



# Shift Corrections in DirectMyCare

The Shift Correction process is different based upon which status your shift is showing in the DirectMyCare web portal Time/Mileage Entry screen.

## Navigate to the Time/Mileage Entry Screen

1. Log in to the DirectMyCare web portal.
2. From the My Dashboard screen, select the **Time Entry** button to go to your Time Entry screen. (Fig. 01)
3. If you work with multiple Participants/Caregivers, choose one from the dropdown menu in the top left corner. (Fig. 02)
4. Use the arrows in the top right corner of the screen, or select the calendar icon, to view the weeks of service. (Fig. 03)



Fig. 01

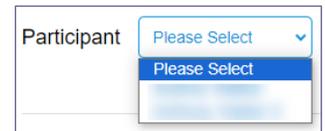


Fig. 02



Fig. 03

## Shifts in Saved Status

The following steps must be completed by the Caregiver on their Time Entry screen.

Shifts that are in a "saved" status can be adjusted or removed before they are submitted.

1. Select the **saved shift** you'd like to edit. (Fig. 04)
2. A black panel will appear on the right side of the screen. (Fig. 05)

Service Code	Sun 7/3
Relief Care	2 
Respite Care	1 
Personal Care	

Fig. 04

3. Edit any of the information in the menu that is not greyed out, or select the **garbage can** in the top right to remove the entire shift. (Fig. 05)
  - If you need to edit the service code or the date you will need to remove the shift and re-enter it.

4. Selecting **Update** will continue to keep the shift in "saved" status. Selecting **Submit** will submit the shift to your Participant/Designated Representative for approval.

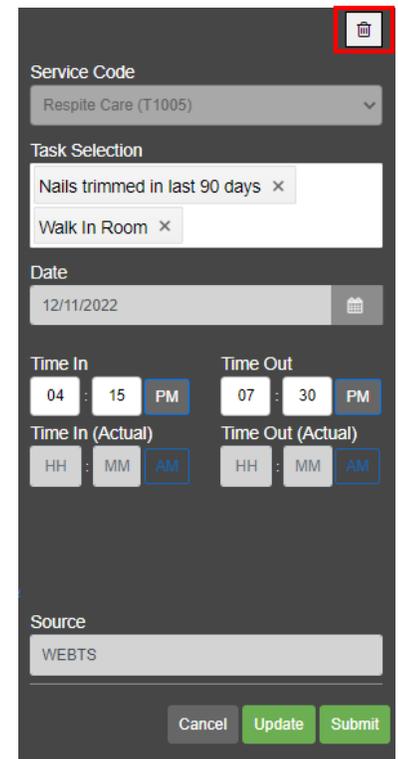


Fig. 05

\*\*\*If you select **Save**, your shift will **NOT** be submitted to your Participant/Designated Representative for payment.

Select **Submit** to immediately send time worked to your Participant/Designated Representative for approval.

## Rejecting Submitted Shifts

The following steps must be completed by the Participant/Designated Representative on their Time Entry screen. For Participants that have a Designated Representative, the Designated Representative is responsible for time approval/rejection.

If anything about a submitted shift (time in/out, service code, tasks, etc.) needs to be changed, the shift must be **rejected**.

1. Select the submitted shift you'd like to reject. (Fig. 06)
2. A black panel will appear on the right side of the screen. (Fig. 07)
3. Select the **Reject** button, enter comments, select **Reject** again.

	Mon 12/25	Tue 12/26	Wed 12/27
		1.5	
		2.5	3

Fig. 06

After the shift is rejected, the **Caregiver** can go into DirectMyCare.com and adjust the time in and time out and **Submit** the shift again. If any other information about the shift needs to be adjusted, add a new shift with the correct information on the Time Entry Screen, or enter a new shift in CareAttend.

Service Code  
SC2 (svrcode2)

Date  
12/26/2023

Time In  
12:00 PM

Time Out  
01:30 PM

Time In (Actual)  
12:00 PM

Time Out (Actual)  
01:30 PM

Source  
WEBTS

Caregiver's Comments

Adjustments

Cancel **Reject** Approve

Fig. 07

## Removing Rejected Shifts

A rejected shift can be deleted if the Caregiver no longer wants to view it on their Time Entry Screen, **it is not a requirement**. The following steps would be completed by the **Caregiver** on their Time Entry screen after the Participant/Designated Representative rejects the shift.

1. Select the rejected shift you'd like to remove. (Fig. 08)
2. A black panel will appear on the right side of the screen.
3. Select the **garbage can** in the top right to remove the shift. (Fig. 09)
4. Select **OK** to verify you want to remove the shift.

	Sat 2/3
	5

Fig. 08

\*\*\*See instructions for how to enter a late shift in CareAttend on the Training Materials page on our website.

Service Code  
SC1 (svrcode1)

Task Selection  
Bathing Dressing   
Grooming Toileting   
Transferring

Date  
02/03/2024

Time In  
03 : 00 PM

Time Out  
08 : 00 PM

Time In (Actual)  
HH : MM AM

Time Out (Actual)  
HH : MM AM

Fig. 09

## Shift is in Ready To Be Paid Status

The following steps must be completed by the Caregiver on their Time Entry screen.

Shifts in "ready to be paid" status, that are showing a green thumbs up, can be removed if there is an error, then re-entered correctly.

1. Select the shift in "ready to be paid" status that you'd like to remove. (Fig. 10)

Service Code	Sun 7/3
Relief Care	2 👍
Respite Care	1 📅
Personal Care	

Fig. 10

2. A black panel will appear on the right side of the screen.
3. Select the **Remove Shift** button. (Fig. 11)
4. From the pop-up message, choose the reason for removing the shift, by selecting an option from the dropdown menu, select **Remove**. (Fig. 12)
  - If you do not see the exact reason in the dropdown menu, choose the option that is closest to the exact reason.

**Warning!** ✕

Once this entry is removed, it will no longer be visible in the DirectMyCare web portal. The entry will not be paid. To continue, choose a removal reason and click "Remove." Removal may take several minutes to complete.

**\* Removal Reason Required**

Removal Reason \*:

Remove
Cancel

Fig. 12

- Remove Shift
+ Add Shift

---

Service Code  
Respite Care (T1005) ▼

Task Selection  
Nails trimmed in last 90 days ✕

Date  
12/05/2022 📅

Time In  
03 : 00 PM

Time Out  
05 : 00 PM

Time In (Actual)  
HH : MM AM

Time Out (Actual)  
HH : MM AM

Source  
WEBTS

Fig. 11

5. You may see a red arrow icon next to the shift you just removed indicating that the removal is in progress. (Fig. 13) Once the removal has been processed, the shift will no longer be visible.

Service Code	Sun 7/3	Mon 7/4	Tue 7/5	Wed 7/6	Thurs 7/7	Fri 7/8	
Relief Care	2 ⬅	4 🚫		7 🚫			✕ Rejected
Respite Care	1 📅						⬅ Removal In Progress
							📅 Saved

Fig. 13

\*\*\*If the shift needs to be re-entered with correct information, see instructions for how to enter a late shift in CareAttend on the Training Materials page on our website.