

Online Services through My Direct Care

www.mydirectcare.com

Employers and Employees associated with Consumer Direct Care Network (CDCN) have access to online services available through a secure website www.mydirectcare.com. The primary benefits of this secure site include:

- Online time entry and approval. Provides an efficient and error-minimizing way to enter time into the CDCN payroll system. The electronic timesheets provide information on the status of all time and payroll entries.
- Spending summaries. Provide up to date budget and spending information. Both summary and detailed information is available regarding staff gross wages, employer related taxes, and vendor payments.
- The Job Board. A tool for employers to post job openings and for job seekers to respond. New applicants and existing employees wishing to work more hours can post their availability.



Figure 1. My Direct Care Home Page with Login

Note on terminology: My Direct Care uses the terms "Client" and "Participant" for Medicaid program recipients. In the descriptions below, the terms "Client" and "Participant" refer to the individual enrolled in Idaho's Self-Direction program. The term Employer refers to the Participant or the Participant's guardian.

User Registration

CDCN will issue User ID numbers to employers and employees after approving completed enrollment packets. Once you have your ID number you can self-register at My Direct Care and establish your Login Name, Password and User Profile. To register, follow these steps:

1. Enter www.mydirectcare.com in the address bar or click on the My Direct Care links on the CDCN Idaho website. This will take you to the home page of My Direct Care as shown in Figure 1.
2. Click on the **User Registration** tab to open the User Registration page (Figure 2).
3. In the *Register As* field, select Employee if you are an employee. Select Participant if you are the Employer (Figure 3).
4. After selecting a Registration Type, fill in the additional fields that appear (Figure 4).
 - *State* – select Idaho.
 - *User ID* – enter the ID provided to you by CDCN
Call the CDCN Meridian office if you have not received your ID.
 - *Date of Birth* – enter in the format shown.
 - *Zip Code* – enter in the format shown.
 - *SSN* – this field only appears for Employees. Enter the last 4 digits of your social security number.

Note to Employers: User Registration fields are specific to the Participant. Date of Birth and Zip Code must be those of the Participant.

5. Enter the security phrase as two unique words separated by a space. Click continue. Since this is your first time using My Direct Care, you will now be directed to a User Registration Profile page (Figure 5).



Figure 2. Opening User Registration Page

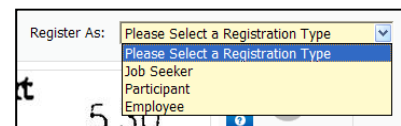


Figure 3. Selecting a Registration Type

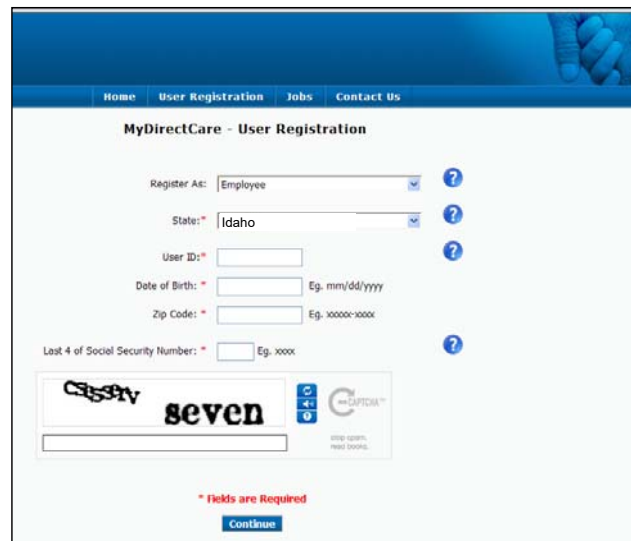


Figure 4. User Registration Page Fields

- Complete your User Registration Profile – This is where you will set up your login name and password for logging into My Direct Care. You will also provide contact information and answer two security questions, which may be used later if you forget your password and need to reset it.

Your password must be at least seven characters in length, and contain at least one special character (#,%,&,*+, etc.) and at least one number. You may wish to write this down and keep in a secure location. You will enter your login name and password every time you login to My Direct Care.

- Finish the Registration Process - When you have completed all the profile fields, check the “I agree to the Terms of Use” checkbox at the bottom of the page. After checking the box, a “Register” button will appear (Figure 6). Clicking the button will complete the registration process and direct you back to the home page.

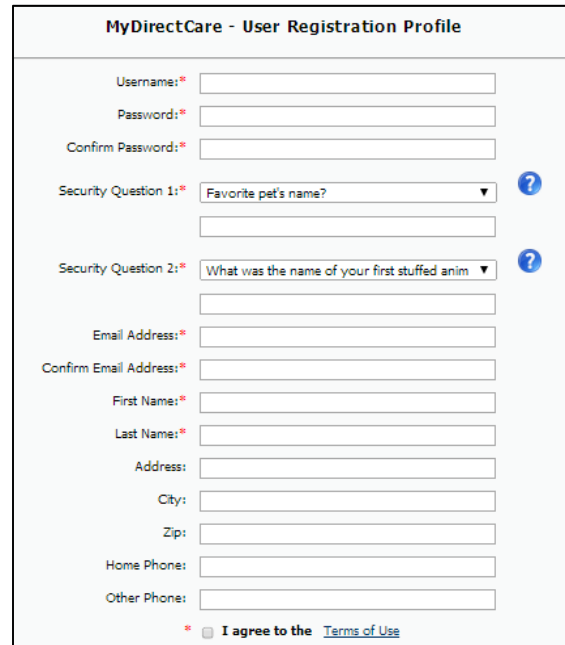


Figure 5. User Registration Profile



Figure 6. Register button

- You can now login and begin using online services – The login area is in the upper left corner of the home page, next to the padlock (Figure1). Enter your login name and password into the fields and click on the Login button.

After you have successfully registered, your User Profile information can be updated at any time by selecting **Settings** tab and Update Your Online Information from the main menu. To change your password, select Settings and Update Password from the main menu.

Overview of the Time Entry and Approval Process

- Upon completion of a scheduled shift, the Employee will log into My Direct Care and enter the shift worked. Time entry for each shift will include the Participant’s name, the service provided (Service Code), and beginning and ending shift times.
- Shifts should be entered after they are worked.
- Time is due for approval every two weeks. Time must be approved by **Wednesday at midnight MST** of timesheet due weeks or payment could be delayed.
- Once the time has been approved by the Employer, entries can be processed and paid by CDCN.

Employee Time Entry

Select **Service Card** from the top menu (Figure 7).



Figure 7. Employee Main Menu

Time Card will open (Figure 8). The current pay period will display by default. You can navigate to other weeks by changing the dates in the “show entries between” area or using the drop down menu under the “show entries for period” area.

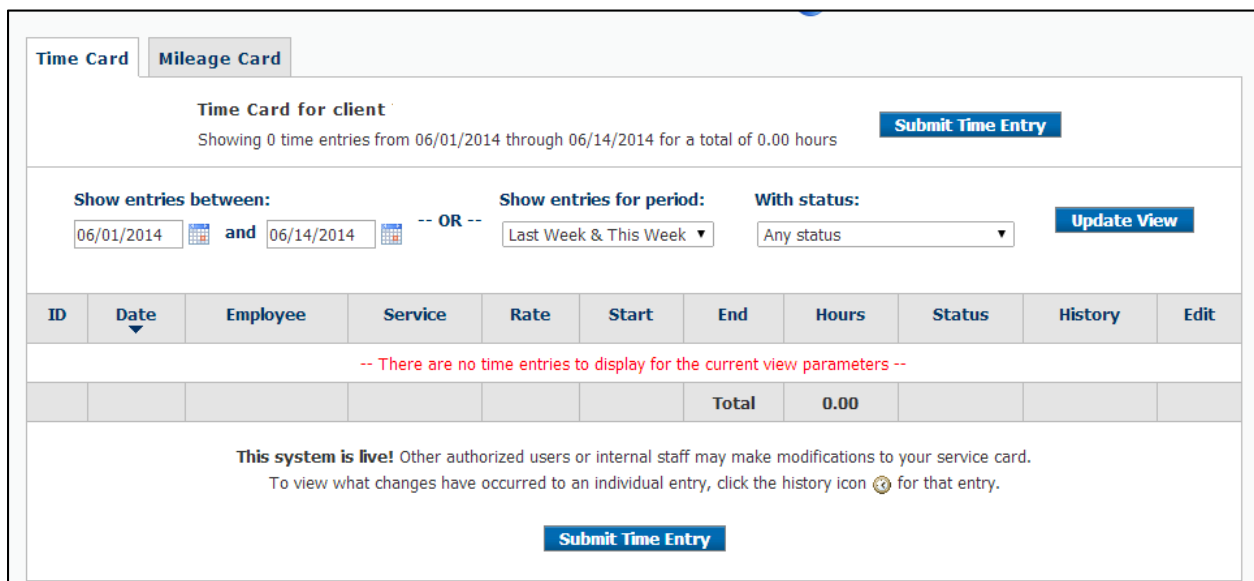


Figure 8. Time Card

Create a New Time Entry by clicking the “Submit Time Entry” button. This will open the service card window (Figure 9).

Enter the following information for each shift worked:

- Service Date – enter date in the format shown or select date using the calendar icon.
- Client – from the drop down, select the Participant worked for.
- Service Code – from the drop down, select the code for the service provided.
- Start Time – enter the start time in the format show and select AM or PM.
- End Time: enter the end time.





Home		Service Card		Reports		Jobs		Settings	
<p>Create a new time entry for employee <input type="text"/></p> <p>Click for help creating a time entry </p>									
Step 1	<p>Service Date: <input type="text"/> </p> <p>mm/dd/yyyy</p>								
Step 2	<p>Client: -- Select a client -- </p>								
Step 3	<p>Service Code: -- Select a service code -- </p>								
Step 4	<p>Start Time: <input type="text"/> AM <input type="radio"/> PM <input type="radio"/> End Time: <input type="text"/> AM <input type="radio"/> PM <input type="radio"/></p> <p>hh:mm hh:mm</p> <p>Duration: --</p>								
Optional	<p>Comment *:</p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div> <p>0/150 characters used</p> <p>* Comments section is NOT intended to be utilized for record of service documentation.</p>								
<p>By creating this entry, I certify that the above information is correct and that the specified service was provided in accordance with the schedule/care plan. I understand that falsification of an entry is considered fraud and may result in dismissal from the program and criminal prosecution.</p>									
<input type="button" value="Submit Time Entry"/>			<input type="button" value="Reset Steps"/>			<input type="button" value="Cancel"/>			

Figure 9. Service Card

Click on the “Submit Time Entry” button when you have entered all the information for the shift worked.

Note: Time entries can only be made after a shift is completed. Trying to enter a date or starting/ending time in the future will be denied and return an error message.

You will receive a pop-up window (Figure 10) asking if you would like to create another time enter. Click yes or no.



Figure 10. Time Entry Pop-up

Your time will appear in the time card area once it has been entered (Figure 11). This area will display the service date, employee/client names, rate of pay, hours worked, and the status of where the entry is at in the payroll process. Click the status icon to see what each symbol means (Figure 12).

Time Card
Mileage Card

Time Card for client Participant Demo [ID: 1000522]
 Showing 81 time entries from 04/09/2011 through 08/06/2011 for a total of 388.50 hours
 Create Time Entry

Show entries between:
 04/09/2011 and 08/06/2011

Show entries for period: -- OR --
 Custom

With status:
 Any status

Update View

ID	Date	Employee	Service	Rate	Start	End	Hours	Status	History	Edit	
220266	Sat 04/09/2011	Vardy, Harriet	PSS - Personal Support Services	\$8.75 / hr	09:00 PM	10:00 PM	1.00				
225862	Sat 04/23/2011	Potts, Tamar	PS2 - Personal Support Services 2	\$8.00 / hr	12:00 AM	07:00 AM	7.00				
228007	Wed 06/01/2011	Gamboia, Shayne	SNS - Skilled Nursing Support	\$60.00 / hr	01:00 PM	02:00 PM	1.00				
<input type="checkbox"/>	228014	Thu 07/28/2011	Brandal, Horace	PSS - Personal Support Services	\$8.75 / hr	08:00 AM	12:00 PM	4.00			

This system is live! Other authorized users or internal staff may make modifications to your service card.
 To view what changes have occurred to an individual entry, click the history icon for that entry.

Create Time Entry
Select All
Deselect All
Approve Selected

Figure 11. Time Card












	Deleted -- The entry has been deleted.
	Scheduled -- The entry is scheduled to be performed (this is a non-web status code).
	Held -- The entry is held (this is a non-web status code).
	Employee Created -- The entry was created by an employee.
	Client Approved -- The entry was created by a client, or approved by a client.
	Case Manager Approved -- The entry was created by a case manager, or approved by a case manager.
	Internal Approved -- The entry was created by an internal staff member, or approved by an internal staff member.
	Paid -- The entry has been paid.
	Over Budget -- The entry is over budget. This means the client associated with the entry does not have enough funds to pay the entry.

Figure 12. Payroll Status


Edit or Delete Time Entry

If you saved a time entry with the wrong information, click the edit icon  in the time card area (Figure 11) to make corrections to the entry. Edits are no longer allowed to the entry once this symbol  appears.

Once you click the edit icon, the edit time entry box will display (Figure 13). Make the necessary corrections, add a comment on why you are correcting the entry, and click the “update time entry” button.

To delete the entry, click the “delete time entry” button and add a comment on why the entry is being deleted.

Edit time entry 1357097 for [Click for help editing a time entry ?](#)

Service Date: 
mm/dd/yyyy

Employee:

Service Code:

Start Time: AM PM **End Time:** AM PM
hh:mm hh:mm

Duration: 1 minutes (0.02 hours)

Comment:
0/150 characters used


By updating this entry, I certify that the above information is correct and that the specified service was provided in accordance with the schedule/care plan. I understand that falsification of an entry is considered fraud and may result in dismissal from the program and criminal prosecution.

Figure 13. Edit Time Entry


Employer Time Approval

For Employers, the online time approval process is similar to a paper time sheet process in that both systems require review and approval of Employee time entries. With the online timesheet system it minimizes data entry errors and provides the Employer with far more information regarding the exact status of their budget, payroll, and Employee hours.

Approving Time



All entries with an  indicates the shift was submitted for approval by the Employee. The Employer must review all entries and verify the times are correct.


You can manually select each entry to approve using the check box on the far left side of the entry or you can select all entries by clicking the “select all” button. To approve the selected time, click the “approve selected” button.


A  will now appear indicating the shift was approved by the “client” (Employer). After you have approved the entries, Consumer Direct will complete the payroll process.

Time Card
Mileage Card













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Deselect All
Approve Selected

Figure 11. Time Card

Note: employers can create time entries for employees by following the same steps for employee time entry. If the employer creates the entry it automatically approves the time.