Submitting a Test Shift IN CAREATTEND

All Workers: You must submit your service time through an approved Electronic Visit Verification (EVV) method. You may use either the **CareAttend App** or **Interactive Voice Response (IVR)** to submit service time. Service time submitted through the **DirectMyCare Web Portal** is not EVV compliant. All shifts must be approved by your Employer. If your Employer needs assistance approving the shift, training materials are available on the CDTN website.

You can hand your device to your Employer for approval if they are available. If they are not available, they will need to approve the shift on the DirectMyCare web portal.You can view the status of the test shift on the web portal. It will turn green once your Employer has approved it.

CareAttend App

1. Go to the Apple or Google Play app store on your mobile device.
   - Search for "CareAttend" and click on the application to install the CareAttend app on your device.
2. Open the CareAttend app and select the **Sign In** button.
3. On the **Select your sign in method** screen, select the circle next to Consumer Direct Care Network (Fig. 01).
   - Select the **Next** button.
4. Sign in using your login information from the DirectMyCare Web Portal (Fig. 02).
5. After you log in, you will see a Welcome screen. Select **Create Passcode.**
   - Enter in a six-digit passcode (Fig. 03). The passcode cannot be six consecutive digits
   NOTE: Remember this passcode, you will need to enter it each time you log in.
   Optional- If your device supports the feature, you may choose to enable Fingerprint or Face Unlock:
   - Select the **Enable** button if you would like to use the feature
   - Select **Skip for now** if you do not want to enable the feature.

6. On the Location Services Screen, click the Allow GPS Button (Fig. 04).
7. On the Save Battery Screen, select the Allow Motion Access Button.
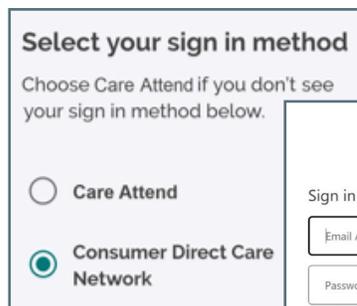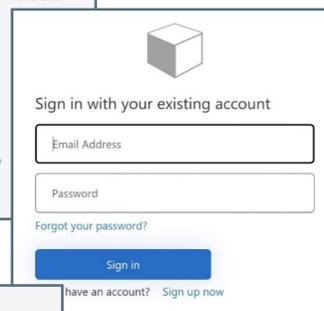8. Your account has been set up. Select the Get Started button (Fig. 05).
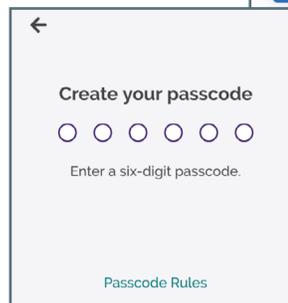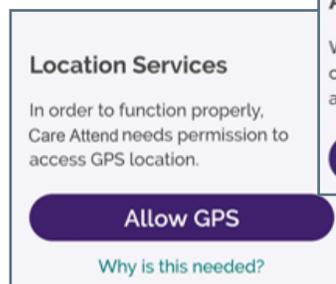

Fig. 01

Fig. 02

Fig. 03

Fig. 04

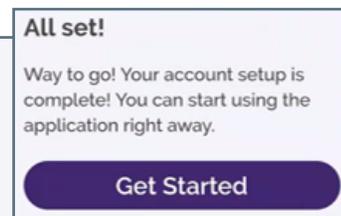*Fig. 05*

To Start a New Shift

Select the **New Shift** button.

Nice to see you, Donna!

No Active Shifts

When you're ready to begin, tap **New Shift** below to get started

🕐 New Shift

Choose your **Client.**

Who are you caring for today?

◉ George Crinchton
500201

○ Sydney Martinez
500111

○ Alex Ferreria
544673

Next →

Select **Test Shift.**

What service are you providing for George Crinchton?

◉ Personal Care
T1019

○ Respite Care
T1005
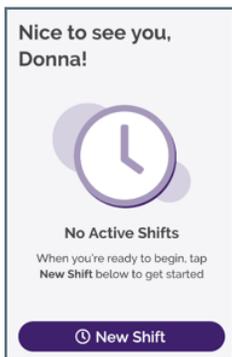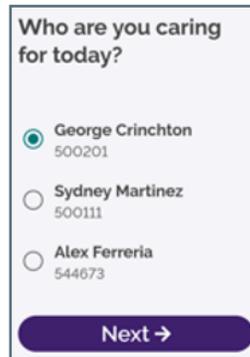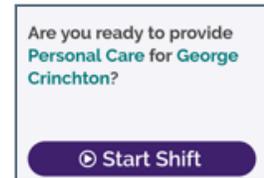
Test Shift

Next →
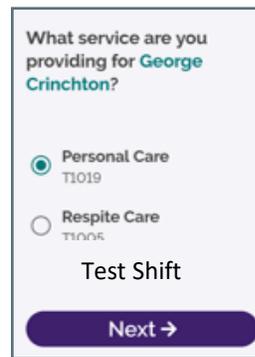
Select **Start Shift.**

You will see a running time clock with the name of the Client that you selected.

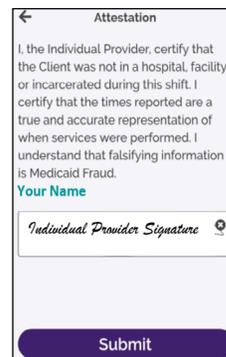Are you ready to provide **Personal Care** for George Crinchton?

▶ Start Shift

To End a Shift

Select the **End Shift** Button.

Active shifts

⊗ Cancel

Test Client's Name
Test Shift

00:01:12

≔ Shift Details

◉ End Shift
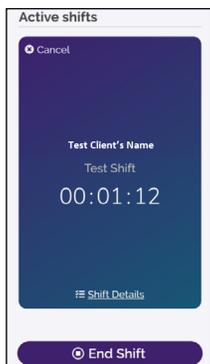
View the **Service Summary.**

← Service Summary

Service Details

▶ 11:16 AM
Tue, June 8, 2021
Started shift

👤 George Crinchton
≔ Personal Care
✔ Eating
✔ Bathing

◉ 11:16 AM
Tue, June 8, 2021
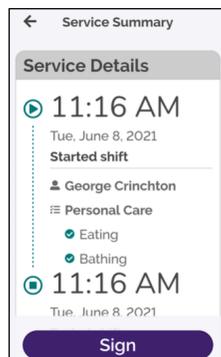
Sign

Sign the attestation and select **Submit.**

← Attestation

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

Individual Provider Signature ✎

Submit

If you'd like a bigger space to sign, turn your device sideways, sign, then return the device to its original position to Submit.

NOTE: Test shifts will not count towards a Member's authorized services total. You will not be paid for the time you submit on a test shift. Test shifts must be at least 15 minutes long to pass through the DirectMyCare web portal.