

Suspended Shifts in the DirectMyCare Web Portal

If you see a shift has been suspended on the DirectMyCare portal, that means that our team has found an issue with the shift(s) submitted and they have suspended them until we can identify and resolve the issue to either pay or deny the shift. Our team will reach out to you to address the suspended shift and attempt to resolve the issue. Below is a list and short explanation for why shifts are commonly suspended.

0.25 		0.25	
Suspended : 'Pay Rate' does not exist or was not found for 'Pay Calculation Method' of EMPE			

Common Suspension Reasons

- **Data Validation:** Problems with time entry, including matching in and out times or shifts that cross over midnight.
- **Invalid/Inactive Customer:** Participant is inactive, on Hold, or lost Medicaid eligibility.
- **Missing/Inactive Agreement:** Date(s) of service are before/after authorized work times.
- **Overlapping Budget Detail:** Two authorized working times are overlapping each other for one Participant.
- **Missing EIN:** Employer Identification Number (EIN) is pending or on hold.
- **Missing/Inactive Employee:** The caregiver is listed as inactive, on hold, or is listed under a different Participant.
- **No Cust/Emp Relationship:** Caregiver and Participant relationship is inactive.
- **Pay Rate:** Date(s) of service submitted are before/after pay rate start/end dates or pay rate service code is not listed under caregiver.
- **Bill Rate:** Bill rate is not set up correctly.
- **Hours Overage:** Date(s) of service submitted exceed the Work Week Limit. Time is trimmed to what is left in the budget, the rest is denied.
- **Overlap Detected:** Date(s) of service submitted overlaps an already submitted shift. New time is denied (Community Transportation SVC code shifts are not considered an overlap).
- **Over Budget Dollars:** (Dollar based budget) Date(s) of service submitted will go over budget. Time is trimmed to what is left in the budget, the rest is denied.
- **Over Budget Units:** (Unit based budget) Date(s) of service submitted will go over budget. Time is trimmed to what is left in the budget, the rest is denied.
- **Duplicate Record:** Date(s) of service is a duplicate of an already submitted shift.
- **No Budget Quantity:** Authorized working times are missing the amount of dollars/units in budget.
- **Range Over Budget Units:** Date(s) of service submitted goes over the amount of units/hours allowed authorized working times for the pay period.

09082025