

Documenting Tasking

FREQUENTLY ASKED QUESTIONS

FAQs

What is tasking and when is it required?

Starting 1/1/2025, attendants are required to document what tasks were performed while caring for the member. Tasks are ADLS and IADLs performed during work hours. Attendants will be required to enter tasks at the end or during each shift.

Why are tasks required?

Per CMS requirements, all services reimbursed by Medicaid must be documented according to a participant's Plan of Care.

What services are tasks required for?

Attendant, respite, and companion services.

What are the tasks to choose from? See task list below.

Complete/Partial Bath
Dress/Undress
Assist with Toileting
Transferring
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 Line
Clean Areas Used by Individual
Listing Supplies/Shopping
Individual's Laundry
Medical Appointments
Work/School/Social
Other

Can I select more than one task?

Yes, you can select as many as needed per shift.

Will there be trainings on tasking?

Yes. We will host weekly trainings starting on 9/16/24 at 12pm. These will be scheduled through October and November.

Will there be training materials available for tasking?

Yes. Training materials are available on our CDVA website beginning the week of the 9/16.

Is tasking required when CareAttend goes LIVE on 10/15/2024?

Not yet. Tasking will be required starting 01/01/2025. You must select all tasks that apply to the services you provided during your shift.

Are tasks required for Live-Ins?

Yes. Tasks will be required for all attendants including Live-Ins.

How are tasks entered in the CareAttend app?

In the CareAttend app, once you have started the shift, click "Shift details" to enter tasks. You can enter tasks when you clock in to your shift or when you clock out of your shift. You will select all the tasks performed before submitting time to your employer.

What if I don't see tasks listed in CareAttend?

If there are no tasks listed in CareAttend, there is an error. Please contact CDVA immediately so this can be corrected.

How are tasks entered with Interactive Voice Response (IVR)?

For IVR, tasks are entered when you clock out of your shift. You will call the IVR number to end your shift and then you will be prompted to enter 1 for yes or enter 2 for no for each task. The prompt will repeat until an option is entered. At the end of the prompts, you will receive notification that you have successfully ended your shift. **In order for the shift to be submitted, you must listen and respond to all the prompts for tasking.** If the prompts are not completed, the shift will not be ended. See prompts on the next page for IVR:

Complete/Partial Bath	Press #1 for yes or #2 for no
Dress/Undress	Press #1 for yes or #2 for no
Assist with Toileting	Press #1 for yes or #2 for no
Transferring	Press #1 for yes or #2 for no
Personal Grooming	Press #1 for yes or #2 for no
Assist with Eating/Feeding	Press #1 for yes or #2 for no
Ambulation	Press #1 for yes or #2 for no
Turn/Change Position	Press #1 for yes or #2 for no
Vital Signs	Press #1 for yes or #2 for no
Assist with Self-Administration of Medication	Press #1 for yes or #2 for no
Bowel/Bladder	Press #1 for yes or #2 for no
Wound Care	Press #1 for yes or #2 for no
Range of Motion	Press #1 for yes or #2 for no
Supervision	Press #1 for yes or #2 for no
Prepare Breakfast	Press #1 for yes or #2 for no
Prepare Lunch	Press #1 for yes or #2 for no
Prepare Dinner	Press #1 for yes or #2 for no
Clean Kitchen/Wash Dishes	Press #1 for yes or #2 for no
Make/Change Bed Line	Press #1 for yes or #2 for no
Clean Areas Used by Individual	Press #1 for yes or #2 for no
Listing Supplies/Shopping	Press #1 for yes or #2 for no
Individual's Laundry	Press #1 for yes or #2 for no
Medical Appointments	Press #1 for yes or #2 for no
Work/School/Social	Press #1 for yes or #2 for no

How are tasks entered in the DirectMyCare web portal?

For the portal, you will follow the current steps to enter time in the portal. When you are prompted to enter the service code, an additional box will appear with the list of tasks, and you can select tasks and submit your time.