

Reading the Legend Icons in the DirectMyCare Web Portal

Approved: The time has been sent to CDCN for processing.

Deleted: The Caregiver deleted the shift.

Denied: CDCN denied the shift. The denial reason can be seen by clicking on the shift.

Edited: CDCN edited the shift to ensure appropriate pay and billing.

In Progress: CDCN received the shift and is prepping it for pay.

Paid: Pay has been issued to the Caregiver.

Ready to be paid: The time is ready to be paid according to the payroll schedule.

Never to be paid: This status is to track payroll recoupments that are written off.

Rejected: The time has been rejected by the Participant. The Caregiver will need to submit a new shift.

Removal in Progress: Caregiver has submitted a Ready to be paid shift for removal.

Saved: The shift has been entered by the Caregiver. It has not been submitted to CDCN for payment.

Submitted: The Caregiver sent the shift to CDCN for review and approval.

Suspended: The shift is approved but has been suspended by CDCN.

Test: This is a submitted test shift.

Test Approved: This is an approved test shift.

Not Ok to Work: The Caregiver's qualifications have not been met or have expired. The Caregiver is not authorized to work until they have the minimum qualifications to perform the services.

Not Ok to Drive: The Caregiver's qualifications have not been met or have expired. The Caregiver is not authorized to enter mileage until they have the minimum qualifications to perform the services.

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