



## ATTENDANT: VERIFY AND SUBMIT

# An Adjusted EVV Shift in the Web Portal

Existing EVV shifts that are missing data are saved in the Consumer Direct Care Network web portal, [DirectMyCare.com](#).

If an Attendant makes a time adjustment to a shift on the CellTrak mobile application, the Attendant will need to log in to the Consumer Direct Care Network (CDCN) web portal to verify and submit the shift for approval.

Please Note: shifts created in the web portal are not EVV compliant.

### Attendant: Verify and Submit an Adjusted EVV Shift

1. If you are an Attendant, sign in to the CDCN web portal by entering your email address and password. Click **Sign In** and you will be directed to the dashboard.
2. Click **Detail** next to the shift that was adjusted.
3. Check that the details match the actual work done (time in, time out, service code).
4. Click the **View Address** button. This is where you will choose why the shift was adjusted.
5. Select a reason why you adjusted the shift. Reasons are listed on the right side of this document.
6. Under "Is your start location same as Participant home address," select **Yes** or **No**.
7. Under "Is your end location same as start location," select **Yes** or **No**.
8. If No is selected in step 6 or 7, you will need to enter an address. Click **Submit**. This opens an attestation clause where you agree that the shift details are true and accurate.
9. Click **Ok** to agree that the information entered is true and accurate. The Consumer/Employer will need to review the submitted shift for approval in the web portal.

### Reasons an Attendant would need to adjust or correct a shift include:

- I clocked in/out at the wrong time.
- My phone or tablet was not working.
- My Participant had an emergency.
- I forgot to clock in/out.
- I didn't have a phone or tablet.
- The CellTrak mobile application was not working.
- Consumer/Attendant new enrollee (My enrollment documentation was not complete).

To adjust a shift in the web portal, the Attendant must check **Yes** that a shift adjustment is needed on the mobile application. If the Attendant forgot to check **Yes**, they can do the following to correct the shift on the web portal:

1. The Attendant communicates to the Employer of Record that the shift in the web portal is incorrect and a new shift needs to be submitted.
2. The Employer of Record rejects the incorrect shift in the web portal.
3. The Attendant creates a new shift in the web portal and submits it for the Employer of Record to approve.
4. The Employer of Record logs into the web portal to review and approve the submitted shift.