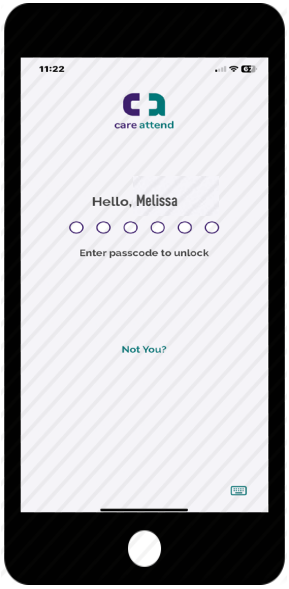
CONSUMER DIRECT CARE NETWORK

CareAttend Manual: Submitting and Approving Time

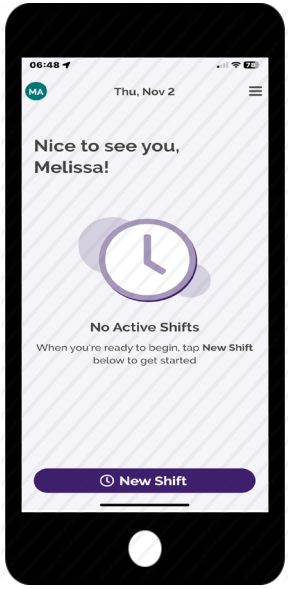
Start a Shift

You are responsible for submitting time through the CareAttend app. The individual(s) you are providing care for, or their representative do not need to download the CareAttend app.



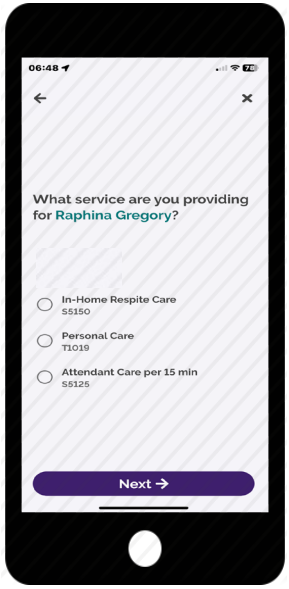
1

Sign into the CareAttend App using your passcode on the unlock screen.



2

Select **"New Shift."** If you support more than one individual, you'll need to select the person you're entering time for.



3

Select the type of service you are providing, then select "**Next**."

Why can't I enter time or start my shift?

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

- **No Program Eligibility** - The individual you are providing care for may need to contact the entity that authorizes their services.
- **Expired Credentials** - You can update credentials by emailing copies of new credentials to Consumer Direct, if required by your program.
- **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 that are past the payor's deadlines. Please contact Consumer Direct to determine 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 your program's training materials page.

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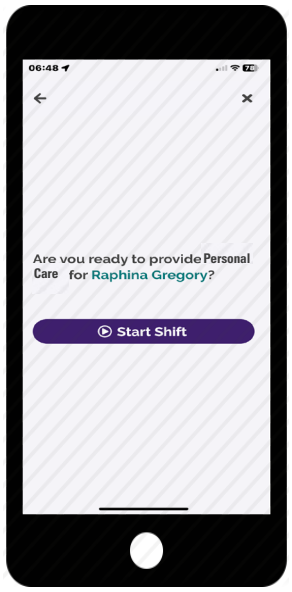
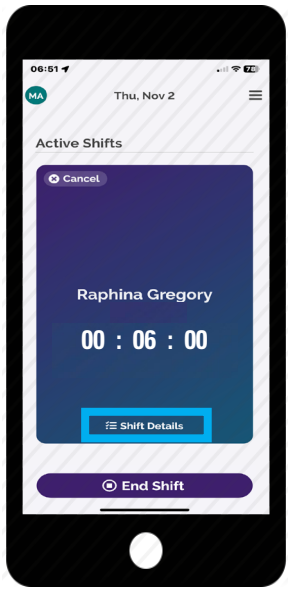
Start a Shift (cont.)



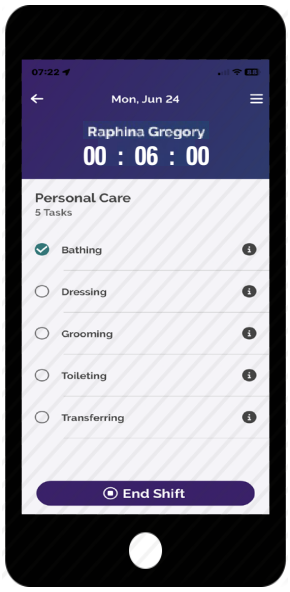
4

When you are ready to start your shift, select "**Start Shift.**"



5

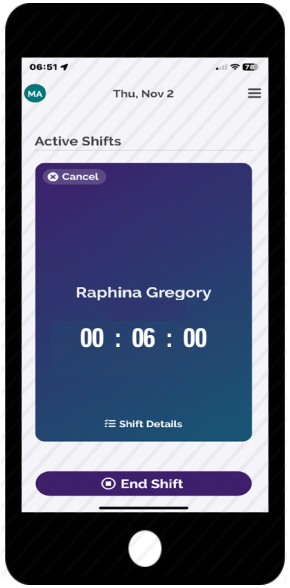
If you need to select the tasks you are providing, select "**Shift Details.**"



6

Select the tasks you are providing from the list.

End a Shift



7

When you are finished with your shift, select "**End Shift.**"

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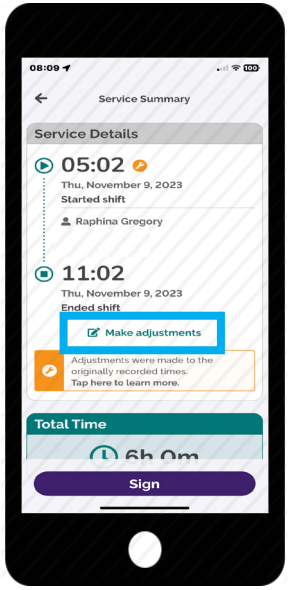
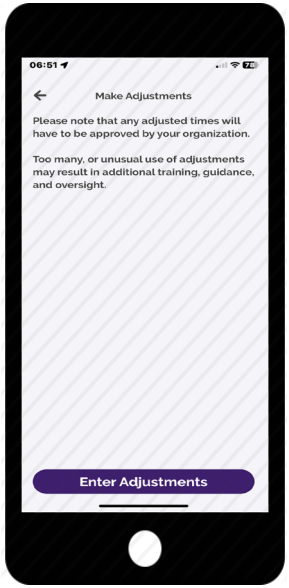
Shift Adjustments

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 12.



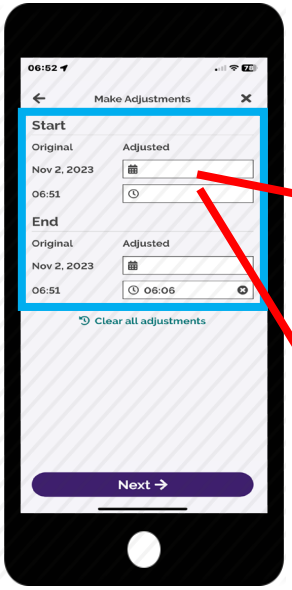
8

If you need to make adjustments to your electronic timecard, select "**Make adjustments**" and follow steps 6 - 8. If not, skip to step 9.



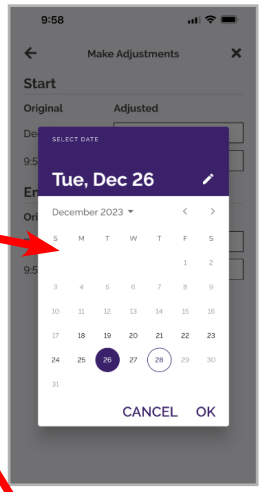
9

Select "**Enter Adjustments**."

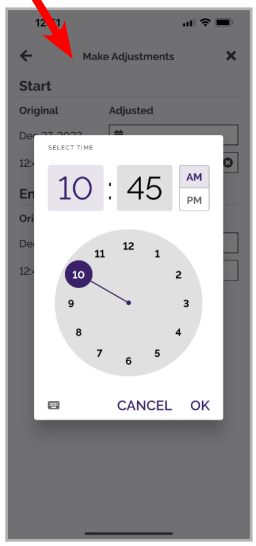


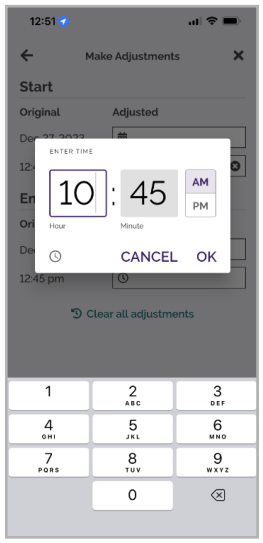
10

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

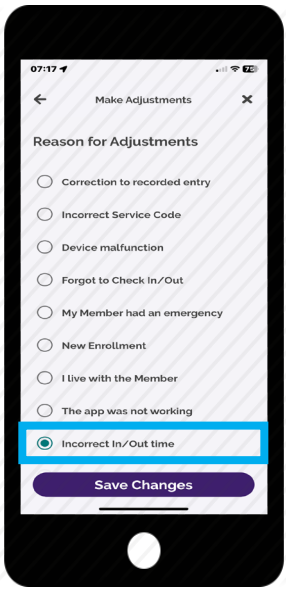


Select the **date field** to choose a different date on the calendar.





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



11

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

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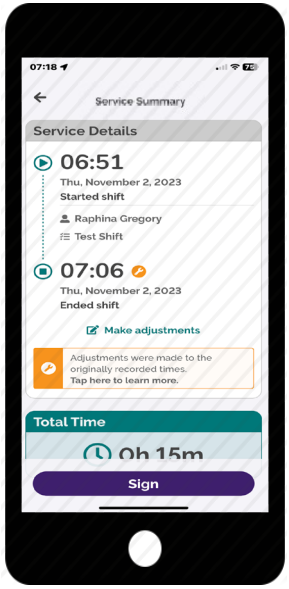
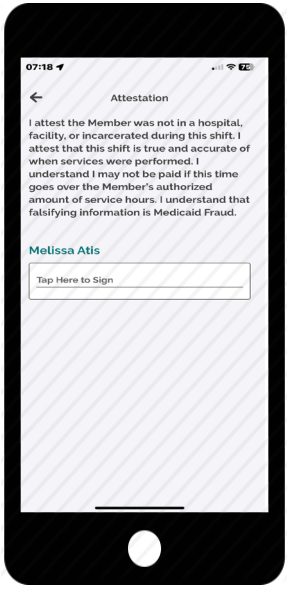
Submit Shift



12

Review the Service Summary screen, then select "**Sign**."

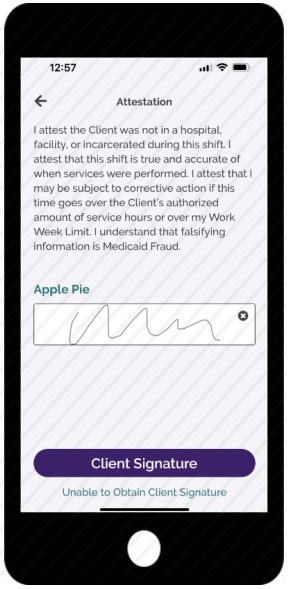


13

Tap inside the signature box and turn your device sideways.

14

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



15

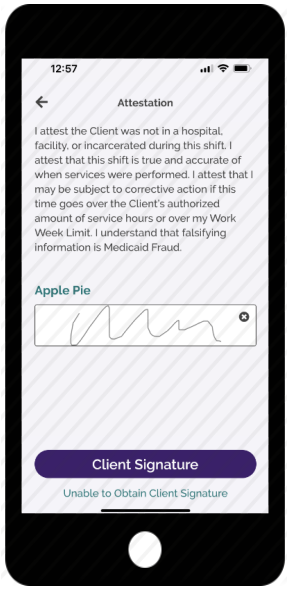
If the individual you provided services for can sign your electronic timecard, select the button to obtain the signature.

If the individual is unavailable, select the "**Unable to Obtain Signature**" link below the Signature button and jump to page 6.

continued on next page

Steps to Approve Time in CareAttend

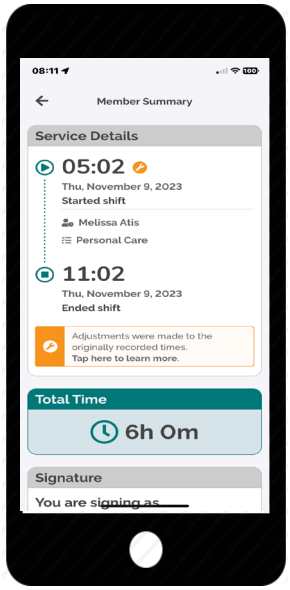
Once you end your shift on the device, the shift will need to be approed.
The most efficient way to complete your shift is to immediately sign on the CareAttend mobile app at the time of submission. The signature is not required immediately and can be done later in the DirectMyCare web portal. However, skipping the signature step creates additional steps in the process that may result in delayed payment.
Jump to page 6 for instructions.



1

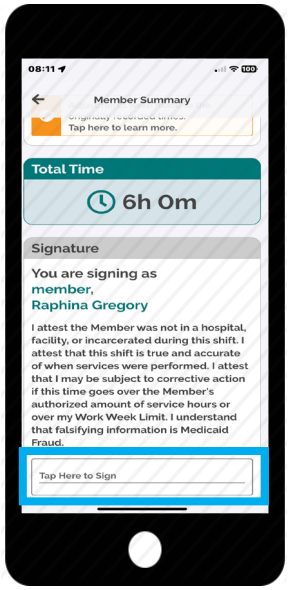
Select "**Client Signature**" to obtain shift approval.

Hand the device to the person who will complete the final steps and sign the shift.



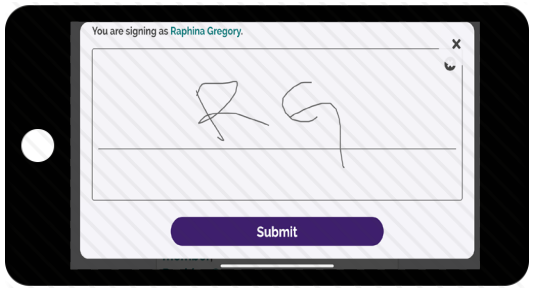
2

Upon receiving the device, review the shift details, then **scroll down** to view the signature box.



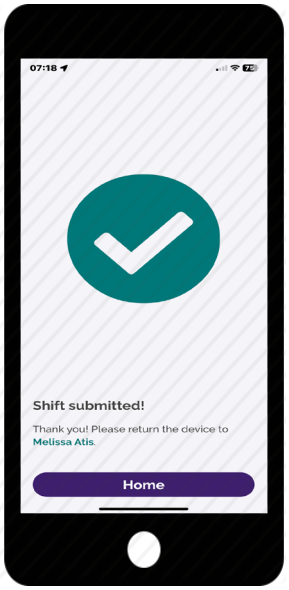
3

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



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.

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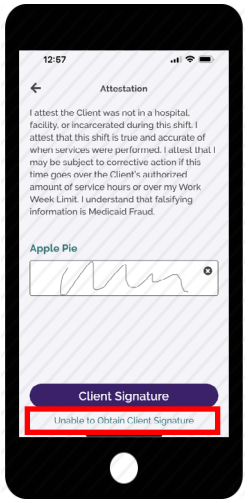
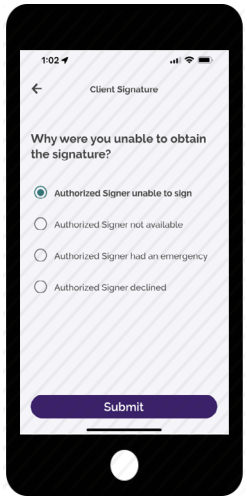
Cannot Obtain Approval



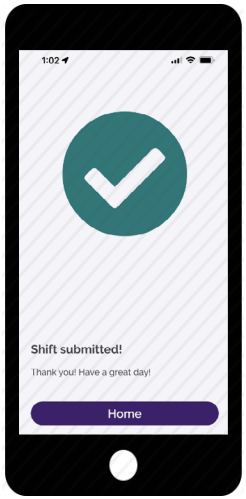
1

If nobody is available at the end of the shift to approve time, select the "**Unable to Obtain Client Signature**" link which is located beneath the Signature button.



2

Choose a reason why you were unable to obtain a signature and select "**Submit**."



3

Your shift has been submitted! It will need to be approved at DirectMyCare.com.

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

Steps to Approve time in DirectMyCare.com

Next Step: Participant Shift Approval in DirectMyCare.com

If the Participant is unable to approve your shift in CareAttend, they will need to go to DirectMyCare.com to approve it. If the Participant 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.

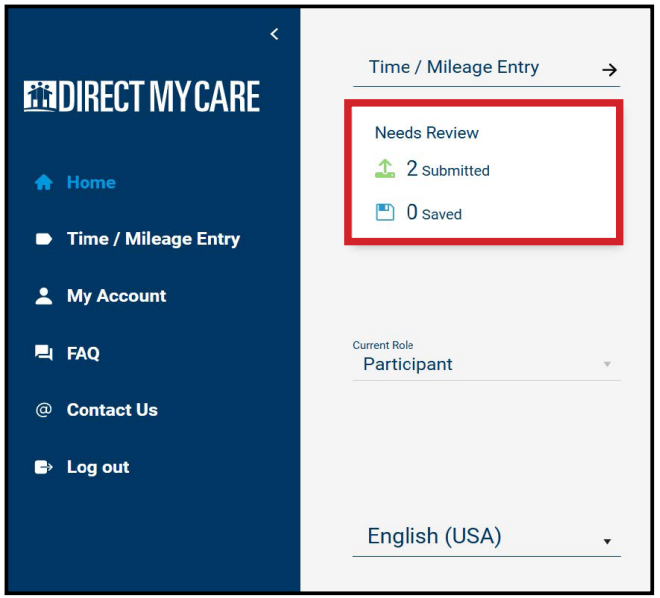


Fig. 01

continued on next page 6

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).

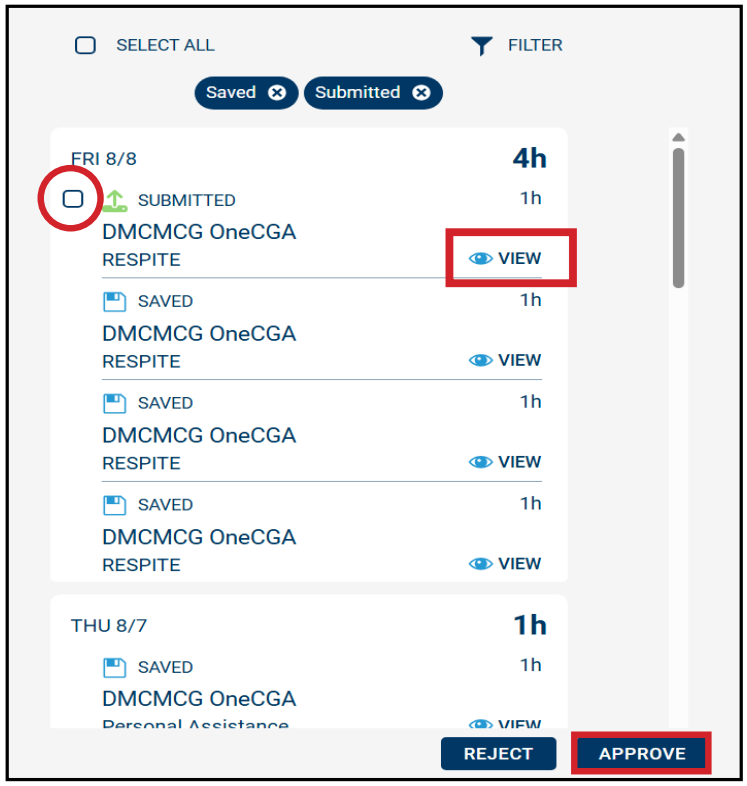


Fig. 02

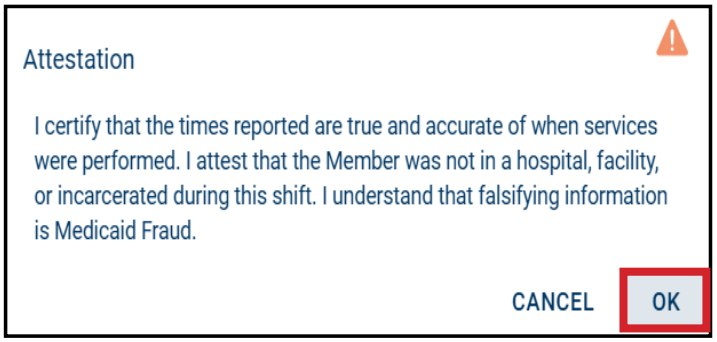


Fig. 03

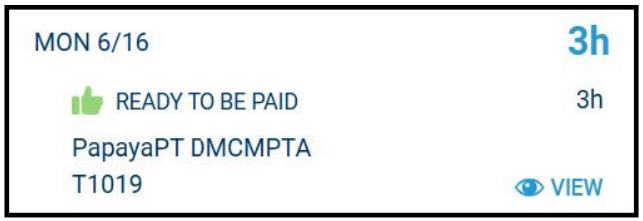


Fig. 04

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.