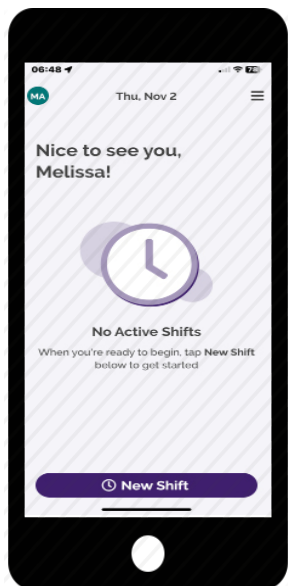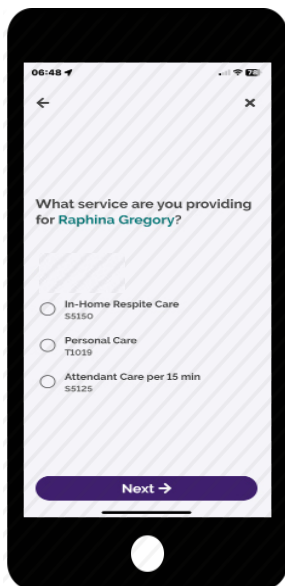# Submitting and Approving Shifts in **CareAttend**

Start a Shift

A Caregiver is responsible for submitting time through the CareAttend app. These instructions are for the Caregiver. Clients and Employers do not need to download the CareAttend app.
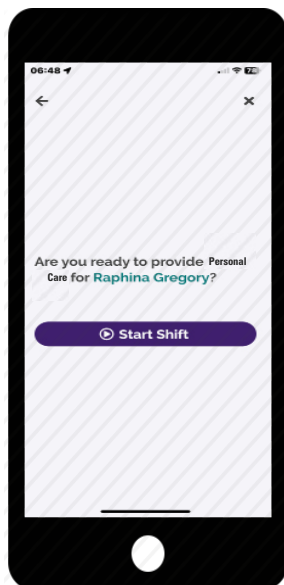

1

As the Caregiver, sign into the CareAttend app. Select "**New Shift**."

2

Select a Client then select the type of care being provided.

3

Select "**Start Shift**."

Why can't I see my Client/Employer's name or start my shift?

There are several reasons why you may not be able to enter time for your Member:

- **No Medicaid Eligibility** - If the Client/Employer received a letter from the state Medicaid Office indicating they are no longer eligible for Medicaid services, please follow the instructions in that letter or contact your local Medicaid office.
- **Expired Caregiver Credentials** - You can update credentials by emailing copies of new credentials to Consumer Direct.
- **Expired Authorization** - The Client/Employer will need to check for expired authorizations in DirectMyCare.com by signing in and selecting View Authorization.

  [View Authorization]

  If they have not yet activated their email address for DirectMyCare.com, instructions for how to do so can be found on the CDNV Training Materials page.
- **Grace Period Exceeded** - The system cannot accept shifts that are past the deadline for payment by your insurance company. Please contact Consumer Direct to determine if the time you're trying to enter is past the grace period.
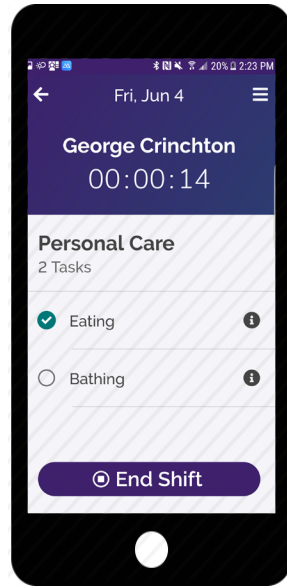
I forgot to clock in/ I clocked in late

If you clocked in late, you can **make adjustments** to your start time before submitting your shift (steps 5 -8). For instructions on how to delete a shift or submit a shift that happened in the past (late shift), please visit the CDNV Training Materials page.
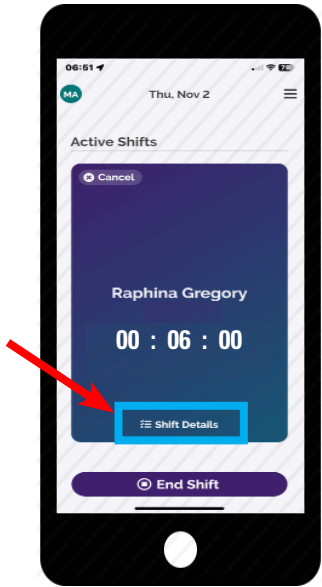
3

Use the "**Shift Details**" link to enter service tasks.

4

Select the tasks you completed and then tap "**End Shift.**"

What if I don't have any tasks listed?
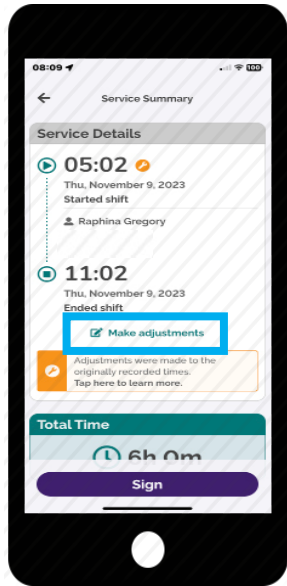If there are no service tasks, there is an error. Contact Consumer Direct immediately so this can be corrected.

How do I know which tasks to choose?
The table below will help guide you when choosing which tasks to choose for each service code.

| Service Code	Service Name	Task
T1019	Personal Care Service	Bathing Dressing Grooming Toileting Transferring Mobility/Ambulation Eating Light Housekeeping Laundry Essential Shopping Meal Preparation
T1019TF	Self Directed Skilled Care	Self-Directed Skilled (SDS)
S5120	Chore Service	Chore
S5130	Homemaker Service	Homemaker
S5135	Adult Companion Care	Companion Care
S5150	Unskilled Respite Care	Respite
S5125	Attendant Care	Bathing Dressing Grooming Toileting Transferring Mobility/Ambulation Eating Skilled Service (must specify)

Shift Adjustments

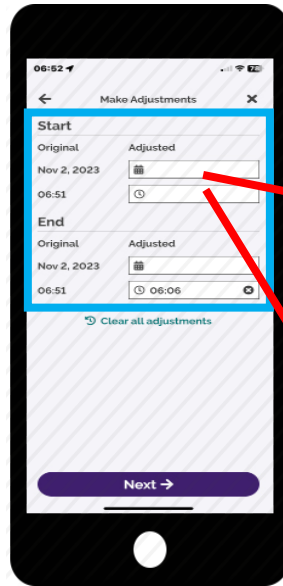Select the **date field** to choose a different date on the calendar.

5

If you need to make adjustments to your electronic timecard, select "**Make adjustments**" and follow steps 6 - 8. If not, skip to step 9.
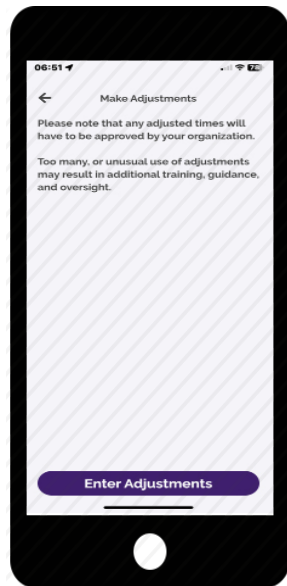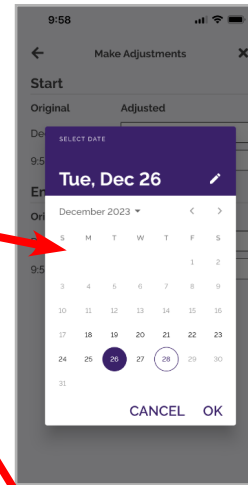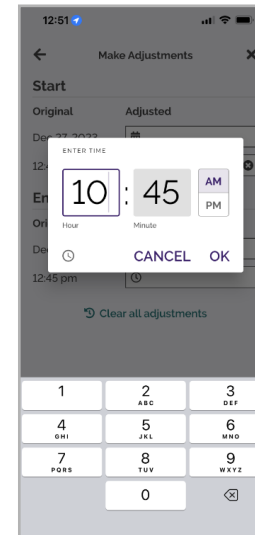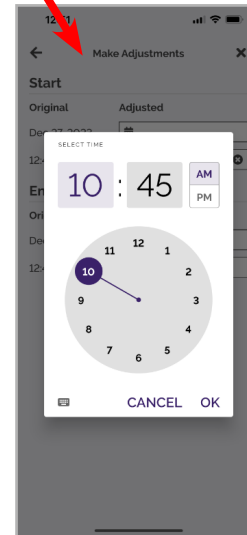
6

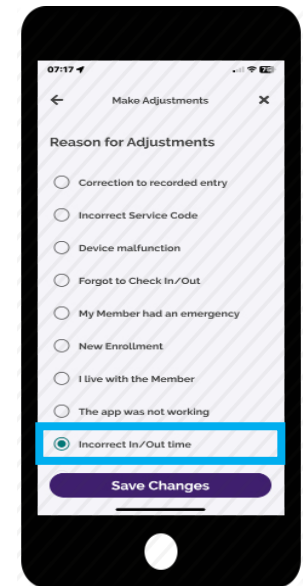Select "**Enter Adjustments**."

7

Use this screen to adjust Start and/or End dates and times. When you are finished select "**Next**."

8

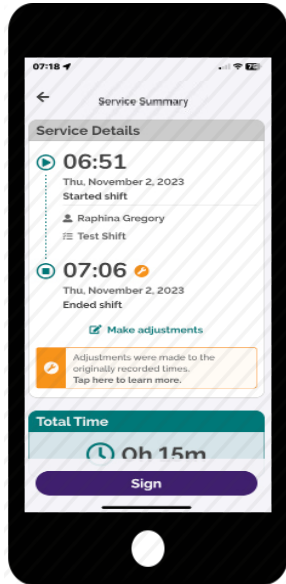Select the reason for the adjustment(s), then select "**Save Changes**."

Select the **time field**, then double tap the hours/minutes field above the clock to type in a new clock in/out time.

3

9

Review the Service Summary screen, then select "**Sign**."
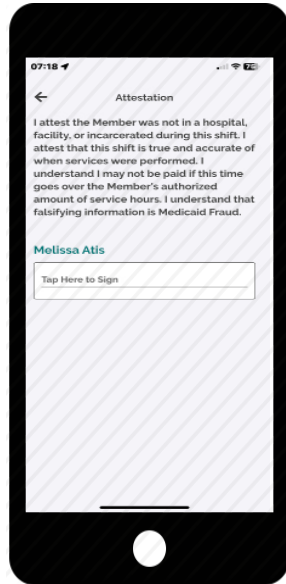
10

Tap inside the signature box and turn your device sideways.
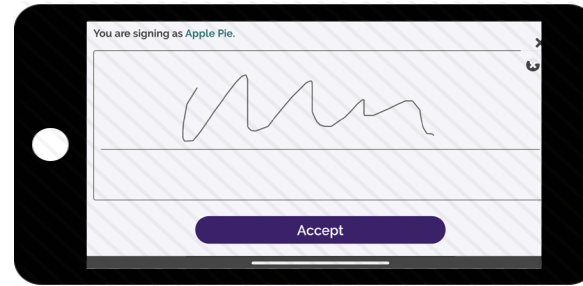
11

Use your finger or stylus to sign your name.
Select "**Accept.**"
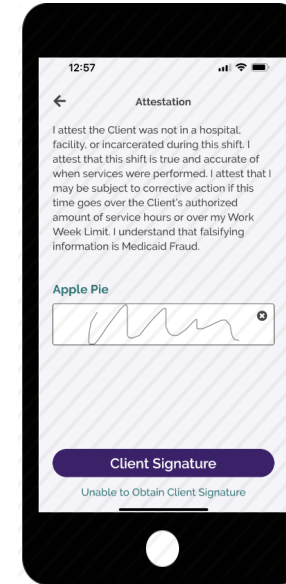
12

If your Client is available to sign your electronic timecard, select "**Client Signature.**"

If your Client is unavailable, select the "**Unable to Obtain Client Signature**" link below the Client Signature button and jump to page 6.

Steps for Client/Employer to Approve Time in CareAttend

This section is be completed by the Client/Employer. Once the caregiver ends their shift on the device, the Client/Employer will need to approve the shift.
The most efficient way to complete your shift is to have the member sign on the CareAttend mobile app at the time of submission. If you are unable to obtain the Client/Employer's signature at the end of your shift, please jump to page 6 for instructions.

1

Select "**Client Signature**" to obtain shift approval.

2

Review the shift detail, then **scroll down** to view the signature box.
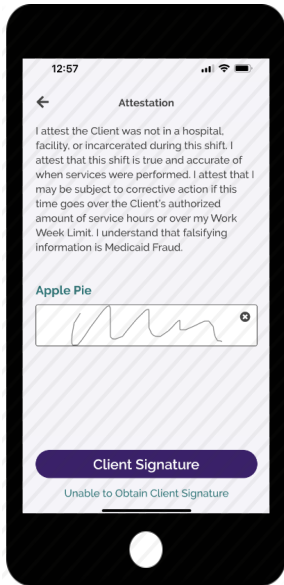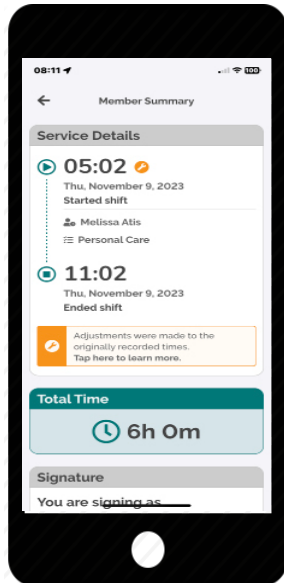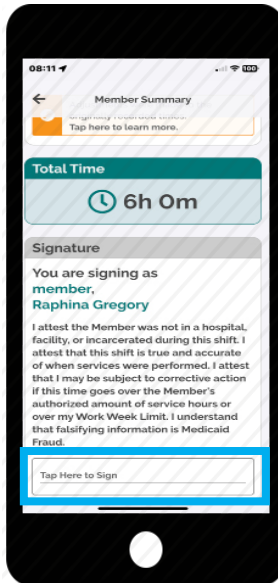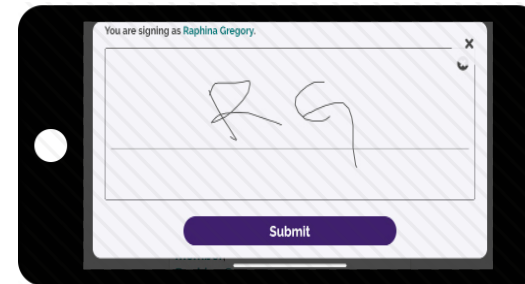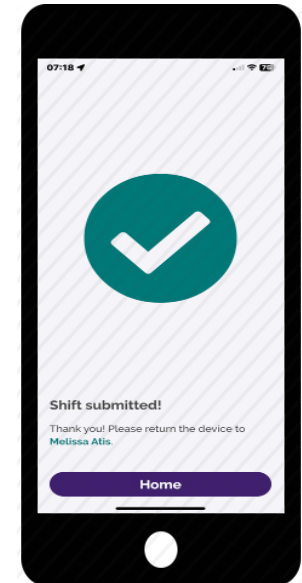
3

Tap inside the signature box and turn your device sideways to sign.
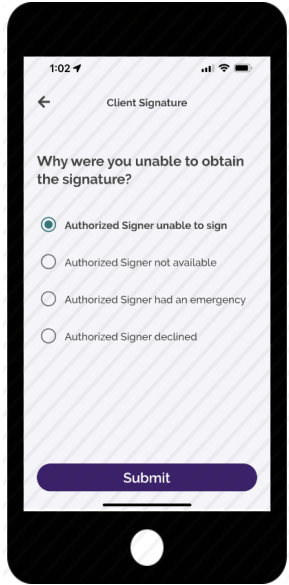
4

Use your finger to sign your name in the signature box, then select "**Submit**."

5

The shift has now been **approved** and **submitted**. Select **Home** to start a new shift.

These steps are only if you unable to obtain your Client/Employer's signature and the Client/Employer needs to sign into DirectMyCare.com to approve your shift.

Steps for Client/Employer to Approve time in DirectMyCare.com

Next Step: Client/Employer Shift Approval in DirectMyCare.com
If the Client is unable to approve your shift in CareAttend, they will need to go to DirectMyCare.com to approve it. If the Client has not yet activated their email address in DirectMyCare.com, please visit the CDNV Training Materials page.

1. Start by logging into **DirectMyCare.com.**
2. From your Dashboard you will see shifts needing approval in the **My Outstanding Time Entries.**
3. Select the **Detail link** for the shift needing approval.

1

Choose a reason why you were unable to obtain the Client's signature and select "**Submit**."
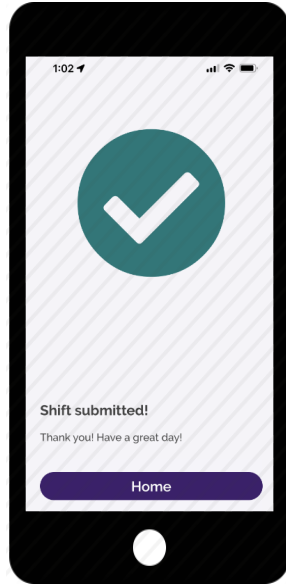
2

Your shift has been submitted!
The Client/Employer will need to go to DirectMyCare.com to approve it.

My Dashboard

View Authorization

My Outstanding Time Entries   3 Not approved

Caregiver	Service	Date	Time In ↑	Time Out	Time Spent	Status	Source	
	SC1 (svrcod...	2023-12-20	2:00 PM	5:30 PM	03:30	Submitted	WEBTS	Detail
	SC1 (svrcod...	2023-12-21	1:00 PM	3:00 PM	02:00	Submitted	WEBTS	Detail
	SC1 (svrcod...	2023-12-22	12:00 PM	2:30 PM	02:30	Submitted	WEBTS	Detail

4a. Approve one shift at a time by selecting **Approve** in the black panel.
If the black panel does not appear, select the **box where you see the submitted time**.

EVERY LIFE.   EVERY MOMENT.   EVERY DAY.

infoCDNV@consumerdirectcare.com | www.ConsumerDirectNV.com

4b. To approve multiple shifts, **select and highlight each shift**, or highlight the entire line by checking the **box on the left-hand side**, and use the **Approve** button on the Time Entry screen.

NOTE: If anything about the shift (time in/out, service code, tasks, etc.) needs to be changed, the shift must be **rejected**. After the shift is rejected, the Caregiver needs to go into DirectMyCare.com and delete the shift. Then, a new shift with the correct information needs to be entered in CareAttend. Please see instructions for entering a late shift on the CDNV Training Materials page.

5. Attention! Read carefully before selecting **I Understand**.

Attention ✕

Once the shift has been approved no changes can be made. To verify the times are correct or reject the shift please select the Go Back button. To proceed with approving the shift select the I Understand button.

[I Understand] [Go Back]

6. To certify the accuracy of the shift, select **Ok**.

Attestation ✕

I certify that the times reported are true and accurate of when services were performed. I attest that the Member was not in a hospital, facility, or incarcerated during this shift. I understand that falsifying information is Medicaid Fraud.

[Ok] [Cancel]

Once a shift has been approved and ready for payment, a **green thumbs up** icon will appear next to the shift on the Time Entry screen.

2/25	Tue 12/26
	1.5 👍
	2.5 ✔

Frequently Asked Questions

Who uses the CareAttend app?
Caregivers need to download the CareAttend app. The app is designed to work like a paper timesheet where the Caregiver records their time and the Client/Employer signs off on it at the end of the shift.

Do I need to download the CareAttend app?
The CareAttend app should be downloaded on the Caregiver's smart device. Each shift is required to be EVV compliant. If you cannot access the CareAttend app, please contact Consumer Direct about an alternative EVV option.

What if I/my Caregiver doesn't have a smart device?
The app may be downloaded on the Client/Employer's device and used for clocking in/out. If this is not possible, please contact Consumer Direct about an alternative to using the CareAttend app that complies with EVV requirements.

Who uses DirectMyCare.com?
Caregivers can use DirectMyCare.com to delete/remove shifts, enter Mileage, and link to pay data.
Clients/Employers can use DirectMyCare.com to Approve/Reject shifts and review other information about their services.

Why are my start/end times different when I view my Time Entry in DirectMyCare.com?
DirectMyCare.com rounds your time into 15-minute segments.

Actual Time In/Out	DirectMyCare Time
:53 to :07	:00
:08 to :22	:15
:23 to :37	:30
:38 to :52	:45

Examples

- If you clock in/out between **8:53 - 9:07** your time will be rounded to **9:00**.
- If you clock in/out between **2:23 - 2:37** your time will be rounded to **2:30**.
- If you clock in/out between **7:08 - 7:22** your time will be rounded to **7:15**.
- If you clock in/out between **5:38 - 5:52** your time will be rounded to **5:45**.

What if I/my Caregiver forgot to clock in or needs to enter a past shift?
If a shift was started late, it can be adjusted upon clocking out in the CareAttend app.
If you need to enter a past shift, you can view the **Late Shift** instructions on the CDNV Training Materials page.

What if my Client/Employer rejects my shift?
You will need to delete the shift by going to DirectMyCare.com and then re-enter it as a past shift in CareAttend.
You can view instructions on **Deleting a Shift** in DirectMyCare.com on the CDNV Training Materials page.

How do I fix my time after it's been approved?
If your time is wrong, but has already been approved by your Client/Employer, you will need to log into DirectMyCare.com and delete the shift. Once it's deleted, you can enter a new shift using the **Late Shift** instructions on the CDNV Training Materials page. The new shift will NOT be EVV compliant.

What if I forgot to clock out?/ What if I am unable to clock out?
If it's been less than 24 hours, log into the app and clock out, then adjust the end time of the shift. If your Client/Employer isn't available to approve the shift in the app, they'll need to approve it in DirectMyCare.com. After 24 hours CareAttend will automatically end your shift. You'll need to end & adjust your previous shift before starting a new shift.

What if I don't have internet, WiFi, or cell service?
CareAttend uses GPS to record your clock in & out times and will save it until you connect to a network. Once connected, the app will update the information.