My Direct Care
Instructions for Online Timesheets
https://az.mydirectcare.com

CONSUMER DIRECT

50 N. Alvernon Way
Tucson, AZ 85711-2801
1-888-398-8409
www.consumerdirectaz.com

Introduction

My Direct Care is a secure website that provides online payroll and budget management tools to individuals who receive services through Arizona Consumer Direct Personal Care. Online time entry and approval through this secure website provides an efficient and error-minimizing way to enter time directly into the Consumer Direct payroll system. Electronic time sheets provide information on the status of all time and payroll entries.

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 using the site. In the descriptions below, the terms "Client" and "Participant" refer to the Member, or the Member's Personal Representative (PR), enrolled in Arizona's Attendant Care Services program. Employee refers to the Caregiver (Direct Care Worker).

Before you get started

A Consumer Direct Support Coordinator has to load the Member's Care Plan into My Direct Care before electronic timesheet are activated. **Your Support Coordinator will let you know, via phone or email, when this step has been completed.** At this point, Members and Direct Care Workers may be issued a temporary password to enter the site, or they can self-register after receiving User ID numbers from Consumer Direct. During registration, users establish their Login Name, Password and User Profile.

Registration

To register, follow these steps:

1. On a computer with internet access, open a browser and enter https://az.mydirectcare.com in the address bar or click on the My Direct Care links on the Arizona Consumer Direct website,

www.consumerdirectaz.com . This will take you to the opening page of My Direct Care as shown in Figure 1 above.

2. On the top menu, click on the User Registration link to open the User Registration page (Figure 2).

Figure 2. Opening User Registration Page

3. In the *Register As* field (Figure 3), select Employee if you are a Direct Care Worker. Select Participant if you are the Member or Member's Personal Representative.

Figure 3. Selecting a Registration Type

4. After selecting a Registration Type, fill in the additional fields that appear (Figure 4).

   - *State* – select Arizona.
   - *User ID* – enter the ID provided to you by Consumer Direct. Please call the Consumer Direct office if you have not received your ID.
   - *Date of Birth* – enter in the format shown.
   - *Zip Code* – enter in the format shown. This needs to match the zip code Consumer Direct has on file and should be for your mailing address, not physical address. If an error occurs, try your 5 digit instead of 9 digit code or vise versa.
   - *SSN* – this field only appears for Employees. Enter the last 4 digits of your social security number.

Figure 4. User Registration Page Fields
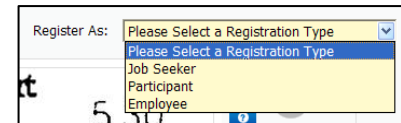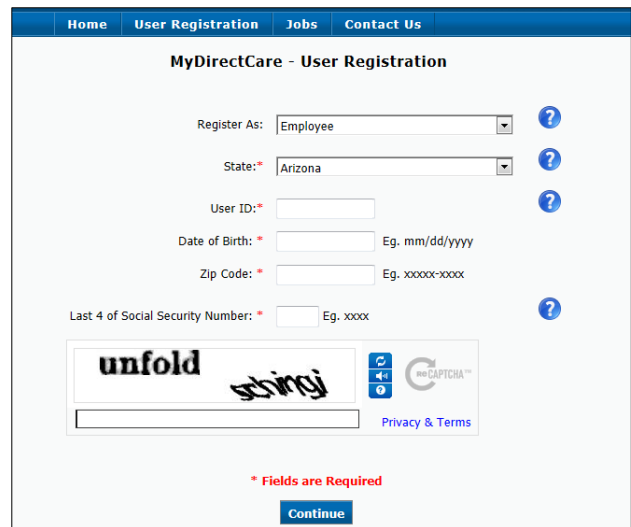
   Note to Members/Personal Representatives: User Registration fields are specific to the Member. Date of Birth and Zip Code must be those of the Member.

5. Enter the security phrase displayed and click Continue. Type the phrase as two unique words separated by a space. You will now be directed to a User Registration Profile page (Figure 5).

6. **C**omplete your User Registration Profile **–** This is where you will set up your Login Name (Email Address) 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. **Fields marked with a red asterisk are mandatory.**

   Email Address: Enter your email address that Consumer Direct can use to contact you. This is also your *Login Name*. If you do not have an email account, free accounts can be set up through numerous online providers, including Gmail, Yahoo Mail and Microsoft Live Mail.

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Password: Must be at least seven characters, contain at least one special character (#,%,&,*, etc.) and at least one number. It's a good idea to write your password down and keep in a secure location. You will enter your email address and password every time you login to My Direct Care. **DO NOT share your password!**

PIN: Personal Identification Number. Numbers only, four digits. The PIN is used with the mobile phone application as a verification feature.

Note to Members/Personal Representatives: If a Personal Representative will be managing the My Direct Care account on behalf of the Member, enter all profile fields with the Personal Representative's name and contact information. Do not enter contact information for the Member.

7. **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. Clicking the button will complete the registration process and direct you back to the home page.
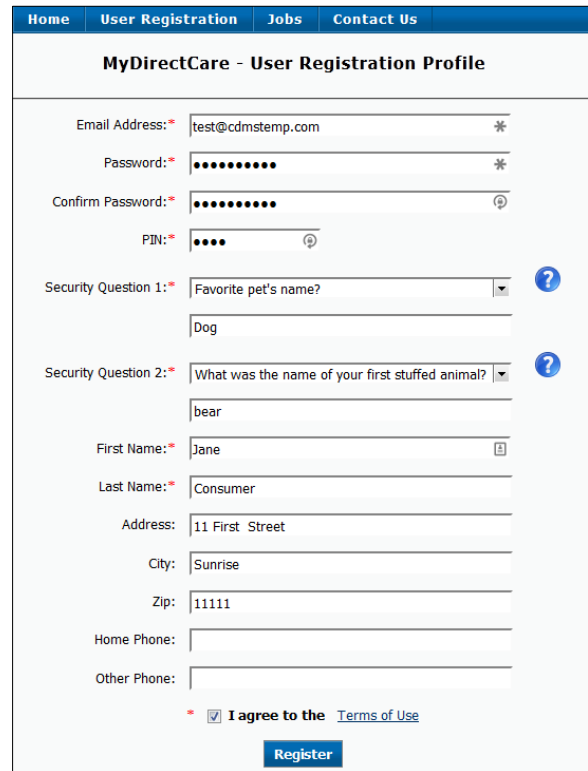
Figure 5. User Registration Profile

Updating account information: Account information can be updated at any time by selecting Settings from the main menu, and then Update PIN, Update Password or Update Profile.

Logging In

You will need to login every time you use My Direct Care. The login area is in the upper left corner of the home page next to the padlock (Figure 1). Enter your email address (Login Name) and password into the fields and click on the Login button. Once logged in, your name will appear in the login area along with additional options (Figure 6).

Logging Out

Click the "Logout" option under the padlock to close your My Direct Care session (Figure 6).

Using eTimeSheets
Overview of the Time Entry and Approval Process

- Upon completion of a scheduled shift, the Direct Care Worker will log into My Direct Care and enter the shift worked in a time sheet calendar. Time entry for each shift will include the Member's name, the service provided (Service Code), and beginning and ending shift times. Shifts must coincide with the Member's Approved Tasks and Hours.

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- The Employee submits their shifts for Member approval.

- When the last shift for the work week has been completed, the Member or their Personal Representative will log into My Direct Care to review and approve the Employee's time.

- Once the time has been approved by the Member/PR, entries can be processed and paid by Consumer Direct.

- Timesheets submitted online are due each Monday by midnight.
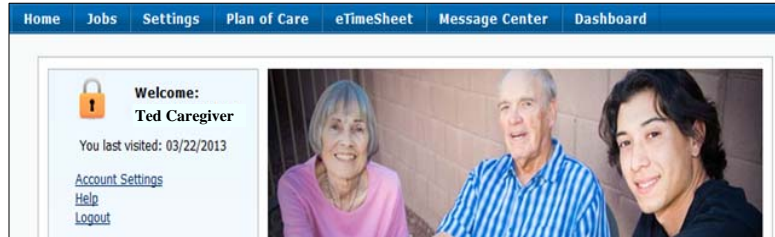
Figure 6. Employee Main Menu

Employee Time Entry

Select eTimeSheet from the top menu (Figure 6) to open the Time Sheet Calendar (Figure 7). The calendar will display one full work week – Sunday through Saturday. The current work week will display as a default. You can navigate to other work weeks by using the scroll buttons at the top of the calendar. Date and Day of Week will display across the top of the calendar, while one-hour time slots, beginning at midnight, display across the left edge of the calendar. If the Employee works for more than one Member, they will need to select which Member they are entering time for in the "Client Filter" at the top of the page.
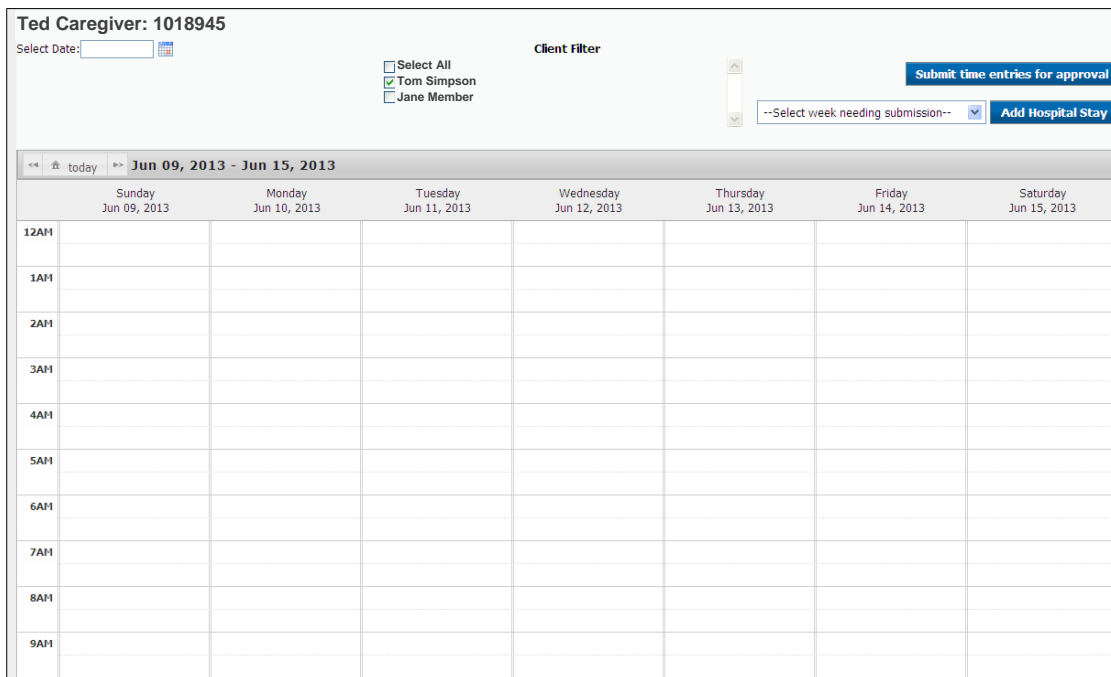


Figure 7. Employee Time Sheet Calendar

Create a New Time Entry by clicking in the calendar on the date and shift starting time. This will bring up a New Calendar Service Task window (Figure 8), where you will enter the information for the shift worked. Select the following:

- Client – from the drop down, select the Member worked for.
- Service Code – from the drop down, select the code for the service provided and authorized on the Member's Approved Task and Hours.
- Start Time – the starting shift time should correspond to where you clicked in the calendar. If needed, change the shift start time by clicking on the time displayed, and then selecting a time from the drop down.
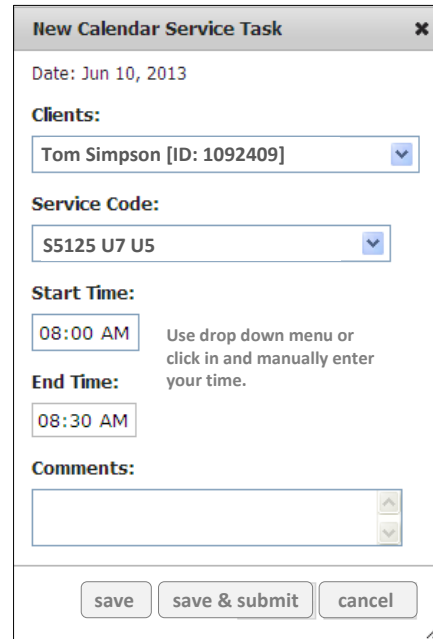- End Time: Select the shift ending time from the drop down.
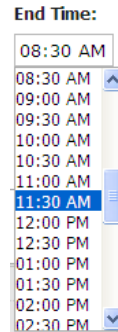
Save or **Save and Submit** the entry by clicking the appropriate button.

When you **Save** the entry, it will display in the calendar as a blue rectangle representing the time the shift was worked. The service code, Member's name and gray "scheduled shift" status icon [S] will display (Figure 9). Your shift has been saved, but you will need to submit the entry for the Member's approval at a later time. This would normally be done at the end of the work week, at which time you can submit all your shifts at once by clicking the blue "Submit time entries for approval" button, located on the right side of the page above the calendar (Figure 7). A final popup will ask you to verify the hours worked and ask if the "client" experienced a decline in health (Figure 12). Upon verification, the gold "Employee Submitted" status icon [E] will appear in each blue shift rectangle, indicating the shift was submitted for approval by the Employee.

When you **Save and Submit** an entry, you also trigger a popup verification window (Figure 12), where you must verify the hours worked and answer the client health question. Click the "OK" button to approve the entry. The blue rectangle appears as described above, with the gold "Employee Submitted" status icon [E] indicating the shift was submitted by the Employee and is awaiting approval.

Note: If you accidently save wrong information, click on the blue outlined entry in the calendar to edit and resubmit the information.
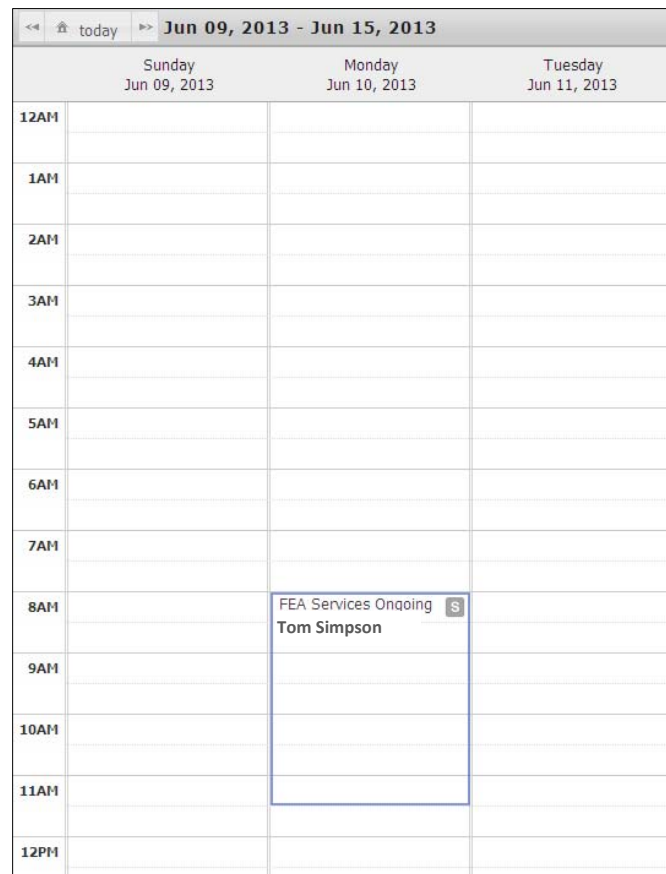
End Time:

Figure 8. Calendar Service Task Window

Figure 9. Shift entered by Employee displays as blue line

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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.

Note: A legend at the bottom of the calendar defines the pay status icons displayed in each shift rectangle (Figure 10).
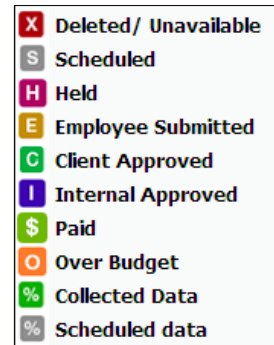

X	Deleted/ Unavailable
S	Scheduled
H	Held
E	Employee Submitted
C	Client Approved
I	Internal Approved
$	Paid
O	Over Budget
%	Collected Data
%	Scheduled data

Figure 10. Payroll Status Icons

Member/PR Time Approval   [Approve time entries]

When a Member/PR logs into My Direct Care and selects eTimeSheet from the top menu, the time sheet calendar will open and display shifts the Employee has submitted for approval (Figure 11). If the Member/PR has more than one Employee, they will need to select the correct Employee from the dropdown above the calendar. The Member/PR must review all entries and verify the times are correct. Each shift (blue rectangle) needs to be selected with the green check mark ☑ for an action to be applied (approve or not approve the shift). By default, all shifts will be selected, as shown in Figure 11. To approve selected time entries, click on the "Approve time entries" button above the calendar. A "Time Approval Verification" window will appear, as shown in Figure 13. Answer the questions and click the "OK" button to complete the approval process.
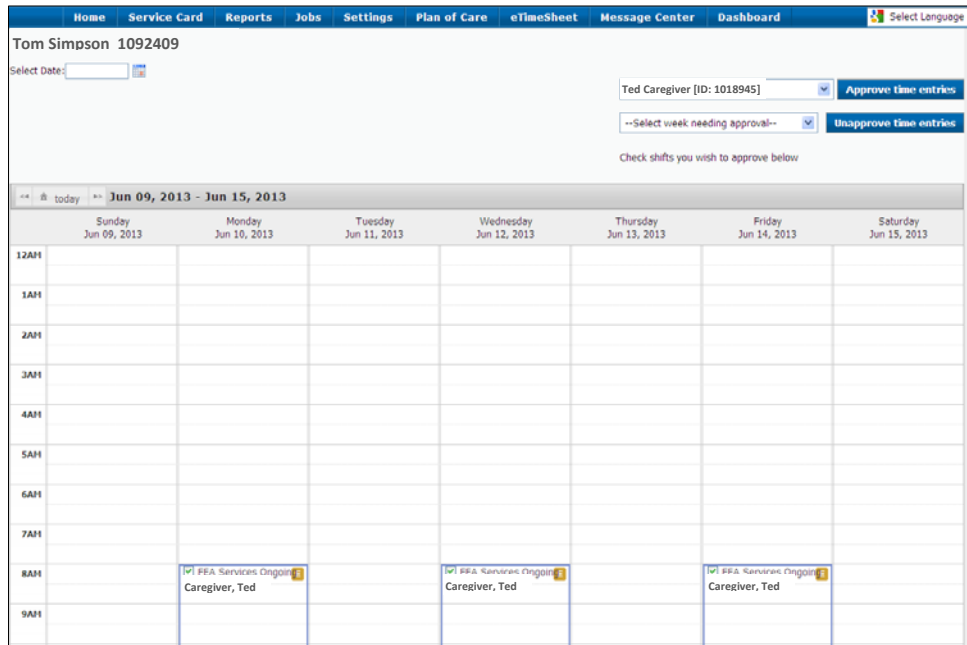
The green colored "C" payroll status icon [C] will now appear in each blue shift rectangle, indicating the shift was approved by the "client" (Member/PR).

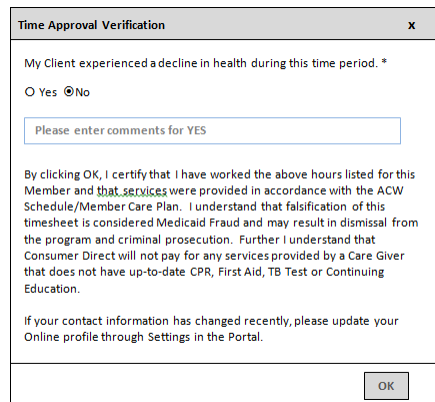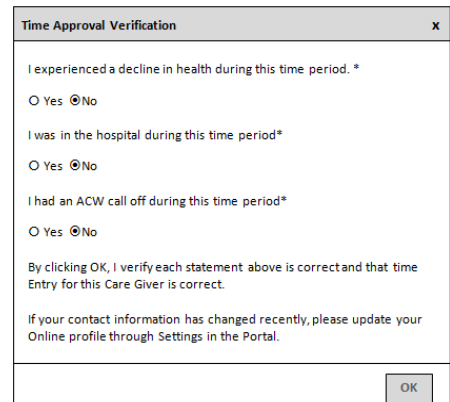**Figure 11. Client Time Sheet Calendar**

Figure 12. Caregiver Time Verification Popup

Figure 13. Client Time Verification Popup