EVV Compliance Requirements

- The Member/EOR/Authorized Representative is responsible for ensuring that all workers understand EVV requirements and are utilizing EVV compliant methods. At minimum, 90% of shifts submitted by each worker must be EVV compliant.

- As part of the enrollment process, all Members/EOR/Authorized Representatives review the EVV attestation form that states:
  - By agreeing and signing the EVV Attestation Form, the Member, Employer or Authorized
    - Representative will confirm they received the following training:
    - Review of Electronic Visit Verification
    - Review of CareAttend System
    - Review method of time entry
    - Review time approval methods
    - Review how to download CareAttend app
    - Confirm Employee has been or will be trained in EVV requirements
    - Confirm understanding of an EVV compliant entry
    - Confirm understanding of EVV Regulations
    - Confirm understanding consequences non-EVV compliance can result in losing services in Consumer Direction
    - Review of EVV Material; Quick Guide & FAQs

IVR (Landline) /Alternate Option

- Members must register their landline telephone with CDTN. Members will do so by completing and sending an IVR Registration form to CDTN.

- Workers must call the IVR phone number from the Member's landline to start and end their shift.

- The worker will need to enter their 7-digit CDTN ID and their 4 digit IVR PIN. The default IVR PIN is 1234. The Worker can change their PIN by calling CDTN.

- The EOR must approve or reject the submitted shift. The EOR does so through the DirectMyCare portal.

Approving a Shift IN CAREATTEND

How To Approve a Shift

Once the worker ends their shift on the device, you will need to approve the shift. Follow these steps:

1. Review the **Service Details** (Fig. 01).

2. In the **Signature** section, tap inside the signature box (Fig. 02).

3. You may turn the device sideways to have a larger signature box (Fig. 03).

4. When you are finished signing, select the **Submit** button (Fig. 04).

5. You have now successfully approved the shift and can return the device to the Worker (Fig. 05).
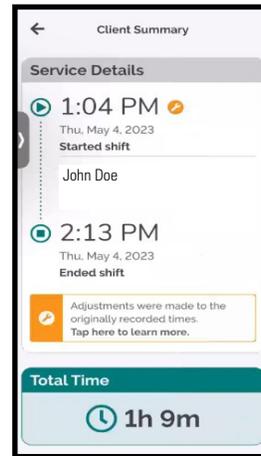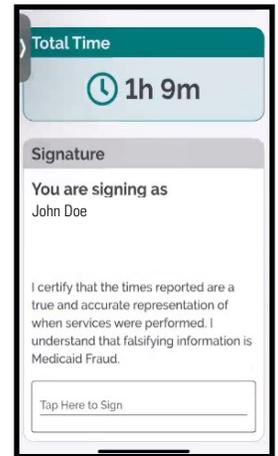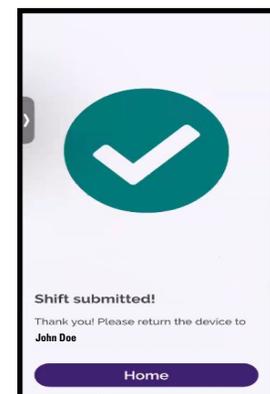

Fig. 01

Fig. 02

Fig. 03

Fig. 04

Fig. 05

DirectMyCare Web Portal Activation

RESET YOUR PASSWORD

1. From the DirectMyCare sign-in screen, select "**Forgot your Password?**" (Fig. 01).

2. On the next screen, enter your email address and select "**Send Verification Code**" (Fig. 02)
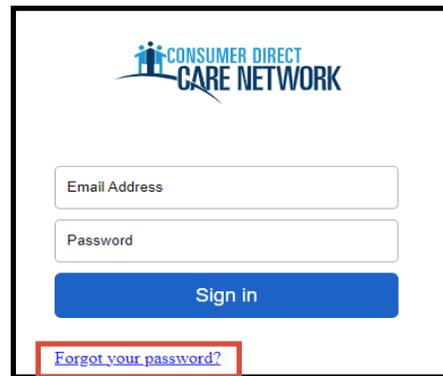

Fig. 01

Fig. 02

ENTER VERIFICATION CODE

3. **Open a new browser window** and check your email for the verification code. The email will come from "**Microsoft on behalf of Consumer Direct Care Network B2C**" (Fig. 03).

4. **Return to the registration page** and enter the code from your email into the verification box.
   - Select "**Verify Code**" (Fig. 04).

   *If you need a new verification code, click "**Send new code**."

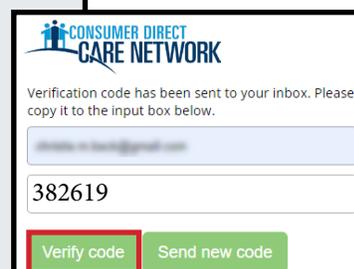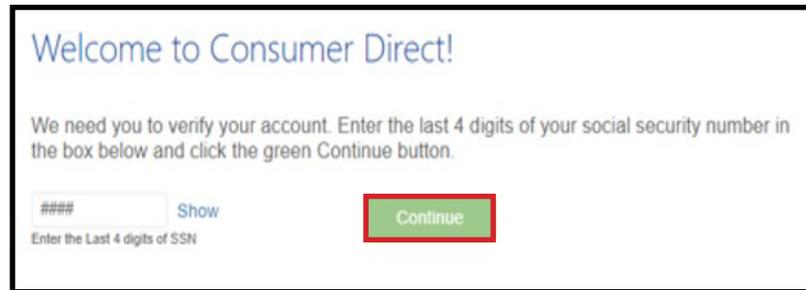5. Select "**Continue**."

Fig. 03

Fig. 04

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CREATE PASSWORD

6. Create a **new password** and confirm it. The password must contain:
    - A minimum of 8 characters
    - Lowercase and uppercase letters
    - At least 1 numeric character
    - At least 1 special character

7. When finished, you will be logged into the DirectMyCare web portal.

8. Verify the last 4 digits of your **Social Security Number**, then select "**Continue**" (Fig. 05).

9. You will get a confirmation message that you are logged into the DirectMyCare web portal. Follow the instructions in the message to continue (Fig. 06).
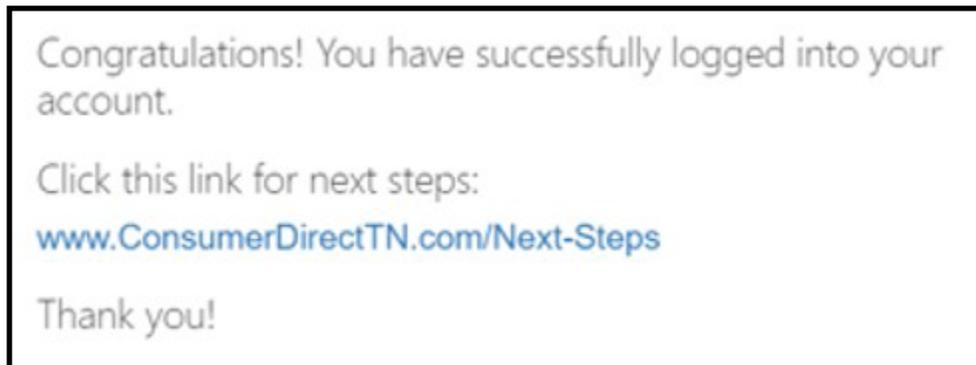

Fig. 05

Fig. 06

CONSUMER DIRECT CARE NETWORK TENNESSEE

EMPLOYER OF RECORD
Approve or Reject Time IN DIRECTMYCARE.COM

If your Worker enters an exception or makes an adjustment to their shift, you can use the web portal to approve or reject their adjusted shift.

Employer of Record: Time Approval

1. If you are the Employer of Record, sign in to the CDCN web portal, **DirectMyCare.com**, by entering your email address and password. Click **Sign In** and you will be redirected to the dashboard.
2. On the dashboard, click the **Time Entry** button in the upper right of the screen and you will be redirected to the time entry approval screen.
3. From the dropdown, select the Worker whose time you are reviewing.
4. You can choose to approve one shift at a time, a row at a time, or an entire week at a time.
   - **To approve one shift,** click in a cell where time has been submitted. When you click in a cell, the cell color changes and you will see a pane on the right side of the screen. Review all information in the pane and if correct, click the **Approve** button.
   - **To approve an entire row or week,** click the appropriate checkbox on the left side of the grid. Click the **Approve** button in the lower right of the screen.
5. After clicking the **Approve** button an attestation will open where you agree that shift details are true and accurate. Click **Ok** to agree that the information entered is accurate.

Employer of Record: Time Rejection

1. If you are the Employer of Record, sign in to the CDCN web portal, **DirectMyCare.com**, by entering your email address and password. Click **Sign In** and you will be redirected to the dashboard.
2. On the dashboard, click the **Time Entry** button in the upper right of the screen.
3. From the dropdown, select the Worker whose time you are reviewing.
4. To reject a shift, click in the cell where time has been submitted. Make sure only shifts that you want to reject are selected. When you click in the cell, the cell color changes and you will see a pane on the right side of the screen.
5. Click the **Reject** button.
6. The rejected shift will be returned to the Worker and marked with a red X. After a shift is rejected, it cannot be adjusted by the Worker. The Worker will need to submit a new shift.

How do I correct a shift entered from EVV?

If an attendant submitted the shift for the Employer's approval but it needs to be changed, it is important that the Employer reject the shift in the web portal. The rejected shift will be returned to the Worker. After a shift is rejected, it cannot be adjusted by the Worker. The Worker will need to delete that shift and enter a new one.

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Setting Your IVR Pin

Workers will need to complete the IVR Registration form found on the CDTN website for each Member.

Locating your User ID

1. Sign into the DirectMyCare web portal from the CDTN website.

2. Select your name in the top right corner to view your profile.

3. Your Person ID is your User ID for the IVR.

Creating your PIN

1. Using your phone number, call into the IVR system (Fig. 01).
2. When prompted, enter your **User ID** followed by the **pound sign (#)**.
   - If # is not entered, system will say "invalid entry."
3. When prompted, choose a **6-digit PIN**
4. The system will read your PIN back to you:
   - Press 1 to keep and use this PIN.
   - Press 2 to create a new PIN.

Changing your PIN

1. Using your phone number, call into the IVR system (Fig. 01).
2. When prompted, enter your **User ID** followed by the **pound sign (#).**
   - If # is not entered, system will say "invalid entry."
3. When prompted, press *** to change your PIN**.
4. Choose your **new 6-digit PIN.**
5. The system will read your PIN back to you:
   - Press 1 to keep and use this PIN.
   - Press 2 to create a new PIN.

IVR: English: **877-532-8537**

Spanish: **855-581-0509**

Fig. 01

Troubleshooting

User ID is Invalid

If the caller does not enter # sign after User ID, they will get a "User ID is invalid" message.

No Options Given to Record Time

If the IVR system does not recognize the phone number you are calling from, it will ask for your User ID and PIN. However, you will not hear options to record time or advance in the IVR system. IVR requires you to use the Member's landline phone that is on file with CDTN. If the member needs to update their phone number, they will need to contact CDTN or their Supports Broker.

IVR System Options

The options in the IVR system are as follows:
- "To record a timesheet entry, press ONE" – this is for Workers who want to record an EVV compliant IVR shift.
- "To record a fob entry, press TWO" – this is for Workers who want to record an EVV compliant fob shift.

I Don't Remember My PIN

Caller must use 6-digit PIN, followed by #. If forgotten, change your PIN by selecting *key after entering your User ID.