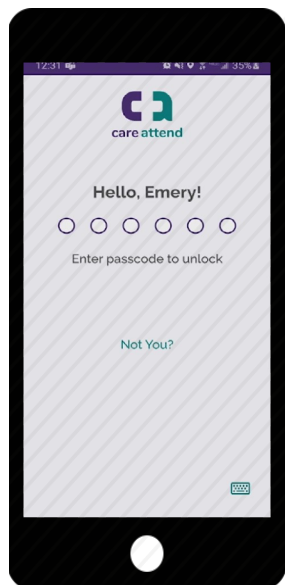


# CareAttend: Ending Long-Running Shifts

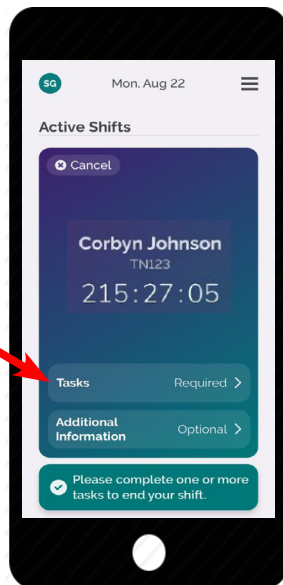
If you forgot to end your shift in CareAttend and it is still running, you can end your shift in two ways.

## Option 1



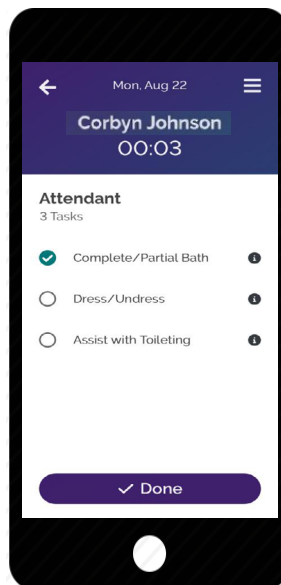
1

As the Caregiver, sign into the CareAttend App using your passcode on the unlock screen.



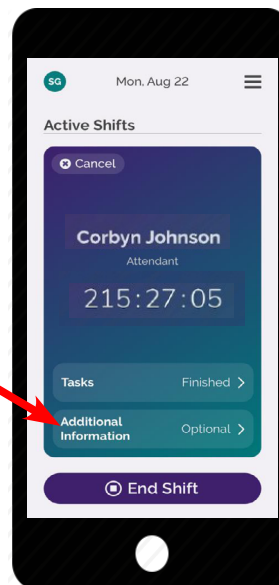
2

Click **"Tasks"** to enter the tasks. You must enter tasks before you can end the shift.



3

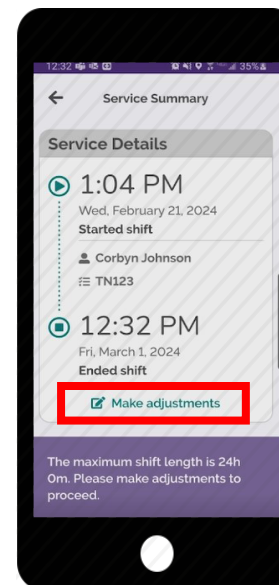
Select the tasks you completed and then tap **"Done."**



4

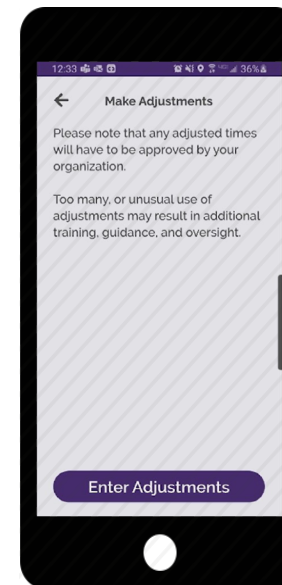
If you would like to enter any comments about the shift, select **"Additional Information."** If not, select **"End Shift."**

Additional information is not required to complete your shift. For more information on entering comments, visit the training materials section on the CDVA website.



5

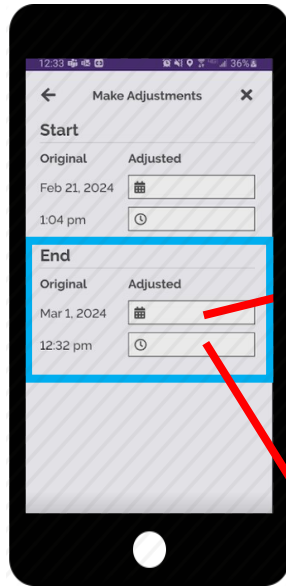
Select **"Make adjustments."**



6

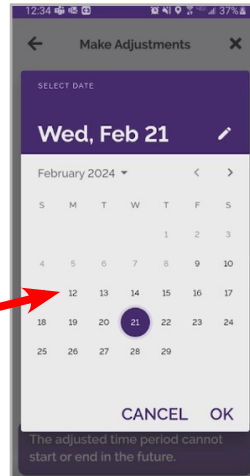
Select **"Enter Adjustments."**

## Option 1 (cont'd)

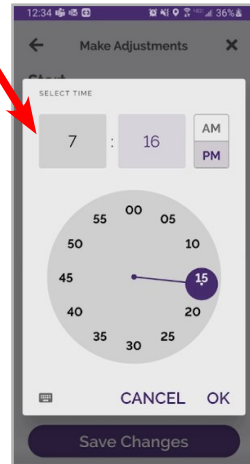


7

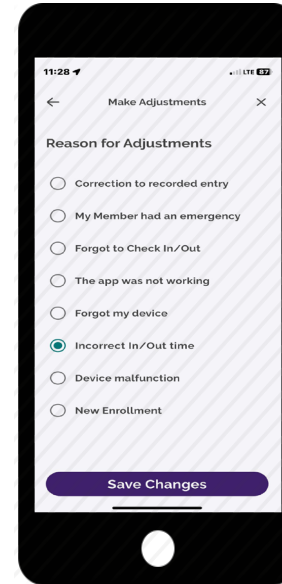
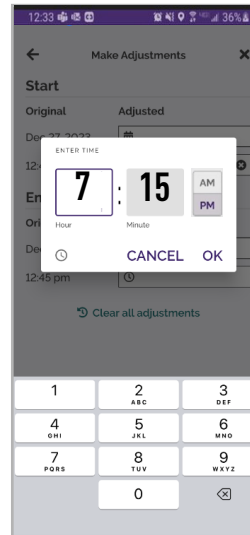
Use this screen to adjust the End date and time back to when you actually finished the shift. When you are done select **"Next."**



Select the **date field** to adjust the date on the calendar.

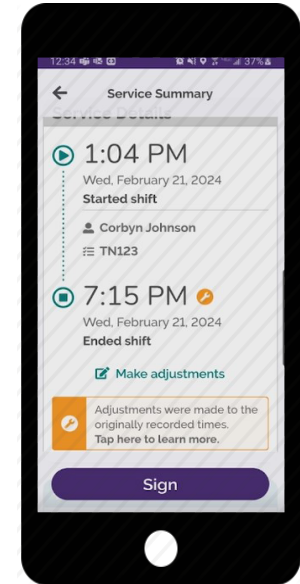


Select the **time field**, then double tap the hours/minutes field above the clock to type the clock out time.



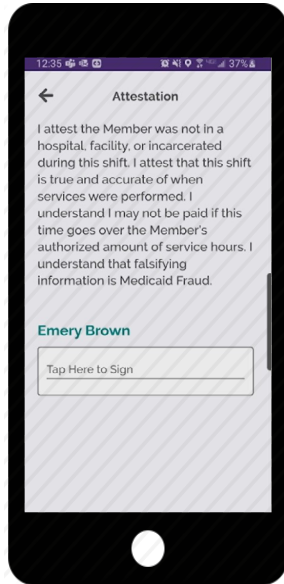
8

Choose **"Incorrect In/Out Time"** as the adjustment reason. Then select **"Save Changes."**



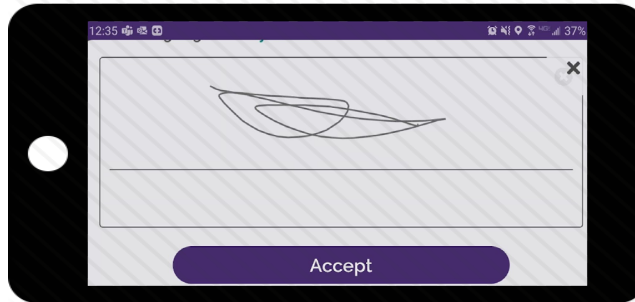
9

Review the Service Summary screen, then select **"Sign."**



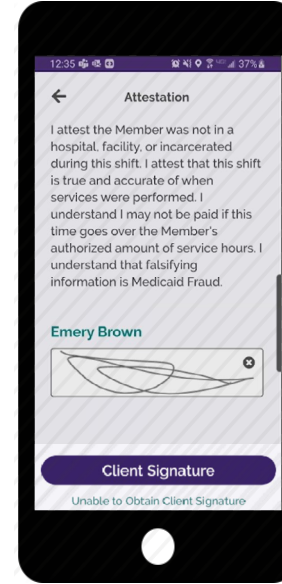
10

Tap inside the signature box. Your device screen will turn sideways.



11

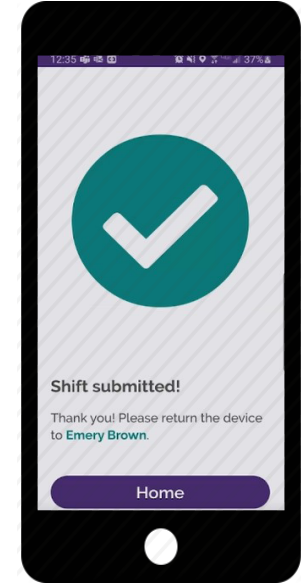
Use your finger or stylus to sign your name. Select **"Accept."**



12

If your Participant is available to sign your electronic timecard, select **"Client Signature."**

If your Participant is unavailable, select **"Unable to Obtain Client Signature"** and jump to the next page.

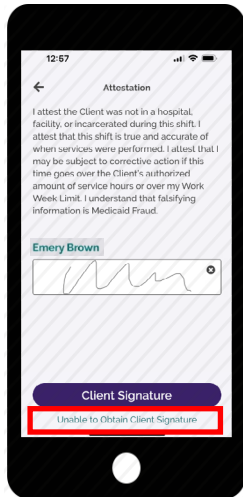


13

Once the Participant signs, select **"Submit."**

Your shift has been submitted.

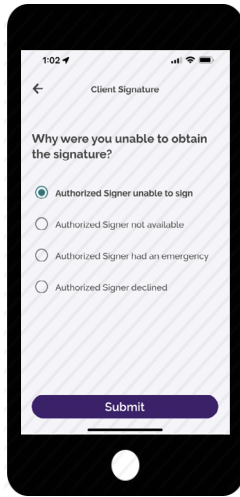
## Cannot Obtain Participant Approval



1

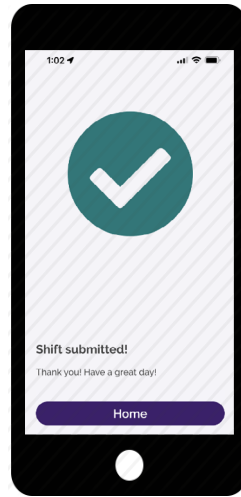
If the Participant is not available at the end of the shift to approve the Caregiver's time, they will need to select the green words

**"Unable to Obtain Client Signature"** which is located underneath the purple "Client Signature" button.



2

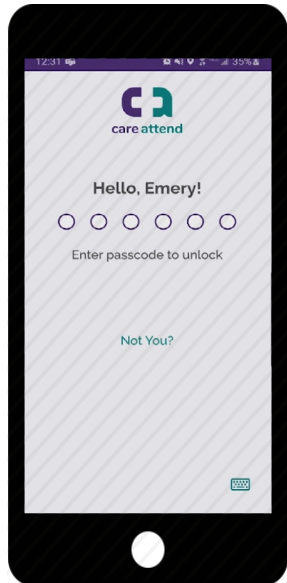
Choose a reason why you were unable to obtain the Participant's signature and select **"Submit."**



3

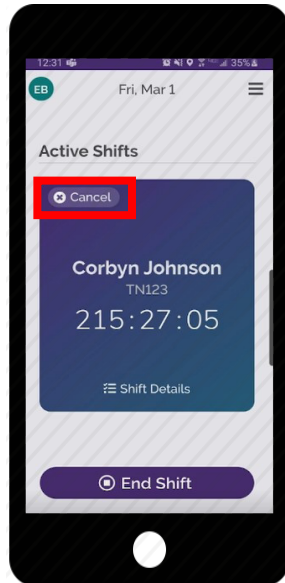
Your shift has been submitted!  
The Participant will need to go to [DirectMyCare.com](https://DirectMyCare.com) to approve it.

## Option 2



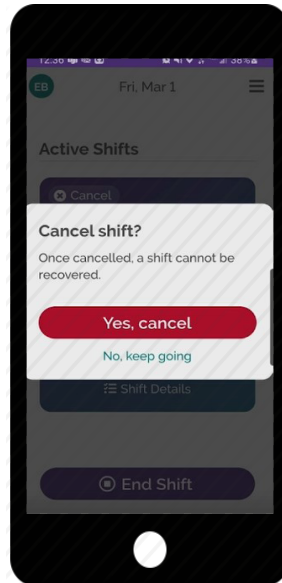
1

As the Caregiver, sign into the CareAttend App using your passcode on the unlock screen.



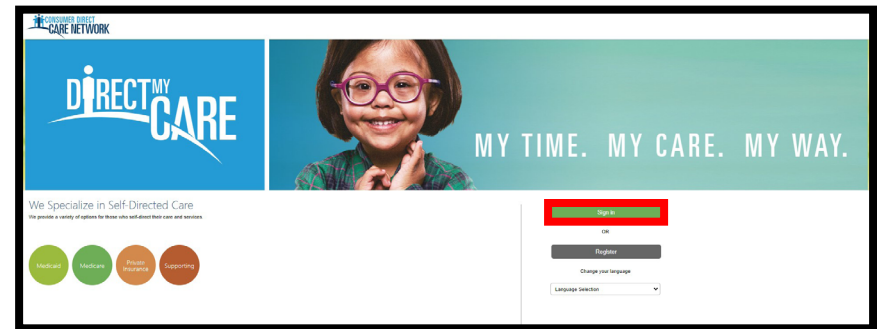
2

Select "**Cancel.**"



3

Select "**Yes, cancel.**"



4

Navigate to [DirectMyCare.com](https://www.DirectMyCare.com) and "**Sign in.**"

## Option 2 (cont'd)

5

On the My Dashboard page, select **"Time Entry."**

My Dashboard

To access your current W-2, please click [here](#).

My Outstanding Time Entries

1 Rejected 19 Not submitted

Participant	Service	Date	Time In	Time Out	Time Spent	Status	Source	
Corbyn Johnson	Respite (TN4...	2023-07-03	2:00 AM	3:00 AM	01:00	Saved	WFRTS	<a href="#">Detail</a>
Corbyn Johnson	Respite (TN4...	2023-07-03	5:00 AM	6:00 AM	01:00	Saved	WEBTS	<a href="#">Detail</a>
Corbyn Johnson	Respite (TN4...	2023-07-05	1:00 AM	2:00 AM	01:00	Saved	WEBTS	<a href="#">Detail</a>
Corbyn Johnson	Respite (TN4...	2023-07-06	3:00 AM	4:00 AM	01:00	Saved	WEBTS	<a href="#">Detail</a>
Corbyn Johnson	Companion C...	2023-07-08	4:00 AM	5:15 AM	01:15	Saved	WEBTS	<a href="#">Detail</a>

6

Use the back arrow, if needed, to navigate to the day you worked the shift. Then, click inside the box associated with the shift.

Time Entry + Add

Participant: Corbyn Johnson

Legend

Week 1 (Feb 18 - Feb 24)

Participant	Service Code	Sun 2/18	Mon 2/19	Tue 2/20	Wed 2/21	Thurs 2/22	Fri 2/23	Sat 2/24	Total Hrs.
Corbyn Johnson	Companion Care	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

⚠ Action Required ✓ Action Completed

Delete Submit Entries

7

Enter the Time In and Time Out for the shift, then select **"Submit."**

Service Code

Companion Care (TN123)

Date

02/21/2024

Time In Time Out

01:00 PM 07:15 PM

Source

WEBTS

Cancel Save Submit

8

Review the Attestation and choose **"I forgot to clock in / clock out,"** as the adjustment reason. Then select **"Submit."**

Your shift has been submitted.

Attestation

I attest the Member was not in a hospital, facility, or incarcerated during this shift. I attest that this shift is true and accurate of when services were performed. I understand I may not be paid if this time goes over the Member's authorized amount of service hours. I understand that falsifying information is Medicaid Fraud.

OK

Adjustments

\* Adjustment Reason Required

Adjustment Reason: Please Select

- Please Select
- I forgot to clock in / clock out
- My phone or tablet was not working
- The App is not working
- I didn't have a phone or tablet
- I clocked in/out at the wrong time
- My enrollment documentation was not complete
- My member had an emergency

Submit