



Shift Corrections for Workers

The Shift Correction process is different based upon which status your shift is showing in the DirectMyCare web portal.

Saved Status

Shifts that are in a “saved” status can be adjusted before they are submitted. This includes the first 24 hours after an EVV shift is entered.

1. Select the saved shift (black disk) you’d like to edit. (Fig. 01)
2. A black panel will appear on the right side of the screen. (Fig. 02)
3. Edit any of the information in the menu, or click the garbage can in the top right to delete the entire shift.
4. Selecting **Update** will continue to keep the shift in “saved” status. Selecting **Submit** will submit the shift to your Member for approval.

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

Fig. 01

Fig. 02

***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.

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. 03)
2. A black panel will appear on the right side of the screen. (Fig. 04)
3. Select the “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. 05) 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. 03

Fig. 04

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. 05

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