

# WELCOME!

<https://DirectMyCare.com/>

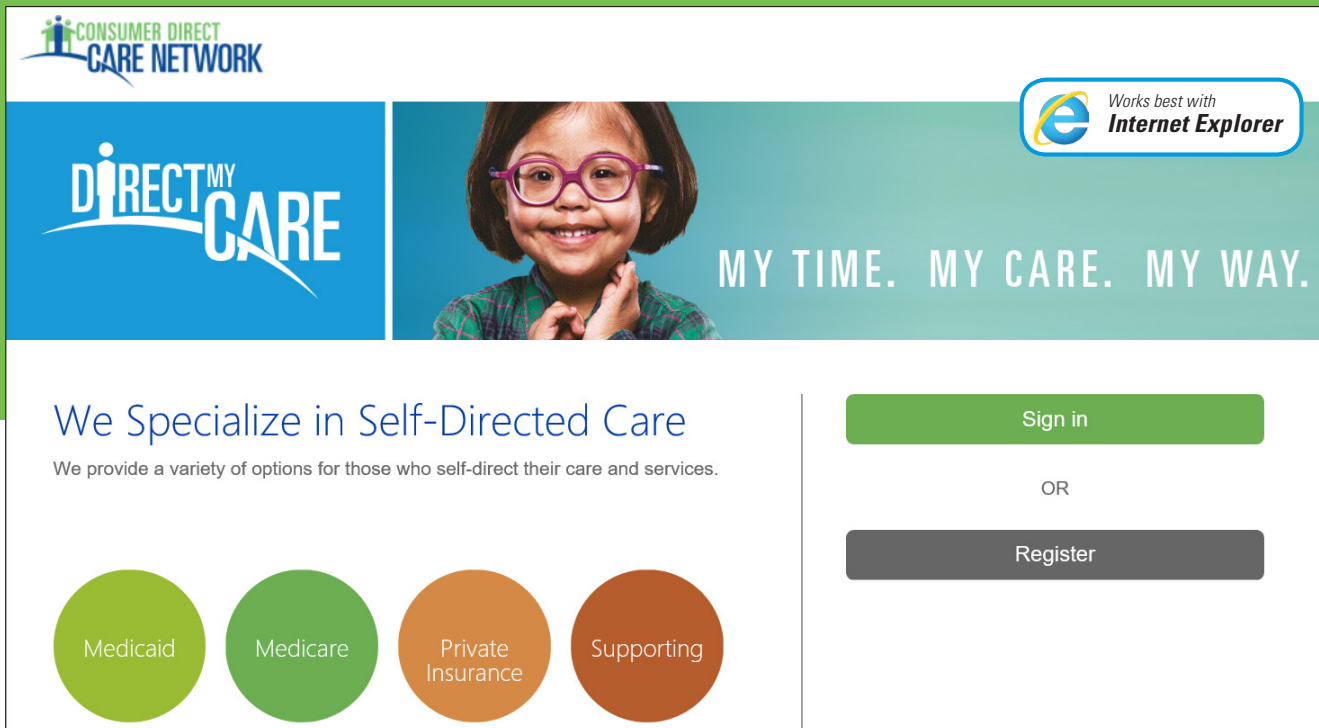


Figure 1: CDCN Portal home page with Sign In and Register Buttons

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.*

# 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.



Figure 2: New User Button

**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).

Figure 3: Registration Page Fields

**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.

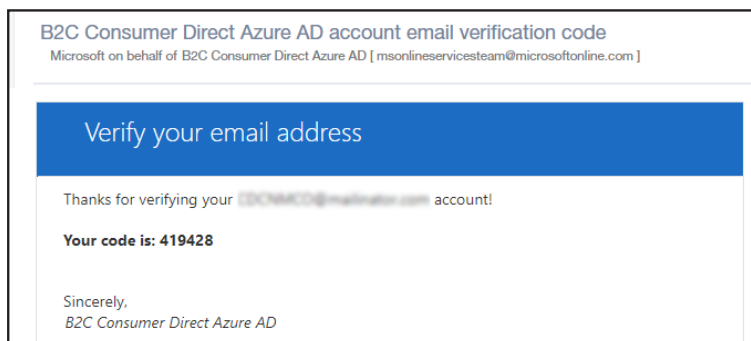


Figure 3.5: Verification Email from Microsoft.

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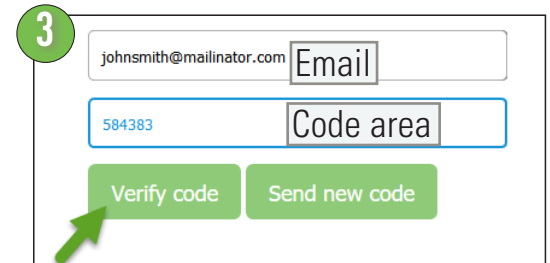
# How to Register, cont.

<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*).

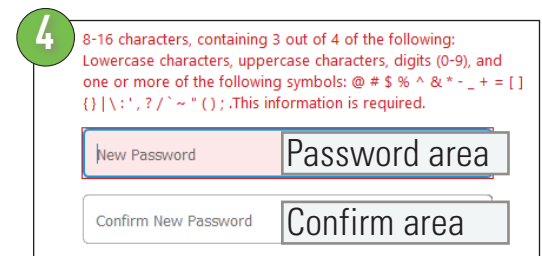
If you did not get the code:

- 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.



A screenshot of a web form for verifying a code. It features three input fields: an 'Email' field containing 'johnsmith@mailinator.com', a 'Code area' field containing '584383', and a 'Confirm New Password' field. Below these fields are two green buttons: 'Verify code' and 'Send new code'. A green arrow points to the 'Verify code' button. A green circle with the number '3' is in the top left corner.

Figure 4: Verify Code



A screenshot of a web form for entering a password. It features two input fields: a 'New Password' field and a 'Confirm New Password' field. Above the 'New Password' field is a red text box containing password requirements: '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.' A green circle with the number '4' is in the top left corner.

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 Direct Service Worker (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.

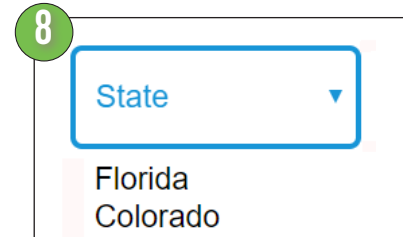


Figure 7: Select the Participant's State

### 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.



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).

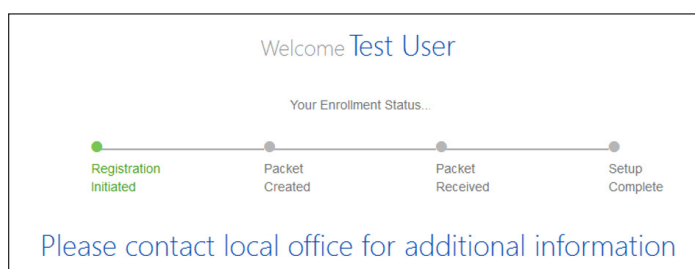


Figure 7.3: Portal Status Message

### Enrollment Statuses:

Registration Initiated  
Packet Created  
Packet Received  
Setup Complete

# FAQ

<https://DirectMyCare.com/>

## What devices or browsers does the Portal Support?

Internet Explorer is best. 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.

### When can I register?

You may register at any time. The earlier, the better! No one can bill for time unless they have a current authorization and have been set up by Consumer Direct.

### 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 questions, next page*

## FAQ, cont.

<https://DirectMyCare.com/>

### **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/DRs 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!

# 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](mailto: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**。