

EMPLOYER OF RECORD

Approving IVR Time Submissions

Interactive Voice Response (IVR) is a time entry method which uses a landline telephone. The Member needs to register their landline telephone with Consumer Direct Care Tennessee (CDTN) for the Worker to use this option. The IVR registration form is available on the CDTN website. You can view timesheets on the web portal within 15 minutes of submission via IVR.

You can change the default PIN within the DirectMyCare web portal. A job aid for that process is available on the CDTN website.

EOR Approval Steps

Approve or reject shifts through the web portal.

1. Click on the **Sign In** button on the DirectMyCare web portal.
2. Enter the email address and password. Click **Sign In** again.
3. Once logged in, you will be directed to a dashboard.
4. Click on the **Time Entry** button.
5. Select a Worker to approve time for.
6. To approve one shift, click in a cell where time has been submitted. Review all information in the pane on the right side of the screen. If correct, click **Approve**.
7. To approve one row, click in the box next to the Worker's name and row. Click the **Approve** button to finish.
8. To approve the entire week, click the checkbox in the top left corner of the grid, next to the word "Worker."
9. Attest that your entry is true and accurate.

EOR Approval Steps

Approve, adjust, or reject shifts through live support.

1. Call 833.418.2702 during operating hours.
2. Follow the prompts and make selections.
3. CDTN will validate your identity.
4. CDTN will verify submitted shifts with the EOR.
5. CDTN will approve or reject shifts as directed by the EOR.
6. CDTN will read an attestation statement to confirm the shifts.