

# HOW TO REQUEST AGENCY RECIPROCITY Cumulative Career Hours

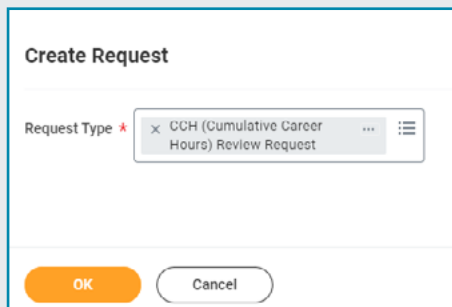
## Eligibility

You may be eligible for an increase in Cumulative Career Hour (CCH) and your base wage if:

- You worked as a direct care worker for a Medicaid-contracted home care agency
- You can provide verifiable documentation of hours worked as a Medicaid-contracted home care agency direct care worker
- Your dates of employment and hours of service with the agency is on or after July 1, 2017

## To Request Agency Reciprocity CCH Hours

1. Log in to CDWA's [DirectMyCare web portal](#)
2. From the My Dashboard screen, click the **Workday** button to go to your Workday homepage.  
*\*If you reach a log in page, enter the same username and password as used to log into the [DirectMyCare web portal](#).*
3. Locate the search bar at the top of the screen and type in create request.
4. Select the **Create Request Task**.
5. In the Create Request pop up, use the dropdown menu to select **All**. Then select **CCH (Cumulative Career Hours)**  
**Review Request.** (Fig. 01)
6. Click **OK.** (Fig. 01)



**Create Request**

Request Type \* × CCH (Cumulative Career Hours) Review Request

**OK** **Cancel**

Fig. 01

### What to Do:

- Complete the information requested below.
- Upload your agency-worked documentation in the Attachment section.
- Click **Submit** when finished.

CDWA will respond within 10 business days with an approval, denial or additional questions.

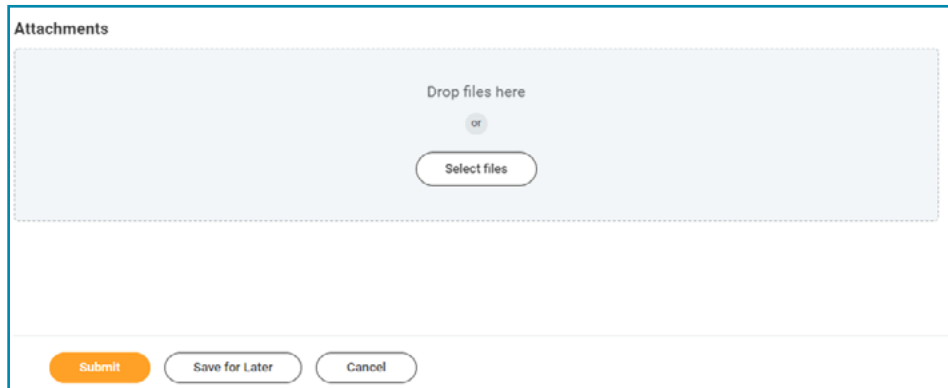
Fig. 02

7. There are helpful instructions on the screen. Review these then complete every required field on the screen to prevent delay in processing the request. (Fig. 02)

## Acceptable Documentation

You must attach prior employer attestation of hours and dates of employment.

8. Click **Select Files** to upload your agency-worked documentation from your computer or preferred mobile device in the **Attachments** section. (Fig. 03)



The screenshot shows a web interface for uploading documents. At the top, the word "Attachments" is displayed. Below it is a large, light gray area with a dashed border, containing the text "Drop files here" and "or" above a "Select files" button. At the bottom of the interface, there are three buttons: "Submit" (orange), "Save for Later", and "Cancel".

Fig. 03

9. After uploading documentation, click Submit to submit your CCH Hours. (Fig. 03)
10. You will receive an email confirming your CCH request.

*\*CDWA will respond within 10 business days with an approval, denial, or additional questions.*

