

# Shift Correction in the DirectMyCare Web Portal

Go to [DirectMyCare.com](https://DirectMyCare.com). Sign in to the web portal by entering your email address and password. Select Log In to go to the home page.

## Shifts in Saved Status

- To change or delete a saved shift, select the **Needs Review** box (Fig. 01).
- Select **View** on the shift you want to change (Fig. 02).
- You will see the shift details screen. You can adjust **Tasks, EVV Exception Reason, and Time-In/Time-Out** (Fig. 03).
- You cannot change the **Service Code** or the **Shift Date**. You will need to **DELETE** the saved shift and create a new one (Fig. 03).
  - Choose the **SUBMIT** button. Your shift will be sent for approval and payment (Fig. 03)

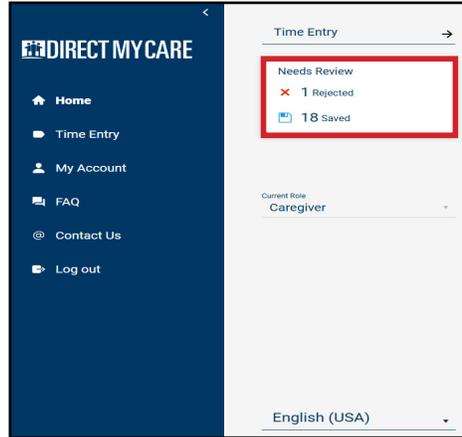


Fig. 01



Fig. 02

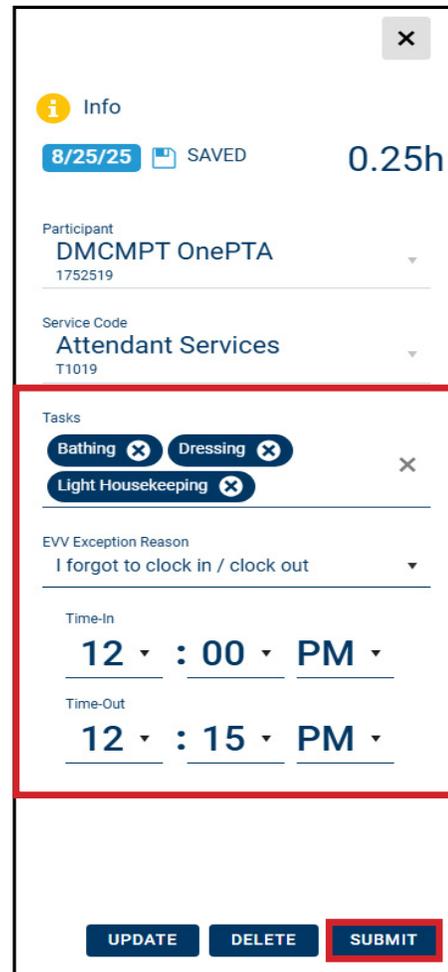


Fig. 03

## Shifts in Rejected Status

1. Select the **Needs Review** box (Fig. 04).
2. Select **View** on the shift you want to change (Fig. 05).

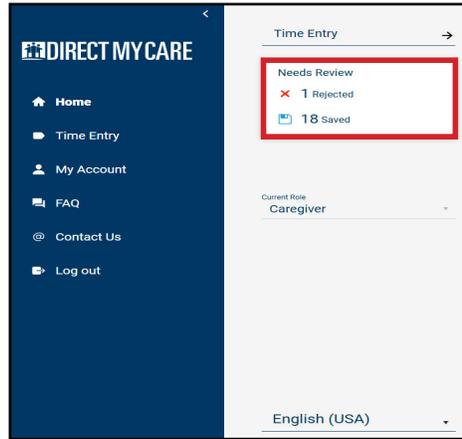


Fig. 04



Fig. 05

3. You can adjust **Tasks, EVV Exception Reason, and Time-In/Time-Out** (Fig. 06).
  - Choose the info icon to see why it was rejected (Fig. 06).
  - You cannot change the **Service Code** or the **Shift Date**. You will need to **DELETE** the saved shift and create a new one (Fig. 06).
4. Choose the **SUBMIT** button. Your shift will be sent for approval and payment. Selecting **UPDATE** will **NOT** send the shift for approval and payment (Fig. 06).

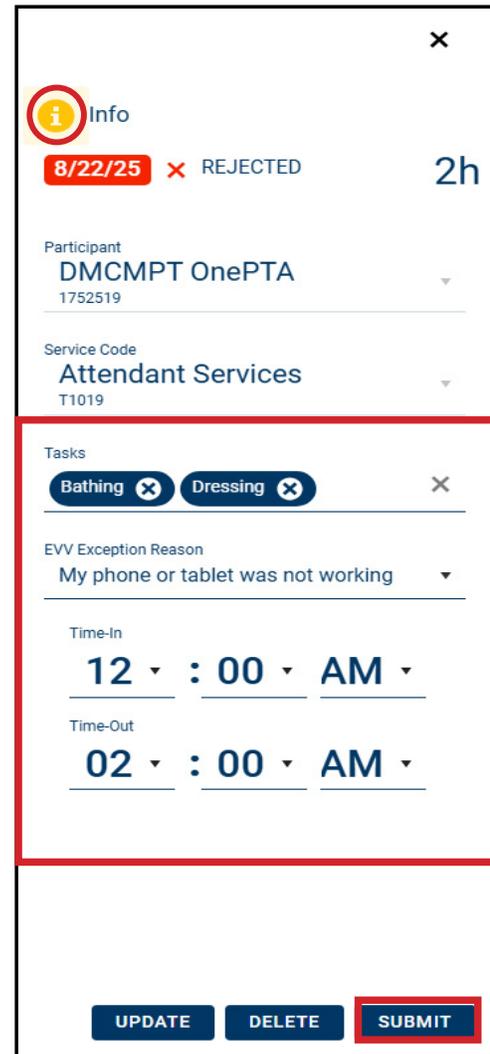


Fig. 06

## Shifts in Ready to be Paid Status

Shifts in a Ready to be Paid status can **ONLY** be deleted. Shift details cannot be changed.

1. To delete a Ready to be Paid shift, choose **Time Entry** (Fig. 07).
2. Choose **View** on the shift you want to delete (Fig. 08).

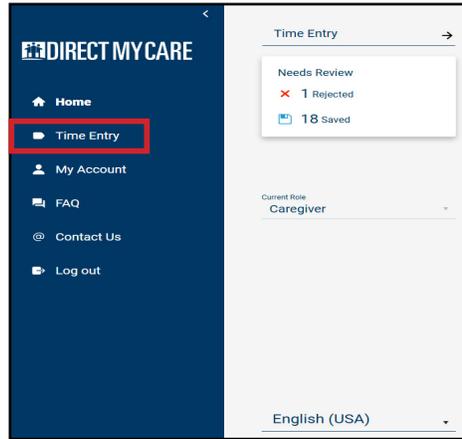


Fig. 07



Fig. 08

3. To remove the shift, choose **DELETE** (Fig. 09).
4. In the popup, use the drop-down menu to choose a reason why you are deleting the shift. Then choose **REMOVE** (Fig. 10).
  - If needed, submit a new shift with the correct information.

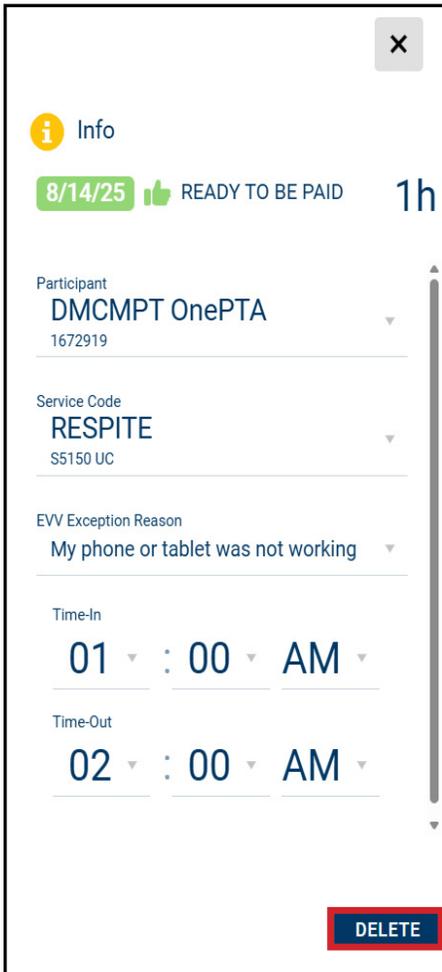


Fig. 09

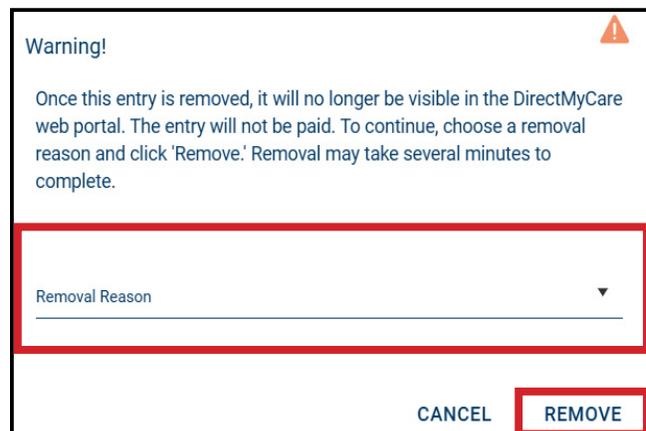


Fig. 10