CONSUMER DIRECT CARE NETWORK TENNESSEE

WORKERS:
Adding Time in the DirectMyCare Web Portal

All Workers 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 CDTN for help.

Navigate to the Time/Mileage Entry Screen

Fig. 01

1. Log in to CDTN'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 are a Worker 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)
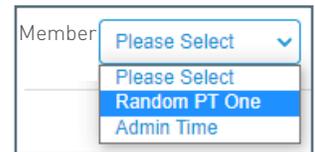
Fig. 02

Fig. 03

Creating & Submitting a New Time Entry

Note: All Workers 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.

Fig. 04

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 to complete the time entry.
4. From the popup message, choose the reason for adding 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.

***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.

Fig. 05

Submitting/Adjusting Saved Time Entries

1. Select the cell for the day of the week where you have saved, but not submitted (green disk), time. (Fig. 06)
2. 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. 07)
3. Select the **Submit** button.
4. A pop up will appear with an attestation. Click **OK** to agree that the information entered is true and accurate.

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

Fig. 06

Fig. 07

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 CDTN.

1. Select the shift by clicking on the "ready to be paid" icon (green thumbs up). (Fig. 08)
2. A black panel will appear on the right side of the screen. (Fig. 09)
3. Select the red "**Remove Shift**" button.
4. 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.
5. You may see a red arrow icon next to the shift you just removed indicating that the removal is in progress. (Fig. 10) Once the removal has been processed, the shift will no longer be visible.

Fig. 08

Fig. 09

Fig. 10