



## Frequently Asked Questions and

# Tips for Using Mobile Caregiver+

### Location of Service

#### **What do I need to do if I'm clocking in or out of shifts anywhere other than the home location?**

If you are clocking in and out of shifts anywhere other than the home location, please make sure you are selecting the correct address from the dropdown menu. If the correct address isn't listed:

- Call us at 866.438.8591 to provide alternate clock in and clock out locations.
- Or send a secure email to [InfoCDMT@ConsumerDirectCare.com](mailto:InfoCDMT@ConsumerDirectCare.com) with the list of all locations for your member.

### Scheduling Shifts

#### **What do I do if the Add Visit button is missing?**

If the Add Visit button is missing, log out of the app and log back in. The button should be visible. Netsmart is aware of the issue and is working to correct it.

#### **What does it mean when the service code description says 15 minutes?**

This is just noting that this service is billable to Medicaid in 15-minute units. You do not need to clock in and out every 15 minutes. Please record the actual length of the shift.

#### **How many service codes can I add per shift?**

You can add one service code per shift. If you are providing multiple services per day, such as CFCPAS and CFCSHOPCI, you will need to clock in and out for each one. For every paper timesheet entry, you should also clock in and out with the Mobile Caregiver+ app.

#### **What if I am doing Community Integration, Shopping, or Social Time and going to multiple locations? Do I need to clock in and out at each location?**

No, you do not need to clock in and out at each location. You only need clock in when you start your shift and clock out when you finish your shift. However, if you are doing Community Integration and SOCSUP, you will need to clock out when you finish one service and clock in when you start the next.

#### **How do I know what codes to use?**

[This guide](#) highlights the self-directed codes.

[This guide](#) highlights agency-based codes.

#### **How do I know what organization ID to use?**

[This guide](#) highlights the self-directed organization IDs.

[This guide](#) highlights agency-based organization IDs.

## Late Shifts

### **I started a shift late. Should I be worried?**

If you start a shift late or after the time it was scheduled to start, it is okay! Continue to clock in and out when you start and finish your shift. The shift will display on your visit screen as late, but that only indicates it started later than planned.

## Smart Devices

### **The mobile app is killing the battery on my smart device. Can I turn my device off during my shift to preserve battery?**

Netsmart recommends that you leave your device turned on during your shift. However you can close the app and lock your phone until it is time to clock out.

### **When is GPS location captured?**

GPS location is only captured when clocking in and out of a shift.

### **The Mobile Caregiver+ app says I am not in the right location, but the address is correct, and I am at the address in the app. What should I do?**

You may need to calibrate your GPS.

[Android instructions are available here.](#)

[iPhone instructions are available here.](#)

## Timesheets

### **For paper timesheets, should I continue to round to the nearest 15-minute mark?**

Yes, for paper timesheets, please continue to round to the nearest 15-minute mark. You will see the exact time of your clock in and clock out in the DirectMyCare web portal, however it will automatically round your time when sending it to Consumer Direct Care Network.

- If clocking in at 5:08pm – you will be clocked in at 5:15pm
- If clocking out at 4:53pm – you will be clocked out at 5:00pm
- This is called the seven-minute rule – anything within seven minutes of the quarter hour will be automatically corrected.

### **I made a mistake on my timesheet. Can I use whiteout to correct it?**

No. Timesheets with whiteout cannot be accepted. If you make an error, please draw one line through the error, sign your initials on the error, and write in the correct entry.

### **How should I submit my paper timesheet? Can I send in a picture of it?**

We do not accept pictures of timesheets. Pictures often come through dark and illegible. Please scan your paper timesheet or use a scanning application on your mobile phone. Then submit your timesheet by email to Consumer Direct Care Network.

Here are a couple of free mobile apps for scanning documents. Please remember these are suggested resources, and we are not responsible for any pop-up ads. Typically, you can click the X in the corner of pop-up ads to clear the advertisements.

[Cam Scanner](#)

[Fast Scan](#)

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