

## Non Live-in Individual Providers

# Adding Time and Mileage Entries

IN THE WEB PORTAL

\*\*Non Live-in IPs must clock in and out of each shift using the CareAttend app in order to be Electronic Visit Verification (EVV) compliant. Service time entries entered in the DirectMyCare web portal are NOT EVV compliant.

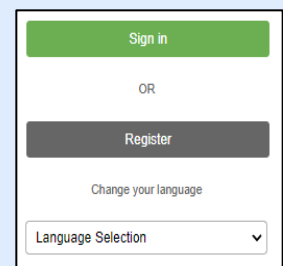
Here are reasons why you may need to enter a shift or make adjustments to a shift in the DirectMyCare web portal:

- Clocked in/out at the wrong time
- Phone or tablet was not working
- Member had an emergency
- Forgot to clock in/out
- Enrollment documentation was not complete
- Didn't have phone or tablet
- CareAttend app is not working

Adjustments need to be made within 24 hours after submitting the shift from CareAttend.

## NAVIGATE TO THE TIME/MILEAGE ENTRY SCREEN

1. Sign in to the DirectMyCare web portal by entering your email address and password. Click Sign In and you will be directed to the dashboard.



Sign in

OR

Register

Change your language

Language Selection

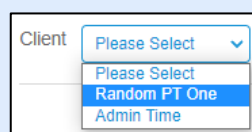
2. On the dashboard click the Time/Mileage Entry button in the upper right of the screen. This takes you to the time entry screen.



3. Select the weeks of service to enter time using the arrows in the top right of the time entry screen or by clicking the calendar icon.



4. From the dropdown, select a Client.



Client

Please Select

Please Select

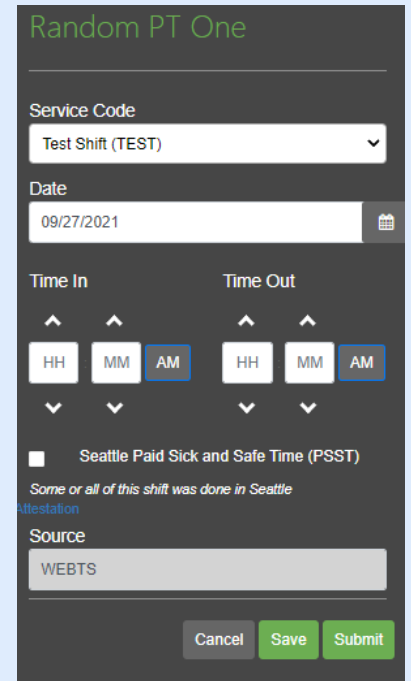
Random PT One

Admin Time

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## HOW TO MAKE ADJUSTMENTS OR SUBMIT TIME

1. Click in the cell for the day of the work week where you find the time that needs adjusting or submitting. A window on the right side of the screen will appear.
  - a) Fill in or adjust the information. The window will display the service code and date of service. These can be changed if needed by clicking the dropdown arrow.
  - b) Some service codes require a task or multiple task selections. If a task is required and not selected, you will receive an error if you save/submit.
  - c) Enter or adjust the in and out times. Time entry is in 5-minute increments.
  - d) If your time worked was within Seattle City limits, you will need to check the box for Seattle Paid Sick and Safe Time (PSST).
  - e) Click the **Save** or **Submit** button to complete the time entry.



Random PT One

Service Code  
Test Shift (TEST)

Date  
09/27/2021

Time In Time Out  
HH MM AM HH MM AM

Seattle Paid Sick and Safe Time (PSST)

Some or all of this shift was done in Seattle  
Attestation



Source  
WEBTS

Cancel Save Submit

If you click **Save**, you will still need to Submit your shift for payment. Click **Submit** to immediately submit time worked to CDWA for processing.


## SUBMITTING SAVED TIME ENTRIES

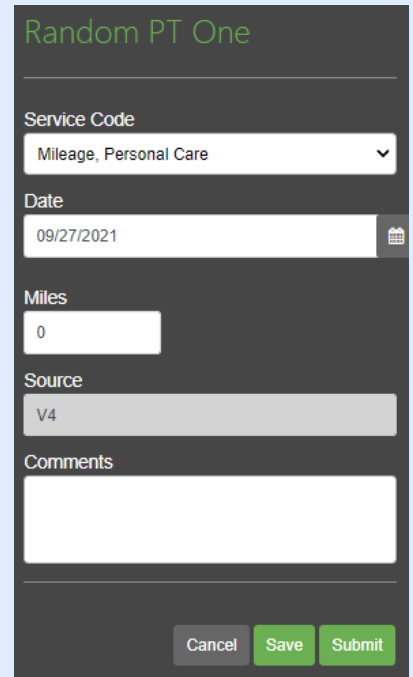
1. Click on the cell for the day of the work week where you have saved, but not submitted, time. A window on the right side of the screen will appear.
2. Review time entry for accuracy.
3. Under the time entry, you will see an additional actions row. A green check mark indicates no additional action is required. A yellow triangle with an exclamation mark indicates further action is required.
  - a) If there is a yellow triangle with an exclamation mark icon, complete the required action prior to submitting.
4. Click the **Submit Entries** button.
5. This opens an attestation. Click **Ok** to agree that the information entered is true and accurate.
6. This opens the Adjustments window.
  - a) Select an adjustment reason why you entered time in the web portal.
  - b) Under "Is the starting location of your shift the Client's home address?" select Yes or No.
  - c) Under "Is the ending location of your shift the Client's home address?" select Yes or No.
  - d) Selecting yes defaults to the Client's address.
  - e) If No is selected for either address, you will need to enter an address of where your shift started and/or entered.

Mon 9/27
4 
4.00


**Note:** If you have multiple saved entries, you can submit an entire row or week. To submit more than one, click the checkbox on the left side of the grid to highlight the entries. Click Submit Entries. If you try to submit any entry that requires additional action, the system will prompt you to complete the action prior to submitting.

## HOW TO SUBMIT MILEAGE

1. To enter mileage, scroll down to the lower part of the screen.
2. Click in the cell for the day of the work week you wish to enter mileage. A window on the right side of the screen will appear. 
3. Fill in the information.
  - a) The window will display the service code and date of service. These can be changed if needed by clicking the dropdown arrow.
4. Enter Total miles for that day.
5. Click the Save or Submit button to complete the mileage entry.
  - a) If you click Save, you will need to Submit your entry for payment.
  - b) Click Submit to immediately submit the mileage entry to CDWA for processing.
6. Repeat the Mileage entry process for each additional day.



Random PT One

Service Code  
Mileage, Personal Care

Date  
09/27/2021

Miles  
0

Source  
V4

Comments

Cancel Save Submit

## HOW TO ENTER PAID TIME OFF AND TRAINING TIME

1. From the client dropdown, select Admin Time.
2. Click in the cell for the day of the work week you wish to enter time. A window on the right side of the screen will appear.
  - a) Fill in the information. The window will display the service code and date of service. These can be changed if needed by clicking the dropdown arrow.
  - b) Enter the Time Worked by total hours and minutes. Time entry is in 15-minute increments.
  - c) If your time was within Seattle City limits, you will need to check the box for Seattle Paid Sick and Safe Time (PSST).
  - d) Click the Save or Submit button to complete the time entry.
    - i. If you click Save, you will need to Submit your entry for payment.
    - ii. Click Submit to immediately submit time to CDWA for processing.
3. Repeat the time entry process as needed.