CONSUMER DIRECT CARE NETWORK

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 that provides online payroll and budget management tools to people who receive services through a Consumer Direct Care Network company.

Online time entry and approval through this secure website provides an efficient and error-minimizing way to enter time directly into the Consumer Direct payroll system. Electronic time sheets provide information on the status of all time and payroll entries.

Contents

Note on Terminology:

*People enrolled in a Medicaid program and who receive Consumer Direct payroll services are called a "****Participant****" in the CDCN Portal. They may also be called an "Employer"*

*Workers who provide services to the Medicaid recipient are called a "****Caregiver****" in the CDCN Portal. They may also be called an "Employee"*

Registration Steps

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Important: Do not close the registration window or navigate away from it until registration is complete. If your email is web based, open it in another tab or window to receive your verification code.

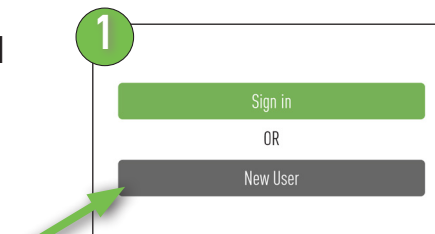**1** **Click on the New User button on the CDCN Portal (Figure 2)** to open the registration page.

Figure 2: Register Button

2 **Enter your email address and click the Send Verification Code button.**

An email address is required to register. Enter your email address in the top-most field and click the "Send verification code" button *(Figure 3)*.
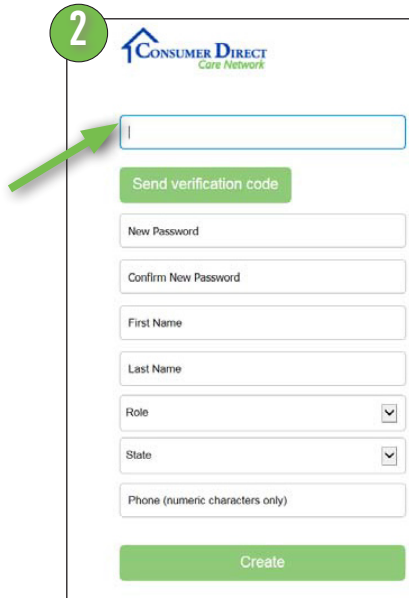
3 **Retrieve and confirm your verification code.**

Upon clicking the "Send verification code" button, a code will be sent from Microsoft to the email address you provided in the box above the Send Verification Code button. Check your email for the code. The code will be a six digit number. The email will look similar to the one shown below *(Figure 3.5)*.
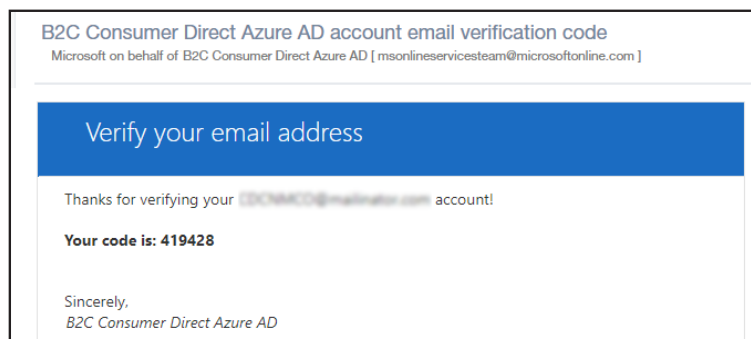
Continued next page

Figure 3: Registration Page Fields

Figure 3.5: Verification Email from Microsoft.

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Registration, cont.

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Copy and paste the code, or type the code into the box that appears below the email address labeled "verification code" *(Figure 4).*

If you did not receive the code in your email inbox, look in your junk mail, it may have been marked as spam. Then check to see if your email address has been correctly entered into the email address field. You may also click on "Send new code" to have another code sent if all of the above fail.
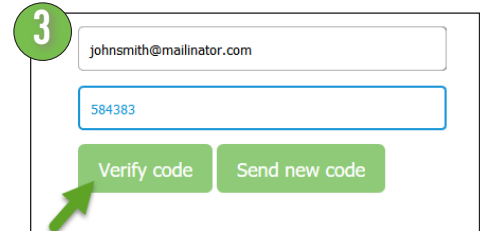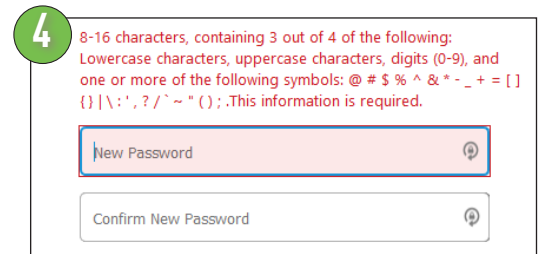
4 **Enter a password in the New Password field.**
Your password must be between 8 and 16 characters. It must contain a combination of lowercase, uppercase and special characters and digits as explained in the accompanying red text above the password entry fields *(Figure 5).*

5 **Retype the same Password in the Confirm New Password field.**
The password must match exactly the New Password.

6 **Enter your name in the First Name and Last Name fields.**
As seen in Figure 3, on page 2. Enter only your first and last name, do not include any "honorifics" such as Mr, Mrs, Ms, or Miss.

Continued next page

Figure 4: Verify Code

Figure 5: Enter Password

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Selecting Your Role
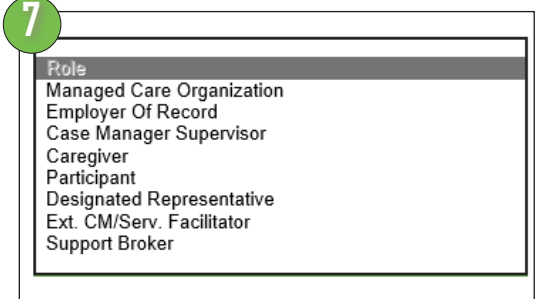
https://directmycare.com/

Participants, Caregivers, Representatives, and Employers of Record **MUST ALL REGISTER** with the Portal. **Choosing the correct role is very important.** Please read the descriptions below to find yours.

7 **Select your Role.**
Click in the field labeled "Role" to choose from a list of roles in the system (*Figure 6*).

Be certain to pick the correct role from the descriptions below:

Figure 6: Select your Role

Caregiver
A worker providing care to program participants.

Participant
The person receiving services.
Do not choose this if you are NOT the person receiving services. Legal Guardians, Designated Representatives, and Employer of Record for the person receiving services have different roles. Questions? See FAQs.

Employer of Record
Someone who is not receiving services and is legally responsible for employing caregivers.

Designated Representative
A person authorized to review and approve time on behalf of the participant/employer.

Managed Care Organization
An employee of a Managed Care Organization.

Case Manager Supervisor
An individual who supervises Case Managers.

Ex. CM/Serv Facilitator
A person who is either an External Case Manager or a Service Facilitator. Service Facilitators support participants and families with properly using consumer-directed services.

Support Broker
A person helps participants and families understand their roles in self-directed services.

Registration continues, next page

Registration, cont.

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8 **Choose the state where service is provided.**
Click in the field labeled "State" to receive a listing of states where Consumer Direct Care Network companies operate *(Figure 7)*.

Select the state where the Participant resides and service is delivered.

Figure 7: Select the Participant's State

9 **Click the Create button to finish the registration process (Figure 7.2).**
Once you have completed all the necessary information, click the "Create" button to finish registering with the CDCN Portal.
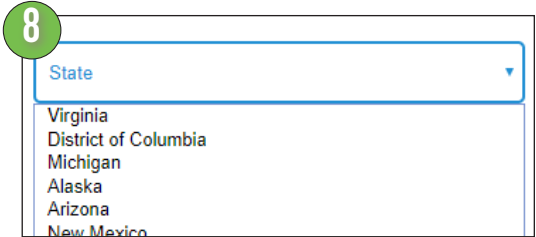

Figure 7.2: Create button

> **Note:** If you choose to include a phone number, use numbers only, no dashes or parenthesis.

Finalizing Account Setup

Now that we've received your registration, setup can be finished.

After registration, and all enrollment paperwork has been submitted, we can begin finalizing your portal account. This typically takes between two and five business days.

During this time, users can sign-in to check on their activation status. While incomplete, a message like the one below will be displayed (*Figure 7.3*).
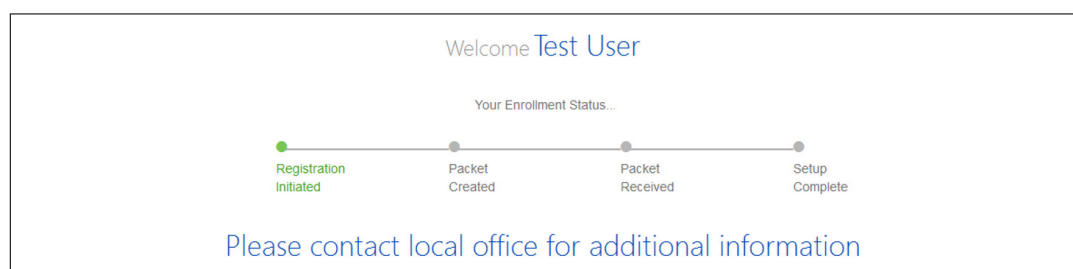

Figure 7.3: Phone Number entry field

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Frequently Asked Questions

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What devices/browsers does the Portal Support?

Internet Explorer is best and provides the best experience. Firefox is an OK second choice.

Mobile devices may also be used, however connection speeds may make using the portal difficult. WiFi connections seem to be the most reliable.

REGISTRATION

Who needs to register?

Everyone! All paid Caregivers (regular or emergency), Participants and Authorized Representatives (when applicable.) Please note that Participants must register even if they have an Authorized Representative.

When can I register?

Registration can be completed at any time (the earlier, the better!) No one can bill for time unless they have a current authorization and have been set up by Consumer Direct.

What will I need to register?

You'll need:

a phone number (enter ONLY the numbers 0 through 9 during registration, for example 2027621401).

an email address and,

a password which meets the web portal requirements. The password requirements are as follows:

8-16 characters

containing 3 out of 4 of the following:

lowercase characters

uppercase characters

digits (0-9)

one or more of the following symbols:

@ # $ % ^ & * - _ + = [ ] { }

| \ : ' , ? / ` ~ " ( ) ;

My child is a participant and does not have an email address. What do I do?

Consumer Direct staff can create a registration for children without email who have a designated representative or employer of record. Contact Consumer Direct by email or phone to have this set up.

I don't have an email address, how do I register?

An email address is required for registration. Free Email services are available. Some of the more popular ones include:

https://www.gmail.com

https://www.yahoo.com

https://www.outlook.com

More questions, next page

Frequently Asked Questions, cont.

https://directmycare.com/

I've tried to register many times with no luck. I have checked my junk mail for a verification code, and nothing seems to work.
Contact Consumer Direct. It is possible that we may need to reset the registration process for you.

What happens after I register?
Consumer Direct admin staff will need to load program setup information into the portal so that time entries can be input by Caregivers and approved by Employers. This may take a few days. We encourage you to check back on the portal to see when this step has been completed and you can begin using the web portal.

Please make Consumer Direct staff aware of issues that keep coming up when using the web portal so that we can help to ensure a speedy resolution!