

Submitting and Approving Shifts in CareAttend

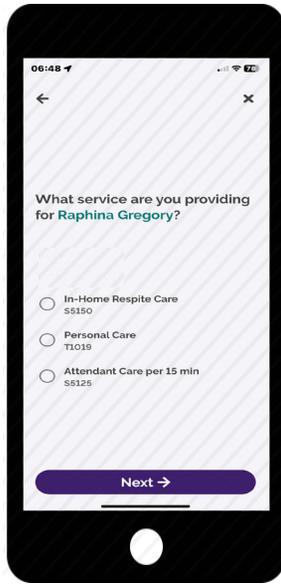
Start a Shift

A Caregiver is responsible for submitting time through the CareAttend app. These instructions are for the Caregiver. Clients and Authorized Representatives(AR) do not need to download the CareAttend app.



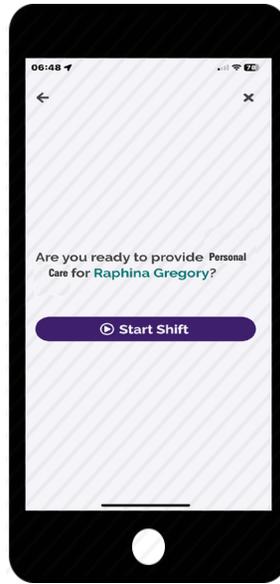
1

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/AR's name or start my shift?

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

- **No Medicaid Eligibility** - If the Client/AR 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 Caregiver Credentials** - You can update credentials by emailing copies of new credentials to Consumer Direct.
- **Expired Authorization** - The Participant will need to check for expired authorizations in DirectMyCare.com by selecting My Account from the Home Page. From there you can go to Authorizations to see more information on start and end dates.
- **Grace Period Exceeded** - The system cannot accept shifts more than seven (7) days past attempted date of entry. Please contact Consumer Direct if the time you're trying to enter is past the grace period.

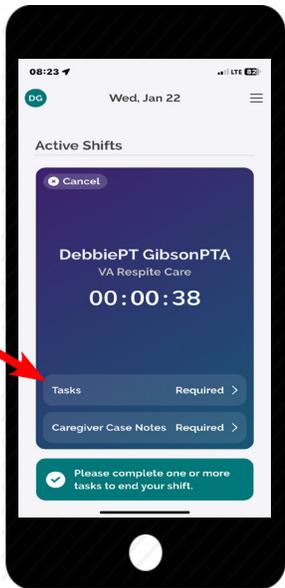
I forgot to clock in/ I clocked in late

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 CDAK Training Materials page.

What if I don't have any services to select?

If there are no services to choose from, the client only has one service.

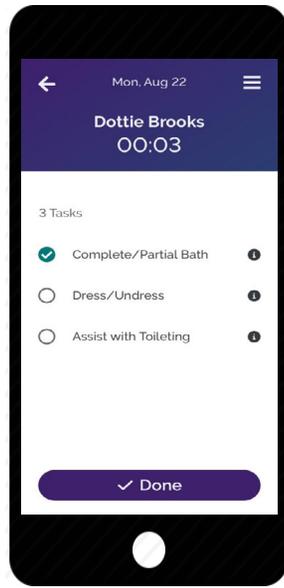
End a Shift



4

Click **"Tasks"** to enter the tasks.

You must enter tasks before you can end the shift.

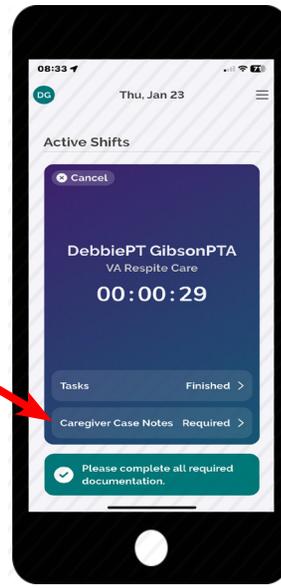


5

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

Note: for Personal Care shifts (T1019U3, S5125SE) you must indicate the Response to Care by selecting one of the following:

Response to Care: Good
Response to Care: Average
Response to Care: Poor



6

Select **"Caregiver Case Notes"** to enter a comment.

You must enter a comment before you can end the shift.

After entering your comment, select **"Done,"** then select **"End Shift."**

Note: for Day Hab, In-Home Supports, and Supported Living, you must start your case notes with objectives worked, support codes, and number of times addressed. For example: 1.1 P/3, 1.2 R/1

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 tasks listed in the app are authorized in the client's service plan.

Only select the tasks/activities completed during your shift. If you believe there is an error in what tasks are available to choose, Contact

Caregiver Case Notes

Case notes show how your client is doing and how you're helping. They help the care team give the right support and meet legal requirements. These notes are part of the client's official record and may be reviewed by CDCN, the State of Alaska, or other oversight agencies.

Case Notes Content

Change in Condition: Always document any improvement, decline, or change in your client's physical or mental condition—even small ones.

Examples:

- "Client walked without assistance today - first time since surgery."
- "Client seemed more withdrawn than usual and refused lunch."
- "Client reported dizziness after standing and needed help to sit down."

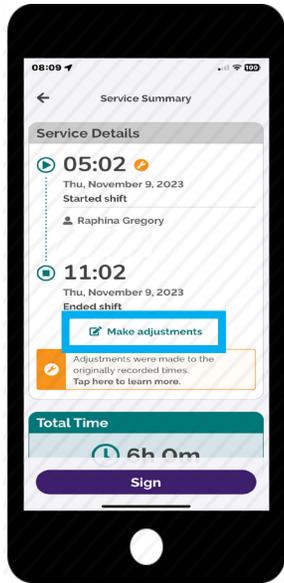
Participation in Activities: Describe how your client took part in daily tasks and how much help they needed. Example: "Jack needed extra help transferring to the shower chair due to sore arms from PT." Example: "Client completed dressing independently but needed reminders to put on socks."

Moods and Behaviors: Share how your client seemed emotionally or mentally. Note any changes in mood, confusion, or behavior. Example: "Wyatt was confused and tired when I arrived. He said he hadn't slept well." Example: "Client was cheerful and engaged during breakfast, asked to help with dishes."

Successes or Challenges: Point out anything your client did well or struggled with. Include any refusals or non-compliance. Example: "Jane's new medication helped her tremors. She's excited to help in the kitchen again." Example: "Client refused a bath today, said her knees were hurting more than usual."

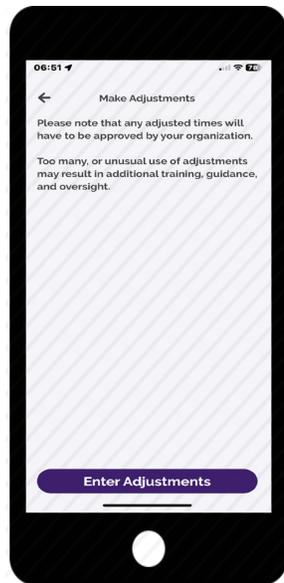
Shift Adjustments

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 11.



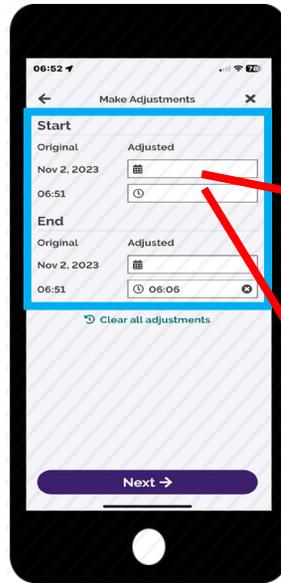
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If you need to make adjustments to your electronic timecard, select **"Make adjustments"** and follow steps 7 - 10. If not, skip to step 11.



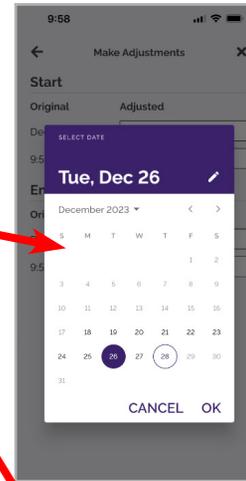
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Select **"Enter Adjustments."**

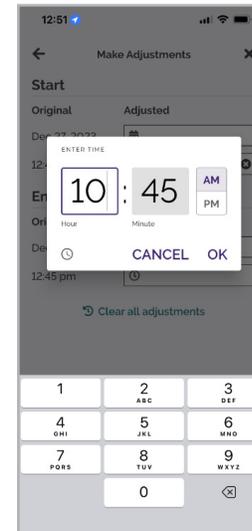


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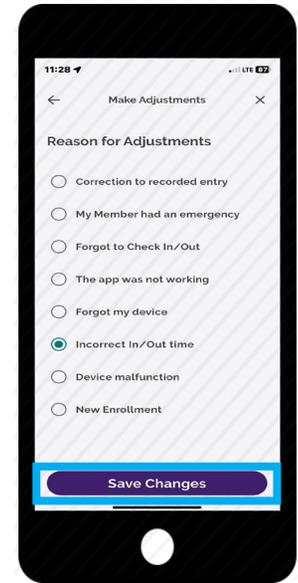
Use this screen to adjust Start and/or End dates and times. When you are finished select **"Next."**



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

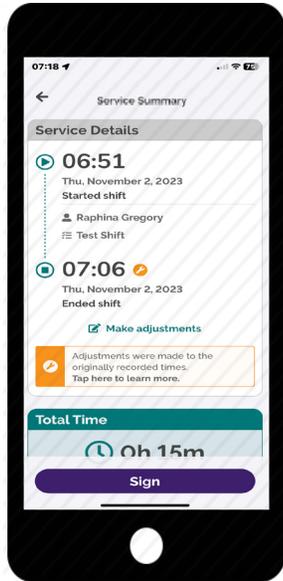


Select the **time field**, then double tap the hours/minutes field above the clock to type in a new clock in/out time.



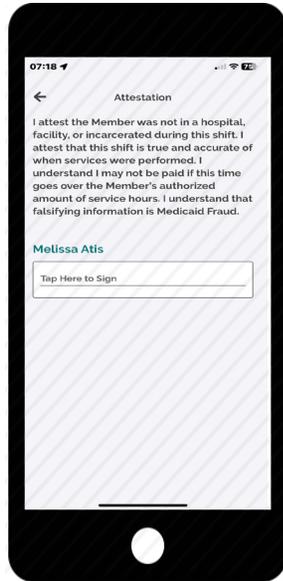
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Select the reason for the adjustment(s), then select **"Save Changes."**



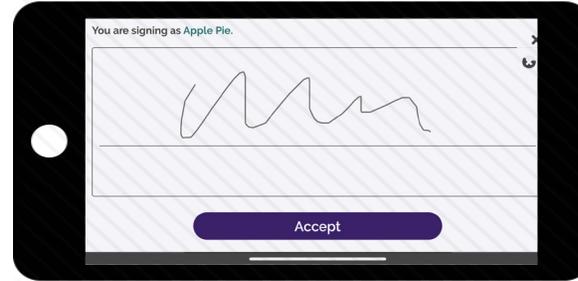
11

Review the Service Summary screen, then select **“Sign.”**



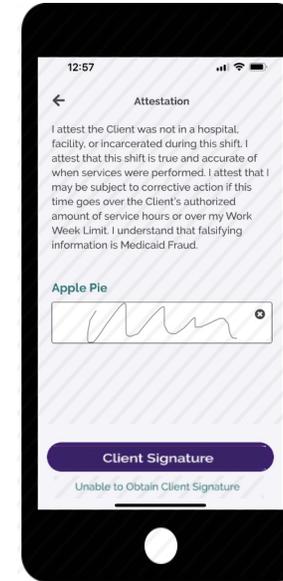
12

Tap inside the signature box and turn your device sideways.



13

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



14

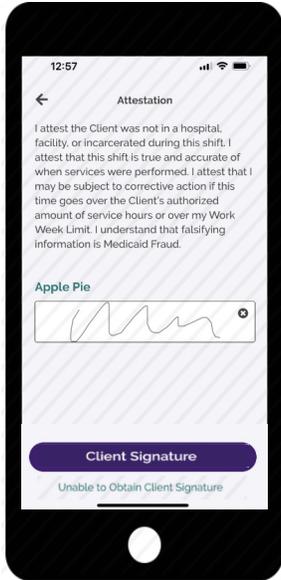
If the Client is the authorized signer of services, select **“Client Signature.”**

If the authorized signer is unavailable, select the **“Unable to Obtain Client Signature”** link below the Client Signature button and jump to page 6.

Steps for Client/Authorized Representative to Approve Time in CareAttend

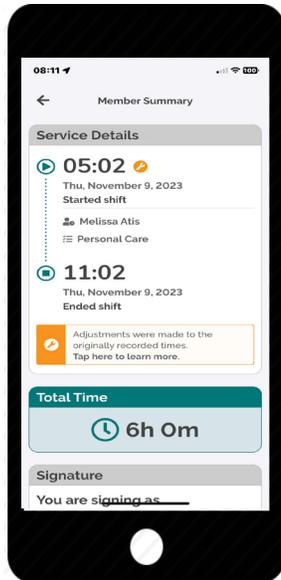
This section is to be completed by the Client/AR. Once the caregiver ends their shift on the device, the Client/AR will need to approve the shift.

The most efficient way to complete your shift is to have the Client/AR sign on the CareAttend mobile app at the time of submission. If you are unable to obtain the Client/AR's signature at the end of your shift, please jump to page 6 for instructions.



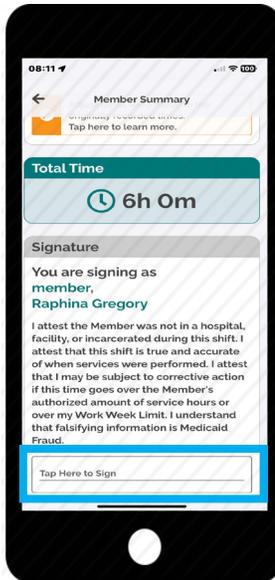
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Select
"Client Signature"
to obtain shift approval.



2

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



3

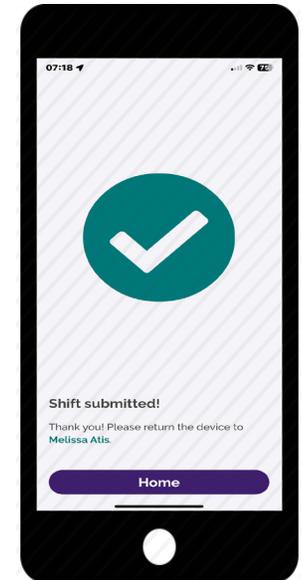
Tap inside the
signature box and turn your
device sideways to sign.

Note: your signature confirms
that you are signing as Client
FOR the individual's name
listed.



4

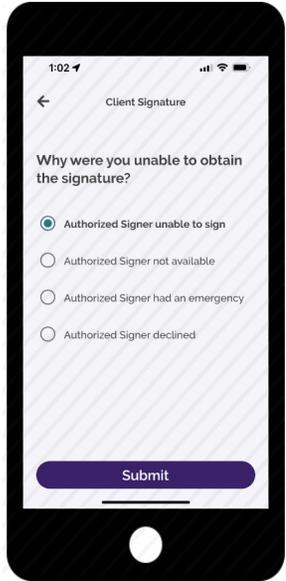
Use your finger to sign your
name in the signature box,
then select "**Submit.**"



5

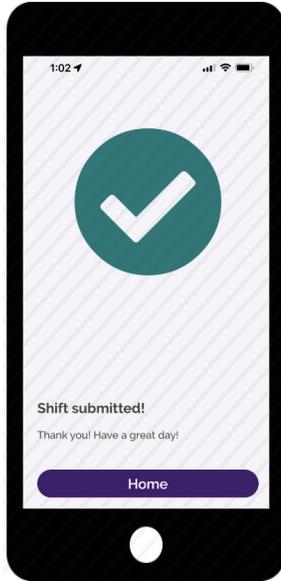
The shift has now been
approved and **submitted.**
Select **Home** to start a
new shift.

Cannot Obtain Client/AR Approval



1

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



2

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

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

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

Next Step: Client/AR 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 your program's training materials page.

1. Go to DirectMyCare.com and sign in to the web portal by entering your email address and password. Select Log In and you will be taken to the home page.
2. In the **Needs Review** box, you should see that there are submitted entries ready for review. Select the Needs Review box to go to those shifts (Fig. 01).
3. You will see a list of all submitted and saved entries.

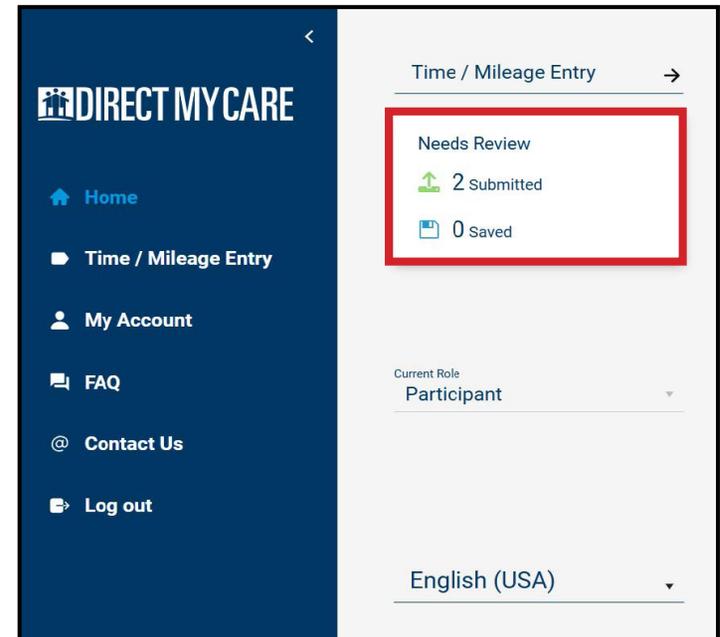


Fig. 01

Shift Approval in DirectMyCare.com (cont.)

4. To view the details of an entry, tap the **VIEW** link (Fig. 02).
5. Select the checkbox next to the shift(s) you would like to Approve, then select the **Approve** button (Fig. 02).
6. Review the Attestation popup, then select **Ok** (Fig. 03).
7. This shift is now approved and will show as **Ready to be Paid** (Fig. 04).

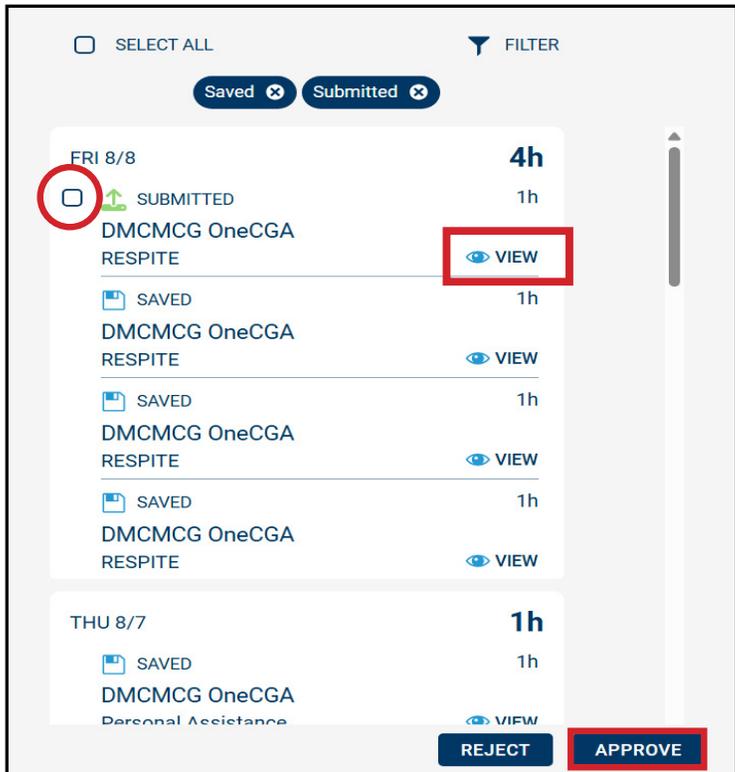


Fig. 02

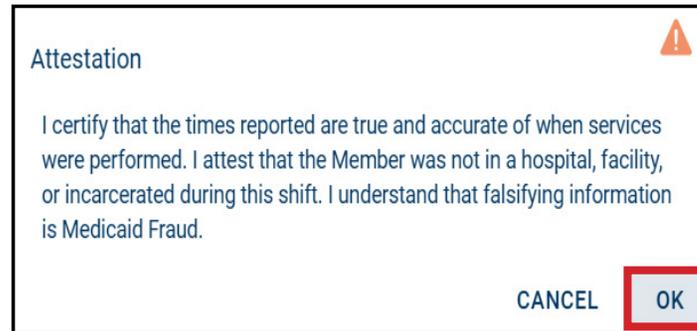


Fig. 03

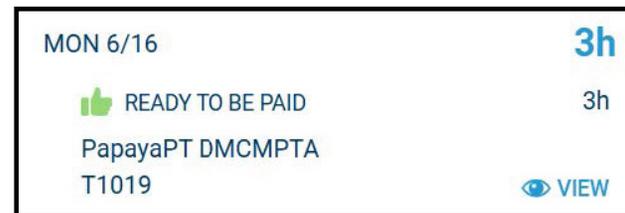


Fig. 04

NOTE: If anything about the shift (time in/out, service code, etc.) needs to be changed, the shift must be **rejected** (Fig.06). After the shift is rejected, you can go to DirectMyCare.com and change the time in or time out and re-submit the shift. If anything else needs to be changed, like the service or tasks, you'll need to enter a new shift.

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/AR 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/AR'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/ARs can use DirectMyCare.com to Approve/Reject shifts and review other information about their services.

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.

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 CDAK training materials page. Late shifts must be entered within 7 days of the original shift date.

What if my Client/Employer rejects my shift?

After the shift is rejected, the you will need to go into DirectMyCare.com and select the rejected shift. Then, make edits and resubmit for approval.