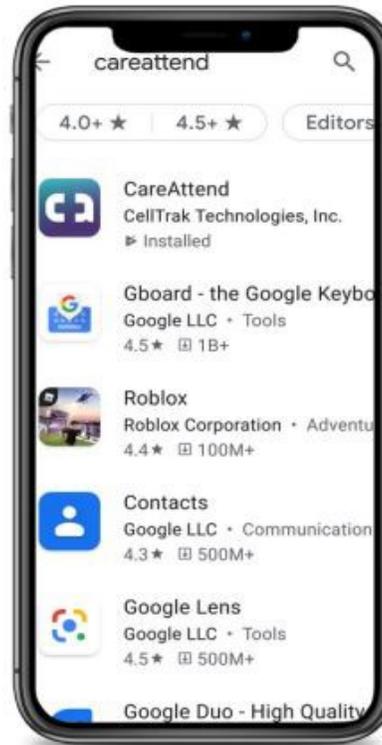
Download the CareAttend App - Android

1. OPEN THE PLAY STORE AND TAP THE SEARCH BAR

Tap the Play Store icon and then tap the Search bar to open the search function.
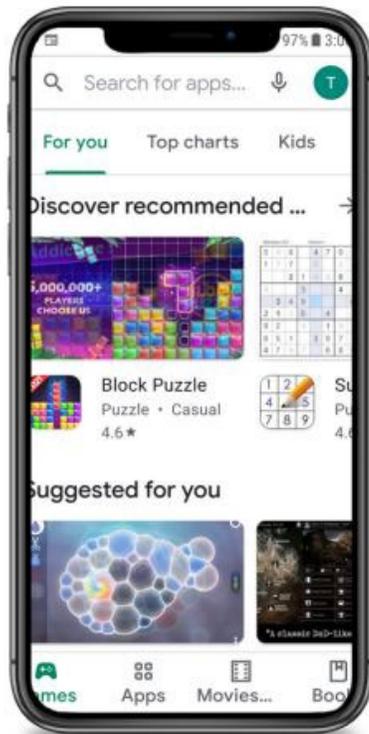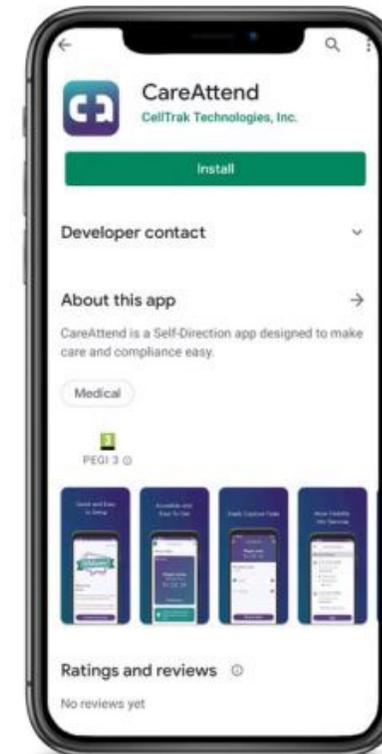
2. SEARCH FOR CAREATTEND

Type "CareAttend" into the search and tap Search. Tap "CareAttend" to select the App.

3. INSTALLING THE APP

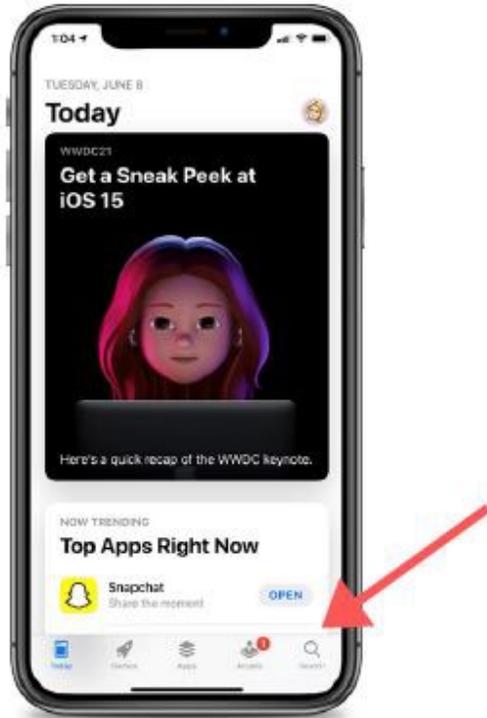Tap "Install" to download and install the app.

Download the CareAttend App - iOS

**1. OPEN THE APP STORE AND
USE THE SEARCH FUNCTION**
Tap the App Store icon and then tap
the magnifying glass at the bottom to
open the search function.

**2. SEARCH FOR CAREATTEND
AND GET THE APP**
Type "CareAttend" into the search bar and tap
Search. Then tap "GET" to download the App.
You may need to enter your Apple ID password.

Step 3: Caregivers Submit a Test Shift

- Consumer Direct will go live with CareAttend for time entry on 12/15/2023. All shifts must be entered using CareAttend as of 12/15/2023.

- However, we highly recommend that all caregivers input a test shift into CareAttend to practice using the system before 12/15/2023.

CareAttend - Caregivers
Submitting a Test Shift

1. Open the CareAttend app and select the **Sign In** button.

2. On the **Select your sign in method screen**, select the circle next to Consumer Direct Care Network. Select the Next button.

3. Sign in using your login information from DirectMyCare.com.

CareAttend - Caregivers
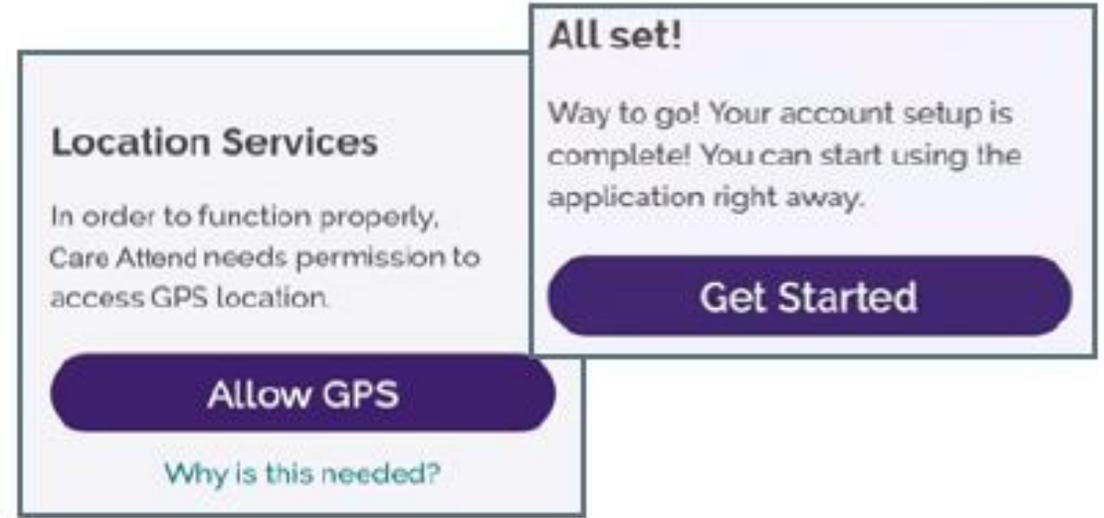## Submitting a Test Shift

4. After you log in, you will see a Welcome screen. Select **Create Passcode**.

    - Enter in a six-digit passcode. The passcode cannot be six consecutive digits.

    - Remember this passcode, you will need to enter it each time you log in.

5. Optional: If your device supports the feature, you may choose to enable Fingerprint or Face Unlock:

    - Select the Enable button if you would like to use the feature

    - Select Skip for now if you do not want to enable the feature.

CareAttend - Caregivers
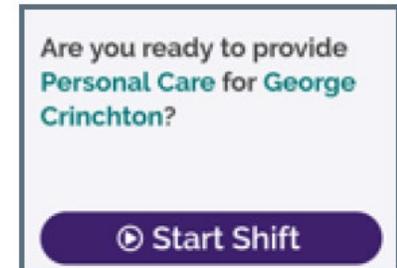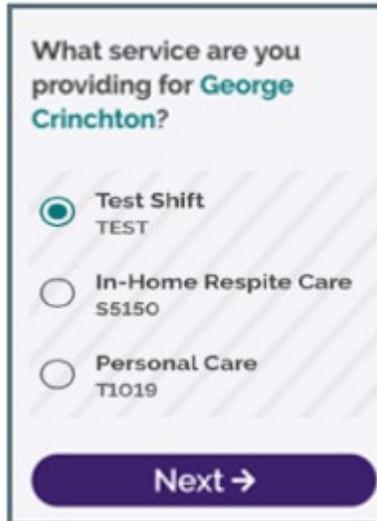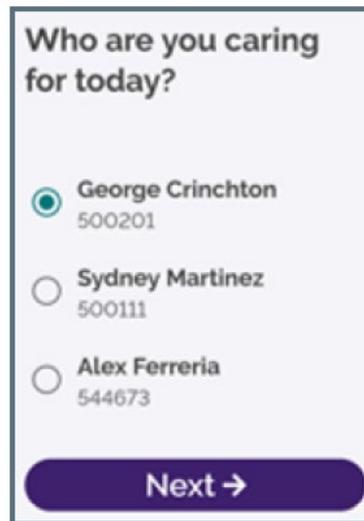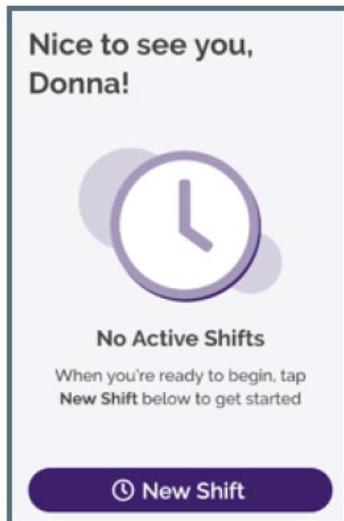## Submitting a Test Shift

6. On the Location Services Screen, click the Allow GPS Button.

7. On the Save Battery Screen, select the Allow Motion Access Button.

8. Your account has been set up. Select the Get Started button.

Location Services

In order to function properly, Care Attend needs permission to access GPS location.

Allow GPS

Why is this needed?

All set!

Way to go! Your account setup is complete! You can start using the application right away.

Get Started

CareAttend - Caregivers
## Submitting a Test Shift

1. Select the **New Shift** button.

2. Choose your **Member**.

3. Select **Test Shift**.

4. Select **Start Shift.** You will see a running time clock with the name of the Member you selected.

Nice to see you, Donna!

No Active Shifts

When you're ready to begin, tap **New Shift** below to get started

🕐 New Shift

Who are you caring for today?

⦿ George Crinchton
500201

○ Sydney Martinez
500111

○ Alex Ferreria
544673

Next →

What service are you providing for George Crinchton?

⦿ Test Shift
TEST

○ In-Home Respite Care
S5150

○ Personal Care
T1019

Next →

Are you ready to provide Personal Care for George Crinchton?

▶ Start Shift

CareAttend - Caregivers
Submitting a Test Shift

5. Select the **End Shift** button.

6. View the **Service Summary**.

7. Sign the attestation and select **Submit**.

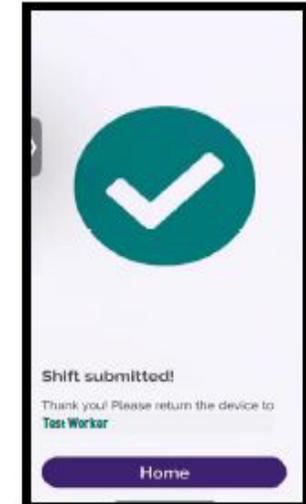   ▪ You may turn the device sideways for a larger signature box.
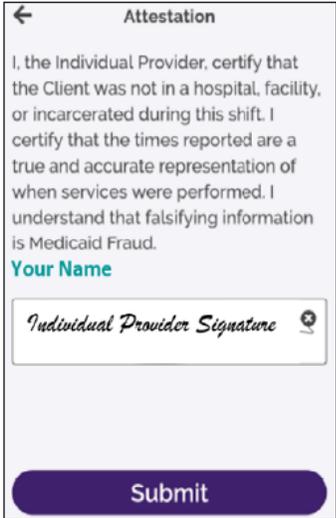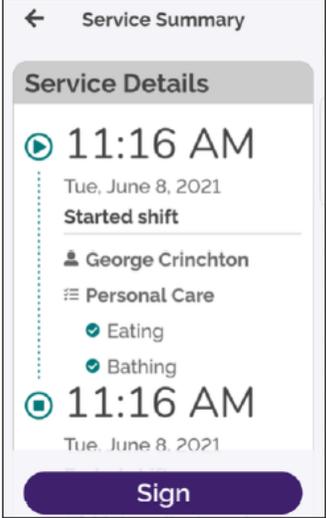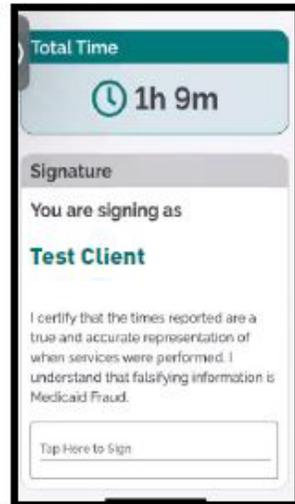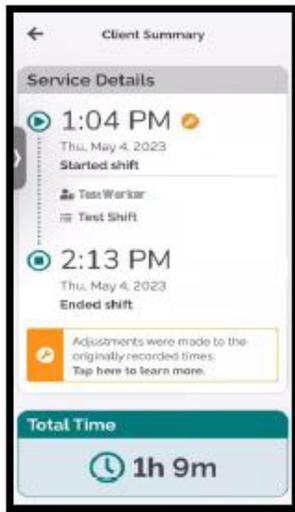
CareAttend - Members
Approving a Test Shift

Once the caregiver ends their shift on the device, members need to approve the shift.

1. Review the **Service Details**.

2. Tap inside the signature box. You may turn the device sideways for a larger signature box.

3. When you are finished signing, select the **Submit** button to approve the test shift.

More Features!

More Features in CareAttend & DirectMyCare.com
CareAttend offers more features than Authenticare!

❖ **Caregivers/Members can reset their own password on DirectMyCare.com**

❖ **If there is an error with a shift, caregivers can adjust shifts in the CareAttend Mobile App before submitting to the member for signature in the app.**

❖ **If a shift is missed, caregivers can enter a late shift in the CareAttend app or enter the missed shift into the DirectMyCare.com. This eliminates the paper Time Correction Forms and reduces delays in the caregiver's pay!**

❖ **Members can approval manual entries/skipped signatures in the DirectMyCare.com, eliminating the need for paper Time Corrections Forms!**

Adjusting Shifts - Caregiver
Adjusting a Shift in the CareAttend Mobile App before submitting for Client Signature – No TCAF Needed!
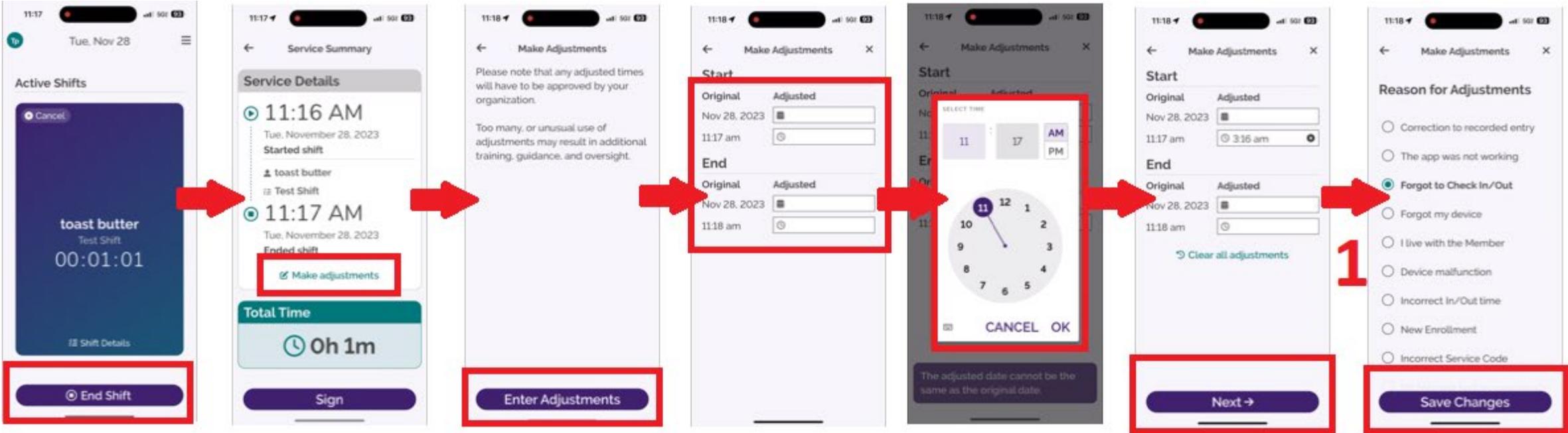
What Does a Caregiver do if they forgot to clock in/out completely?
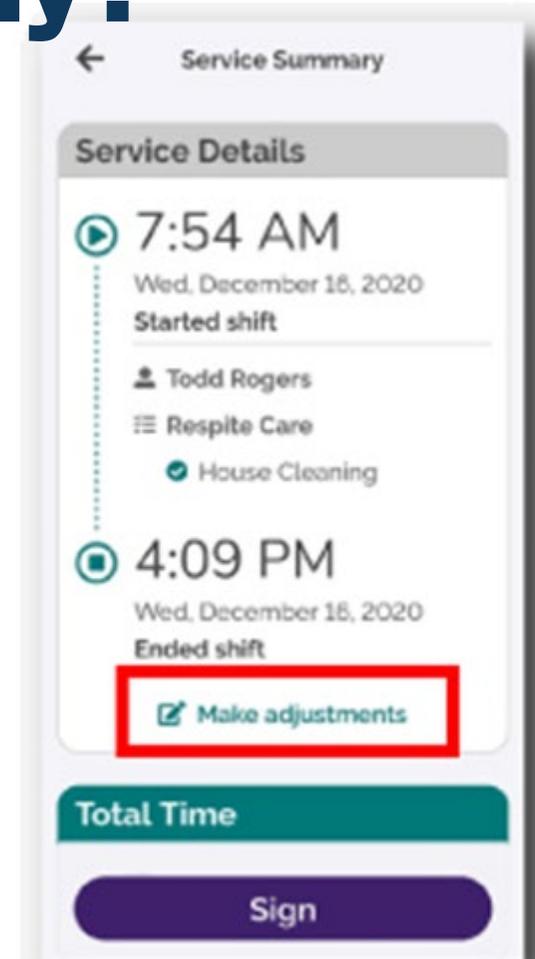
Step 1: Open the app and create a shift for the correct member and service.

Step 2: Start and end a shift. It can be a short shift.

Step 3: Before you submit the shift, tap **Make Adjustments**. You can adjust the date, start time, and end time.

Step 4: After you make adjustments, submit the shift.

Step 5: Have your member approve the shift.

Caregivers can see shifts that haven't been approved by the Member in DirectMyCare.com

❖ Caregivers can log into DirectMyCare.com to see outstanding shifts on their home page under **My Dashboard** and **My Outstanding Time Entries.** These shifts need to be approved by the Member on DirectMyCare.com before they can be processed and paid.

Caregivers can see the history and status of shifts in DirectMyCare.com

❖ Caregivers can navigate to the green Time Entry button on DirectMyCare.com to see a history and status of all shifts claimed. This is also the screen that manual entries can be made, if needed.

❖ After clicking on Time Entry, use the calendar toggles to see the desired week of shifts.

Week 1 (Nov 19 - Nov 25)

	Participant	Service Code	Sun 11/19	Mon 11/20	Tue 11/21	Wed 11/22	Thurs 11/23	Fri 11/24	Sat 11/25	Total Hrs.
☐	Caloris Mercury	SC1	1 👍							1.00
☐	Caloris Mercury	SC2								0.00
☐	Caloris Mercury	SC3								0.00
☐	Caloris Mercury	Test Shift								0.00
			1.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00

Legend for DirectMyCare.com

Approved: The time has been sent to CDTN for processing.

Deleted: The Worker deleted the shift.

Denied: CDTN denied the shift. The denial reason can be seen by clicking on the shift.

Edited: The shift was edited to be in compliance with the member's service authorization.

In Progress: CDTN received the shift and is prepping it for pay.

Paid: Pay has been issued to the Worker.

Ready to be paid: The time is ready to be paid according to the payroll schedule.

Rejected: The time has been rejected by the Member. The Worker will need to submit a new shift.

Removal in Progress: Worker has submitted a Ready to be paid shift for removal.

Saved: The shift has been entered by the Worker. It has not been submitted to the member for approval.

Submitted: The Worker sent the shift to the member for review and approval.

Suspended: The shift has an issue that is preventing it from being processed. The suspended reason can be seen by clicking on the shift.

Test Submitted: This is a test shift that has been submitted to the member for approval.

Test Approved: This is a test shift that has been approved by the member.

Not Ok to Work: The Worker's qualifications have not been met or have expired. The Worker is not authorized to work until they have the minimum qualifications to perform the services.

Legend

- ✔ Approved
- 🗑 Deleted
- ⛔ Denied
- ✏ Edited
- » In Progress
- [PAID] Paid
- 👍 Ready to be paid
- ✖ Rejected
- « Removal In Progress
- 💾 Saved
- ⬆ Submitted
- 🚫 Suspended
- [TEST] ⬆ Test Submitted
- [TEST] ✔ Test Approved
- ⚠ Not Ok to Work

Need More Information?

DirectMyCare Web Portal - Member
Approving Test Shifts if Member was Unavailable to Sign CareAttend App

1. Log into the DirectMyCare Web Portal

2. Select the **Sign In** button.

3. Enter your email address and password and select the Sign In button.

4. From the My Dashboard screen, select the **Time Entry** button.

5. Choose a worker from the dropdown menu.

6. Use the arrows in the top right corner of the screen, or select the calendar icon, to view the weeks of service.

DirectMyCare Web Portal - Member
Approving a Test Shift Continued

7. To approve a test shift, click in the cell where an orange TEST icon appears.

Service Code	Sun 4/23
Test Shift	TEST

8. You will see a panel open on the right side of the screen. Review all of the information and select **Approve**.

9. An attestation will open where you agree that shift details are true and accurate. Select **OK** to agree.

10. When a test shift is approved, the orange TEST symbol will turn green.

Service Code	Sun 4/23
Test Shift	TEST

Testcg One

Service Code
Test Shift (TEST)

Date
04/10/2023

Time In   Time Out
08:00 AM   10:00 AM

Time In (Actual)   Time Out (Actual)
08:00 AM   10:00 AM

Source
WEBTS

Caregiver's Comments

Adjustments

Cancel   Reject   Approve

Thank you

CONSUMER DIRECT CARE NETWORK

NEVADA