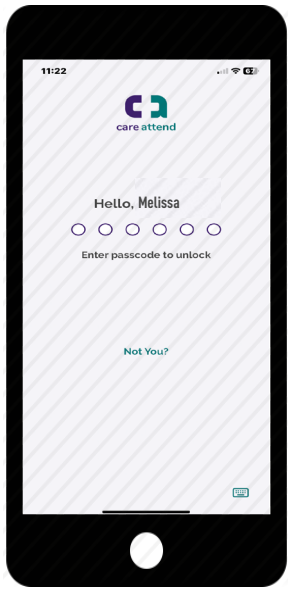


# CareAttend Manual: Submitting and Approving Time & DMC

## Start a Shift

A Caregiver is responsible for submitting time through the CareAttend app. These instructions are for the Caregiver. Participants do not need to download the CareAttend app.



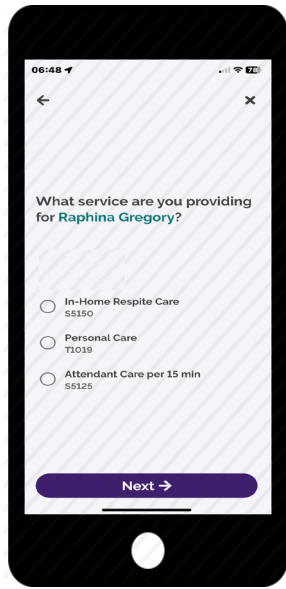
1

As the Caregiver, sign into the CareAttend App using your passcode on the unlock screen.



2

Select **“New Shift.”** If you work with more than one Participant, you will need to select the Participant you are providing services for.



3

Select the type of service you are providing, then select **“Next.”**

## Why can't I see my Participant's name or start my shift?

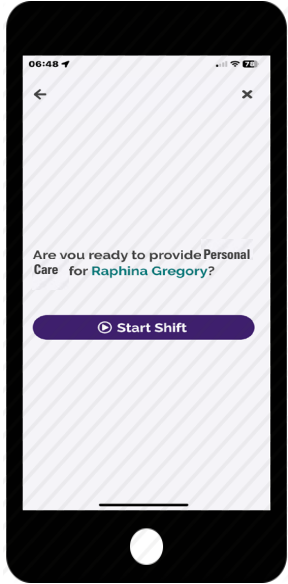
There are several reasons why you may not be able to enter time for your Participant:

- **No Program Eligibility** - Check with the Participant on the status of their program eligibility. The Participant may need to contact the entity that authorizes their services.
  - **Expired Caregiver Credentials** - You can update credentials by emailing copies of new credentials to Consumer Direct, if required by the program.
  - **Expired Authorization** - The Participant will need to check for expired authorizations in [DirectMyCare.com](https://DirectMyCare.com) by signing in and selecting View Authorization. View Authorization
- If they have not yet activated their email address for DirectMyCare.com, instructions for how to do so can be found on your program's training materials page.
- **Grace Period Exceeded** - The system cannot accept shifts that are past the payor's deadlines. Please contact Consumer Direct to determine if the time you're trying to enter is past the grace period.

## I forgot to clock in/ I clocked in late

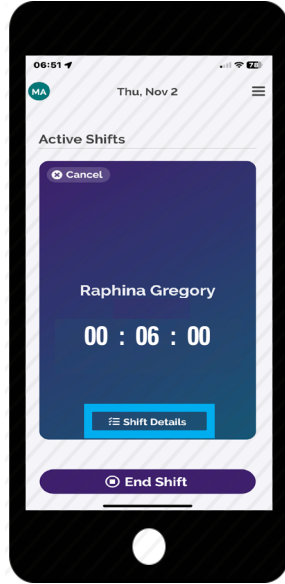
If you clocked in late, you can **make adjustments** to your start time before submitting your shift (steps 5-8). For instructions on how to delete a shift or submit a shift that happened in the past (late shift), please visit your program's training materials page.

## Start a Shift (cont.)



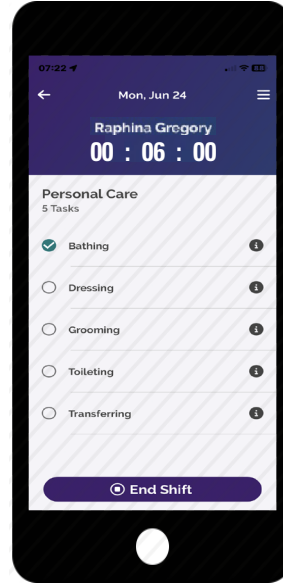
4

When you are ready to start your shift, select **"Start Shift."**



5

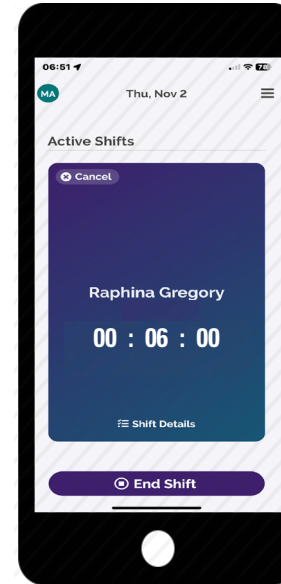
To select the tasks you are providing, select **"Shift Details."**



6

Select the tasks you are providing.

## End a Shift

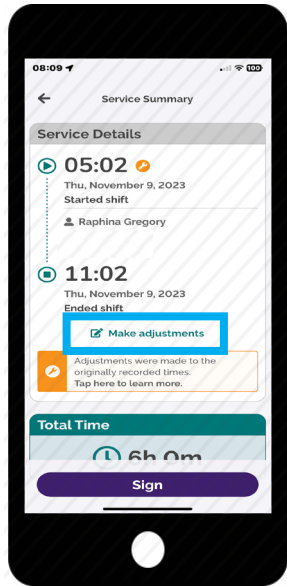


7

When you are finished with your shift, select **"End Shift."**

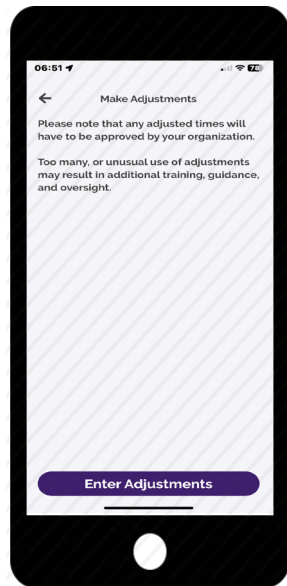
# Shift Adjustments

These steps are only if you need to adjust your clock in or out time or for entering late time. If your times are correct, go on to step 9.



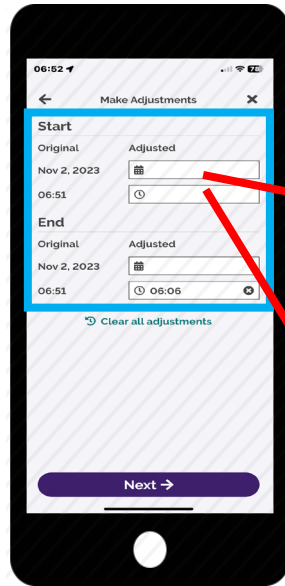
8

If you need to make adjustments to your electronic timecard, select **"Make adjustments"** and follow steps 6 - 8. If not, skip to step 9.



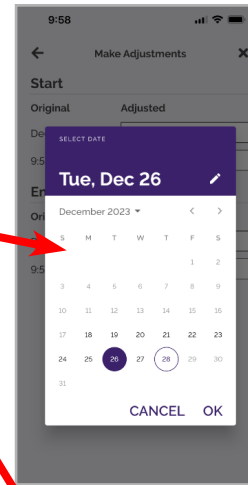
9

Select **"Enter Adjustments."**

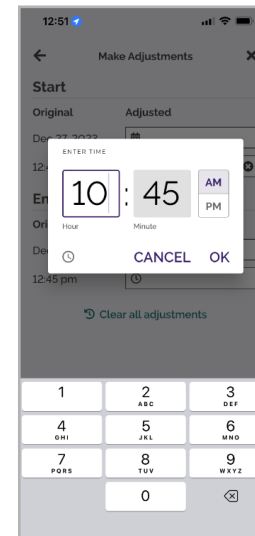
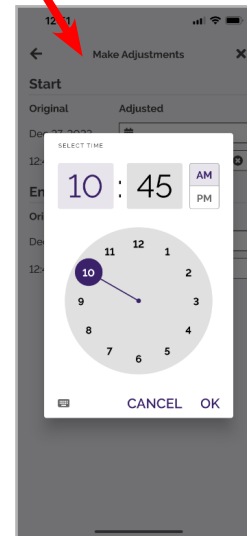


10

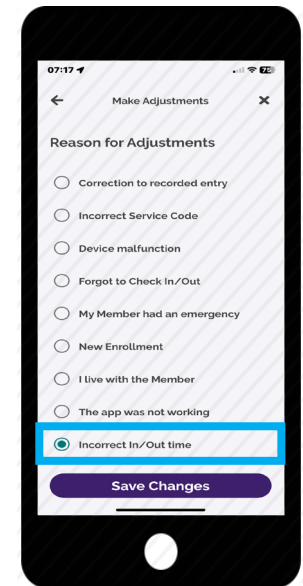
Use this screen to adjust Start and/or End dates and times. When you are finished select **"Next."**



Select the **date field** to choose a different date on the calendar.

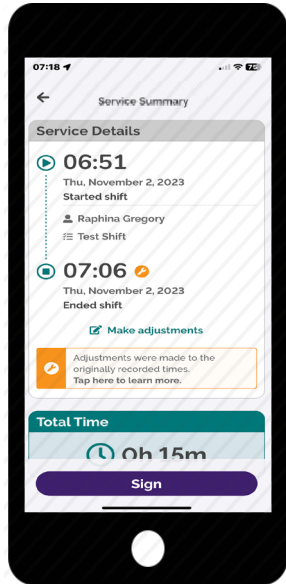


Select the **time field**, then double tap the hours/minutes field above the clock to type in a new clock in/out time.



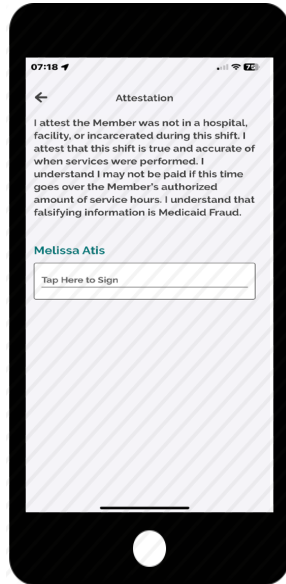
11

Select the reason for the adjustment(s), then select **"Save Changes."**



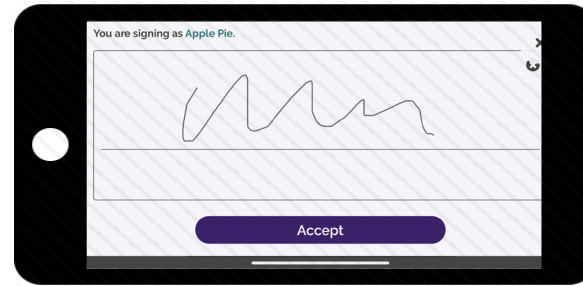
12

Review the Service Summary screen, then select **“Sign.”**



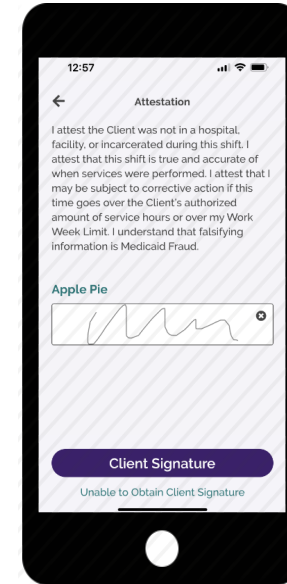
13

Tap inside the signature box and turn your device sideways.



14

Use your finger or stylus to sign your name. Select **“Accept.”**



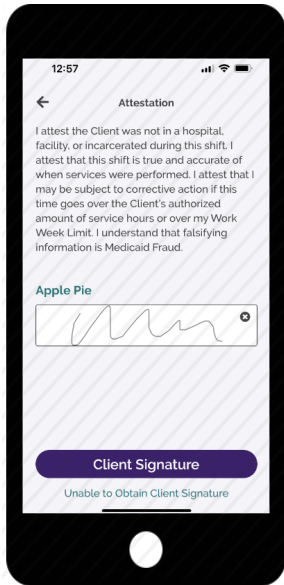
15

If your Participant is available to sign your electronic timecard, select **“Client Signature.”**

If your Participant is unavailable, select the **“Unable to Obtain Client Signature”** link below the Client Signature button and jump to page 6.

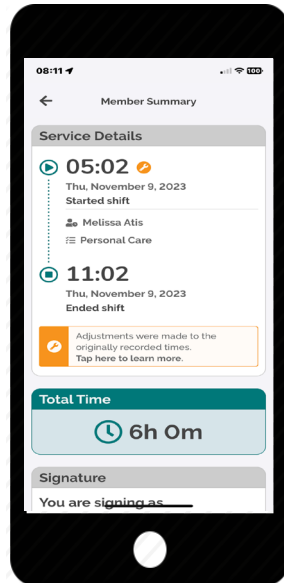
## Steps for Participant to Approve Time in CareAttend

**This section is to be completed by the Participant. Once the caregiver ends their shift on the device, the Participant will need to approve the shift.** The most efficient way to complete your shift is to have the Participant sign on the CareAttend mobile app when you end your shift. If you are unable to obtain the Participant's signature at the end of your shift, please jump to page 6 for instructions.



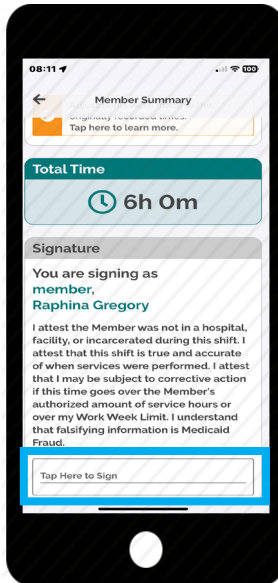
1

The Caregiver selects **"Client Signature"** to obtain shift approval.



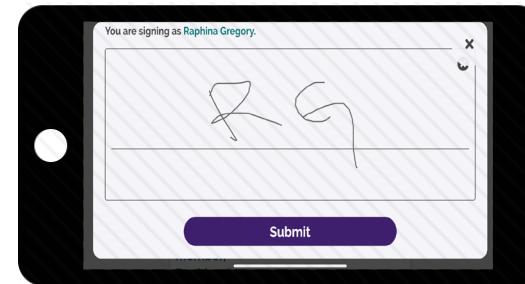
2

The Participant reviews the shift details, then **scrolls down** to view the signature box.



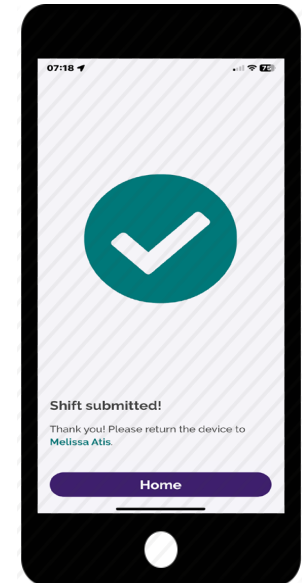
3

Tap inside the signature box and turn your device sideways to sign.



4

Use your finger to sign your name in the signature box, then select **"Submit."**

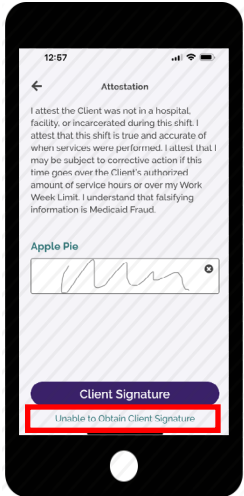


5

The shift has now been **approved** and **submitted**. Select **Home** to start a new shift.

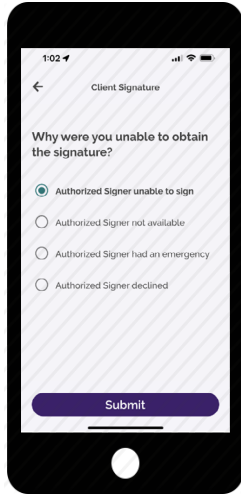
The Caregiver then hands their device to the Participant to complete the remaining steps.

# Cannot Obtain Participant Approval



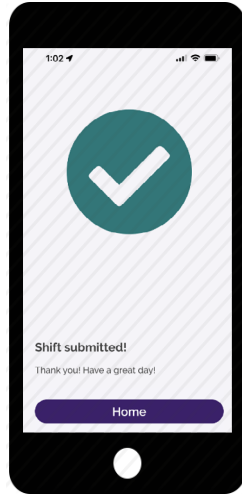
1

If the Participant is not available at the end of the shift to approve the Caregiver's time, they will need to select the green words "Unable to Obtain Client Signature" which is located underneath the purple "Client Signature" button.



2

Choose a reason why you were unable to obtain the Participant's signature and select "Submit."



3

Your shift has been submitted! The Participant will need to go to [DirectMyCare.com](https://DirectMyCare.com) to approve it.

These steps are only if you are unable to obtain your Participant's signature and the Participant needs to sign into [DirectMyCare.com](https://DirectMyCare.com) to approve your shift.

## Steps for Participant to Approve time in DirectMyCare.com

### Next Step: Participant Shift Approval in DirectMyCare.com

If the Participant is unable to approve your shift in CareAttend, they will need to go to [DirectMyCare.com](https://DirectMyCare.com) to approve it. If the Participant has not yet activated their email address in [DirectMyCare.com](https://DirectMyCare.com), please visit your program's training materials page.

1. Go to **DirectMyCare.com** and click **Sign In** (Fig. 01).
2. Enter your email address and password, then click **Sign In** (Fig.02).
3. From your Dashboard you will see shifts needing approval in the **My Outstanding Time Entries** (Fig. 03).
4. Select the **Detail** link for the shift needing approval (Fig. 03).

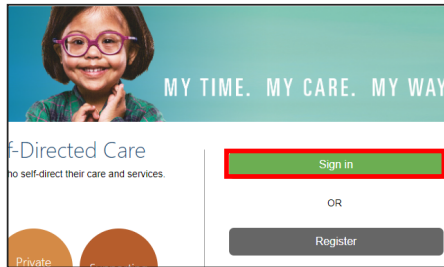


Fig. 01

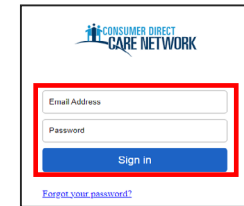


Fig. 02

My Dashboard

[View Authorization](#)

**My Outstanding Time Entries** 3 Not approved

Caregiver	Service	Date	Time In ↑	Time Out	Time Spent	Status	Source	
	SC1 (svrcod...	2023-12-20	2:00 PM	5:30 PM	03:30	Submitted	WEBTS	<a href="#">Detail</a>
	SC1 (svrcod...	2023-12-21	1:00 PM	3:00 PM	02:00	Submitted	WEBTS	<a href="#">Detail</a>
	SC1 (svrcod...	2023-12-22	12:00 PM	2:30 PM	02:30	Submitted	WEBTS	<a href="#">Detail</a>

Fig. 03

5a. Review the shift details for accuracy. Approve one shift at a time by selecting **Approve** in the black panel (Fig.04).

- If the black panel does not appear, select and highlight the **shift where you see the submitted time symbol**.

### Time Entry

Caregiver

Sun Dec 24 - Sat Dec 30

Week 1 (Dec 24 - Dec 30)

<input type="checkbox"/>	Caregiver	Service Code	Sun 12/24	Mon 12/25	Tue 12/26	Wed 12/27	Thurs 12/28	Fri 12/29	Sat 12/30	Total Hrs.
<input type="checkbox"/>		SC2			1.5					1.50
<input type="checkbox"/>		SC1			2.5	3				5.50
<input type="checkbox"/>		SC3								0.00
			<b>0.00</b>	<b>0.00</b>	<b>4.00</b>	<b>3.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>7.00</b>

Mileage Entry Review Additional Details

**Service Code**  
SC2 (svrcode2)

**Date**  
12/26/2023

**Time In**  
12:00 PM

**Time Out**  
01:30 PM

**Time In (Actual)**  
12:00 PM

**Time Out (Actual)**  
01:30 PM

**Source**  
WEBTS

**Caregiver's Comments**

Adjustments  
Cancel
Reject
Approve

Fig. 04

## Shift Approval in DirectMyCare.com (cont.)

**5b.** Review the shift details for accuracy. To approve multiple shifts, **select and highlight each shift**, or highlight the entire line by checking the **box on the left-hand side**, and use the **Approve** button on the Time Entry screen (Fig. 05).

Time Entry

Caregiver [dropdown] Legend

Sun Dec 24 - Sat Dec 30

Week 1 (Dec 24 - Dec 30)

<input type="checkbox"/>	Caregiver	Service Code	Sun 12/24	Mon 12/25	Tue 12/26	Wed 12/27	Thurs 12/28	Fri 12/29	Sat 12/30	Total Hrs.
<input type="checkbox"/>		SC2			1.5					1.50
<input type="checkbox"/>		SC1			2.5	3				5.50
<input type="checkbox"/>		SC3								0.00
			0.00	0.00	4.00	3.00	0.00	0.00	0.00	7.00

Mileage Entry

Review Additional Details Reject Approve

Fig. 05

**NOTE:** If anything about the shift (time in/out, service code, etc.) needs to be changed, the shift must be **rejected** by the Participant (Fig.06).

After the shift is rejected, the Caregiver can go to DirectMyCare.com and change the time in or time out and re-submit the shift. If anything else needs to be changed, like the service or tasks, they will need to enter a new shift.

Review Additional Details Reject Approve

Fig. 06



6. Attention! Read carefully before selecting **I Understand** (Fig. 07).

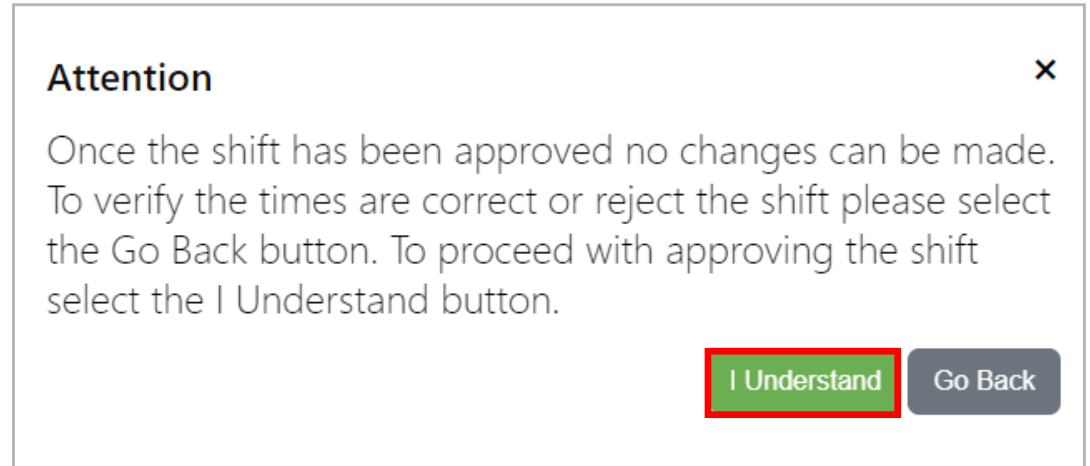


Fig. 07

7. Review your program's attestation. To certify the accuracy of the shift, select **Ok** (Fig. 08).

● Note: your program's State-specific attestation may look different than the image shown. Review it carefully. (Fig.08).

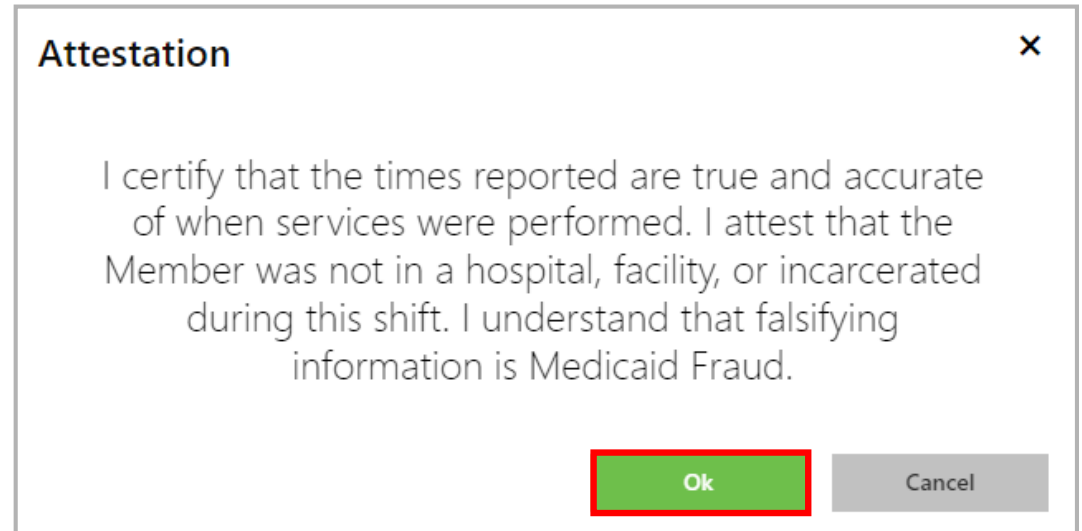
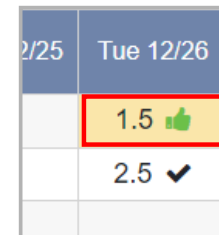


Fig. 08

Once a shift has been approved and ready for payment, a **green thumbs up** icon will appear next to the shift on the Time Entry screen (Fig. 09).



12/25	Tue 12/26
	1.5 👍
	2.5 ✓

Fig. 09

## Frequently Asked Questions

### **Who uses the CareAttend app?**

Caregivers need to download the CareAttend app. The app is designed to work like a paper timesheet where the Caregiver records their time and the Participant signs off on it at the end of the shift.

### **Do I need to download the CareAttend app?**

The CareAttend app should be downloaded on the Caregiver's smart device. Each shift is required to be EVV compliant. If you cannot access the CareAttend app, please contact Consumer Direct about an alternative EVV option.

### **What if I/my Caregiver doesn't have a smart device?**

The app may be downloaded on the Participant's device and used for clocking in/out. If this is not possible, please contact Consumer Direct about an alternative to using the CareAttend app that complies with EVV requirements.

### **Who uses DirectMyCare.com?**

Caregivers can use DirectMyCare.com to delete/remove shifts, enter Mileage, and link to pay data. Participants can use DirectMyCare.com to Approve/Reject shifts and review other information about their services.

### **Why are my start/end times different when I view my Time Entry in DirectMyCare.com?**

DirectMyCare.com rounds your time into 15-minute segments.

Actual Time In/Out	DirectMyCare Time
:53 to :07	:00
:08 to :22	:15
:23 to :37	:30
:38 to :52	:45

### **Examples**

- If you clock in/out between **8:53 - 9:07** your time will be rounded to **9:00**.
- If you clock in/out between **2:23 - 2:37** your time will be rounded to **2:30**.
- If you clock in/out between **7:08 - 7:22** your time will be rounded to **7:15**.
- If you clock in/out between **5:38 - 5:52** your time will be rounded to **5:45**.

### **What if I/my Caregiver forgot to clock in or needs to enter a past shift?**

If a shift was started late, it can be adjusted upon clocking out in the CareAttend app.

If you need to enter a past shift, you can view the **Late Shift** instructions on your program's training materials page.

### **What if my Participant rejects my shift?**

If the shift was rejected due to incorrect in/out times, you will need to go to DirectMyCare.com and adjust the clock in/out times. After adjusting the time, you will need to click the "**Submit**" button to re-submit the shift to the Participant for approval. If the shift was rejected for any other reason, such as incorrect service code or tasks, you will need to enter a new shift.

## Frequently Asked Questions cont.

### **How do I fix my time after it's been approved?**

If your time is wrong, but has already been approved by your Participant, you will need to log into DirectMyCare.com and remove the shift. Once it's deleted, you can enter a new shift using the **Late Shift** instructions on your program's training materials page. The new shift will NOT be EVV compliant.

### **What if I forgot to clock out?/ What if I am unable to clock out?**

Log into the app and clock out, then adjust the end time/date of the shift. If your Participant isn't available to approve the shift in the app, they'll need to approve it in DirectMyCare.com.

### **What if I don't have internet, WiFi, or cell service?**

CareAttend uses GPS to record your clock in & out times and will save it on your device until you connect to the internet. Once connected, the app will update the information on DirectMyCare.com