Approving **IVR Time Submissions**

Interactive Voice Response (IVR) is a time entry method which uses the Member's phone. The Member needs to register their phone number with Consumer Direct Care Nevada (CDNV) for the Caregiver to use this option. The IVR registration form is available on the CDNV website. You can view timesheets on the web portal within 15 minutes of submission via IVR.

Approval in DirectMyCare web portal

1. If you are the Member, go to **DirectMyCare.com** and sign in to the web portal by entering your email address and password. Select **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 (Fig. 01).

Fig. 01

Fig. 02

3. From the dropdown, select the **Caregiver** whose time you are reviewing (Fig. 02).

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,** select a cell where time has been submitted. (Fig. 03) The cell color will change and you will see a pane on the right side of the screen. Review all information in the pane and if correct and select the **Approve** button. (Fig. 04)

   - **To approve an entire row or week,** select the appropriate checkbox on the left side of the grid. (Fig. 05) Select **Approve** in the lower right of the screen.
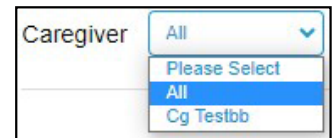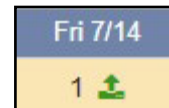

Fig. 03

	Caregiver	Service Code	Sun 7/9	Mon 7/10	Tue 7/11	Wed 7/12	Thurs 7/13	Fri 7/14	Sat 7/15	Total Hrs.
☑	Cg Testbb	TN123	2 👍	1 👍		1 👍	1 👍	1 ⬆		6.00
	Cg Testbb	TN123		1 👍						1.00
			2.00	2.00	0.00	1.00	1.00	1.00	0.00	7.00

Fig. 05

5. After selecting the **Approve** button an attestation will open where you agree that shift details are true and accurate. Click **I Understand** to agree that the information entered is accurate (Fig. 06).
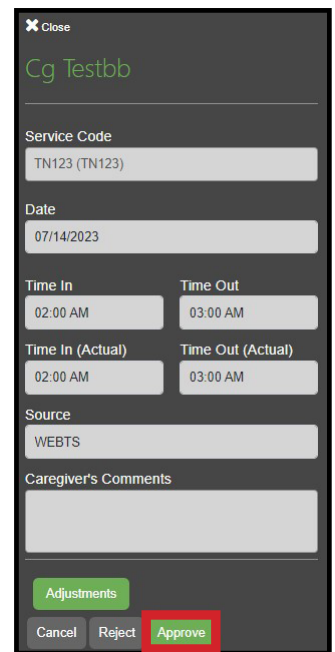
Approval Through Live Support

1. Call **877.786.4999** during operating hours.
2. Follow the prompts and make selections.
3. CDNV will validate your identity.
4. CDNV will verify submitted shifts with the Member.
5. CDNV will approve or reject shifts as directed by the Member.
6. CDNV will read an attestation statement to confirm the shifts.

Fig. 04

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