



Adding Time in the DirectMyCare Web Portal

Caregivers must clock in and out of each shift using the CareAttend App/IVR/fob in order to be Electronic Visit Verification (EVV) compliant. Service time entries entered into the DirectMyCare web portal are not EVV compliant. Adjustments need to be made within 24 hours of submitting a shift in the CareAttend App/IVR/fob. After 24 hours you'll need to call or email CDNV for help.

Navigate to the Time/Mileage Entry Screen

1. Log in to CDNV's [DirectMyCare Web Portal](#).
2. From the My Dashboard screen, select the **Time/Mileage Entry** button to go to your Time Card (Fig. 01).
3. If you work with multiple Members, choose a Member from the dropdown menu in the top left corner (Fig. 02).
4. Use the arrows in the top right corner of the screen, or select the calendar icon, to view the weeks of service (Fig. 03).

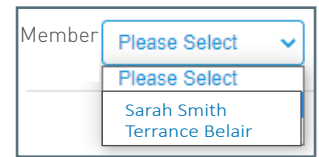



Fig. 02



Creating & Submitting a New Time Entry

Note: Caregivers must submit shifts using the CareAttend App in order to be EVV compliant. The following instructions outline how to submit a shift in DirectMyCare and are **not** EVV compliant.

1. To enter a new shift, select the cell for the day of the week/service being provided where you wish to enter time (Fig. 04).
 - A black panel will appear on the right side of the screen (Fig. 05).
2. Fill in the information
 - Ensure the correct Service Code & Date of Service are showing
 - Select tasks performed that day.
 - Enter Time In and Time Out (in 15-minute increments)
3. Select the **Save** or **Submit** button.

Service Code	Sun 12/11
Respite Care	
Relief Care	

Fig. 04

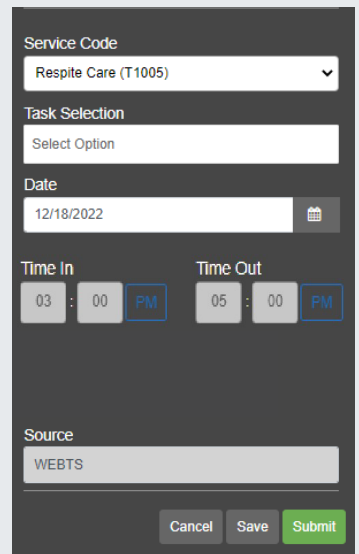


Fig. 05

***If you select **Save**, your shift will **NOT** be submitted to your Member for payment. Select **Submit** to immediately send time worked to your Member for approval.

- Review the Attestation popup then select **OK**.
- Choose your adjustment reason in the **Adjustments** popup window (Fig. 06).
 - If you do not see the exact reason for the adjustment, choose the option closest to the adjustment reason.
- When you are finished, select **Submit**.

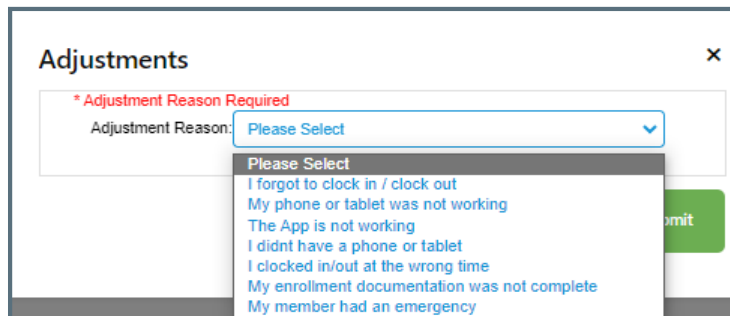


Fig. 06

Submitting/Adjusting Saved Time Entries

- Select the cell for the day of the week where you have **saved**, but not submitted (green disk), time (Fig. 07).
- A black panel on the right side of the screen will appear. Review/adjust the time entry for accuracy.
 - If there is a yellow triangle with an exclamation mark icon, complete the required action prior to submitting (Fig. 08).
- Select the **Submit** button.
- A pop up will appear with an attestation. Click **OK** to agree that the information entered is true and accurate.

Mon 9/27
4
4.00

Fig. 07

All Caregivers have 24 hours to make adjustments to shifts submitted through the CareAttend App.

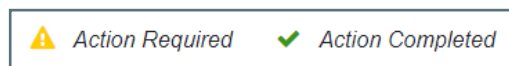


Fig. 08

Correcting Shifts in Ready to be Paid Status

Shifts in “ready to be paid” status, that are showing a green thumbs up, can be removed if there is an error, then re-entered correctly. **To edit any shift other than “ready to be paid” or “saved” requires the help of someone at CDNV.**

- Select the shift by clicking on the “ready to be paid” icon (green thumbs up) (Fig. 09).
- A black panel will appear on the right side of the screen (Fig. 10).
- Select the red **“Remove Shift”** button.
- From the pop-up message, choose the reason for removing the shift, by selecting an option from the dropdown menu.
 - If you do not see the exact reason in the dropdown menu, choose the option that is closest to the exact reason.
- You may see a red arrow icon next to the shift you just removed indicating that the removal is in progress (Fig. 11). Once the removal has been processed, the shift will no longer be visible.

Service Code	Sun 7/3
Relief Care	2
Respite Care	1
Personal Care	

Fig. 09

Service Code	Sun 7/3	Mon 7/4	Tue 7/5	Wed 7/6	Thurs 7/7	Fri 7/8	
Relief Care	2	4		7			Rejected
Respite Care	1						Removal In Progress
							Saved

Fig. 11

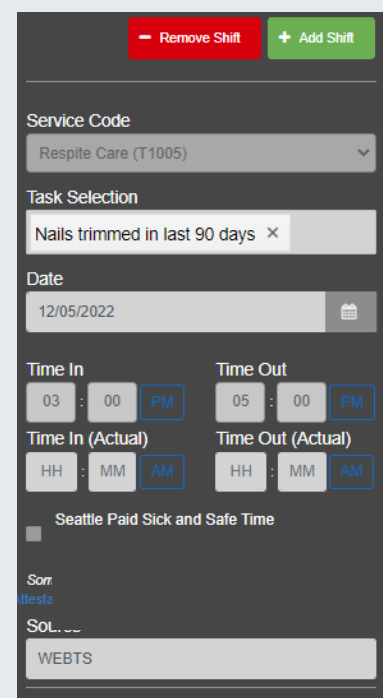


Fig. 10