

Submitting and Approving Shifts in CareAttend

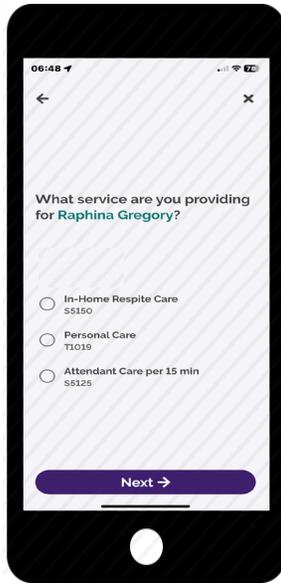
Start a Shift

A Caregiver is responsible for submitting time through the CareAttend app. These instructions are for the Caregiver. Clients and Employers do not need to download the CareAttend app.



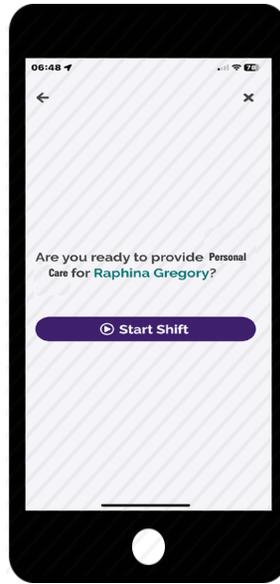
1

As the Caregiver, sign into the CareAttend app. Select "**New Shift.**"



2

Select a Client then select the type of care being provided.



3

Select "**Start Shift.**"

Why can't I see my Client/Employer's name or start my shift?

There are several reasons why you may not be able to enter time for your Member:

- **No Medicaid Eligibility** - If the Client/Employer received a letter from the state Medicaid Office indicating they are no longer eligible for Medicaid services, please follow the instructions in that letter or contact your local Medicaid office.

- **Expired Authorization** - The Client/Employer will need to check for expired authorizations in DirectMyCare.com by signing in and selecting View Authorization.

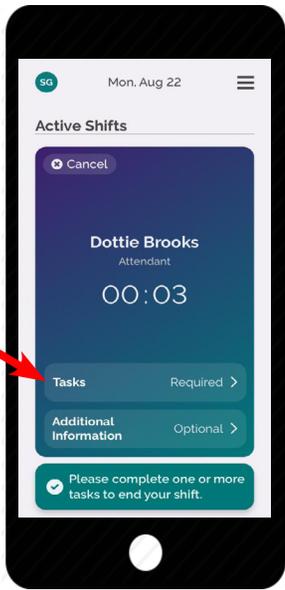
[View Authorization](#)

If they have not yet activated their email address for DirectMyCare.com, instructions for how to do so can be found on the [CDVA Training Materials page](#).

I forgot to clock in/ I clocked in late

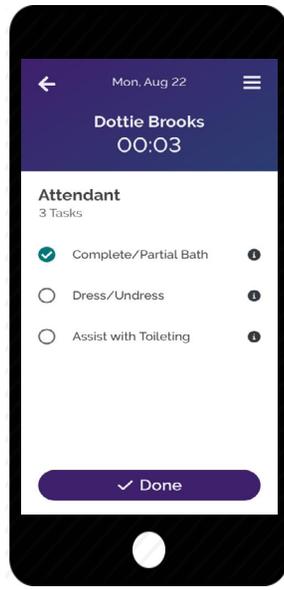
If you clocked in late, you can **make adjustments** to your start time before submitting your shift (steps 5 -8). For instructions on how to delete a shift or submit a shift that happened in the past (late shift), please visit the [CDVA Training Materials page](#).

End a Shift



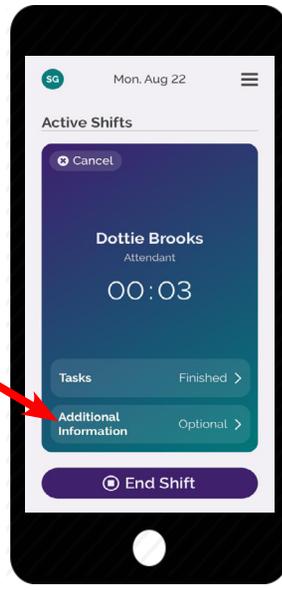
4

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



5

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



6

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.

What if I don't have any tasks listed?

If there are no service tasks, there is an error. Contact Consumer Direct immediately so this can be corrected.

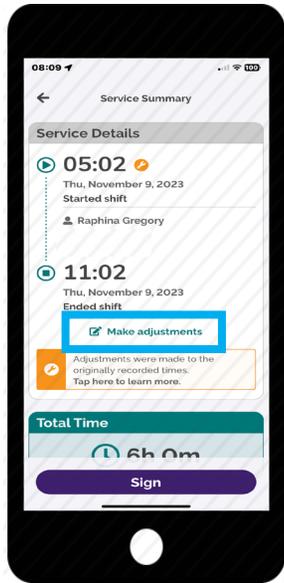
How do I know which tasks to choose?

The table below will help guide you when choosing which tasks to choose for each service code. Note: the tasks for

Service Code	Service Name	Task
S5126	Personal Care	Complete/Partial Bath Dress/Undress
S5150	Respite Care	Assist with Toileting Transferring
S5136	Companion Care	Personal Grooming Assist with Eating/Feeding Ambulation Turn/Change Position Vital Signs Assist with Self-Administration of Medication Bowel/Bladder Wound Care Range of Motion Supervision Prepare Breakfast Prepare Lunch Prepare Dinner Clean Kitchen/Wash Dishes Make/Change Bed Linen Clean Areas Used by Individual Listing Supplies/Shopping Individual's Laundry Medical Appointments Work/School/Social

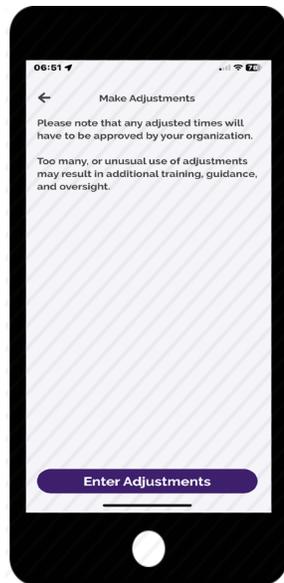
Shift Adjustments

These steps are only if you need to adjust your clock in or out time or for entering late time. If your times are correct, go on to step 9.



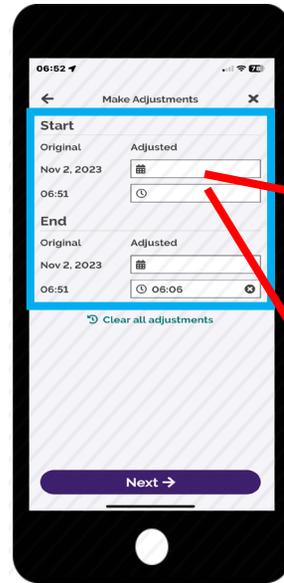
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If you need to make adjustments to your electronic timecard, select **"Make adjustments"** and follow steps 6 - 8. If not, skip to step 9.



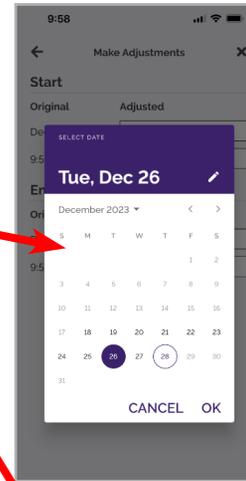
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Select **"Enter Adjustments."**

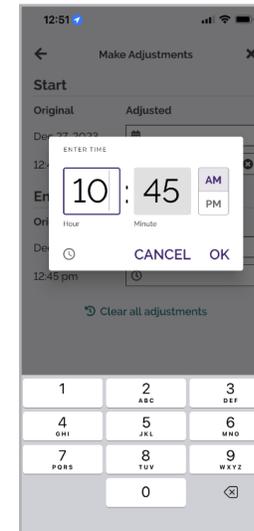


7

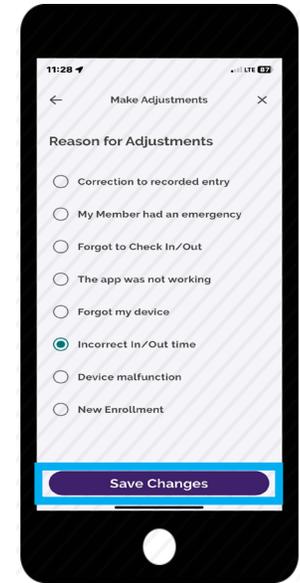
Use this screen to adjust Start and/or End dates and times. When you are finished select **"Next."**



Select the **date field** to choose a different date on the calendar.

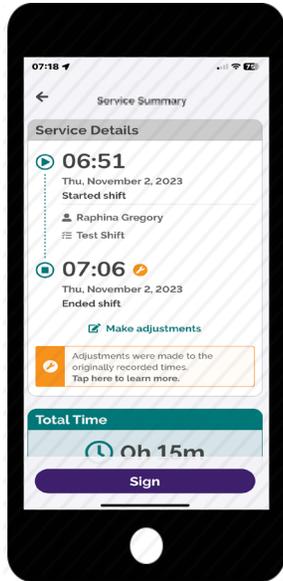


Select the **time field**, then double tap the hours/minutes field above the clock to type in a new clock in/out time.



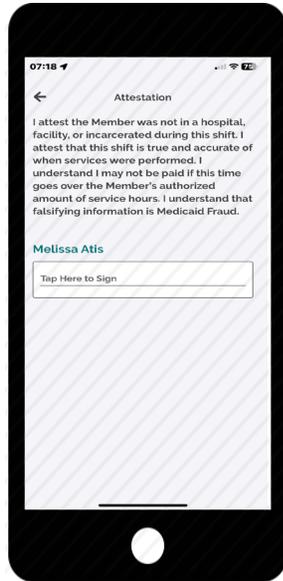
8

Select the reason for the adjustment(s), then select **"Save Changes."**



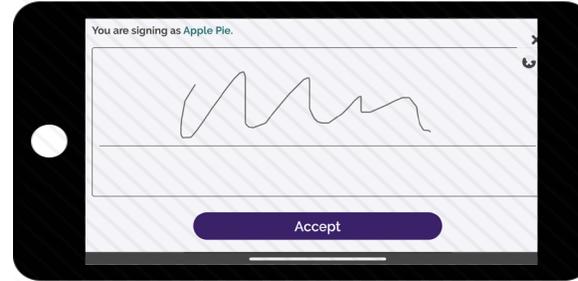
9

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



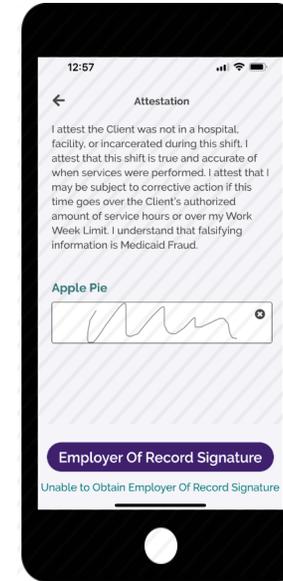
10

Tap inside the signature box and turn your device sideways.



11

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



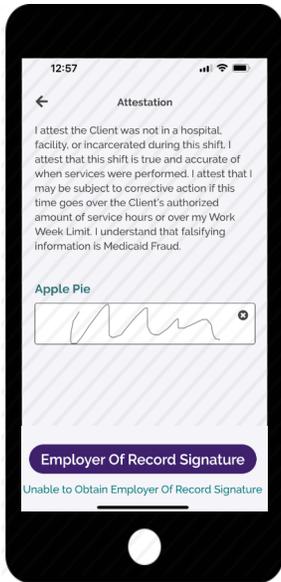
12

If your Employer of Record (EOR) is available to sign your electronic timecard, select **"Employer of Record Signature."**

If your EOR is unavailable, select the **"Unable to Obtain Employer of Record Signature"** link below the Employer of Record Signature button and jump to page 6.

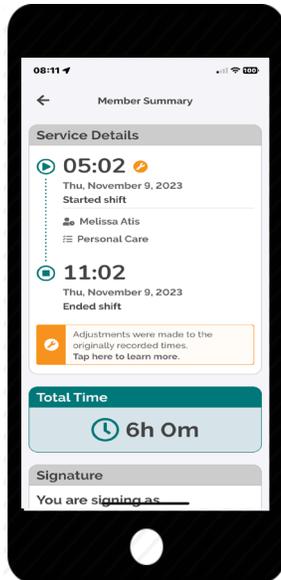
Steps for Client/Employer to Approve Time in CareAttend

This section is to be completed by the Client/Employer. Once the caregiver ends their shift on the device, the Client/Employer will need to approve the shift. The most efficient way to complete your shift is to have the member sign on the CareAttend mobile app at the time of submission. If you are unable to obtain the Client/Employer's signature at the end of your shift, please jump to page 6 for instructions.



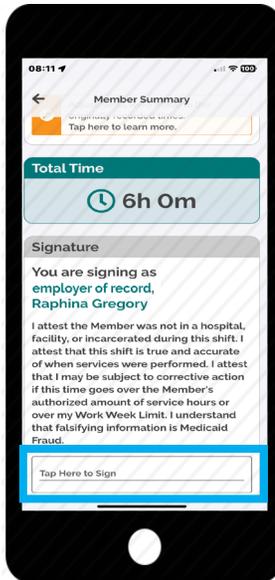
1

Select
**"Employer of Record
Signature"**
to obtain shift approval.



2

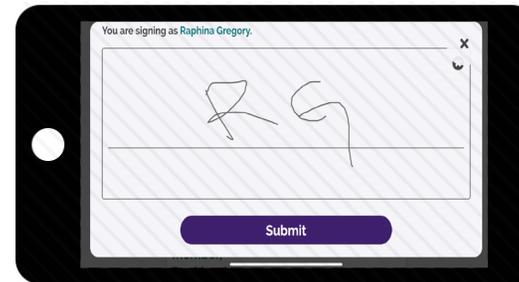
Review the shift detail,
then **scroll down** to
view the signature box.



3

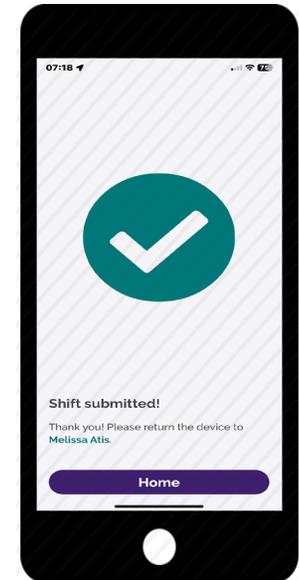
Tap inside the
signature box and turn your
device sideways to sign.

Note: your signature confirms
that you are signing as
employer of record **FOR** the
participant's name listed.



4

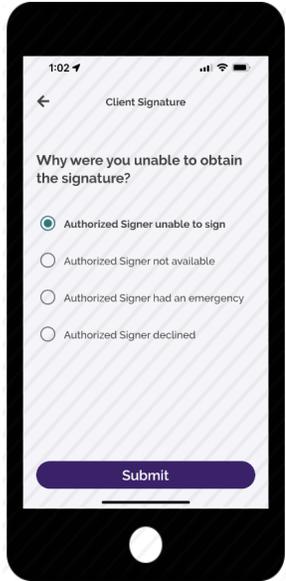
Use your finger to sign your
name in the signature box,
then select **"Submit."**



5

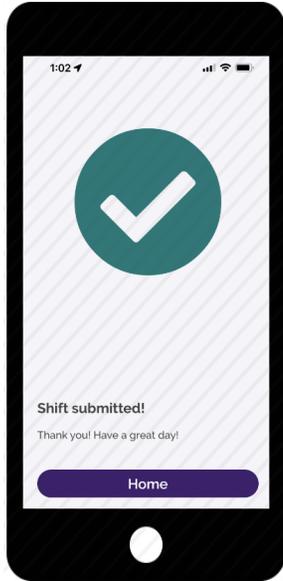
The shift has now been
approved and **submitted**.
Select **Home** to start a
new shift.

Cannot Obtain Client/Employer Approval



1

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



2

Your shift has been submitted! The Client/Employer will need to go to DirectMyCare.com to approve it.

These steps are only if you are unable to obtain your Client/Employer's signature and the Client/Employer needs to sign into DirectMyCare.com to approve your shift.

Steps for Client/Employer to Approve time in DirectMyCare.com

Next Step: Client/Employer Shift Approval in DirectMyCare.com

If the Client is unable to approve your shift in CareAttend, they will need to go to DirectMyCare.com to approve it. If the Client has not yet activated their email address in DirectMyCare.com, please visit the [CDVA Training Materials page](#).

1. Start by logging into **DirectMyCare.com**.
2. From your Dashboard you will see shifts needing approval in the **My Outstanding Time Entries**.
3. Select the **Detail** link for the shift needing approval.

My Dashboard

[View Authorization](#)

My Outstanding Time Entries 3 Not approved

Caregiver	Service	Date	Time In ↑	Time Out	Time Spent	Status	Source	
	SC1 (svrcod...	2023-12-20	2:00 PM	5:30 PM	03:30	Submitted	WEBTS	Detail
	SC1 (svrcod...	2023-12-21	1:00 PM	3:00 PM	02:00	Submitted	WEBTS	Detail
	SC1 (svrcod...	2023-12-22	12:00 PM	2:30 PM	02:30	Submitted	WEBTS	Detail

continued on next page

- 4a. Approve one shift at a time by selecting **Approve** in the black panel.
If the black panel does not appear, select the **box where you see the submitted time**.

Time Entry

Caregiver

Sun Dec 24 - Sat Dec 30

Week 1 (Dec 24 - Dec 30)

<input type="checkbox"/>	Caregiver	Service Code	Sun 12/24	Mon 12/25	Tue 12/26	Wed 12/27	Thurs 12/28	Fri 12/29	Sat 12/30	Total Hrs.
<input type="checkbox"/>		SC2			1.5					1.50
<input type="checkbox"/>		SC1			2.5	3				5.50
<input type="checkbox"/>		SC3								0.00
			0.00	0.00	4.00	3.00	0.00	0.00	0.00	7.00

Mileage Entry Review Additional Details

Service Code

Date

Time In **Time Out**

Time In (Actual) **Time Out (Actual)**

Source

Caregiver's Comments

Adjustments
Cancel
Reject
Approve

Shift Approval in DirectMyCare.com (cont.)

4b. To approve multiple shifts, **select and highlight each shift**, or highlight the entire line by checking the **box on the left-hand side**, and use the **Approve** button on the Time Entry screen.

Time Entry Legend

Caregiver

◀ ▶ 📅 Sun Dec 24 - Sat Dec 30

Week 1 (Dec 24 - Dec 30)

<input type="checkbox"/>	Caregiver	Service Code	Sun 12/24	Mon 12/25	Tue 12/26	Wed 12/27	Thurs 12/28	Fri 12/29	Sat 12/30	Total Hrs.
<input type="checkbox"/>		SC2			1.5 📍					1.50
<input type="checkbox"/>		SC1			2.5 📍	3 👍				5.50
<input type="checkbox"/>		SC3								0.00
			0.00	0.00	4.00	3.00	0.00	0.00	0.00	7.00

Mileage Entry Review Additional Details Reject **Approve**

NOTE: If anything about the shift (time in/out, service code, tasks, etc.) needs to be changed, the shift must be **rejected**.

After the shift is rejected, the Caregiver needs to go into DirectMyCare.com and delete the shift. Then, a new shift with the correct information needs to be entered in CareAttend. Please see instructions for entering a late shift on the [CDVA Training Materials page](#).

Review Additional Details **Reject** Approve

Shift Approval in DirectMyCare.com (cont.)

5. Attention! Read carefully before selecting **I Understand**.

Attention

Once the shift has been approved no changes can be made. To verify the times are correct or reject the shift please select the Go Back button. To proceed with approving the shift select the I Understand button.

I Understand Go Back

6. To certify the accuracy of the shift, select **Ok**.

Attestation

I certify that the times reported are true and accurate of when services were performed. I attest that the Member was not in a hospital, facility, or incarcerated during this shift. I understand that falsifying information is Medicaid Fraud.

Ok Cancel

Once a shift has been approved and ready for payment, a **green thumbs up** icon will appear next to the shift on the Time Entry screen.

12/25	Tue 12/26
	1.5 👍
	2.5 ✓

Frequently Asked Questions

Who uses the CareAttend app?

Caregivers need to download the CareAttend app. The app is designed to work like a paper timesheet where the Caregiver records their time and the Client/Employer signs off on it at the end of the shift.

Do I need to download the CareAttend app?

The CareAttend app should be downloaded on the Caregiver's smart device. Each shift is required to be EVV compliant. If you cannot access the CareAttend app, please contact Consumer Direct about an alternative EVV option.

What if I/my Caregiver doesn't have a smart device?

The app may be downloaded on the Client/Employer's device and used for clocking in/out. If this is not possible, please contact Consumer Direct about an alternative to using the CareAttend app that complies with EVV requirements.

Who uses DirectMyCare.com?

Caregivers can use DirectMyCare.com to delete/remove shifts, enter Mileage, and link to pay data. Clients/Employers can use DirectMyCare.com to Approve/Reject shifts and review other information about their services.

Why are my start/end times different when I view my Time Entry in DirectMyCare.com?

DirectMyCare.com rounds your time into 15-minute segments.

Actual Time In/Out	DirectMyCare Time
:53 to :07	:00
:08 to :22	:15
:23 to :37	:30
:38 to :52	:45

Examples

- If you clock in/out between **8:53 - 9:07** your time will be rounded to **9:00**.
- If you clock in/out between **2:23 - 2:37** your time will be rounded to **2:30**.
- If you clock in/out between **7:08 - 7:22** your time will be rounded to **7:15**.
- If you clock in/out between **5:38 - 5:52** your time will be rounded to **5:45**.

What if I/my Caregiver forgot to clock in or needs to enter a past shift?

If a shift was started late, it can be adjusted upon clocking out in the CareAttend app.

If you need to enter a past shift, you can view the **Late Shift** instructions on the [CDVA Training Materials page](#).

What if my Client/Employer rejects my shift?

You will need to delete the shift by going to DirectMyCare.com and then re-enter it as a past shift in CareAttend.

You can view instructions on **Deleting a Shift** in DirectMyCare.com on the [CDVA Training Materials page](#).

Frequently Asked Questions cont.

What if I forgot to clock out?/ What if I am unable to clock out?

If it's been less than 24 hours, log into the app and clock out, then adjust the end time of the shift. If your Client/Employer isn't available to approve the shift in the app, they'll need to approve it in DirectMyCare.com. After 24 hours CareAttend will automatically end your shift. You'll need to end & adjust your previous shift before starting a new shift.

What if I don't have internet, WiFi, or cell service?

CareAttend uses GPS to record your clock in & out times and will save it until you connect to a network. Once connected, the app will update the information.