

Shift Correction in the DirectMyCare Web Portal

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.

Shifts in Saved Status

1. To change or delete a saved shift, select the **Needs Review** box (Fig. 01).
2. Select **View** on the shift you want to change (Fig. 02).

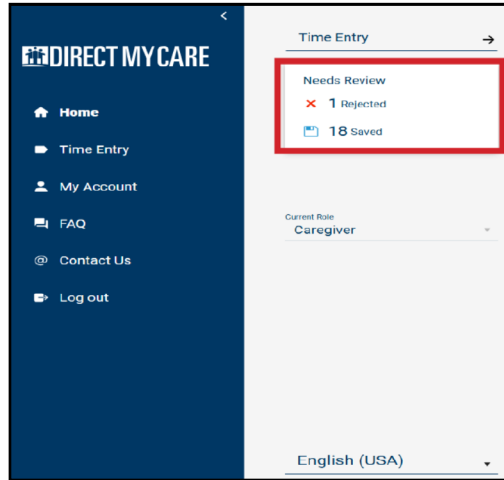


Fig. 01

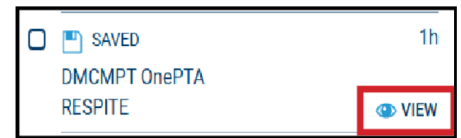


Fig. 02

3. From the shift details screen, you can adjust **Tasks, EVV Exception Reason, and Time-In/Time-Out** (Fig. 03).
 - If you need to change the **Service Code** or the **Shift Date**, you will need to **DELETE** the saved shift and create a new shift (Fig. 03).
4. You must select the **SUBMIT** button to send your shift for approval and payment (Fig. 03)

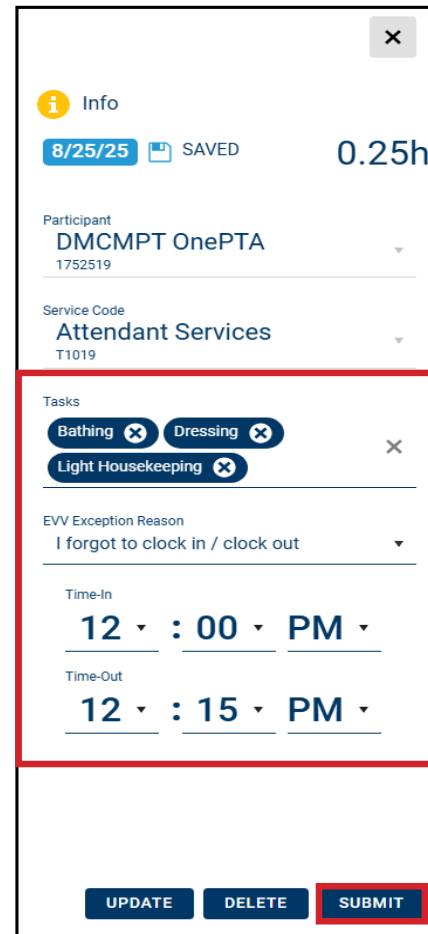


Fig. 03

Shifts in Rejected Status

1. To change or delete a rejected shift, select the **Needs Review** box (Fig. 04).
2. Select **View** on the shift you want to change (Fig. 05).

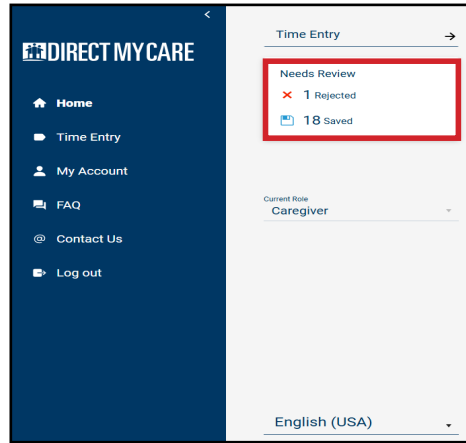


Fig. 04

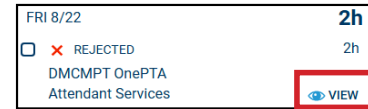


Fig. 05

3. From the shift details screen, you can adjust **Tasks, EVV Exception Reason, and Time-In/Time-Out** (Fig. 06).
 - To see the reason why the shift was rejected, select the info icon (Fig. 06).
 - If you need to change the **Service Code** or the **Shift Date**, you will need to **DELETE** the saved shift and create a new shift (Fig. 06).
4. You must select the **SUBMIT** button to send your shift for approval and payment. Selecting **UPDATE** will **NOT** send the shift for approval and payment (Fig. 06).

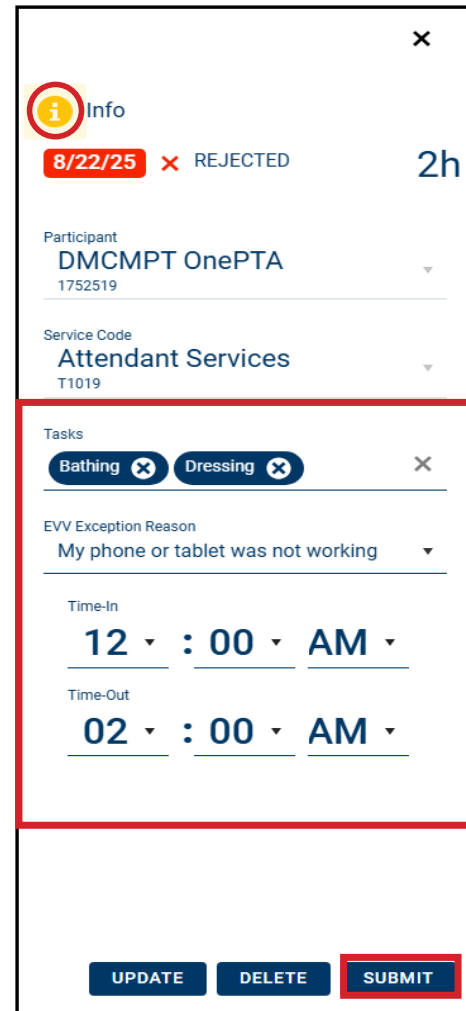


Fig. 06

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, select **Time Entry** (Fig. 07).
2. Select **View** on the shift you want to delete (Fig. 08).

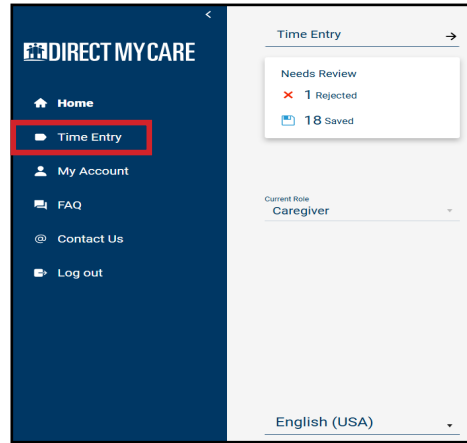


Fig. 07

3. To remove the shift, select **DELETE** (Fig. 09).
4. In the popup, use the drop-down menu to choose a reason why you are deleting the shift, then select **REMOVE** (Fig. 10).

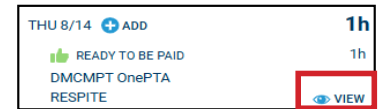


Fig. 08

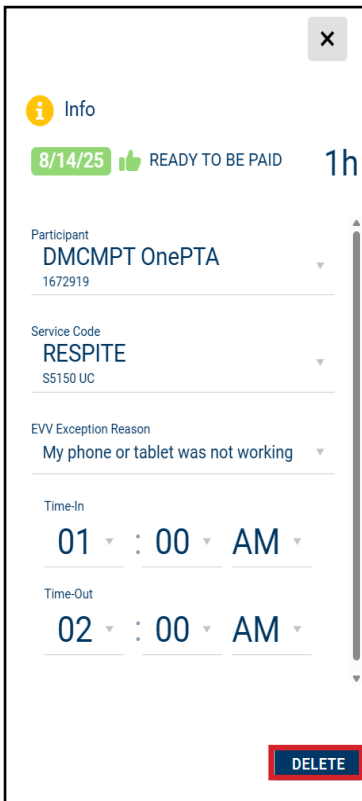


Fig. 09

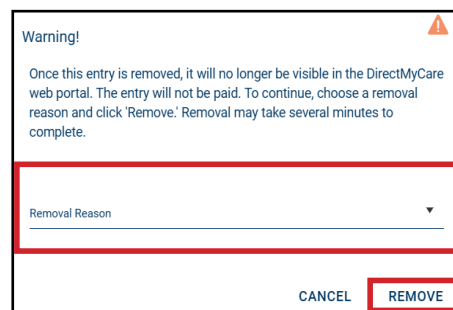


Fig. 10