

# WELCOME!

<https://DirectMyCare.com/>

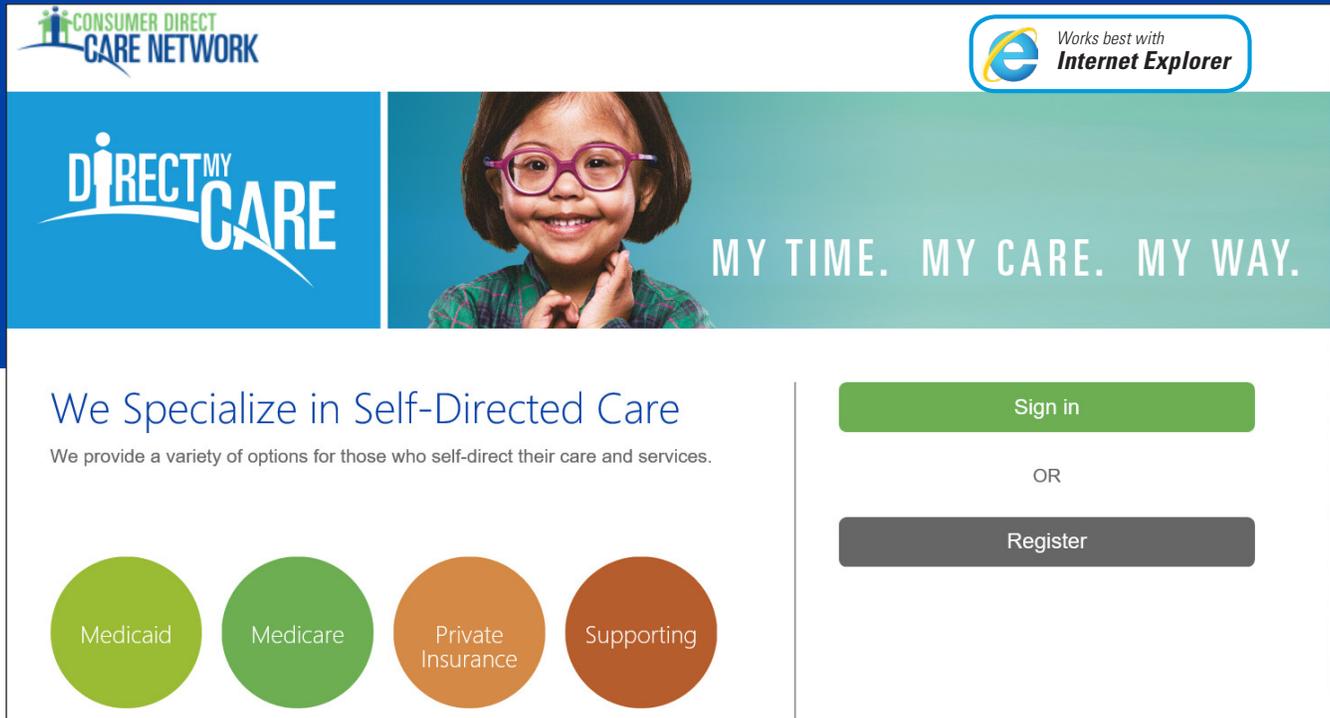


Figure 1: CDCN Portal home page with Sign In and Register Buttons

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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# 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.

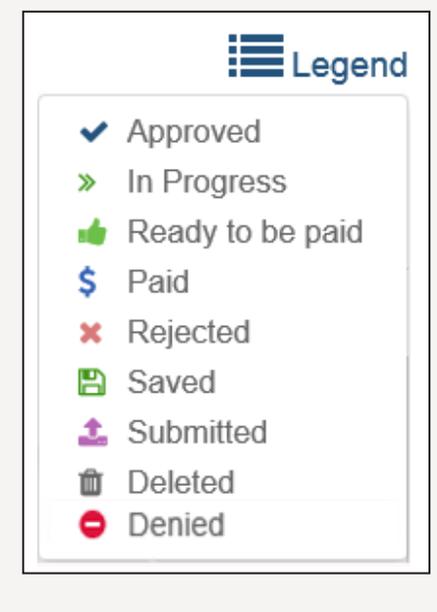


Figure 7.4: Portal Symbol Legend

# 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.



Figure 7.5: Sign In fields

**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.

- 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:

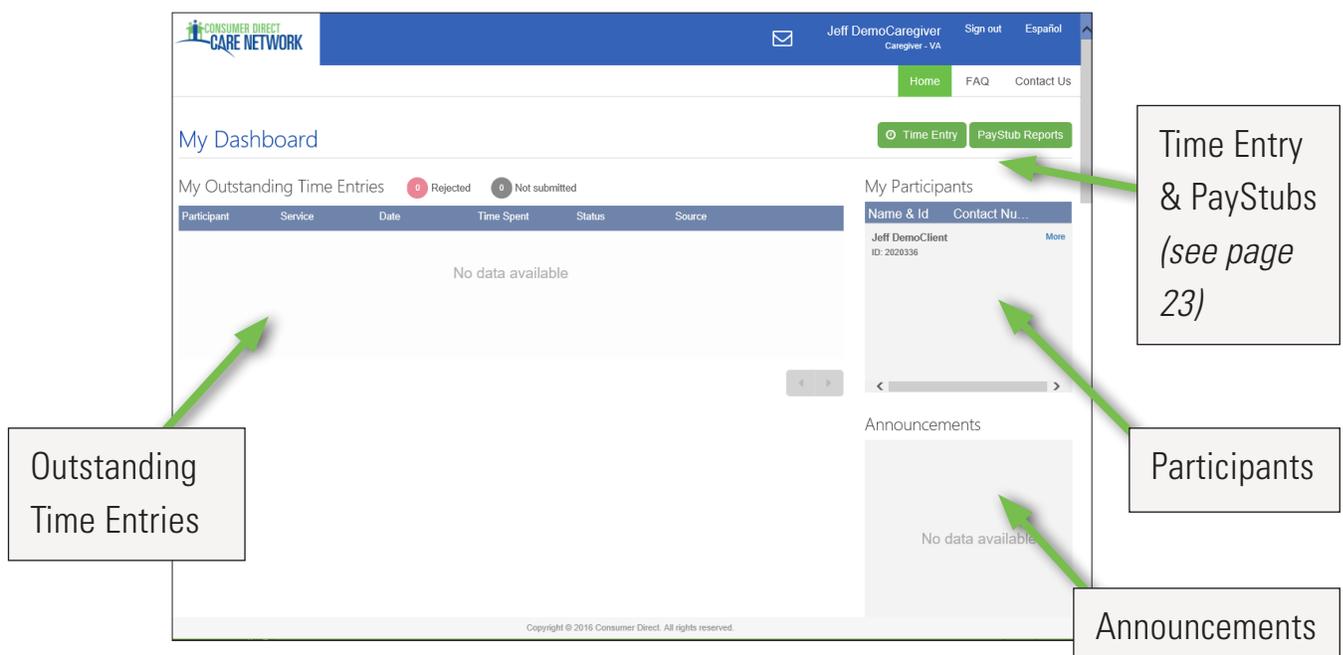


Figure 8. My Dashboard (DSW)

# DSW Time Entry Steps, cont.

<https://DirectMyCare.com/>

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## 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 Legend

Participant: Jeff DemoClient Week: 2 Weeks 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.
<input type="checkbox"/>	Jeff DemoClient	S5135	1 ✓						1.00
			1.00	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.
<input type="checkbox"/>	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
<b>Total</b>	<b>1.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1.00</b>

Delete Submit Entries

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*).

**7**

<input type="checkbox"/>	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
			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/>

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### 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	
Additional Actions:	✓	⚠	

⚠ 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.

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.
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						

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						

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.

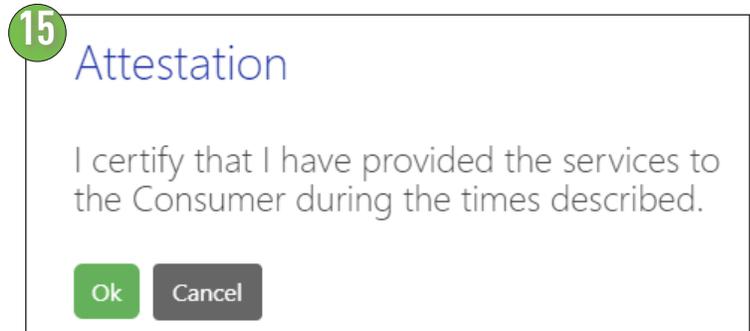
A dialog box titled "Attestation" with a green circle containing the number "15" in the top-left corner. The text inside reads: "I certify that I have provided the services to the Consumer during the times described." At the bottom, there are two buttons: a green "Ok" button and a grey "Cancel" button.

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*).

A sign-in form. At the top left is a green "Sign in" button. A blue arrow points from this button to a sign-in form. The form has two input fields: the first contains the email address "johnsmith@mailinator.com" and the second contains a password represented by ten black dots. Below the password field is a checkbox labeled "Keep me signed in". At the bottom of the form is a blue "Sign in" button.

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 right, there is a user profile for 'Jeff DemoClient Participant - VA' with links for 'Sign out' and 'Español'. Below this are navigation links: 'Home', 'FAQ', and 'Contact Us'. A secondary navigation bar contains 'Non Availability' and 'Time Entry' buttons. The main content area is divided into three sections: 'My Outstanding Time Entries' (with a 'Not approved' indicator and a table), 'My Contacts' (listing 'Jeff DemoEOR' and 'Jeff DemoCaregiver'), and 'Announcements' (showing 'No data available'). A large green arrow points from the 'Time Entries Not Yet Approved' callout box to the table in the 'My Outstanding Time Entries' section.

Caregiver	Service	Date	Time Spent	Status	Source	
Jeff DemoCaregiver	SS135	2019-05-31	01:00	Submitted	WEBTS	<a href="#">Detail</a>

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)

This close-up shows the top right navigation area of the dashboard. It features the user profile 'Jeff DemoClient Participant - VA' and navigation links 'Home', 'FAQ', and 'Contact Us'. Below these, there are two buttons: 'Non Availability' and 'Time Entry'. A green circle with the number '4' is positioned over the 'Time Entry' button, with an arrow pointing to it.

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 navigation bar with the user's name 'Jeff DemoClient' and options for 'Sign out' and 'Español'. Below this, there are links for 'Home', 'FAQ', and 'Contact Us'. The main content area is titled 'Time Entry' and includes a 'Legend' icon. The interface features a 'Caregiver' dropdown menu set to 'Jeff DemoCaregiver' and a 'Week' dropdown menu set to '2 Weeks'. A 'Non Availability' button is visible. The main table displays time entry data for two weeks: 'Week 1 (May 30 - Jun 05)' and 'Week 2 (Jun 06 - Jun 12)'. 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 tables, there are 'Review Additional Details', 'Reject', and 'Approve' buttons. A copyright notice at the bottom reads 'Copyright © 2016 Consumer Direct. All rights reserved.'

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).**

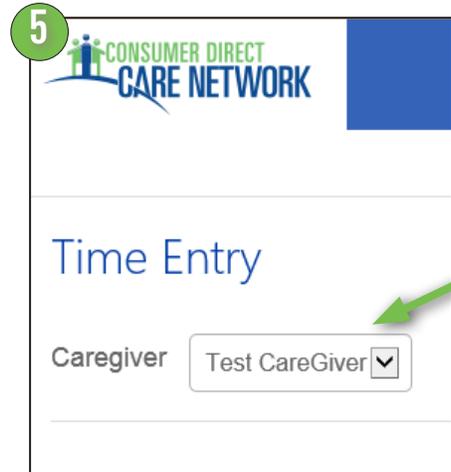


Figure 19. Select Caregiver (DSW)



**5** →

**6** →

Week 1 (May 30 - Jun 05)		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"/>	Caregiver								
<input type="checkbox"/>	Jeff DemoCaregiver	S5135	1 ✓	1 ⚙					2.00
			1.00	1.00	0.00	0.00	0.00	0.00	2.00

Week 2 (Jun 06 - Jun 12)		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"/>	Caregiver								
		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
<b>Total</b>	<b>1.00</b>	<b>1.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2.00</b>

Review Additional Details

Jeff DemoCaregiver

Service Code: S5135

Date: 05/31/2019

Time In: 12:00 AM

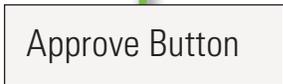
Time Out: 01:00 AM

Source: WEBTS

Caregiver's Comments:

Cancel Reject **Approve**

Figure 20. Approve one shift



# Participant Time Approval, cont.

<https://DirectMyCare.com/>

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## 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.

The screenshot shows the 'Time Entry' page for 'Test Participant\_UAT'. A table displays time entries for a week from Thursday, Dec 6 to Wednesday, Dec 12. The first row, for 'Test CareGiver' with service code 'S5135', is highlighted in yellow. A green arrow points to the checkbox in the first column of this row, which is checked. At the bottom right of the table, there are buttons for 'Review Additional Details', 'Reject', and 'Approve'. A green arrow points to the 'Approve' button.

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

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.

The screenshot shows the 'Time Entry' page for 'Test Participant\_UAT'. The table is identical to Figure 21. A green arrow points to the checkbox in the first column of the first row, which is checked. At the bottom right of the table, there are buttons for 'Review Additional Details', 'Reject', and 'Approve'. A green arrow points to the 'Approve' button.

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"/> Caregiver			4						4.00
<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

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).

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

2

**Make sure only shifts that you want to reject are chosen.**

(Figure 24).

3

**Click the "Reject" button.**

# 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.*

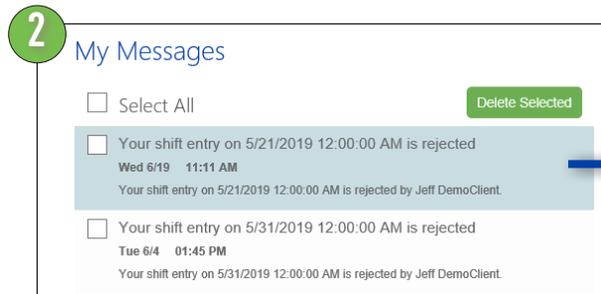


Figure 40. My Messages

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

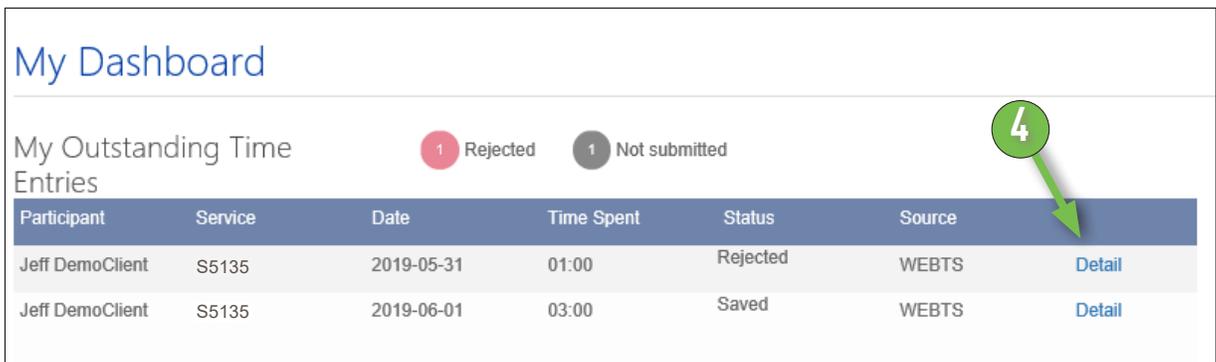


Figure 42. Home icon

# 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

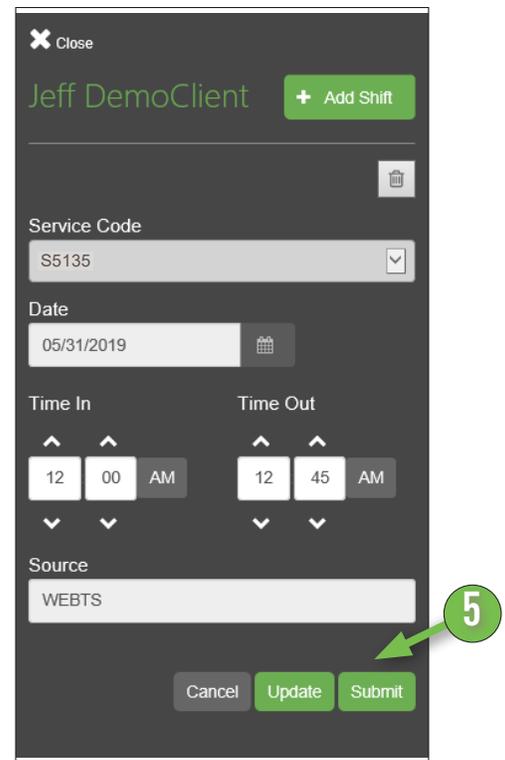
My Outstanding Time Entries

1 Rejected 1 Not submitted

Participant	Service	Date	Time Spent	Status	Source	
Jeff DemoClient	S5135	2019-05-31	01:00	Rejected	WEBTS	<a href="#">Detail</a>
Jeff DemoClient	S5135	2019-06-01	03:00	Saved	WEBTS	<a href="#">Detail</a>

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. 

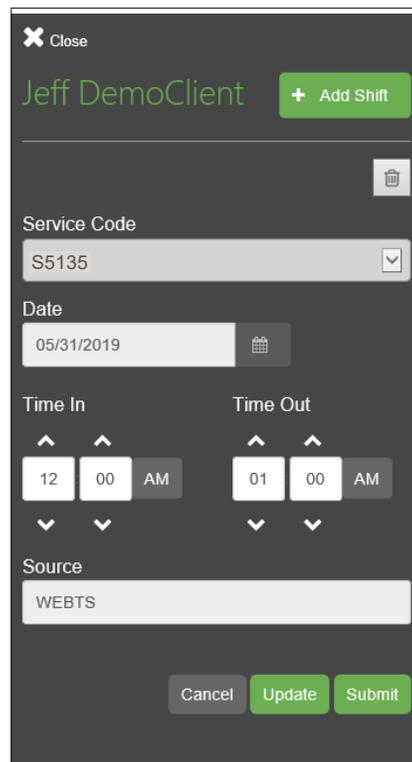


Figure 25. Deleting a single shift

# 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.



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

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	<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

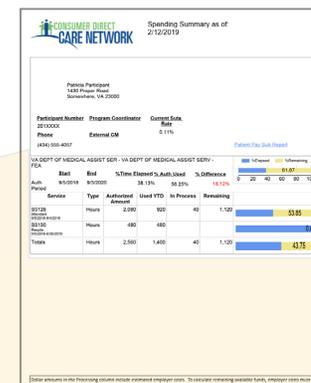
# Summary Report

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.



<b>Participant Number</b> 201XXXX	<b>Program Coordinator</b> External CM	<b>Current Suta Rate</b> 0.11%				<a href="#">Patient Pay Sub Report</a>
<b>Phone</b> (434) 555-4057						
VA DEPT OF MEDICAL ASSIST SER - VA DEPT OF MEDICAL ASSIST SERV - FEA						<b>%Elapsed</b> <b>%Remaining</b>
	<b>Start</b>	<b>End</b>	<b>%Time Elapsed</b>	<b>% Auth Used</b>	<b>% Difference</b>	
Auth Period	9/5/2018	9/3/2020	38.13%	56.25%	18.12%	
<b>Service</b>	<b>Type</b>	<b>Authorized Amount</b>	<b>Used YTD</b>	<b>In Process</b>	<b>Remaining</b>	
S5126 Attendant 9/5/2018-9/4/2019	Hours	2,080	920	40	1,120	
S5150 Respite 9/5/2018-6/30/2019	Hours	480	480			
<b>Totals</b>	Hours	2,560	1,400	40	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
.ewis, 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
.ewis, 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
.ewis, 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.

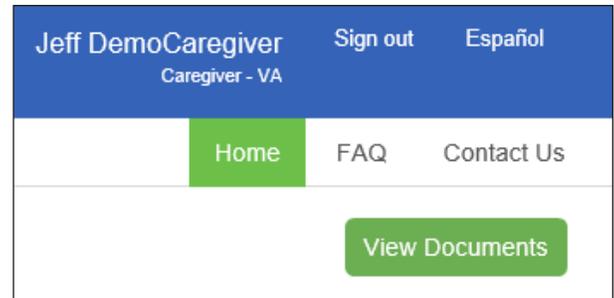


Figure 37. Document Links

## 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.

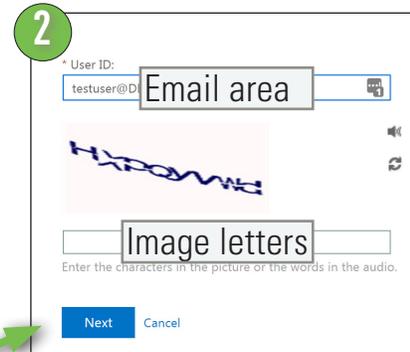


Figure 26. Beginning account verification

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

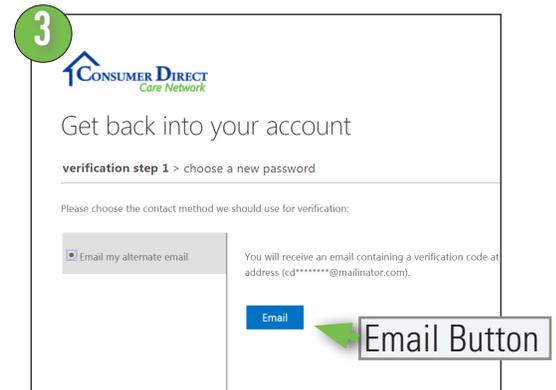


Figure 27. Requesting a verification code

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).

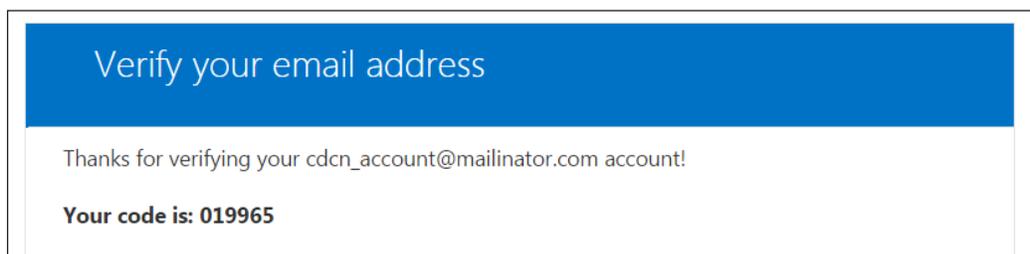


Figure 28. Email containing verification code

# Resetting A Password, cont.

<https://DirectMyCare.com/>

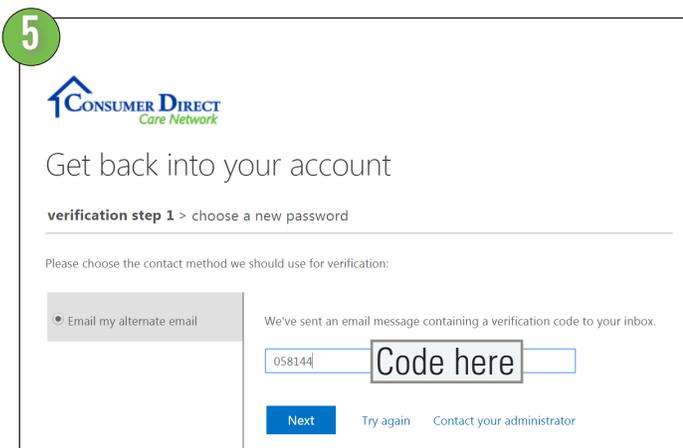
**5** Enter the 6 number code from the verification email into the password change form (*Figure 29*). Then click "Next."

**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."

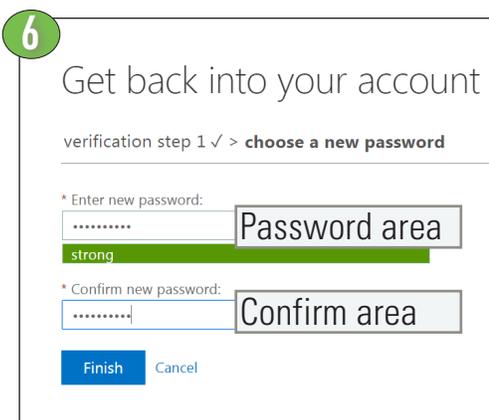
**7** This resets your password. You will get a confirmation message, as show in step 8 (*Figure 31*).

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

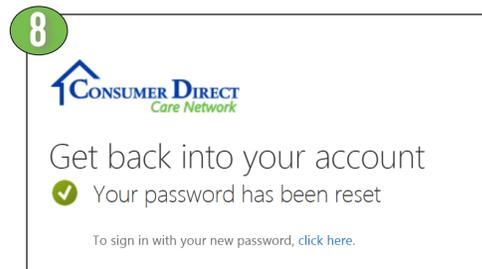
**8** Click the "Click Here" link to go back to the portal. Then sign in with your new password!



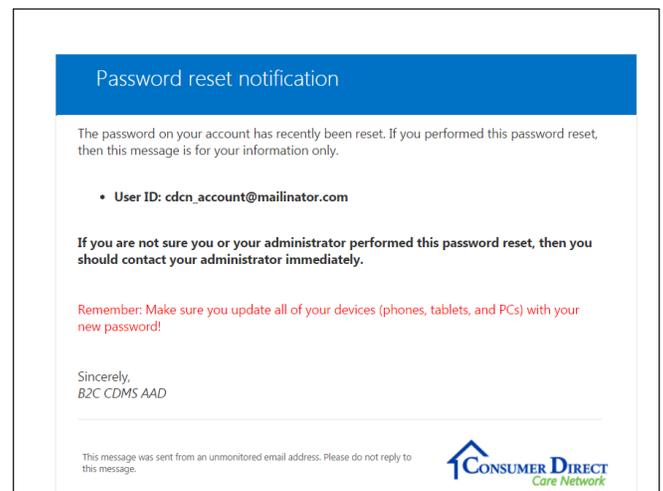
*Figure 29.* Enter the verification code



*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**

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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 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.



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.



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

Your Extended Family.

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      **ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call 1-866-472-4585 (TTY: 711).
- Spanish      **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-472-4585 (TTY: 711).
- French Creole (Haitian Creole)      **ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-472-4585 (TTY: 711).
- Vietnamese      **CHÚ Ý:** 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      **ATENÇÃO:** 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      **ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-472-4585 (TTY : 711).
- Tagalog      **PAUNAWA:** 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      **ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-472-4585 (телетайп: 711).
- Arabic      مقرب ل تصا .ن جاملبا كك رفاوتت تبوغلا ءءءساملا تامءءن فإ ،ءمءلا ركءا ءءءءءءءك اءا :ءظوالمءبكلو ملصا فءاه مقر (1-866-472-4585:711).
- Italian      **ATTENZIONE:** 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      **ACHTUNG:** 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      **UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-472-4585 (TTY: 711).
- Gujarati      **♦ચના:** જો તમ ♦જરાતી બોલતા હો, તો િન:♦૬૬ લાખા સહાય સવાઓ તમારા માટ ઉપલબ્ધ છ. ફોન કરો 1-866-472-4585 (TTY: 711).
- Thai      เร็ยน: ถาคณพءภาษาไทยคณสามารถไءบรการช่วยเหลือทางภาษาไءฟร โทร 1-866-472-4585 (TTY: 711).