

A wide-angle landscape photograph of South Dakota, showing a vast, flat plain with several prominent, layered rock buttes in the distance under a clear blue sky.

# South Dakota DHS

- Statewide Agency with Choice Tour

August 2024

A close-up photograph of a rugged, rocky cliffside. The rock is light-colored and textured. In the foreground, there are several dark green evergreen trees, likely spruce or fir, growing on the slope.



# Welcome



# Today's Presentation

- ❖ Who is Consumer Direct Care Network South Dakota (CDSN)
- ❖ CDSN transition information – LifeQuest only
- ❖ Enrollment process overview
- ❖ Time entry overview
- ❖ Payroll schedule
- ❖ Questions and answers



# Feedback and Questions

Please scan the barcode or use the code below at [menti.com](https://www.menti.com) to submit anonymous questions. You can ask questions out loud as well.



Join at [menti.com](https://www.menti.com) | Use Code:  
6832 4087

**Who we are...**





# Mission

To provide care and support to people in their homes and communities

# Vision

To help people live the life they want

# Values

Respect, Integrity, **Service**, **Excellence**

# Experts In Self-Directed Services

**We are the largest, most experienced provider of self-directed services in the nation.**

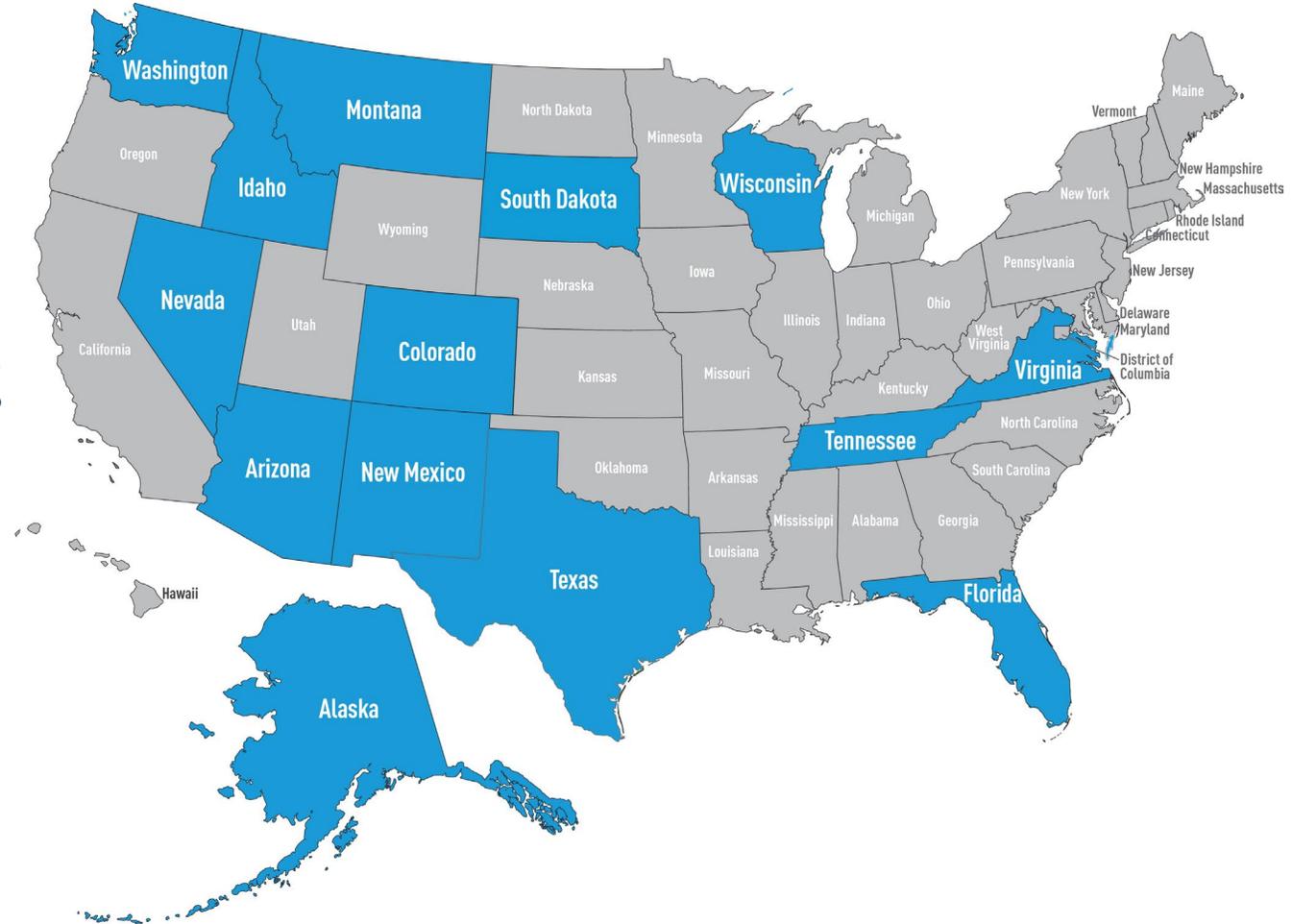
- ❖ Participant-focused customer service
- ❖ Experienced, collaborative partner with all interested parties
- ❖ Reliable, easy-to-use technology
- ❖ Long-standing and stable leadership team

## **What We Do:**

- ❖ South Dakota office in Sioux Falls. Remote staff presence in Rapid City, Aberdeen, Brookings, and Watertown
- ❖ Service delivery experience in urban and rural communities
- ❖ Tools designed just for self-direction

# Consumer Direct Experience and Trust

- ❖ Consumer Direct Care Network South Dakota (CDSD) is part of the larger Consumer Direct Care Network
- ❖ Over 30 years' experience supporting home care services
- ❖ Serving 94,000 Participants and 112,000 Caregivers around the country
- ❖ Serving 14 states



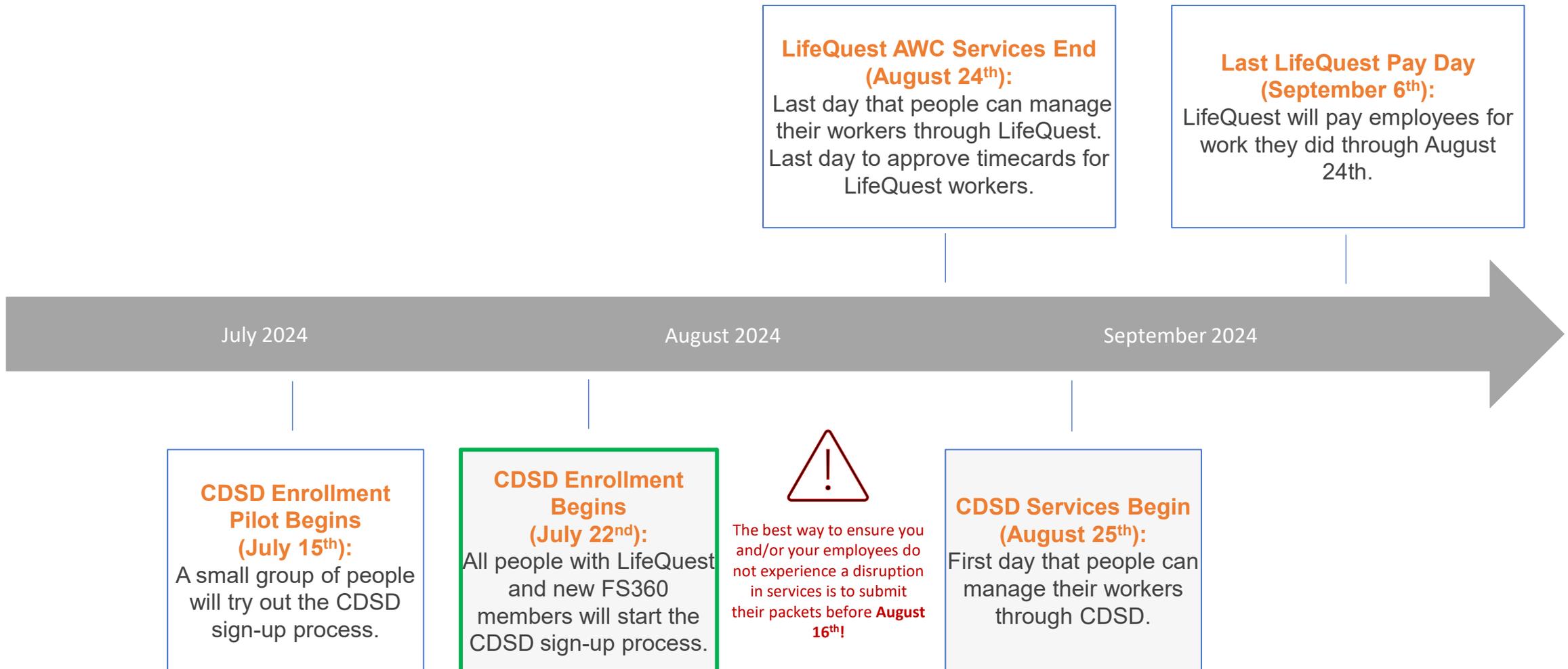


# Enrollment Information

# Enrollment Timeline

Applies to LifeQuest AWC enrollees and New FS360 enrollees only

People with LifeQuest and new people who joined FS360 and do not have an AWC provider will sign-up with CDSD first. Their employees will also sign-up with CDSD first.



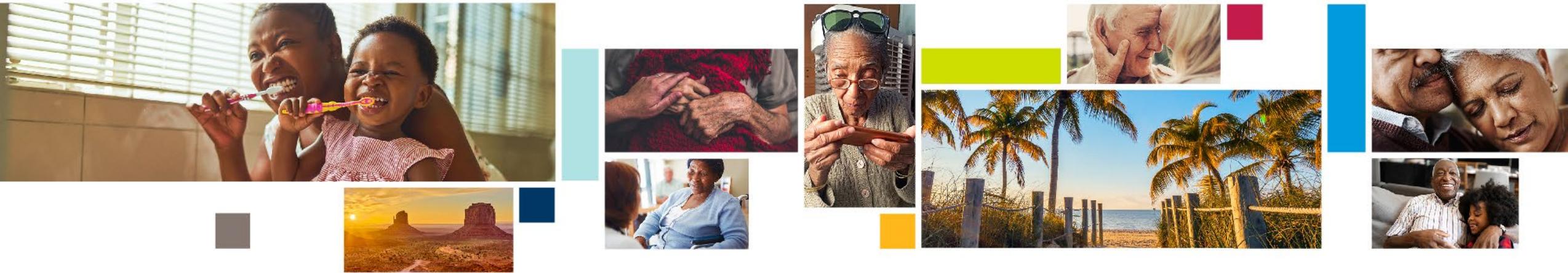
# Preparing For the Transition

## LifeQuest Participants

- ❖ Your services will transition to CDSO on August 25!
- ❖ Each participant or Designated Representative (DR) and employee needs to complete a DocuSign enrollment packet ASAP!
- ❖ Over the last few weeks, CDSO has been working to connect with all participants transitioning from LifeQuest to initiate the DocuSign packets.
- ❖ If you are a participant, and have not received your DocuSign packet, please connect with us after this presentation so we can assist you.
  - You may also email or call our office for assistance at any time.
    - [InfoCDSO@ConsumerDirectCare.com](mailto:InfoCDSO@ConsumerDirectCare.com)
    - 888-535-2010

# Employee Packets

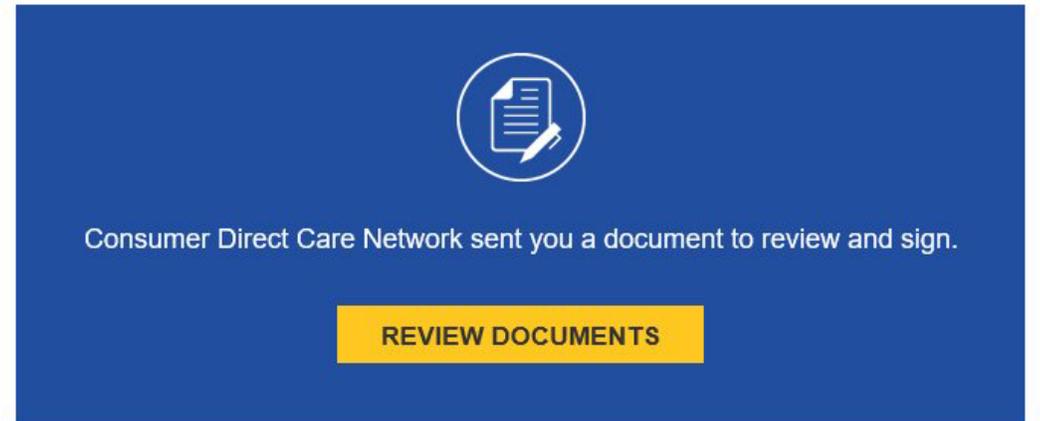
- ❖ Employees need to complete their DocuSign packets ASAP!
- ❖ After the employee completes their portion of the packet, DocuSign will send an email to the participant to complete their portion of the employee packets.
  - Participants will need to verify the employee's I-9 documents and sign documents in the employee packet.
- ❖ CDSD will run background checks on employees after they complete their enrollment packets.



# DocuSign Packets

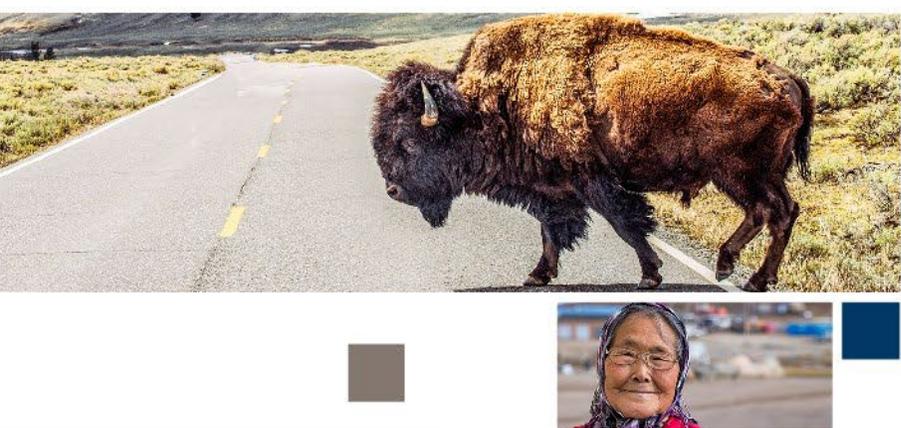
**CDSO has been emailing enrollment packets to participants and their employees**

- ❖ The participant and the employee each receive a packet in a separate email.
- ❖ These packets are completed electronically.
  - Click **Review Document** and DocuSign will walk you through each step.
- ❖ If you need your packet resent, please email [InfoCDSO@ConsumerDirectCare.com](mailto:InfoCDSO@ConsumerDirectCare.com).
- ❖ DocuSign instructions are posted on our website.
  - [ConsumerDirectSD.com/Training-Materials](http://ConsumerDirectSD.com/Training-Materials)



# After Packets are Submitted

- ❖ After CDSB processes the packets, participants and employees will receive an "Okay to Work" email with instructions to activate their DirectMyCare.com portal account.
- ❖ Employees can then practice submitting test shifts in the CareAttend mobile application and/or DirectMyCare.com portal.
- ❖ Participants can also practice approving test shifts.
- ❖ First time submission CDSB will begin on August 25, 2024, for LifeQuest participants.



# Submitting Time

## ❖ **Three methods to submit time with CDS**

- Mobile Application (CareAttend)
- IVR (Interactive Voice Response)
- DirectMyCare.com Web Portal

## ❖ **EVV Requirements**

- Personal Care services are required to be EVV compliant
- CareAttend or IVR must be used
- DirectMyCare.com is not EVV compliant

## ❖ **Other Services**

- All three methods can be used to submit Companion Care, Respite and Supported Employment

A photograph of an older man with a grey beard and a younger woman with dark hair, both smiling as they look at a smartphone held by the man. The woman is pointing at the screen. They are in a brightly lit indoor setting.

# DirectMyCare

## Web Portal Activation

# Step 1: Activating DirectMyCare.com

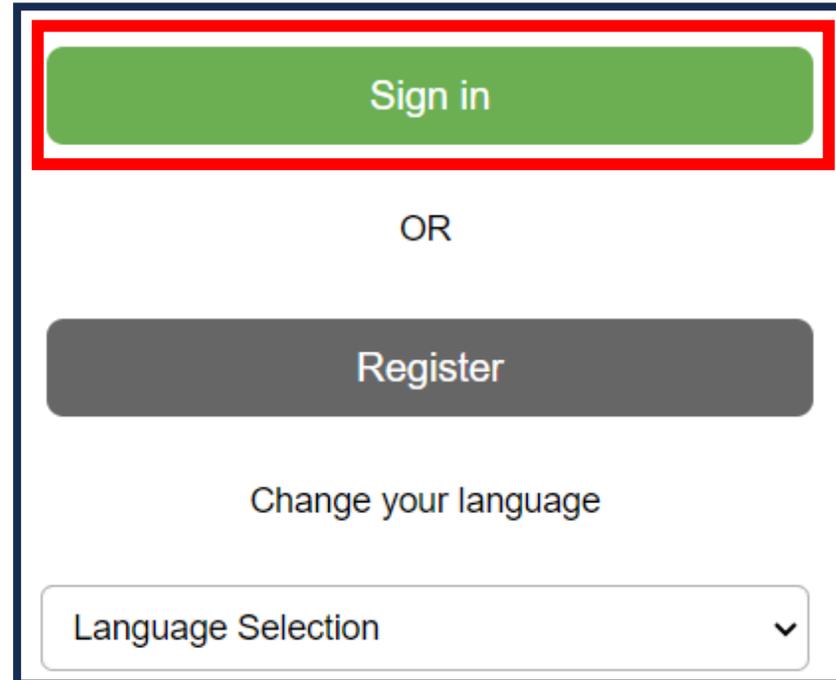
## Preparing for the Transition

### ❖ DirectMyCare.com

- Both participants (or their designated representative) and employees need to start by activating and signing into DirectMyCare.com.
- Participants and employees will be registered for an account in DirectMyCare.com after enrollment packets have been completed
- Participants and Employees must access their accounts by clicking the **Sign In.** button on DirectMyCare.com and selecting **Forgot Your Password.**
  - **Do NOT click the “Register” button.**

# DirectMyCare.com Web Portal Activation

- ❖ To get started, click the **Sign In** button on DirectMyCare.com.
  - Do **NOT** click the Register button.



Sign in

OR

Register

Change your language

Language Selection ▼

# DirectMyCare.com Web Portal Activation

## Reset Your Password

1. From the DirectMyCare sign-in screen, select **Forgot your Password?**
2. On the next screen, enter your email address and select **Send Verification Code**

CONSUMER DIRECT  
CARE NETWORK

Email Address

Password

Sign in

[Forgot your password?](#)

CONSUMER DIRECT  
CARE NETWORK

Email Address

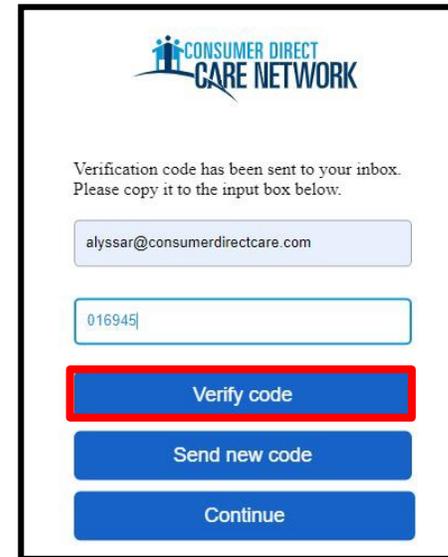
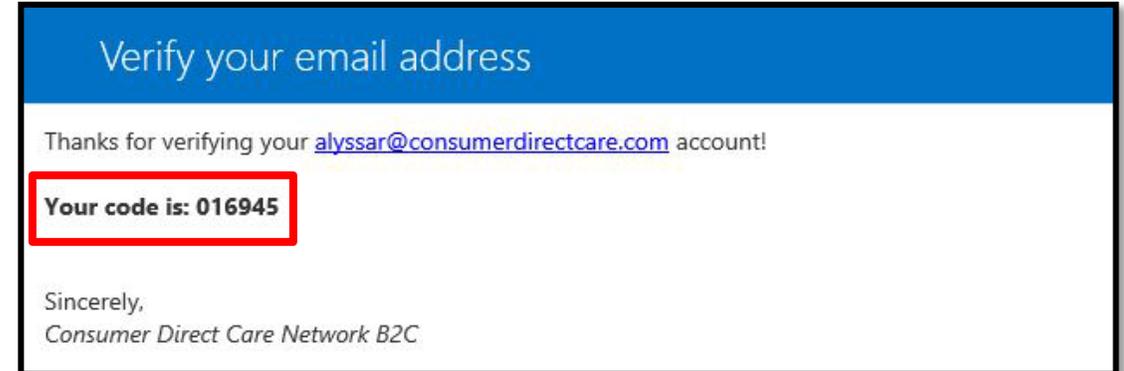
Send verification code

# DirectMyCare.com Web Portal Activation

## Enter Verification Code

1. Open a new browser window and check your email for the verification code. The email will come from **Microsoft on behalf of Consumer Direct Care Network B2C**
2. Return to the registration page and enter the code from your email into the verification box.
  - Select **Verify Code**

*\*If you need a new verification code, click **Send new code**.*
3. Select “**Continue**”



# DirectMyCare.com Web Portal Activation

## Create Password

1. Create a **new password** and confirm it. The password must contain:
  - A minimum of 8 characters
  - Lowercase and uppercase letters
  - At least 1 numeric character
  - At least 1 special character
2. When finished, you will be logged into the DirectMyCare.com web portal.



# DirectMyCare.com Web Portal Activation

## SSN Validation

1. Verify the last 4 digits of your **Social Security Number**, then select **Continue**.
2. You will get a confirmation message that you are logged into the DirectMyCare.com web portal. Follow the instructions in the message to continue.

Welcome to Consumer Direct!

We need you to verify your account. Enter the last 4 digits of your social security number in the box below and click the green Continue button.

#### Show

Enter the Last 4 digits of SSN

Congratulations! You have successfully logged into your account.

Click this link for next steps:  
[www.ConsumerDirectSD.com/next-steps/](http://www.ConsumerDirectSD.com/next-steps/)

Thank you!



# CareAttend App

# Step 2: Employees Download the CareAttend App

**After signing into DirectMyCare.com, the employee will need to download the CareAttend app.**

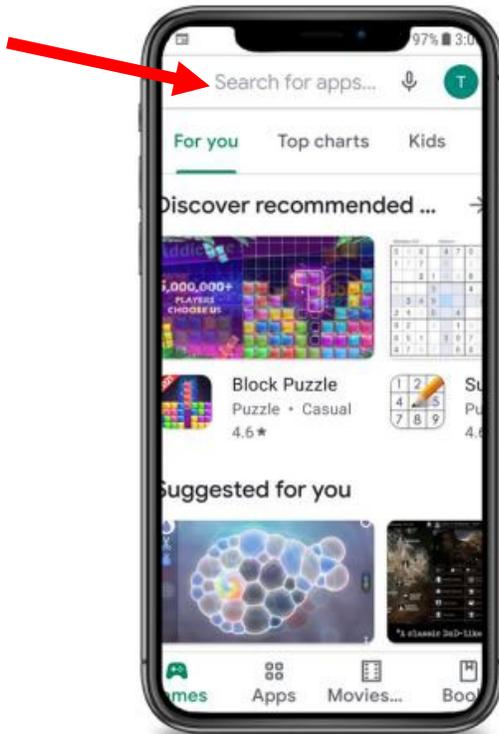
- ❖ Only the employee will download the CareAttend mobile app, not the participant.
  - The participant will only use the CareAttend mobile app to approve the shift at the time of clock out.
- ❖ Once the CareAttend mobile app has been downloaded, the employee can sign in and use the mobile app to clock in and out.
- ❖ The sign in for CareAttend is the same login information created for DirectMyCare.com.

# Download the CareAttend App - Android



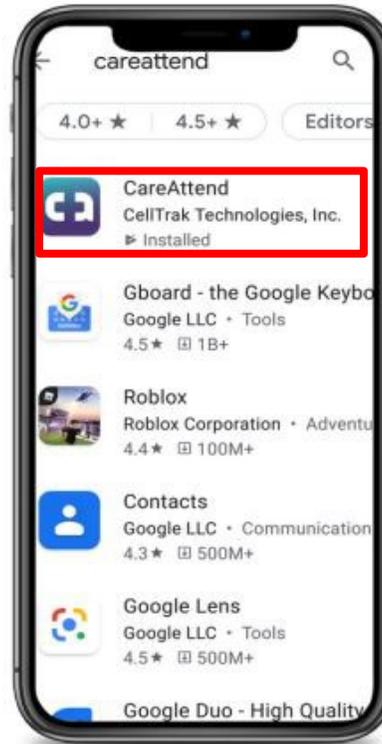
## 1. OPEN THE PLAY STORE AND TAP THE SEARCH BAR

Tap the Play Store icon and then tap the Search bar to open the search function.



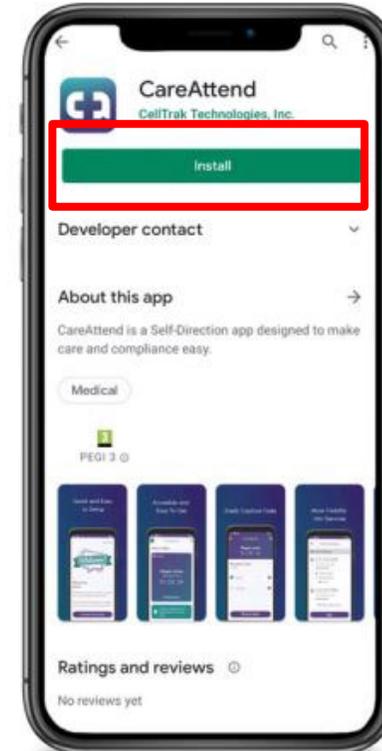
## 2. SEARCH FOR CAREATTEND

Type "CareAttend" into the search and tap Search. Tap "CareAttend" to select the App.



## 3. INSTALLING THE APP

Tap "Install" to download and install the app.

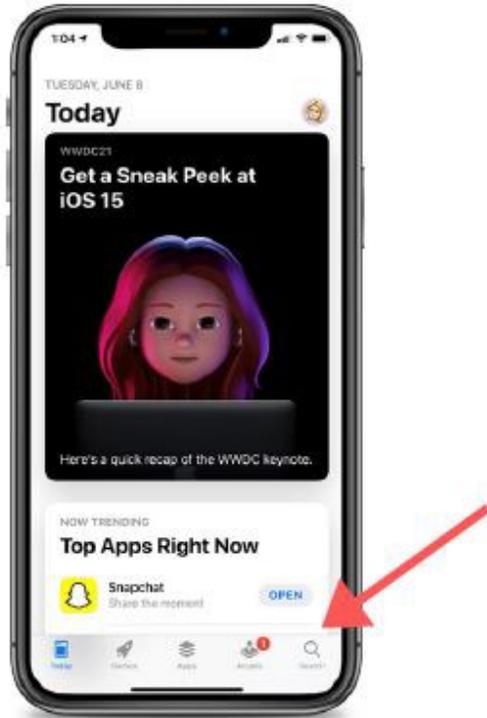


# Download the CareAttend App - iOS



## 1. OPEN THE APP STORE AND USE THE SEARCH FUNCTION

Tap the App Store icon and then tap the magnifying glass at the bottom to open the search function.



## 2. SEARCH FOR CAREATTEND AND GET THE APP

Type "CareAttend" into the search bar and tap Search. Then tap "GET" to download the App. You may need to enter your Apple ID password.



# CareAttend Setup - Employees

1. Open the CareAttend app and select the **Sign In** button.
2. On the **Select your sign in method screen**, select the **circle** next to **Consumer Direct Care Network**.
3. Select the **Next** button.
4. Sign in using your login information from the DirectMyCare.com web portal.

**Select your sign in method**  
Choose Care Attend if you don't see your sign in method below.

Care Attend

**Consumer Direct Care Network**

Sign in with your existing account

Email Address

Password

Forgot your password?

**Sign in**

Don't have an account? Sign up now

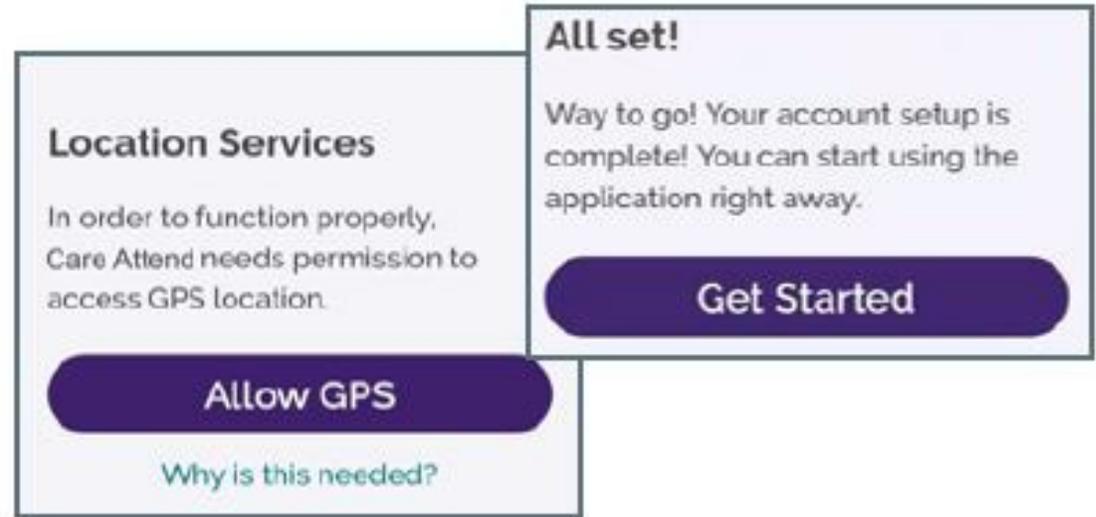
# CareAttend Setup - Employees

4. After you log in, you will see a Welcome screen. Select **Create Passcode**.
  - **Enter in a six-digit passcode.** The passcode cannot be six consecutive digits.
  - Remember this passcode, you will need to enter it each time you log in.
5. Optional: If your device supports the feature, you may choose to enable Fingerprint or Face Unlock:
  - Select the **Enable** button if you would like to use the feature.
  - Select **Skip** for now if you do not want to enable the feature.



# CareAttend Setup - Employees

6. On the Location Services Screen, click the **Allow GPS** button.
7. On the Save Battery Screen, select the **Allow Motion Access** button
8. Your account has been set up. Select the **Get Started** button.



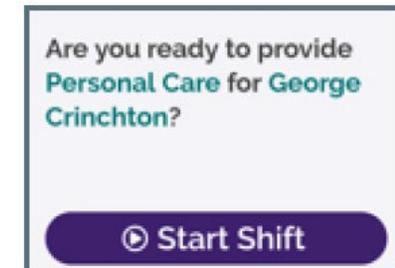
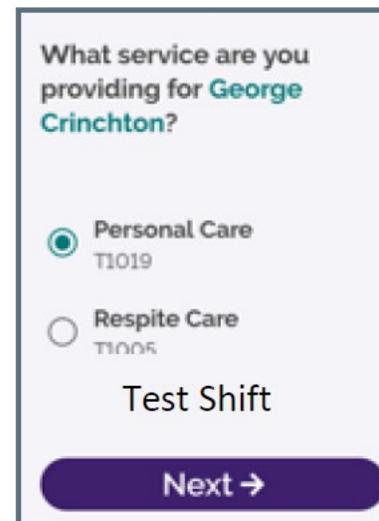
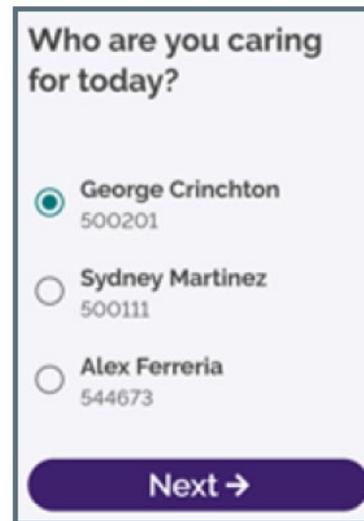
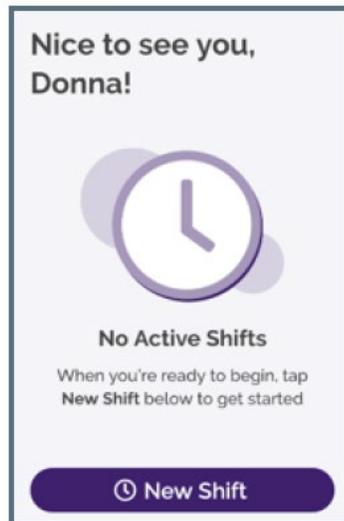
# Step 3: Employees Submit a Test Shift

- ❖ All shifts must be submitted to CDSD starting on August 25, 2024, for LifeQuest participants.
- ❖ However, we highly recommend that all employees input a test shift into CareAttend to practice using the system before August 25, 2024.



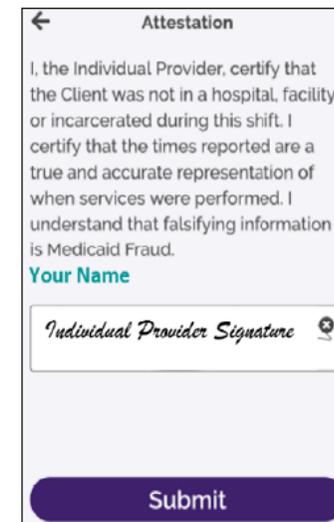
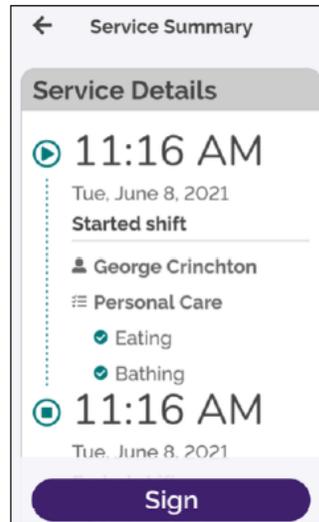
# CareAttend - Employees Submitting a Test Shift

1. Select the **New Shift** button.
2. Choose your **Participant**.
3. Select **Test Shift**.
4. Select **Start Shift**. You will see a running time clock with the name of the participant you selected.



# CareAttend - Employees Submitting a Test Shift

5. Select the **End Shift** button.
6. View the **Service Summary**.
7. Sign the attestation and select **Submit**.
  - You may turn the device sideways for a larger signature box.

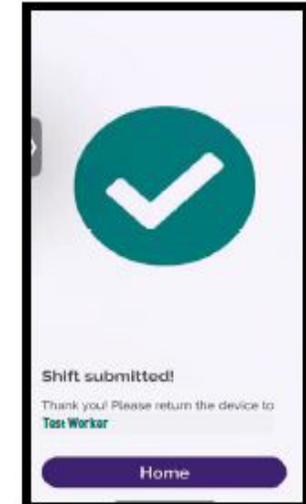
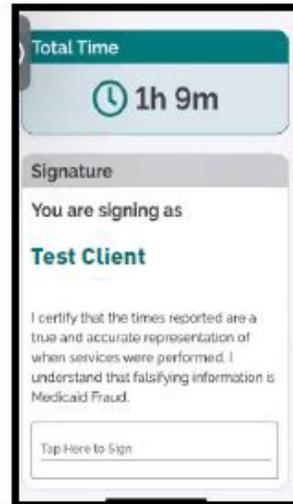
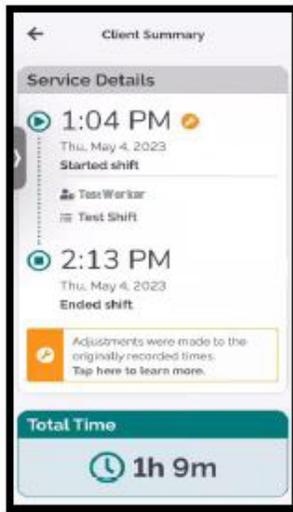


# CareAttend – Participants/DRs

## Approving a Test Shift

Once the employee ends their shift on the device, participants or DRs need to approve the shift.

1. Review the **Service Details**.
2. Tap inside the signature box. You may turn the device sideways for a larger signature box.
3. When you are finished signing, select the **Submit** button to approve the test shift.



# Demo of CareAttend Shift Entry





# DirectMyCare.com

Time Entry

# DirectMyCare.com Web Portal Time Entry

The screenshot shows the homepage of the DirectMyCare.com web portal. At the top left is the logo for the Consumer Direct Care Network. The main header features the 'DIRECT MY CARE' logo on a blue background and a photograph of a smiling young girl with purple glasses on a teal background, with the slogan 'MY TIME. MY CARE. MY WAY.' to her right. Below the header, the text 'We Specialize in Self-Directed Care' is followed by a sub-headline: 'We provide a variety of options for those who self-direct their care and services.' Four colored circles represent service categories: Medicaid (green), Medicare (green), Private Insurance (orange), and Supporting (brown). On the right side, there are buttons for 'Sign in' (green) and 'Register' (grey), with 'OR' between them. Below these is a 'Change your language' link and a 'Language Selection' dropdown menu. At the bottom right, a link for administrative staff is provided.

**CONSUMER DIRECT CARE NETWORK**

## DIRECT MY CARE

MY TIME. MY CARE. MY WAY.

### We Specialize in Self-Directed Care

We provide a variety of options for those who self-direct their care and services.

- Medicaid
- Medicare
- Private Insurance
- Supporting

[Sign in](#)

OR

[Register](#)

[Change your language](#)

Language Selection ▾

CDCN administrative staff, please sign in [here](#).

# DirectMyCare.com Web Portal Time Entry Employees

Time Entry Pay Stub/W-2

## My Dashboard

To access your current W-2, please click [here](#).

### My Outstanding Time Entries

0 Rejected 0 Not submitted

Participant	Service	Date	Time In ↑	Time Out	Time Spent	Status	Source
-------------	---------	------	-----------	----------	------------	--------	--------

No data available

### My Participants

Name & ID	Contact Number
-----------	----------------

### My Missing Data Entries

0 Missing Data

Participant	Service	Date	Time In ↑	Time Out	Time Spent	Status	Source
-------------	---------	------	-----------	----------	------------	--------	--------

My Service Coordinator	Contact Number
------------------------	----------------

No data available

# DirectMyCare.com Web Portal Time Entry Employees

[Home](#)
[FAQ](#)
[Contact Us](#)

Time Entry  Legend

Client  Week

◀ ▶  Sun Sep 26 - Sat Oct 09

---

Week 1 (Sep 26 - Oct 02) Work Week Limit : 40

<input type="checkbox"/>	Client	Service Code	Sun 9/26	Mon 9/27	Tue 9/28	Wed 9/29	Thurs 9/30	Fri 10/1	Sat 10/2	Total Hrs.
<input type="checkbox"/>	Rita Book	Personal Care								0.00
<input type="checkbox"/>	Rita Book	Test Shift								0.00
			<b>0.00</b>							
<i>Additional Actions:</i>			✓	✓	✓	✓	✓	✓	✓	

Week 2 (Oct 03 - Oct 09) Work Week Limit : 40

<input type="checkbox"/>	Client	Service Code	Sun 10/3	Mon 10/4	Tue 10/5	Wed 10/6	Thurs 10/7	Fri 10/8	Sat 10/9	Total Hrs.
<input type="checkbox"/>	Rita Book	Personal Care								0.00
<input type="checkbox"/>	Rita Book	Test Shift								0.00
			<b>0.00</b>							
<i>Additional Actions:</i>			✓	✓	✓	✓	✓	✓	✓	

 Action Required
  Action Completed

# DirectMyCare.com Web Portal

## Time Entry - Employees

Time Entry Home FAQ Contact Us

Client  Week  Legend

Week 1 (Sep 26 - Oct 02) Work Week Limit : 40

Client	Service Code	Sun 9/26	Mon 9/27	Tue 9/28	Wed 9/29	Thurs 9/30	Fri 10/1	Sat 10/2	Total Hrs.
<input type="checkbox"/> Rita Book	Personal Care								0.00
<input type="checkbox"/> Rita Book	Test Shift								0.00
		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Additional Actions:		✓	✓	✓	✓	✓	✓	✓	

Week 2 (Oct 03 - Oct 09) Work Week Limit : 40

Client	Service Code	Sun 10/3	Mon 10/4	Tue 10/5	Wed 10/6	Thurs 10/7	Fri 10/8	Sat 10/9	Total Hrs.
<input type="checkbox"/> Rita Book	Personal Care								0.00
<input type="checkbox"/> Rita Book	Test Shift								0.00
		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Additional Actions:		✓	✓	✓	✓	✓	✓	✓	

⚠ Action Required   
 ✓ Action Completed

✕ Close

## RITA BOOK

---

Service Code

Personal Care (T1019 U6) ▼

Task Selection

Select Option

Date

09/29/2021 📅

Time Worked

HH
Hours
MM
Minutes

Seattle Paid Sick and Safe Time (PSST)

*Some or all of this shift was done in Seattle*

Attestation

Source

WEBTS

# DirectMyCare.com Web Portal Time Entry Employees

## Time Entry

Legend

Client Rita Book Week 2 Weeks

◀ ▶ 📅 Sun Sep 26 - Sat Oct 09

Week 1 (Sep 26 - Oct 02)

Work Week Limit : 40

<input type="checkbox"/>	Client	Service Code	Sun 9/26	Mon 9/27	Tue 9/28	Wed 9/29	Thurs 9/30	Fri 10/1	Sat 10/2	Total Hrs.
<input type="checkbox"/>	Rita Book	Personal Care								0.00
<input type="checkbox"/>	Rita Book	Test Shift				7				7.00
			0.00	0.00	0.00	7.00	0.00	0.00	0.00	7.00
		<i>Additional Actions:</i>	✓	✓	✓	✓	✓	✓	✓	

Week 2 (Oct 03 - Oct 09)

Work Week Limit : 40

<input type="checkbox"/>	Client	Service Code	Sun 10/3	Mon 10/4	Tue 10/5	Wed 10/6	Thurs 10/7	Fri 10/8	Sat 10/9	Total Hrs.
<input type="checkbox"/>	Rita Book	Personal Care								0.00
<input type="checkbox"/>	Rita Book	Test Shift								0.00
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		<i>Additional Actions:</i>	✓	✓	✓	✓	✓	✓	✓	

Action Required Action Completed



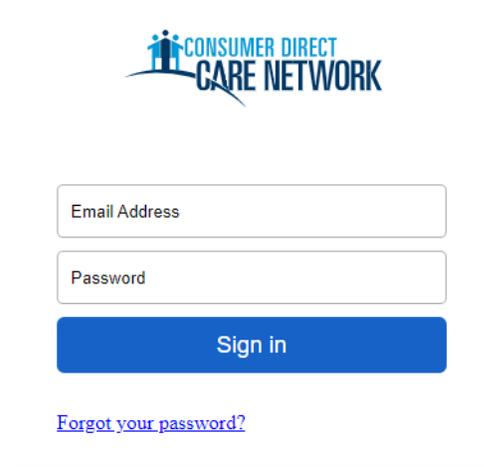
**DirectMyCare.com**

Approve a Test Shift

# DirectMyCare.com Web Portal

## Approving a Test Shift

1. Log into the DirectMyCare.com web portal from the CDSO website.
2. Select the **Sign In** button.
3. Enter your email address and password and select the Sign In button.
4. From the My Dashboard screen, select the **Time Entry** button.
5. Choose an employee from the dropdown menu.
6. Use the arrows in the top right corner of the screen, or select the calendar icon, to view the weeks of service.



The image shows the sign-in form for the DirectMyCare.com web portal. At the top is the logo for the Consumer Direct Care Network. Below the logo are two input fields: "Email Address" and "Password". A blue "Sign in" button is positioned below the password field. A link for "Forgot your password?" is located at the bottom of the form.



The image shows a dropdown menu for selecting a worker. The word "Worker" is on the left. The dropdown menu is open, showing "Testpt One" as the selected option. Below it, there are two options: "Please Select" and "Testpt One".



# DirectMyCare.com Web Portal

## Approving a Test Shift

7. To approve a test shift, click in the cell where an orange **TEST** icon appears.

Service Code	Sun 4/23
Test Shift	<b>TEST</b>

8. You will see a panel open on the right side of the screen. Review all of the information and select **Approve**.

9. An attestation will open where you agree that shift details are true and accurate. Select **OK** to agree.

10. When a test shift is approved, the orange **TEST** symbol will turn green.

Service Code	Sun 4/23
Test Shift	<b>TEST</b>

Testcg One

Service Code  
Test Shift (TEST)

Date  
04/10/2023

Time In  
08:00 AM

Time Out  
10:00 AM

Time In (Actual)  
08:00 AM

Time Out (Actual)  
10:00 AM

Source  
WEBTS

Caregiver's Comments

Adjustments

Cancel Reject **Approve**



# Payroll Schedule

# Payroll Schedule

- ❖ Authorized hours will not change due to the transition to CDSD.
- ❖ Wage per hour stays the same.
- ❖ The Payroll calendar stays the same for LifeQuest participants.
- ❖ Pay dates will be every other week (biweekly) on Friday.
- ❖ Pay amount will be based on 14 days of work.



# Payroll Schedule

- ❖ A work week is Sunday – Saturday.
- ❖ A pay period consists of two Sunday through Saturday work weeks.
- ❖ All shifts are due Monday by midnight following each work week.
- ❖ Late time or time with mistakes may result in late pay.

<b>Work Week 1</b> Sunday through Saturday	<b>Timesheet Due</b> Monday	<b>Work Week 2</b> Sunday through Saturday	<b>Timesheet Due</b> Monday	<b>Pay Date</b> Friday
8/25/24 to 8/31/24	9/2/24	9/1/24 to 9/7/24	9/9/24	9/20/2024
9/8/24 to 9/14/24	9/16/24	9/15/24 to 9/21/24	9/23/24	10/4/2024
9/22/24 to 9/28/24	9/30/24	9/29/24 to 10/5/24	10/7/24	10/18/2024
10/6/24 to 10/12/24	10/14/24	10/13/24 to 10/19/24	10/21/24	11/1/2024
10/20/24 to 10/26/24	10/28/24	10/27/24 to 11/2/24	11/4/24	11/15/2024
11/3/24 to 11/9/24	11/11/24	11/10/24 to 11/16/24	11/18/24	11/27/2024 (Wed.)
11/17/24 to 11/23/24	11/25/24	11/24/24 to 11/30/24	12/2/24	12/13/2024
12/1/24 to 12/7/24	12/9/24	12/8/24 to 12/14/24	12/16/24	12/27/2024
12/15/24 to 12/21/24	12/23/24	12/22/24 to 12/28/24	12/30/24	1/10/2025

First time submission to CDS

First pay day with CDS

# Thank you!

## Contact Info

Phone: 1-888-535-2010

Email: [InfoCDSD@ConsumerDirectCare.com](mailto:InfoCDSD@ConsumerDirectCare.com)

Website: [ConsumerDirectSD.com](http://ConsumerDirectSD.com)

