Why Can't I See My Member in Direct My Care?

There are many reasons why you can't see your member in the Consumer Direct Care Network (CDCN) Direct My Care Web Portal (DMC Web Portal). Here's what you can do to fix each of them.

Is the member active and eligible?
> If the member's Medicaid is no longer eligible, you will not be able to see them in the CDCN Web Portal. The member will need to contact the Virginia Department of Social Services to restore their eligibility.

Does the member have an active Medicaid authorization?
> It may take a little time for the member to show up if they are new and an authorization is not final. The member should contact their service facilitator to check on their authorization status. When it is active and all paperwork is done, the member will be visible in the DMC Web Portal.
> - If the member has a Managed Care Organization (MCO), the service facilitator will still be the one to contact the MCO to check on the authorization.

Is the correct Fiscal Agent Request Form (FARF) on file?
> The service facilitator needs to fill out the FARF. After the FARF is done and sent to CDCN, you will be able to see the member in the DMC Web Portal.

Are both the employer/member and the employee/attendant packets complete?
> Both the employer/member packet and employee/attendant packet need to be turned in and processed to see the member in the DMC Web Portal.

Has the member been assigned to a service facilitator?
> Even if all of these steps are done, the member will still only be visible to the agency administrator in the DMC Web Portal until the member is assigned to a specific service facilitator. This can only be done by an agency administrator.
> - Find more instructions and tips, including how to assign cases, on our website under the "Training Materials" tab titled "Service Facilitator: Web Portal User Guide."

Please keep in mind all the items needed for the member to be seen in the DMC Web Portal:
- Be eligible with Medicaid
- Have an active authorization
- Fill out a FARF and send it to CDCN
- Complete enrollment paperwork
- For the attendant to be visible, the attendant packet also must be completed
- The member has a service facilitator