

# WELCOME!

<https://DirectMyCare.com/>

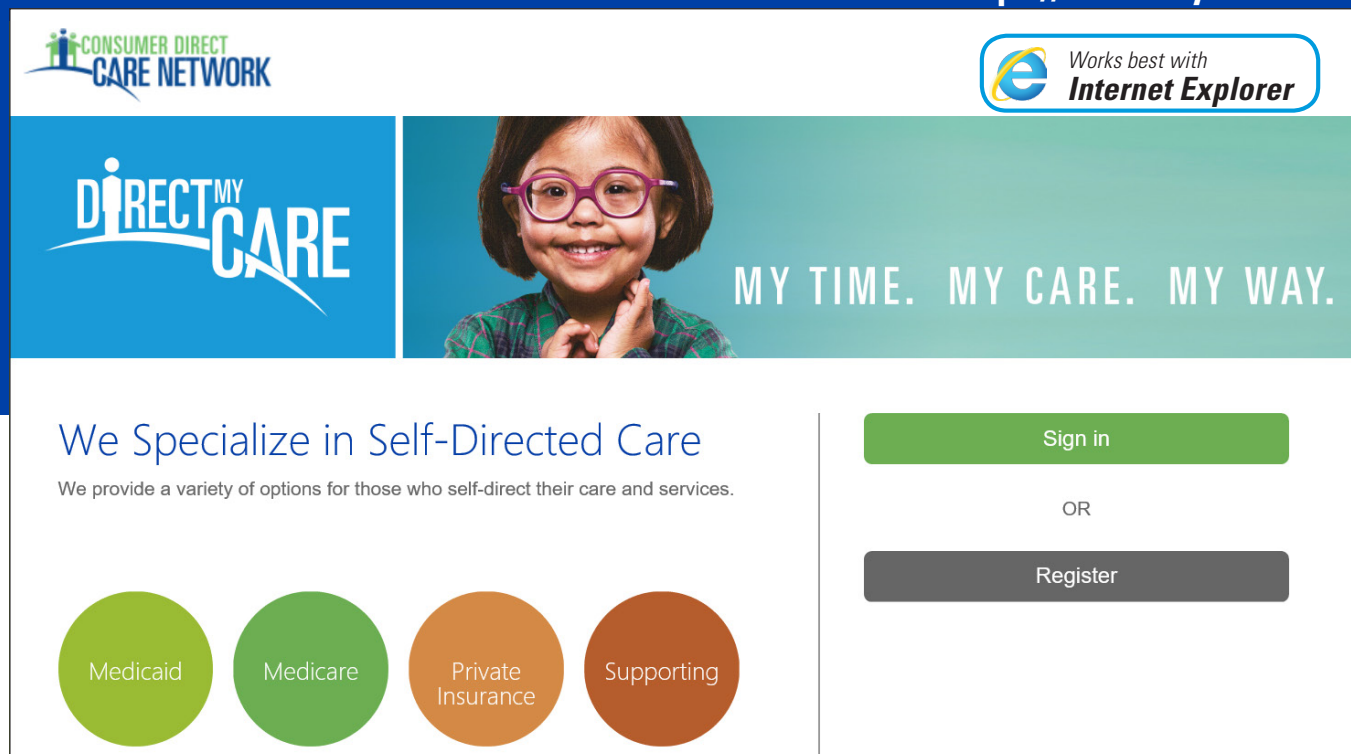


Figure 1: CDCN Portal home page with Sign In and Register Buttons

The Consumer Direct Care Network Portal, or CDCN Portal is a secure website (<https://DirectMyCare.com>). It provides online payroll and authorization tools to people who receive services through a CDCN company.

Online time entry and approval through the CDCN Portal is a fast way to submit time. It is also less prone to errors. Approved time is sent straight away to the CDCN payroll system. Online time sheets show the status of all time and payroll entries.

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### About terms used in this Guide:

*Medicaid participants who receive Consumer Direct payroll services are called a **"Participant"** in the CDCN Portal. They may also be called an "Employer."*

*A worker who is hired to care for a participant is called a **Direct Service Worker (DSW)**. They may be called a "Caregiver" in the CDCN Portal.*

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# How to Register

<https://DirectMyCare.com/>

**Important: Do not close the registration window or navigate away from it** while registering.

If you use web based email, open it in another tab or window to receive your verification code.

**1** Go to the CDCN Portal home page (<https://DirectMyCare.com/>). Then click the **Register** button (Figure 2). This opens the registration page.

**2** Enter your email address and click the **Send Verification Code** button.

In order to register you must have an email address. Enter your email address in the top right field. Then click the "Send verification code" button. (Figure 3).

**3** Retrieve and confirm your verification code. The "Send verification code" button emails a code from Microsoft to the address you typed in. Check your email for the code. The code will be a six digit number. The email will look like the one shown in Figure 3.5.

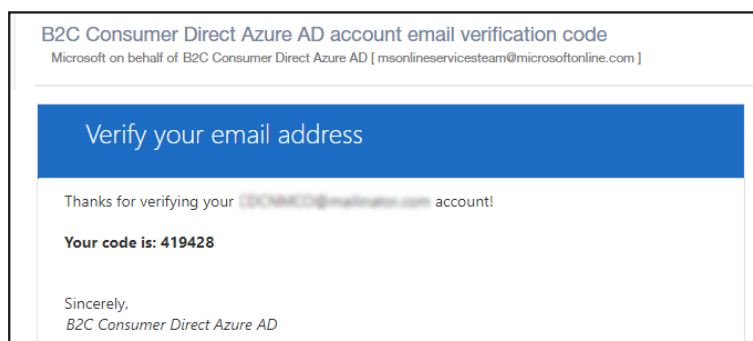


Figure 3.5: Verification Email from Microsoft.

*Continued next page*

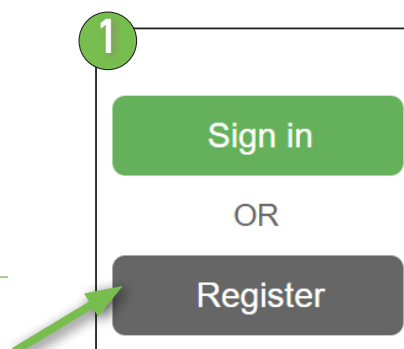


Figure 2: New User Button

A screenshot of the CDCN Portal registration page. It shows a form with the following fields: "Email" (with a green arrow pointing to it), "New Password", "Confirm New Password", "First Name", "Last Name", "Role" (dropdown), "State" (dropdown), and "Phone (numeric characters only)". There is a green "Send verification code" button above the password fields and a green "Create" button at the bottom.

Figure 3: Registration Page Fields

## How to Register, cont.

<https://DirectMyCare.com/>

Type, or copy and paste, the code into the "verification code" box. This box is below where you put your email address (*Figure 4*).

If you did not get the code:

- Look in your junk mail. The code may have been sent to spam.
- Check that your email address is the same as what you typed in the email address field.
- Click "Send new code." This emails a new code to you.

3

johnsmith@mailinator.com Email

584383 Code area

Verify code Send new code

Figure 4: Verify Code

4

8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ~ ~ " ( ) ; . This information is required.

New Password Password area

Confirm New Password Confirm area

Figure 5: Enter Password

### 4 Type a password in the New Password field.

Your password must be from 8 to 16 characters long. It must have lowercase, uppercase and special characters or numbers. Read the red text above the password fields for details. (*Figure 5*).

### 5 Retype your Password in the Confirm New Password field.

This password must match the first one.

### 6 Enter your name in the First Name and Last Name fields.

As seen in [Figure 3](#), on page 2. Use only your first and last names. Do not include Mr, Mrs, Ms, Miss, or titles.

*Continued next page*

# Selecting Your Role

<https://DirectMyCare.com/>

Participants, DSWs, Representatives, and Employers of Record **MUST ALL REGISTER** with the Portal.

**Choosing the correct role is very important.** Please read the descriptions below to find yours.

7

## Select your Role.

Click in the "Role" field to choose from a list of roles (*Figure 6*).

Be sure to pick the right one. Use the descriptions below to help:



*Figure 6: Select your Role*

### Caregiver (DSW)

A worker who serves program participants.  
A DSW.

### Participant

The person who receives care. If you do not receive care, **pick a different role**. Designated Representatives and Employers of Record have their own roles. Questions? See FAQs.

### Employer of Record (EOR)

A person who employs DSWs and does not receive care.

### Designated Representative (DR or AR)

A person who approves time on behalf of the participant/employer.

### Managed Care Organization (MCO)

An employee of a Managed Care Organization.

### Agency Admin

A person who oversees Case Managers.

### External Case Manager (ECM)

A person who manages cases.

### Service Facilitator (SF)

Service Facilitators help participants and families properly use consumer-directed services.

### Support Broker (SB)

A person who helps participants and families understand their roles in self-directed services.

*How to Register continues, next page*

## How to Register, cont.

<https://DirectMyCare.com/>

### 8 Choose the state where service is provided.

Click in the field labeled "State" to see a list of states (*Figure 7*).

Pick the state where the Participant resides and service is delivered.

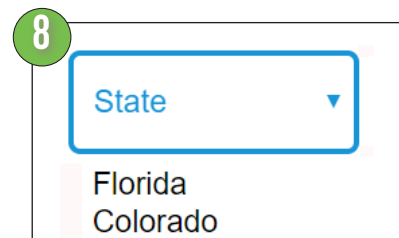
A screenshot of a web form showing a dropdown menu labeled 'State'. The menu is open, displaying two options: 'Florida' and 'Colorado'. The dropdown is highlighted with a red box and a red circle with the number 8.

Figure 7: Select the Participant's State

### 9 Click the Create button to finish your registration! (Figure 7.2).

Once you have filled in all the required fields, click the "Create" button to finish registering with the CDCN Portal.

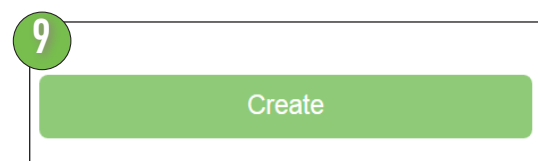
A screenshot of a green button labeled 'Create'. The button is highlighted with a red box and a red circle with the number 9.

Figure 7.2: Create button

**Note:** If you choose to add your phone number, use numbers only, no dashes or parenthesis.

## Finalizing Account Setup

Now that you have registered, we can set up your Portal Account.

After you register, and submit all enrollment paperwork, we can finish your Portal setup. This may take from two to five business days.

During this time you can sign-in to check your portal status. While we are working on your account you will see a message like the one below (*Figure 7.3*).

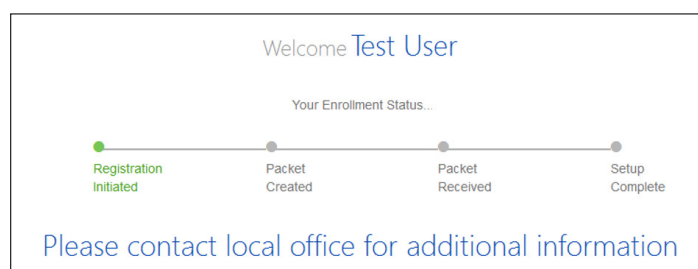


Figure 7.3: Portal Status Message

#### Enrollment Statuses:

Registration Initiated  
Packet Created  
Packet Received  
Setup Complete

# About Time Entry & Approval

<https://DirectMyCare.com/>

This guide is about entering, adjusting, and approving time. Before time can be entered, changed, or approved, both DSWs and participants must register with the Portal. If you have not yet registered, and need instructions, please visit your local Consumer Direct website or contact Consumer Direct.

DSWs log their time with CellTrak or IVR (Interactive Voice Response, an option that works with landline phones). There are two times when they will use the Portal:

- 1) When they need to adjust a CellTrak Visit (see the CellTrak guide).
- 2) They were unable to use CellTrak or IVR during their shift and need to enter an exception.

To enter an exception, the DSW (caregiver) will log onto the CDCN Portal and enter the shift worked. Time entry for each shift will include the participant's name, the service provided, and beginning and ending shift times. In some situations, tasks performed and other service information must also be logged.

The DSW (caregiver) submits their exception shift(s) or adjusted shift for their employer's approval.

The Participant/employer logs in to the CDCN Portal to review and approve the DSW's time when:

- They haven't approved the shift in CellTrak.
- They want to approve IVR shifts using the Portal
- The DSW enters an exception or makes an adjustment.

Time may be approved at any point after the DSWs submission, however time entered must be approved by timelines listed on the pay calendar for DSWs to be paid without delay.

Once the time has been approved by the participant/employer (or a designated representative), entries can be processed and paid by Consumer Direct.

## Time Legend

As you work through this guide and learn about time entry, the legend below will help identify time entry statuses. See page 14 to learn more about statuses.

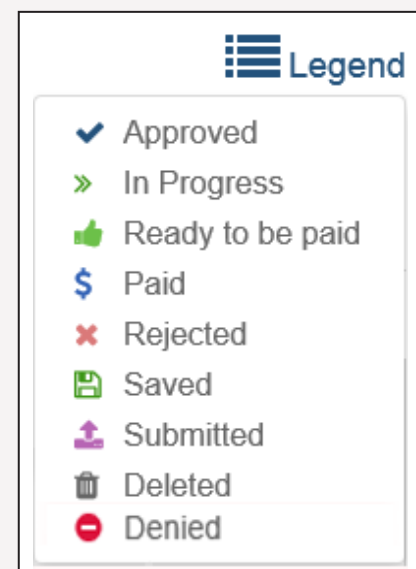


Figure 7.4: Portal Symbol Legend



# Participant Time Approval

<https://DirectMyCare.com/>

1

## Click on the “Sign In” button on the CDCN Portal home page.

When your DSW has finished one or more shifts click the green “Sign in” button. Checking time is also good to do at the end of the work week. Please remember, you must register and be completely verified in our system to review and approve time entries.

2

## Enter the email address and password you created at registration to enter the site. Then click sign in again. (Figure 17.1).

3

## My Dashboard.

Once logged in, you will see a “dashboard” (Figure 18, next page).

The dashboard contains a lot of information.

A diagram showing the sign-in process. At the top, a green button labeled "Sign in" has a blue arrow pointing down to a sign-in form. The form contains two input fields: the first is for an email address, with "johnsmith@mailinator.com" entered; the second is for a password, represented by a series of dots. Below the password field is a checkbox labeled "Keep me signed in". At the bottom of the form is a blue button labeled "Sign in".

Sign in

johnsmith@mailinator.com

.....

☐ Keep me signed in

Sign in

Figure 17.1: Sign In fields

### Dashboards Include:

- DSW time ready for your approval
- A list of DSWs that work for you
- Announcements
- Access to FAQ's



# Participant Time Approval, cont.

<https://DirectMyCare.com/>

## My Dashboard:

The screenshot shows the 'My Dashboard' page for a participant. The top navigation bar includes the Consumer Direct Care Network logo, user information (Jeff DemoClient, Participant - VA), and links for Sign out and Español. Below the navigation bar are links for Home, FAQ, and Contact Us. The main content area is divided into three sections: 'My Outstanding Time Entries', 'My Contacts', and 'Announcements'. The 'My Outstanding Time Entries' section shows a table with one entry: Jeff DemoCaregiver, Service S5135, Date 2019-05-31, Time Spent 01:00, Status Submitted, Source WEBTS, and a 'Detail' link. A red circle with the number 0 and the text 'Not approved' is next to the section title. The 'My Contacts' section lists Jeff DemoEOR (Employer of Record) and Jeff DemoCaregiver, each with a 'More' link. The 'Announcements' section shows 'No data available'. Callouts with arrows point to the 'Non Availability & Time Entry' buttons, the 'My Contacts' section, the 'Announcements' section, and the 'Time Entries Not Yet Approved' status.

Non-Availability & Time Entry

My Contacts

Announcements

Time Entries Not Yet Approved

Figure 18. My Dashboard

4

### Click on the "Time Entry" button.

From the top right part of the screen click on the "Time/Mileage Entry" button. This goes to the time entry approval screen. (see next page)

The screenshot shows the top right part of the dashboard, focusing on the 'Non Availability' and 'Time Entry' buttons. A green circle with the number 4 is next to the 'Time Entry' button, indicating the step to click on it.

4

Figure 18.5. Time Entry Button

# Participant Time Approval, cont.

<https://DirectMyCare.com/>

## Time Entry Screen:

(Steps for Approving Time on next page)

The screenshot shows the 'Time Entry' interface. At the top, there's a blue header with the 'CONSUMER DIRECT CARE NETWORK' logo on the left and user information 'Jeff DemoClient Participant - VA' on the right, including 'Sign out' and 'Español' links. Below the header, there are navigation links: 'Home', 'FAQ', 'Contact Us', and a 'Legend' icon. The main content area is titled 'Time Entry'. It features a 'Caregiver' dropdown menu set to 'Jeff DemoCaregiver' and a 'Week' dropdown menu set to '2 Weeks'. To the right of these is a 'Non Availability' button. Further right is a date range selector showing 'Thu May 30 - Wed Jun 12'. Below this, there are two tables for 'Week 1 (May 30 - Jun 05)' and 'Week 2 (Jun 06 - Jun 12)'. Each table has columns for days of the week and 'Total Hrs.'. The 'Week 1' table shows 1.00 hours for Thursday and Friday. The 'Week 2' table shows 0.00 hours for all days. Below the week 2 table is a 'Shift Totals' table with columns for 'Service Code', days of the week, and 'Total Hrs.'. It shows 1.00 hours for Thursday and Friday, and 0.00 for the other days. At the bottom right, there are three buttons: 'Review Additional Details', 'Reject', and 'Approve'. The 'Approve' button is highlighted in green. Callouts with arrows point to various elements: 'Caregiver Selection' points to the dropdown, 'Number of Weeks to View (1 or 2)' points to the 'Week' dropdown, 'Set Non-Availability' points to the 'Non Availability' button, 'Change Week(s)' points to the date range selector, 'Shift Totals' points to the 'Shift Totals' table, and 'Approve Button' points to the 'Approve' button.

Caregiver Selection

Number of Weeks to View (1 or 2)

Set Non-Availability

Change Week(s)

Time Entry

Caregiver: Jeff DemoCaregiver Week: 2 Weeks

Non Availability

Thu May 30 - Wed Jun 12

Week 1 (May 30 - Jun 05)

Caregiver	Service Code	Thurs 5/30	Fri 5/31	Sat 6/1	Sun 6/2	Mon 6/3	Tue 6/4	Wed 6/5	Total Hrs.
Jeff DemoCaregiver	S5135	1.00	1.00	0.00	0.00	0.00	0.00	0.00	2.00

Week 2 (Jun 06 - Jun 12)

Caregiver	Service Code	Thurs 6/6	Fri 6/7	Sat 6/8	Sun 6/9	Mon 6/10	Tue 6/11	Wed 6/12	Total Hrs.
		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Service Code	Thurs	Fri	Sat	Sun	Mon	Tue	Wed	Total Hrs.
S5135	1.00	1.00	0.00	0.00	0.00	0.00	0.00	2.00
Total	1.00	1.00	0.00	0.00	0.00	0.00	0.00	2.00

Review Additional Details Reject Approve

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Shift Totals

Approve Button

Figure 18.7. Time Entry Window

# Participant Time Approval, cont.

<https://DirectMyCare.com/>

- 5 Choose which Caregiver (DSW) to approve time for.** If you have more than one DSW, select which you want to approve time for. Use the drop down box as shown in Figure 19 to pick a DSW. (See also Figure 20)

## Approving DSW Work Time.

You can choose to approve one shift at a time, a row at a time or a whole week(s) at a time.

- 6 To approve one shift:**  
Click in a cell where time has been submitted. When you click in a cell the cell turns color and you will see a pane on the right hand side of the screen.

**Review all details in the pane. If it is correct click "Approve" (Figure 20).**

**5**

CONSUMER DIRECT  
CARE NETWORK

Time Entry

Caregiver Test CareGiver

Figure 19. Select Caregiver

**Important**

**5**

Time Entry

Caregiver Jeff DemoCaregiver Week 2 Weeks

Non Availability

Thu May 30 - Wed Jun 12

Week 1 (May 30 - Jun 05)

Caregiver	Service Code	Thurs 5/30	Fri 5/31	Sat 6/1	Sun 6/2	Mon 6/3	Tue 6/4	Wed 6/5	Total Hrs.
Jeff DemoCaregiver	S5135	1.00	1.00	0.00	0.00	0.00	0.00	0.00	2.00

Week 2 (Jun 06 - Jun 12)

Caregiver	Service Code	Thurs 6/6	Fri 6/7	Sat 6/8	Sun 6/9	Mon 6/10	Tue 6/11	Wed 6/12	Total Hrs.
Jeff DemoCaregiver	S5135	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Service Code	Thurs	Fri	Sat	Sun	Mon	Tue	Wed	Total Hrs.
S5135	1.00	1.00	0.00	0.00	0.00	0.00	0.00	2.00
Total	1.00	1.00	0.00	0.00	0.00	0.00	0.00	2.00

Review Additional Details

Jeff DemoCaregiver

Service Code S5135

Date 05/31/2019

Time In 12:00 AM Time Out 01:00 AM

Source WEBTS

Caregiver's Comments

Cancel Reject Approve

**6**

Figure 20. Approve one shift

Approve Button

# Participant Time Approval, cont.

<https://DirectMyCare.com/>

7

## To Approve One Row:

If you want to approve one row of time, click in the box next to the DSW's name in the row (*Figure 21*). The whole row will change color. Then click on the "Approve" button to finish the process.

## Reminder:

Always check each time entry for correctness before approving.

Time Entry

Caregiver: Test CareGiver [Non Availability]

Legend

Thu Dec 06 - Wed Dec 12

	Caregiver	Service Code	Thurs 12/6	Fri 12/7	Sat 12/8	Sun 12/9	Mon 12/10	Tue 12/11	Wed 12/12	Total Hrs.
<input checked="" type="checkbox"/>	Test CareGiver	S5135		4						4.00
<input type="checkbox"/>	Test CareGiver	S5135		4						4.00
			0	8	0	0	0	0	0	8.00

Review Additional Details Reject Approve

Figure 21. Approve an entire row

Approve Button

8

## Approve Whole Week(s):

You can also choose to approve a whole week(s). To do this, click the checkbox in the top left hand corner of the grid next to the word "Caregiver" (the DSW). Then click Approve (*Figure 21.5*).

*To approve all entries for two weeks, checkmark the DSW box for both weeks.*

Time Entry

Caregiver: Test CareGiver [Non Availability]

Legend

Thu Dec 06 - Wed Dec 12

	Caregiver	Service Code	Thurs 12/6	Fri 12/7	Sat 12/8	Sun 12/9	Mon 12/10	Tue 12/11	Wed 12/12	Total Hrs.
<input checked="" type="checkbox"/>	Test CareGiver	S5135		4						4.00
<input checked="" type="checkbox"/>	Test CareGiver	S5135		4						4.00
			0	8	0	0	0	0	0	8.00

Review Additional Details Reject Approve

Figure 21.5. Submitting an entire week of shifts

Approve Button

## Participant Time Approval, cont.

<https://DirectMyCare.com/>

- 9 **Attest that your entry is true and correct.** Once you click the "Approve" button you will see an Attestation (Figure 22.5). Click "OK" to agree that the shifts approved are true and correct. All shifts you approved will now have a blue "Approved" check mark next to them. (Figure 23). Note: Learn more about statuses on page 14.

Attestation

I certify that I have provided the services to the Consumer during the times described.

Figure 22.5 Attestation

Sun 4/24	Mon 4/25
✓ 2	✓ 3
2	3

Figure 23. Approved shifts

## How to Reject a Shift

The difference between approving a shift and rejecting one is clicking the "Reject" button instead of the "Approve" button. You must also provide an explanation when rejecting a shift.

- 1 **Choose the shift(s)** that you want to reject. You choose them the same way you would select them to be approved (pages 9-12).
- 2 **Make sure only shifts that you want to reject are chosen.** (Figure 24).
- 3 **Click the "Reject" button.**

Thurs 5/30	Fri 5/31	Sat 6/1	Sun 6/2	Mon 6/3	Tue 6/4	Wed 6/5	Total Hrs.
1 ✓	1	0.00	0.00	0.00	0.00	0.00	2.00
1.00	1.00	0.00	0.00	0.00	0.00	0.00	2.00

Review Additional Details

05/31/2019

Time In: 12:00 AM Time Out: 01:00 AM

Source: WEBTS

Caregiver's Comments:

Figure 24. Rejecting a single shift

# About Shift Statuses

<https://DirectMyCare.com/>

A shift in the Portal has a status at all times. There are nine statuses.

The status *Ready to be paid* means that time has passed all steps and has been cleared by Consumer Direct.

## Saved

The DSW has entered the shift on the Portal but has not yet submitted it to the participant for approval.

## Submitted

The DSW has submitted a shift to be approved by the participant.

## Rejected

The participant rejected the shift. This sends it back to the DSW. They may change it and resubmit or delete it.

## Deleted

The DSW deleted the shift. A DSW can only delete a shift that has not been approved by the participant.

## Approved

The participant has reviewed a shift submitted by the DSW and approved it for pay. Approved time can only be changed by Consumer Direct.

Note: Time approved by the participant still needs to be cleared by Consumer Direct.

## In Progress

Consumer Direct has received time approved by the participant and is preparing it for pay.

## Ready to be paid

Time received by Consumer Direct is ready to be paid according to the payday schedule.

## Paid

CDCN has issued a paycheck for time worked on the shift.

## Denied

The shift will not be paid by Consumer Direct. The denial reason is sent as a message (look in the top right area of the Portal).

# Accessing Resources

<https://DirectMyCare.com/>

DSWs, participants, and employers of record can learn more about their services using the Portal. There are three ways.

## Portal Inbox (A):

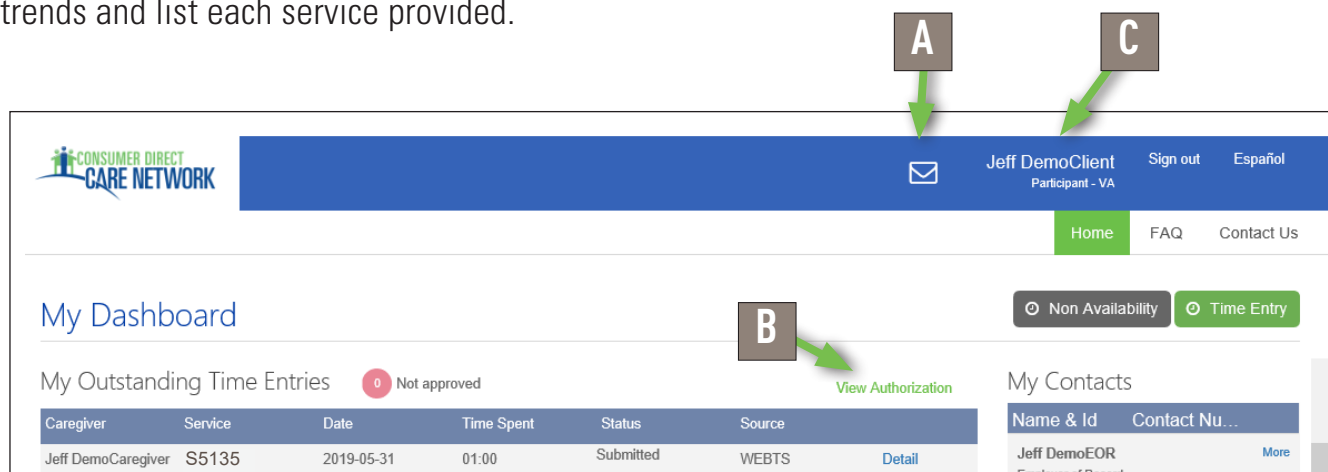
Participants and DSWs may get messages in the Portal Inbox. DSWs learn more about rejected and denied shifts here.

## View Authorization (B): [View Authorization](#)

Participants and employers of record can see a "big picture" of their authorizations from the View Authorization link. A sample authorization is at the bottom of this page.

## From Your Profile (C): Jeff DemoClient Participant - VA

DSWs can view documents from their profile. Participants and employers of record are able to see documents too. They can also see Detail and Summary Reports. These reports show service trends and list each service provided.



The screenshot shows the user interface of the DirectMyCare portal. At the top, there is a blue header bar with the Consumer Direct Care Network logo on the left and a user profile section on the right. The profile section includes a mail icon (labeled A), the user name 'Jeff DemoClient', the role 'Participant - VA', and links for 'Sign out' and 'Español'. Below the header, there are navigation links: 'Home' (highlighted in green), 'FAQ', and 'Contact Us'. The main content area is titled 'My Dashboard'. It features a section for 'My Outstanding Time Entries' with a sub-header 'Not approved' and a table of entries. A 'View Authorization' link (labeled B) is positioned above the table. To the right, there are buttons for 'Non Availability' and 'Time Entry', and a 'My Contacts' section listing 'Jeff DemoEOR' as the 'Employer of Record' with a 'More' link (labeled C).

Caregiver	Service	Date	Time Spent	Status	Source	
Jeff DemoCaregiver	S5135	2019-05-31	01:00	Submitted	WEBTS	<a href="#">Detail</a>

Figure 33. Links on my dashboard to reports, messages, and documents

ACN2019071AUT000085	006866	2020336	Livingston, Ava	01/01/1989	VADMAS/NORTH	05/01/2019	12/31/2019	Active
Service Code	Start Date	End Date	Authorization no.	Status				
S5135	05/01/2019	12/31/2019		Active				

Figure 34. Sample Authorization



# Participant Reports

<https://DirectMyCare.com/>

Participants can view their documents and two types of reports. To find these, click your name in the top right part of the Portal (as seen in Figure 33).

## Summary Report:

A summary of services with total hours worked by DSWs (as known by Consumer Direct).

This report shows more about your authorizations, such as:

- their date ranges
- how your funds/units have been used so far
- how many funds/units are left.

See Page 17 to learn more.

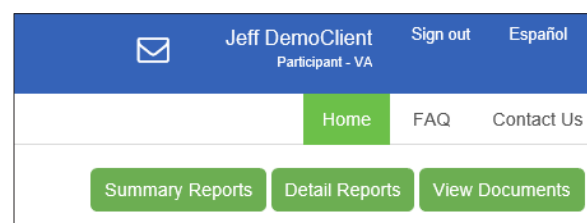


Figure 35. Report and Document Links

## Detail Report:

Lists each service worked for the participant by date and length of service. This is a good report for seeing how services are being used on a daily or weekly basis. Example on Page 18

## View Documents:

A list of all documents Consumer Direct has on file for the participant/employer of record.

You may find in this list:

- agreement(s) with Consumer Direct
- employer related documents
- and authorizations.

You can save these to your computer. See example below, Figure 36.

Document Name	Document Description	Modified Date	
CRIMINAL HISTORY RECORD NAME SEARCH REQUEST 1	4332899: CRIMINAL HISTORY RECORD NAME SEARCH REQUEST 1	2019-04-12	<a href="#">View</a>
ATTENDANT DATA FORM 1	4328876: ATTENDANT DATA FORM 1	2019-04-03	<a href="#">View</a>
W-4 1	4328880: W-4 1	2019-04-03	<a href="#">View</a>
FORM VA-4 1	4328881: FORM VA-4 1	2019-04-03	<a href="#">View</a>
PAY SELECTION FORM 1	4328883: PAY SELECTION FORM 1	2019-04-03	<a href="#">View</a>
OIG CHECK 1	4328888: OIG CHECK 1	2019-04-03	<a href="#">View</a>
CRIMINAL HISTORY RECORD NAME SEARCH REQUEST 1	4328889: CRIMINAL HISTORY RECORD NAME SEARCH REQUEST 1	2019-04-03	<a href="#">View</a>
ATTENDANT EMPLOYMENT CHECKLIST 1	4328890: ATTENDANT EMPLOYMENT CHECKLIST 1	2019-04-03	<a href="#">View</a>

Figure 36. Sample Documents

# Summary Report

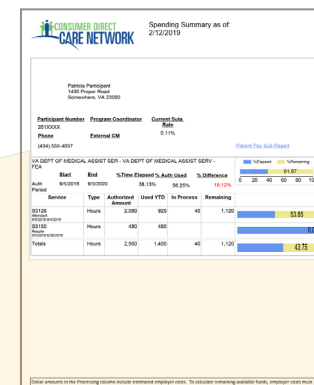
A participant's Summary Report shows:

- each service in an authorization
- total services used so far
- remaining funds/units within each service.

Values are provided in units/funds as well as percentages.

## % Time Elapsed

How much of the authorization time span has passed as a percentage. 50% means half way through the authorization.



<u>Participant Number</u> 201XXXX	<u>Program Coordinator</u>  <u>External CM</u>  (434) 555-4057	<u>Current Suta Rate</u>  0.11%
--------------------------------------	--	---------------------------------------

[Patient Pay Sub Report](#)

VA DEPT OF MEDICAL ASSIST SER - VA DEPT OF MEDICAL ASSIST SER - FEA					<div><div>%Elapsed</div><div>%Remaining</div></div> <div><div></div><div>61.87</div><div>020406080100</div></div>
<u>Start</u>	<u>End</u>	<u>%Time Elapsed</u>	<u>% Auth Used</u>	<u>% Difference</u>	
9/5/2018	9/3/2020	38.13%	56.25%	18.12%	
Auth Period					

Service	Type	Authorized Amount	Used YTD	In Process	Remaining	
S5126 Attendant 9/5/2018-9/4/2019	Hours	2,080	920	40	1,120	<div><div></div><div>53.85</div></div>
S5150 Respite 9/5/2018-6/30/2019	Hours	480	480			<div><div></div><div>0.00</div></div>
Totals	Hours	2,560	1,400	40	1,120	<div><div></div><div>43.75</div></div>

## Services

Services are listed one by one.

## Authorized Amount/Used YTD

The total funds/units in the authorization and the amount used during the Auth Period.

## In Process

Funds that will soon be paid.

## Graph

A quick way to view the authorization at a glance.

# Detail Report

The Detail Report lists each service worked for a participant in the past 30 days. Portal users who want to track all work over time may download it monthly.

## Payroll and Admin Fields

CDCN processing fees.

Spending Detail: 4/29/2019 12:00:00 AM - 5/30/2019 12:00:00 AM

Employee	Service Code	Service Date	Pay Period	Pay Date	Pay Units	Pay Rate	Pay Total	Payroll Costs	ADMN Fee	Total Spent	Estimate
Lewis, Larry	S5150	5/16/2019	5/9/2019-5/22/2019	5/31/2019	6	\$9.22	\$55.32	\$0.00	\$0.00	\$61.02	Yes
Lewis, Larry	S5150	5/17/2019	5/9/2019-5/22/2019	5/31/2019	7.5	\$9.22	\$69.15	\$0.00	\$0.00	\$76.28	Yes
Lewis, Larry	S5150	5/18/2019	5/9/2019-5/22/2019	5/31/2019	9.5	\$9.22	\$87.59	\$0.00	\$0.00	\$96.62	Yes
					23		\$212.06	\$0.00	\$0.00	\$233.91	
					23		\$212.06	\$0.00	\$0.00	\$233.91	

## Service Details

The who, what, when, and how much of each service worked.

## Totals

The sum of each pay and cost field.

## Total Spent

The sum of all fields to the left of it.

# How to Reset Your Password

<https://DirectMyCare.com/>

If you forget your password or want to change it you can do so from the CDCN Portal Sign In screen. There are two steps. The first step is account verification. This makes sure you are doing this and not someone else. The second step is to make your new password.

- 1 Go to the CDCN Portal Home page. Then click the "Can't access your account?" link. It's under the "Sign In" button (*Figure 25*).

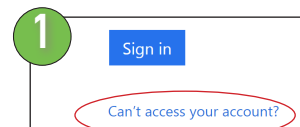




Figure 25. Sign in area

- 2 You will see a new screen. First enter your email address in the top field (*Figure 26*). Then enter the letters from the image below it into the next field. These letters may be hard to read. Click the 'reset' button  for a new set of letters. Or click the audio button  to hear them on your device.

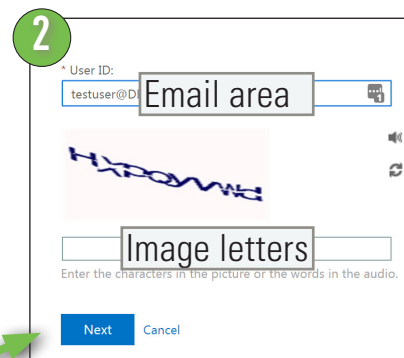


Figure 26. Beginning account verification

- 3 Click the blue 'Email' Button on the next screen. This sends a verification code in an email to you (*Figure 27*).

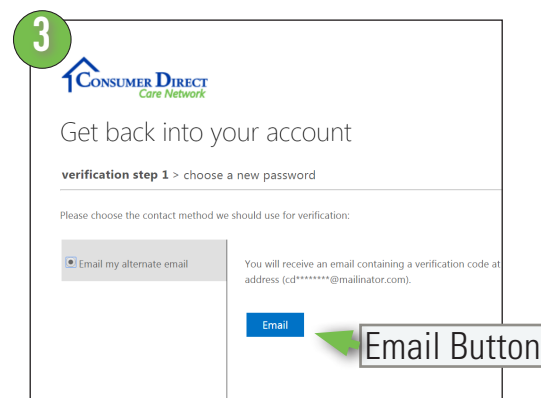


Figure 27. Requesting a verification code

- 4 Check your email inbox for the verification code. The email will have an image like the one shown in Figure 28. You will need this code for step five (next page).

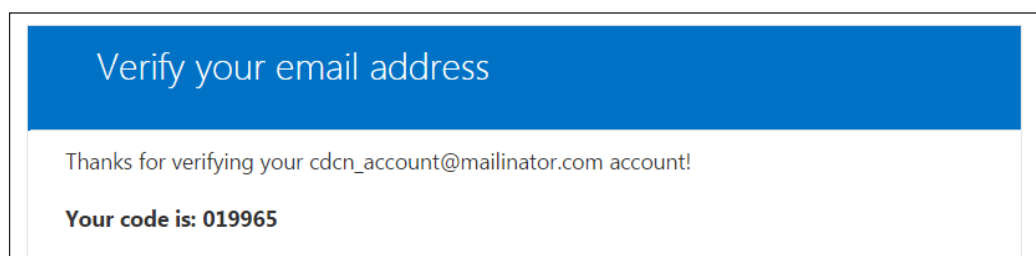


Figure 28. Email containing verification code

# Resetting A Password, cont.

<https://DirectMyCare.com/>

5 Enter the 6 number code from the verification email into the password change form (*Figure 29*). Then click "Next."

6 Enter your new password twice to make sure it is the same as what you want it to be. Passwords must have letters, numbers and symbols.

Then click "Finish."

7 This resets your password. You will get a confirmation message, as shown in step 8 (*Figure 31*).

You'll also get an email letting you know that your password has changed (*Figure 32*).

8 Click the "Click Here" link to go back to the portal. Then sign in with your new password!

Figure 29. Enter the verification code

Figure 30. Choose a new password

click here.'"/>

Figure 31. Password reset confirmation

Figure 32. Password reset email

# FAQ

<https://DirectMyCare.com/>

## Where can I find instructions?

This guide contains step by steps to use the Portal. A table of contents is on [page 2](#).

## What devices/browsers does the Portal Support?

Internet Explorer is the best choice. Firefox is an OK choice, too.

Smart phones and tablets can be used. Slow data speeds may make portal hard to use. WiFi connections seems to work best.

## REGISTRATION

### Who needs to register?

Everyone! All paid DSWs, Participants and Designated Representatives. Please note that Participants must register even if they have an Designated Representative.

### How do I register?

A step by step guide for new Portal users can be found at: <https://consumerdirectfl.com/forms/>

### What will I need to register?

You'll need:

**a phone number** (enter ONLY the numbers 0 through 9 during registration, for example 2027621401).

**an email address** and,  
**a password** which meets the web portal requirements. The password must:

- be 8-16 characters long
- contain three of the following:
  - lowercase characters
  - uppercase characters
  - digits (0-9)
  - one or more of the symbols below:  
@ # \$ % ^ & \* - \_ + = [ ] { }  
| \ : ' , ? / ` ~ " ( ) ;

### I don't have an email address, how do I register?

An email address is required to register. You can sign up for a free one online. Some good choices are:

<https://www.gmail.com>  
<https://www.yahoo.com>  
<https://www.outlook.com>

### I've tried to register many times. I have checked my junk mail for a verification code. Nothing seems to work.

Contact Consumer Direct. We may need to reset the registration process for you.

*More FAQs, next page*

## FAQ, cont.

<https://DirectMyCare.com/>

### REGISTRATION, CONT.

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#### **What happens after I register?**

Consumer Direct admin staff will need to load program setup information into the portal. This must be done before DSWs can enter time and Participants/Designated Representatives approve it. Set up may take a few days. When you log on to the portal you can see if we have done our part. You can start using the portal when you no longer see the set up message.

Please make Consumer Direct staff aware of issues that come up when using the web portal. This helps us find speedy resolutions!

#### **I am a designated representative. How do I act on behalf of my participant?**

You can register as a designated representative on the Portal. Your participant also needs to be registered. When you have both registered and sent in any required forms, Consumer Direct admin staff can link your accounts. This may take a few days to complete.

### PARTICIPANT/REPRESENTATIVE FAQ

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#### **How do I delete Approved Time?**

Approved time can not be deleted in the Portal. Contact Consumer Direct to stop the time from being paid.

Email: [infoCDFL@consumerdirectcare.com](mailto:infoCDFL@consumerdirectcare.com)

Phone: 888-444-8182

#### **Where can I find my reports?**

See page 16 to learn more about reports.





Please note: If you have a disability and need more help, we can help you. If you need someone that speaks your language, we can also help. You may call our Member Services Department at 1-866-472-4585 for more help from 8:00 a.m to 7:00 p.m.. If you are blind or have trouble hearing or communicating, please call 711 for TTY/TTD services. We can help you get the information you need in large print, audio (sound), and braille. We provide you with these services for free.

Tenga en cuenta lo siguiente: Si tiene una discapacidad y necesita más ayuda, podemos ayudarlo. Si necesita una persona que hable su idioma, también podemos ayudarlo. Puede llamar a nuestro Departamento de Servicios para Miembros al 1-866-472-4585 para recibir más ayuda, de 8:00 a. m. a 7:00 p. m. Si es ciego o tiene problemas de audición o para comunicarse, llame al 711 para servicios de TTY/TTD. Podemos ayudarlo a obtener la información que necesita en letra grande, audio (sonido) y braille. Le brindamos estos servicios en forma gratuita.

Veillez noter: Si vous avez un handicap et vous avez besoin plus d'aide, nous pouvons vous aider. Si vous avez besoin de quelqu'un qui parle votre langue, nous pouvons vous aider aussi. Vous pouvez appeler le Service aux Membres au 1-866-472-4585 entre 8:00 a.m. et 7:00 p.m pour obtenir plus d'assistance. Si vous êtes aveugle ou si vous avez des problèmes auditifs, veuillez appeler 711 pour les services TTY/ATS. Nous pouvons vous aider à trouver l'information dont vous avez besoin en gros caractères, audio (son), et braille. Nous vous fournissons ces services gratuits.

Nota: siamo in grado di offrire ulteriore assistenza agli associati con disabilità. Ove necessario, è possibile richiedere l'intervento di un addetto che parli la lingua dell'associato. Per ulteriori informazioni è possibile chiamare il nostro Dipartimento dei servizi per gli associati



(Member Services Department) al numero 1-866-472-4585 dalle ore 8:00 alle 19:00. Gli associati non vedenti, ipovedenti, non udenti o con difficoltà di comunicazione possono usufruire dei servizi TTY/TTD (trasmissione telefonica di testo/dispositivi di telecomunicazione per non udenti) resi disponibili tramite il numero 711. Siamo in grado di fornire le informazioni necessarie in formato di stampa a caratteri grandi, in formato audio (sonoro) e braille. Questi servizi sono fruibili gratuitamente.

Veillez noter : si vous avez un handicap et besoin d'une aide supplémentaire, nous pouvons vous aider. Si vous avez besoin de quelqu'un qui parle votre langue, nous pouvons aussi vous aider. Vous pouvez appeler notre département de services aux membres au 1-866-472-4585 pour une aide supplémentaire de 8h00 à 19h00. Si vous êtes aveugle ou avez des troubles de l'audition ou de la communication, veuillez téléphoner au 711 pour les services de télécommunication à l'intention des malentendants. Nous pouvons vous aider à obtenir les informations dont vous avez besoin en grands caractères, sous forme audio (sonore) et en braille. Nous fournissons ces services gratuitement.

Обратите внимание: Мы помогаем лицам с ограниченными способностями или тем, кому требуется дополнительная помощь. Если вам требуется лицо, говорящее на вашем языке, мы также можем помочь. Для получения дополнительной информации вы можете связаться с отделом обслуживания участников программы по телефону 1-866-472-4585 с 08:00 до 19:00. Если у вас есть нарушения зрения, слуха или речи, позвоните по номеру 711 для связи по телетайпу/текстовому телефону. Мы можем предоставить вам необходимую информацию крупным шрифтом, в аудиоформате или шрифтом Брайля. Данные услуги предоставляются бесплатно.



Your Extended Family.

**Non-Discrimination Notification  
Molina Healthcare of Florida  
Medicaid**

Molina Healthcare of Florida (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
  - o Skilled sign language interpreters
  - o Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
  - o Skilled interpreters
  - o Written material translated in your language
  - o Material that is simply written in plain language

If you need these services, contact Molina Member Services at (866) 472-4585.

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator  
200 Oceangate  
Long Beach, CA 90802

You can also email your complaint to [civil.rights@molinahealthcare.com](mailto:civil.rights@molinahealthcare.com). Or, fax your complaint to (877) 508-5738.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.

**Your Extended Family.**

English	<b>ATTENTION:</b> If you speak English, language assistance services, free of charge, are available to you. Call 1-866-472-4585 (TTY: 711).
Spanish	<b>ATENCIÓN:</b> si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-472-4585 (TTY: 711).
French Creole (Haitian Creole)	<b>ATANSYON:</b> Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-472-4585 (TTY: 711).
Vietnamese	<b>CHÚ Ý:</b> Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-472-4585 (TTY: 711).
Portuguese	<b>ATENÇÃO:</b> Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-472-4585 (TTY: 711).
Chinese	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-472-4585 (TTY: 711)。
French	<b>ATTENTION :</b> Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-472-4585 (TTY: 711).
Tagalog	<b>PAUNAWA:</b> Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-472-4585 (TTY: 711).
Russian	<b>ВНИМАНИЕ:</b> Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-472-4585 (телетайп: 711).
Arabic	مقربل تصا . نجاملبا كل رفاوتت تيوجللا ةدعساملا تامدخ نفا ، نغللا ركذا ثدحتت تنك اذا : نطو حلم مبكلو ملصا فتاه مقر ( 1-866-472-4585 : 711 ) .
Italian	<b>ATTENZIONE:</b> In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-472-4585 (TTY: 711).
German	<b>ACHTUNG:</b> Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-472-4585 (TTY: 711).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-472-4585 (TTY: 711) 번으로 전화해 주십시오.
Polish	<b>UWAGA:</b> Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-472-4585 (TTY: 711).
Gujarati	<b>ધન્યવાદ:</b> જો તમ ડજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-472-4585 (TTY: 711).
Thai	เรี้น: ถาคนพูดภาษาไทยคนสามารถขอพรการช่วยเหลือทางภาษาไดฟรี โทร 1-866-472-4585 (TTY: 711).