

WELCOME!

<https://DirectMyCare.com/>

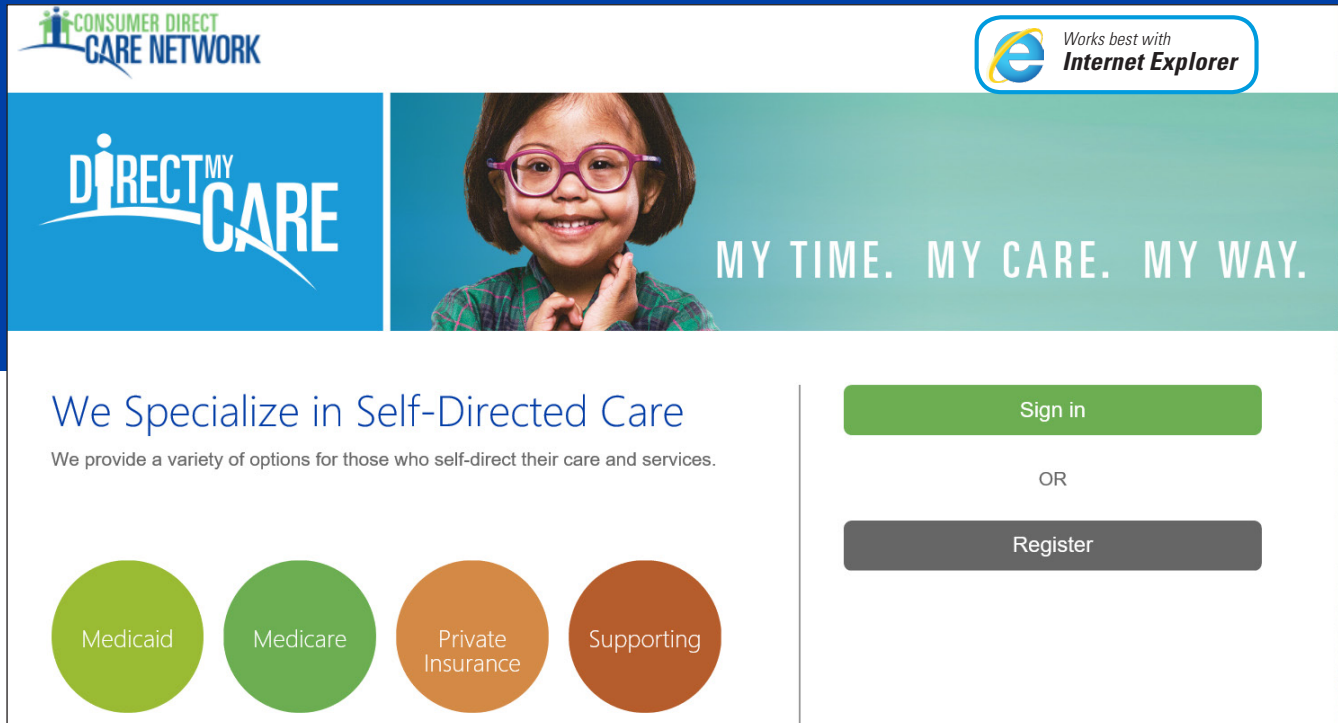


Figure 1: CDCN Portal home page with Sign In and Register Buttons

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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<https://DirectMyCare.com/>

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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 16 to learn more about statuses.

Legend

- ✓ Approved
- » In Progress
- 👍 Ready to be paid
- \$ Paid
- ✗ Rejected
- 💾 Saved
- 👤 Submitted
- 🗑 Deleted
- 🚫 Denied

Figure 7.4: Portal Symbol Legend

DSW Time Entry Steps

<https://DirectMyCare.com/>

1

Go to the CDCN Portal home page (<https://DirectMyCare.com/>). Then click the green "Sign In" button .

Please remember, you must register and be completely verified in our system to enter time.

2

Enter the email address and password you created at registration to enter the site. Then click sign in again (Figure 7.5).

3

My Dashboard.

After you log in, you will see a "dashboard." The dashboard has a lot of information, as listed in the box to the right.

Figure 7.5: Sign In fields

- Outstanding time and entries
(entered but not yet submitted for approval)
- A list of participants the DSW works for
- Announcements
- Buttons to access:
time entry pay stubs FAQs

My Dashboard:

Figure 8: My Dashboard (DSW)

DSW Time Entry Steps, cont.

<https://DirectMyCare.com/>

4

Click on the 'Time Entry' Button.

From the top right part of the screen, click on the Time Entry button. This goes to the time entry screen, below (Figure 8.7).

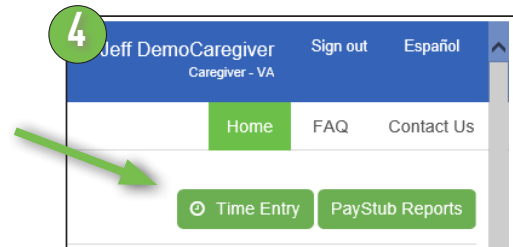


Figure 8.5. Time Entry Button

Time Entry Screen:

Participant Selection

Number of Weeks to View (1 or 2)

Time Entry + Add

Participant: Jeff DemoClient Week: 2 Weeks

Legend

Thu May 30 - Wed Jun 12

Week 1 (May 30 - Jun 05)

Participant	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 DemoClient	S5135	1.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Additional Actions:		✓	✓	✓	✓	✓	✓	✓	

Week 2 (Jun 06 - Jun 12)

Participant	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 DemoClient	S5135	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Additional Actions:		✓	✓	✓	✓	✓	✓	✓	

⚠ Action Required ✓ Action Completed

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

Delete Submit Entries

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Figure 8.7 Time Entry Screen

DSW Time Entry Steps, cont.

<https://DirectMyCare.com/>

5

Choose week(s) of service.

Choose which week(s) you wish to enter time for. The back or forward arrows change the week(s) you see (*Figure 9*).

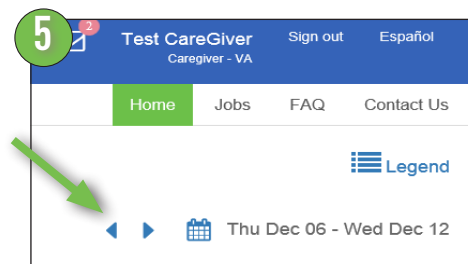


Figure 9. Select week(s) of service

6

Select the participant you will enter time for from the drop down list (*Figure 10*).



Figure 10. Select Participant

7

Click in the cell for the day of the work week you want to enter time for (*Figure 11*).

		Participant	Service Code	Thurs 12/6	Fri 12/7	Sat 12/8	Sun 12/9
<input type="checkbox"/>		Test Participant_UAT	S5135		4	0.5	
				0	4	0.5	0
Additional Actions:				✓	✓	✓	✓

Action Required
 Action Completed

Figure 11. Select date of service

Steps continue on next page.

DSW Time Entry Steps, cont.

<https://DirectMyCare.com/>

8

Enter shift details (Figure 12).

Fill in the details for the shift worked in the pane on the right hand side of screen that appears after you click a cell representing a date in the calendar. The pane will pre-populate with the service code and date of service. These values can be changed here, if need be.

Click the up or down arrows to adjust your time in and time out. You can also type in your time.

Note the Source field below the Time In and Time Out fields. This field shows where DSW time came from. This means you can see your CellTrak and IVR shifts in the Portal.

Figure 12. Shift detail window

9

Click the Save or Submit button to complete the time entry.

Select "Save" to save your time entry. You will need to submit it to your participant/employer at a later time. Select "Submit" to send your time worked to your participant/employer for approval.

10

Repeat the Time Entry steps again for each shift you worked.

The shift entry box stays open. You may click "+ Add Shift" to enter a new shift for the same participant. You may also repeat the steps above.

Figure 12.5. Add Another Shift

DSW Time Entry Steps, cont.

<https://DirectMyCare.com/>

11 Additional Actions (not required in FL, *Figure 13*).
This is not used in Florida. You do not need to do anything here.

How to Submit Shifts

After the shift(s) have been entered you will want to submit your time to be approved by the participant/employer. You may choose to select and submit one shift (*Figure 14*), more than one shift (*Figure 15*) or all shifts for the work-week(s) (*Figure 16*).

11

Sun 4/17	Mon 4/18	Tue
1	1	
1		
2	1	
✓	⚠	
⚠ Action Required	✓ Action Completed	

Figure 13. Additional action required to submit a shift. Not used in Florida.

12 To submit one shift:
Click in the cell you want to submit. Make sure the “Additional Actions” have been done. Then click the “Submit Entries” button.

	Thurs 12/6	Fri 12/7	Sat 12/8	Sun 12/9	Mon 12/10	Tue 12/11	Wed 12/12	Total Hrs.
S5135		4	0.5					4.50
S5135		4						4.00
	0	8	0.5	0	0	0	0	8.50
Additional Actions:	✓	✓	✓	✓	✓	✓	✓	

⚠ Action Required ✓ Action Completed

Delete Submit Entries

Figure 14. Submitting a single shift

Submit
Entries
Button

DSW Time Entry Steps, cont.


<https://DirectMyCare.com/>

13 To Submit More Than One Shift:

If you want to submit more than one shift, pick each shift or click on a row to submit the entire row (*Figure 15*, the entire row highlights yellow). Make sure all Additional Actions are done and click the "Submit Entries" button. Note: You will be asked to fill in additional actions if you click submit and these have not been done.

Reminder:

Always check your time for accuracy before submitting.




<input type="checkbox"/>	Participant	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 Participant_UAT	S5135		4	0.5					4.50
<input type="checkbox"/>	Test Participant_UAT	S5135		4						4.00
			0	8	0.5	0	0	0	0	8.50
		Additional Actions:	✓	✓	✓	✓	✓	✓	✓	
			⚠ Action Required	✓ Action Completed						
										<input type="button" value="Delete"/> <input type="button" value="Submit Entries"/>

Figure 15. Submit a row of shifts

14 To Submit a Whole Week:

You may also select the whole week. To do so, click the box in the top left hand corner of the grid next to the word "Participant." Make sure all Additional Actions are filled in. Then click the "Submit Entries" button.

To Submit all time for two weeks, check mark the participant box for both weeks.



<input checked="" type="checkbox"/>	Participant	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 Participant_UAT	S5135		4	0.5					4.50
<input checked="" type="checkbox"/>	Test Participant_UAT	S5135		4						4.00
			0	8	0.5	0	0	0	0	8.50
		Additional Actions:	✓	✓	✓	✓	✓	✓	✓	
			⚠ Action Required	✓ Action Completed						
										<input type="button" value="Delete"/> <input type="button" value="Submit Entries"/>

Figure 16. Submit a whole week of shifts

Submit Entries Button



DSW Time Entry Steps, cont.

<https://DirectMyCare.com/>

- 15 Attest that your entry is true and accurate.**
- When you click the "Submit" button you will see an Attestation (*Figure 17*). Click "OK" to agree that your shifts are true and complete. The shifts you submitted now have a purple "Submitted" symbol next to them. This means your participant/employer can now approve them.

15 Attestation

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

Ok Cancel

Figure 17. Attestation statement

Participant Time Approval

- 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*).

Sign in

johnsmith@mailinator.com

.....

☐ Keep me signed in

Sign in

Figure 17.1: Sign In fields

Participant Time Approval

<https://DirectMyCare.com/>

3

My Dashboard.

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

The dashboard contains a lot of information.

Dashboards Include:

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

The screenshot shows the 'My Dashboard' page. At the top, there's a header with the user's name 'Jeff DemoClient', 'Participant - VA', and links for 'Sign out' and 'Español'. Below the header are navigation links: 'Home', 'FAQ', and 'Contact Us'. The main content area is divided into several sections:

- My Outstanding Time Entries:** A table with columns: Caregiver, Service, Date, Time Spent, Status, Source, and a 'Detail' link. It shows one entry for 'Jeff DemoCaregiver' on '2019-05-31' for '01:00' hours, with a status of 'Submitted' and source 'WEBTS'. A red circle with '0' and 'Not approved' is next to the title. A green arrow points to this section with the label 'Time Entries Not Yet Approved'.
- My Contacts:** A list showing 'Jeff DemoEOR' (Employer of Record) and 'Jeff DemoCaregiver'. A green arrow points to this section with the label 'My Contacts'.
- Announcements:** A section that currently says 'No data available'. A green arrow points to this section with the label 'Announcements'.
- Non-Availability & Time Entry:** Two buttons at the top right of the dashboard. A green arrow points to these buttons with the label 'Non-Availability & Time Entry'.

At the bottom of the dashboard, there is a copyright notice: 'Copyright © 2016 Consumer Direct. All rights reserved.'

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)

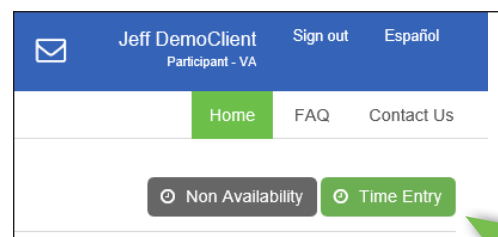


Figure 18.5. Time Entry Button

Participant Time Approval, cont.

<https://DirectMyCare.com/>

Time Entry Screen:

(Steps for Approving Time on next page)

Caregiver (DSW)
Selection

Number of Weeks
to View (1 or 2)

Set Non-Availability

Change
Week(s)

Jeff DemoClient
Participant - VA

Sign out Español

Time Entry

Home FAQ Contact Us

Legend

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.
<input type="checkbox"/>	Jeff DemoCaregiver	S5135	1 ✓	1						2.00
			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.
<input type="checkbox"/>			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

Figure 18.7. Time Entry Window

Shift Totals

Approve Button

Participant Time Approval, cont.

<https://DirectMyCare.com/>

5 Chose 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).

Figure 19 shows a screenshot of the 'Time Entry' form. At the top, there is a logo for 'CONSUMER DIRECT CARE NETWORK'. Below the logo, the title 'Time Entry' is displayed. Underneath, there is a label 'Caregiver' followed by a dropdown menu. The dropdown menu is open, showing 'Test CareGiver' as the selected option. A green arrow points to the dropdown menu.

Figure 19. Select Caregiver (DSW)

Important

Figure 20 shows a screenshot of the 'Time Entry' form with a detailed view of the 'Approve one shift' process. The form is titled 'Time Entry' and includes a 'Legend' icon. Below the title, there is a 'Caregiver' dropdown menu set to 'Jeff DemoCaregiver' and a 'Week' dropdown menu set to '2 Weeks'. There is also a 'Non Availability' button and a date range 'Thu May 30 - Wed Jun 12'. The main part of the form is a table showing time entries for 'Week 1 (May 30 - Jun 05)' and 'Week 2 (Jun 06 - Jun 12)'. The table has columns for 'Caregiver', 'Service Code', and days of the week. In the 'Week 1' table, the row for 'Jeff DemoCaregiver' and 'S5135' shows a time entry of 1.00 on Friday, May 31. A green arrow points to this cell, which is labeled with a green circle containing the number '6'. Below the 'Week 1' table, there is a summary table for 'Week 2' showing a total of 2.00 hours for 'S5135'. At the bottom right of the table, there is a 'Review Additional Details' button. On the right side of the form, there is a sidebar titled 'Jeff DemoCaregiver' containing fields for 'Service Code' (S5135), 'Date' (05/31/2019), 'Time In' (12:00 AM), 'Time Out' (01:00 AM), 'Source' (WEBTS), and 'Caregiver's Comments'. At the bottom of the sidebar, there are three buttons: 'Cancel', 'Reject', and 'Approve'. A green arrow points to the 'Approve' button, which is labeled with a green circle containing the number '5'.

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

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

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]

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]

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/>

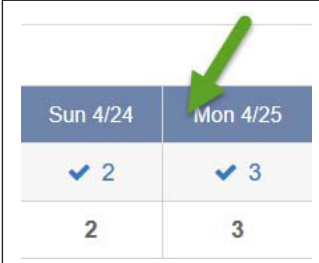
9

Attest that your entry is true and correct.

Once you click the "Approve" button you will see an Attestation (Figure 17, page 10). 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 16.



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 10-12).

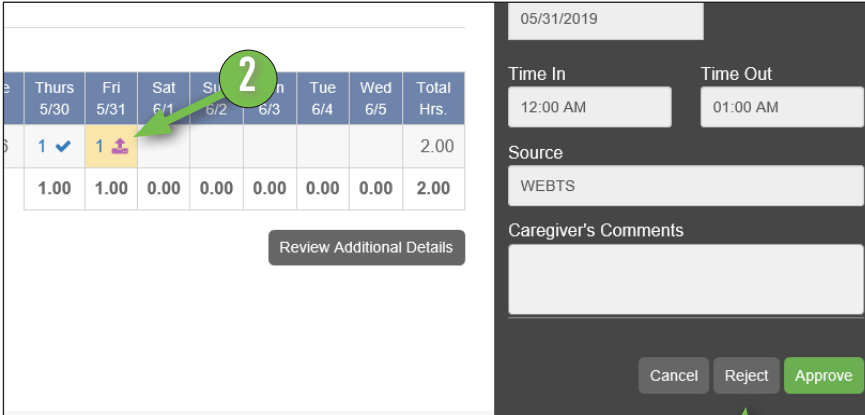
2

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:

Cancel Reject Approve

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).

How to Resubmit a Shift

<https://DirectMyCare.com/>

When a shift is denied or rejected, DSWs have two choices. They can delete the shift or they can change it and resubmit it. This page covers resubmitting a shift. Deleting a shift is on page 19.

Rejected and Denied shifts show up on the dashboard when you sign in to the CDCN Portal. You can see them in the "My Outstanding Time Entries" area (Figure 8, page 4). You will also see that you have a new message in your Portal Inbox (Figure 40). The message in your inbox has the reason it was rejected or denied. Steps for deleting a shift are on page 19.

1 Click the Portal Inbox icon. It is in the top right part of the screen. It looks like a piece of mail.



Figure 39. Portal Inbox new message icon

2 You will see a message with the subject that your time was rejected or denied. Click this to read it.

Your participant/employer may tell you how the shift needs to be changed.

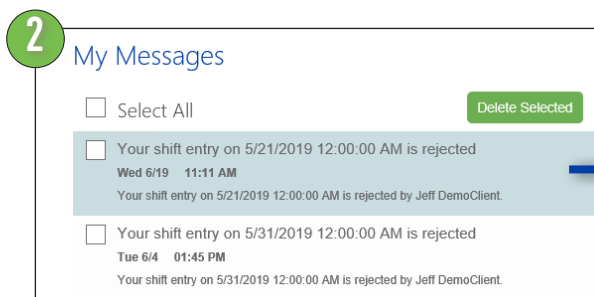


Figure 40. My Messages

3 After reading the message and the reason, click "Home" to return to the dashboard. The home button is also in the top right part of the screen.



Figure 41. Message detail



Figure 42. Home icon

How to Resubmit a Shift, cont

<https://DirectMyCare.com/>

- 4 From "My Outstanding Time Entries" click the "Detail" link for the rejected time (Figure 43). This opens the time so you can change it.

My Dashboard

My Outstanding Time Entries

1 Rejected 1 Not submitted

Participant	Service	Date	Time Spent	Status	Source	
Jeff DemoClient	S5135	2019-05-31	01:00	Rejected	WEBTS	Detail
Jeff DemoClient	S5135	2019-06-01	03:00	Saved	WEBTS	Detail

Figure 43. My Outstanding Time with rejected entry.

- 5 Fix the time entry and then click "Submit" (Figure 44).

Close

Jeff DemoClient + Add Shift

Service Code
S5135

Date
05/31/2019

Time In
12 00 AM

Time Out
12 45 AM

Source
WEBTS

Cancel Update Submit

Figure 44. Submit a corrected shift

How to Delete a Shift

<https://DirectMyCare.com/>

DSWs can only delete a shift which has not yet been approved by the participant. Approved shifts can not be deleted in the Portal. If there is a problem with approved time, contact Consumer Direct right away.

The DSW has saved the shift. It has not yet been submitted.

The DSW can delete it. Follow the instructions, below.


The shift is submitted and the participant has not yet approved it.

The participant/employer must reject the time so the DSW can delete it. If you are the DSW, ask your participant/employer to reject the time. Steps to reject a shift are on page 15.

The participant has rejected the shift.

The DSW can delete it.

DSW Time Deletion

- 1 DSW Signs In to the Portal and finds the shift to delete.
- 2 Select the shift by clicking on it.
- 3 Click the "Trash" icon. 

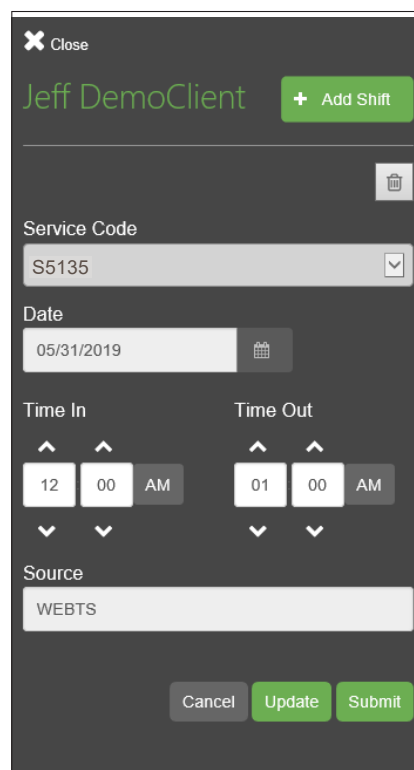


Figure 25. Deleting a single shift

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 DirectMyCare portal dashboard for Jeff DemoClient, a Participant - VA. Callout A points to the Portal Inbox icon (envelope) in the top navigation bar. Callout B points to the 'View Authorization' link in the 'My Outstanding Time Entries' section. Callout C points to the user profile dropdown menu in the top navigation bar.

My Dashboard

My Outstanding Time Entries 0 Not approved

Caregiver	Service	Date	Time Spent	Status	Source	
Jeff DemoCaregiver	S5135	2019-05-31	01:00	Submitted	WEBTS	Detail

[View Authorization](#)

My Contacts

Name & Id	Contact Nu...
Jeff DemoEOR Employer of Record	More

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

ACN2019071AUT000085	006866	2020336	Livingston, Ava	01/01/1989	VADMASNORTH	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 26).

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 22 to learn more.

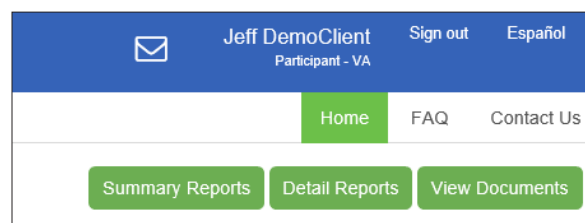


Figure 35. Report and Document Links

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 23

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	View
ATTENDANT DATA FORM 1	4328876: ATTENDANT DATA FORM 1	2019-04-03	View
W-4 1	4328880: W-4 1	2019-04-03	View
FORM VA-4 1	4328881: FORM VA-4 1	2019-04-03	View
PAY SELECTION FORM 1	4328883: PAY SELECTION FORM 1	2019-04-03	View
OIG CHECK 1	4328888: OIG CHECK 1	2019-04-03	View
CRIMINAL HISTORY RECORD NAME SEARCH REQUEST 1	4328889: CRIMINAL HISTORY RECORD NAME SEARCH REQUEST 1	2019-04-03	View
ATTENDANT ENDORSEMENT CHECKLIST 1	4328890: ATTENDANT ENDORSEMENT CHECKLIST 1	2019-04-03	View

Figure 36. Sample Documents

Summary Report

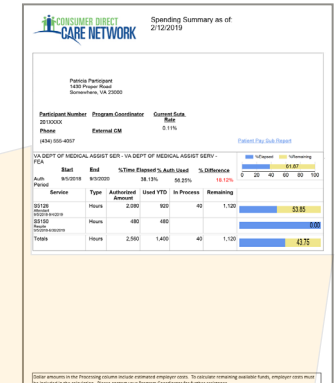
A participant's Summary Report shows:

- 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.



Participant Number	Program Coordinator	Current Suta Rate
201XXXX	External CM	0.11%
Phone		
(434) 555-4057		
Patient Pay Sub Report		
VA DEPT OF MEDICAL ASSIST SER - VA DEPT OF MEDICAL ASSIST SERV - FEA		
	Start	End
Auth Period	9/5/2018	9/3/2020
	%Time Elapsed	% Auth Used
	38.13%	56.25%
		% Difference
		18.12%
Service	Type	Authorized Amount
S5126 Attendant 9/5/2018-9/4/2019	Hours	2,080
S5150 Respite 9/5/2018-6/30/2019	Hours	480
Totals	Hours	2,560
		Used YTD
		920
		In Process
		40
		Remaining
		1,120

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.

DSW Documents

<https://DirectMyCare.com/>

DSWs can find Paystubs and view their documents in the Portal. These include CPR certification, background check results, W-4, etc. Files and paystubs can be saved to your computer.

To View Documents:

First click on your name in the top right area of the Portal, as shown in Figure 33. Then click View Documents. You will see a list of documents Consumer Direct has on file for you. This looks like the participant/employer of record documents. See Figure 36 on page 21 for an example.

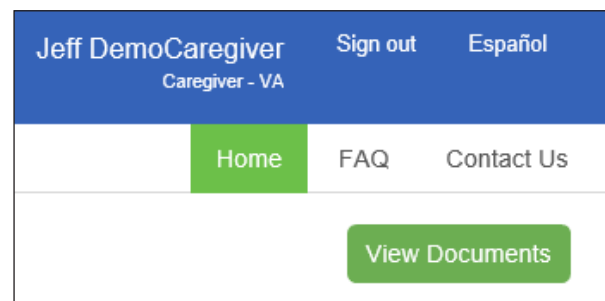


Figure 37. Document Links

PayStubs:

The Paystubs button is next to the Time Entry button on "My Dashboard," as seen in Figure 8 on Page 4.

Click the paystubs button to see a list of your paystubs. These are PDF files, which means you can save them for your records. When a paystub report starts with a "D" it mean the DSW was paid by Direct Deposit. When it starts with a "0" the DSW was paid by mail.

V4 CheckStub Detail by Checknbr							
Employee ID	Employee Name	Pay Type	SSN				
123456789	Lewis, Larry	DirectDeposit	***.-**- 1234				
Check Nbr	Check Date	Chk Amt	Doc Type	Clear Amt	Pay Period	Per Beg	Per End
0001020304	8/19/2016	\$1,143.22	CK	\$1,143.22	17	7/24/2016	8/6/2016
Earn-Ded Descr		Current Earn-Ded	YTD Earn-Ded	** Does Not Contribute to Net pay			
REGULAR		\$1,573.60	\$26,825.40				
FED INC TAX		\$209.00	\$3,547.00				
FICAMED/EMPLOYEE		\$22.82	\$389.00				
FICA/EMPLOYEE		\$97.56	\$1,663.19				
IDAHO INC TAX		\$101.00	\$1,702.00				
NET PAY		\$1,143.22	\$19,524.21				

Figure 38. Sample Paystub Report

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*).

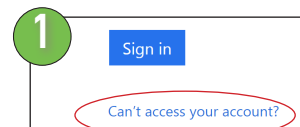




Figure 25. Sign in area

- 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.

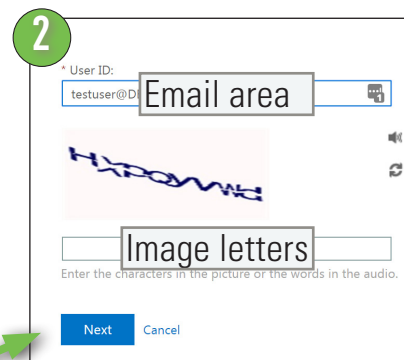


Figure 26. Beginning account verification

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

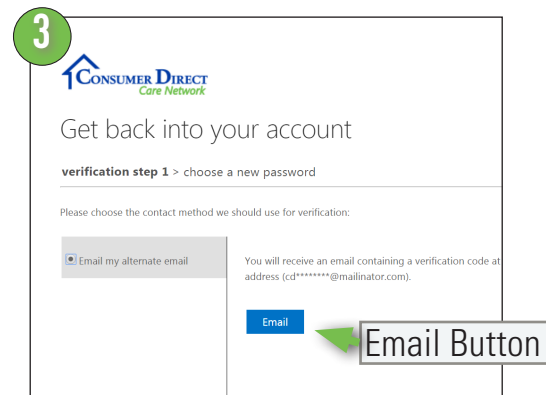


Figure 27. Requesting a verification code

- 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).

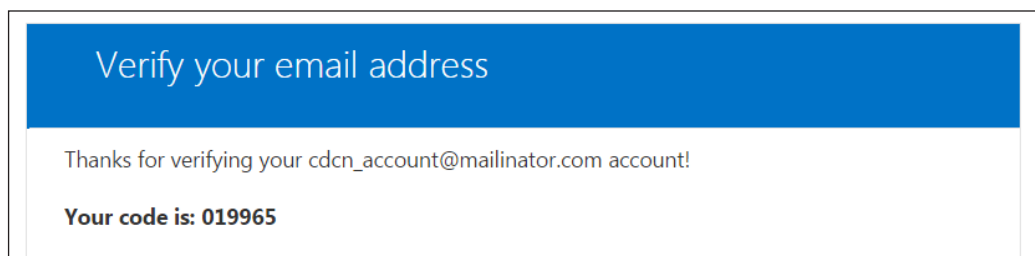


Figure 28. Email containing verification code

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 show 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

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 (DR). 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/>

More questions about registration are answered in the [registration instructions](#).

DSW FAQ

Why haven't I been paid?

First check that your time has been submitted. It may also be that the participant you work for has not yet approved your time. There may be other reasons. You may contact us to help.

Where can I print a pay stub?

See page 24. When you view or save the PayStub PDF you can then print it.

Where can I get a copy of my W-2?

Consumer Direct mails W-2s to all DSWs each new tax year. This means is important to keep your mailing address up-to-date. You may also receive a copy of your W-2 by contacting Consumer Direct.

I want to work as a DSW but don't have a participant. Should I register?

You do not need to. The Portal is only useful when you have a participant/employer.

Can I get a printed copy of new employee paperwork through the Portal?

You can find employment paperwork at <https://consumerdirectfl.com/forms/>

.

More FAQs, next page

Frequently Asked Questions, cont.

<https://DirectMyCare.com/>

How do I enter a full day or a shift that spans several calendar days?

A Portal "day" begins at 12:00 am and ends at 11:59 p.m. If your shift starts on one day and ends on the next, enter your time as two different shifts. For example, Tuesday from 8:00 p.m. until 11:59 p.m. and Wednesday from 12:00 a.m. until 4:00 a.m.

How do I enter a split shift?

Each split is a new shift in the Portal. Enter each on its own. You can use the "+Add" button on the time entry screen to enter new shifts.

The time I submitted was wrong and my employer approved it. What do I do?

Please call or email Consumer Direct as soon as possible. We will try to fix your time before you get paid. If the wrong time has been paid, we will need to adjust future pay.

I've submitted time and my participant isn't seeing it for approval.

First check your dashboard to see if the time has been submitted. This will be in the "status column." Next check to see if the shift has additional actions. You may need to mark these as done before you can submit the time.

I'm a DSW and the time I submitted is wrong. What can I do?

Contact your participant/employer and ask them to reject the time. When that is done you can fix it and resubmit or delete it. If the time has already been approved and submitted, contact Consumer Direct for help.

See pages 15 and 17-19 for steps.

PARTICIPANT/DESIGNATED REPRESENTATIVE FAQ

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

Phone: 888-444-8182

Where can I find my reports?

See page 21 to learn more about reports.

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.

Non-Discrimination Disclosure

<https://DirectMyCare.com/>

United Healthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator United Healthcare Civil Rights Grievance

P.O. Box 30608, Salt Lake City, UT 84130

UHC_Civil_Rights@uhc.com

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call Member Services at **1-888-716-8787**, TTY 711, Monday through Friday, 8:00 a.m. to 8:00 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Phone: Toll-free **1-800-368-1019, 1-800-537-7697 (TDD)**

Mail: U.S. Dept. of Health and Human Services,

200 Independence Avenue SW Room 509F, HHH Building Washington, DC 20201

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-888-716-8787**, TTY 711, Monday through Friday, 8:00 a.m. to 8:00 p.m.

Non-Discrimination Policy, cont.

<https://DirectMyCare.com/>

ATTENTION: If you do not speak English, language assistance services, at no cost to you, are available. Call **1-888-716-8787, TTY 711**.

ATENCIÓN: Si no habla inglés, los servicios de asistencia de idiomas están disponibles sin costo para usted. Llame al **1-888-716-8787, TTY 711**.

ATANSYON: Si w pa pale Anglè, gen sèvis èd pou lang ki disponib san w pa peye anyen. Rele **1-888-716-8787, TTY 711**.

ВНИМАНИЕ: Если Вы не говорите по-русски, Вы можете воспользоваться бесплатной языковой помощью. Позвоните по телефону **1-888-716-8787, телетайп 711**.

ATENÇÃO: Se não fala inglês, estão disponíveis serviços de assistência linguística sem nenhum custo para si. Ligue para o **1-888-716-8787, TTY 711**.

注意：如果您不會說英文，您可獲得免費語言協助服務。請致電 **1-888-716-8787，聽障專線 (TTY) 711**。