

## 30 Day Late Time FAQs

### What is the 30-day shift submission policy?

Beginning on 1/1/2025, attendants must submit tasks and shifts within 30 calendar days from the date of service.

### When does the 30-day shift submission policy start?

Beginning on 1/1/2025

### What services does this 30-day shift submission apply to?

All service types including attendant care, respite care and companion care.

### What happens if an attendant tries to submit time after 30 days from the date of service?

The attendant will not be able to submit time unless it meets one of the four exceptions listed below, in the CareAttend app or on the DirectMyCare portal, and they will not be able to enter time after 30 days from the date of service.

### Why is this new 30-day shift submission policy being implemented?

To ensure timely submission of shifts worked and to follow EVV guidelines for shift submission.

### Are there any exceptions to the 30-day shift submission policy?

Yes, there are four (4) exceptions to the 30-day shift submission policy. Please see the exceptions below:

1. **Background Check Delay (Criminal History Record Name Search Request and/or Child Abuse and Neglect Central Registry Records Check if caring for a minor under the age of 18:** The attendant is unable to submit shifts due to pending criminal background results beyond 30 days. Upon receipt of a passed criminal background check the attendant may submit shifts worked after 30 calendar days for reimbursement.
2. **Eligibility-** The attendant is unable to submit shifts due to unforeseen issues with the members' eligibility. Once the members' eligibility has been reinstated, the attendant may submit eligible shifts worked after 30 calendar days for reimbursement.
3. **Enrollment Delay-** The attendant is unable to submit shifts due to unforeseen delays with the enrollment process. Once the enrollment packet has been successfully processed and the attendant is in a good to go status, the attendant may submit shifts worked after 30 calendar days for reimbursement.
4. **Service Authorization Delay-** The attendant is unable to submit shifts due to unforeseen delays with the members' service authorization. Once the members service authorization is loaded in the F/EAs portal, the attendant may submit eligible shifts worked after 30 calendar days for reimbursement.

What if an exception reason is met-how does the time get submitted?

Upon receipt of required documentation to CDVA (passed Background check, eligibility reinstatement, completed enrollment packet or active service authorization), the CG will need to contact CDVA Customer Service and make a request to submit time after 30 days from the date of service.

If I did not enter my time worked for dates in 2024, can I still enter the time after January 1, 2025?

Beginning on 1/1/2025, attendants must submit tasks performed and shifts within 30 calendar days from the date of service. If you need to enter any time from 2024, it is required to submit this time by 12/27/2024.