

Employers and Employees associated with Consumer Direct Care Network (CDCN) and the Wisconsin Medicaid Family Care Program have access to a secure website, MyDirectCare.com, which is used for online time entry and approval, viewing online spending summaries, and posting and viewing job openings. This tool is part of the fiscal management services that CDCN offers.

CDCN will issue MyDirectCare.com User ID numbers to both Employers and Employees shortly after approving completed enrollment packets. Once you have your ID number you can self register at MyDirectCare.com and establish your Username, Password and User Profile. Benefits of this secure site include:

- Online time entry and approval provides an efficient and error-minimizing way to enter time into the CDCN payroll system. The electronic time card provides information on the status of all time and payroll entries.
- Online Spending Summaries provide up-to-date budget and spending information. Both summary and detailed information are available regarding staff gross wages, employer-related taxes, and vendor payments.
- The Job Board is a tool for employers to post job openings and for job seekers to respond.



Figure 1. My Direct Care Home Page with Login

Note on terminology: MyDirectCare.com uses the terms "Client" and "Participant" for Medicaid program recipients. In the descriptions below, the term "Client" and "Participant" refer to the Member receiving services. The term Employer refers to the Member or Managing Party.

User Registration

You will need to register as a user before you can access MyDirectCare.com resources. To register, follow these steps:

1. Go to www.MyDirectCare.com or click on the MyDirectCare links on the CDCN Wisconsin website. This will take you to the opening page of MyDirectCare.com as shown above in Figure 1.
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, select Employee if you are an Employee. Select Participant if you are an Employer.

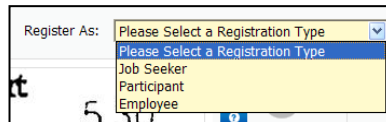


Figure 3. Selecting a Registration Type

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

- *State* – select Wisconsin.
- *User ID* – enter the ID provided by you by CDCN. Please call the CDCN office if you have not received your ID.
- *Date of Birth* – enter in the format shown.
- *Zip Code* – enter in the format shown.
- *SSN* – this field only appears for Employees. Enter the last 4 digits of your social security number.

5. Enter the security phrase displayed and click Continue. Type the phrase as two unique words separated by a space.

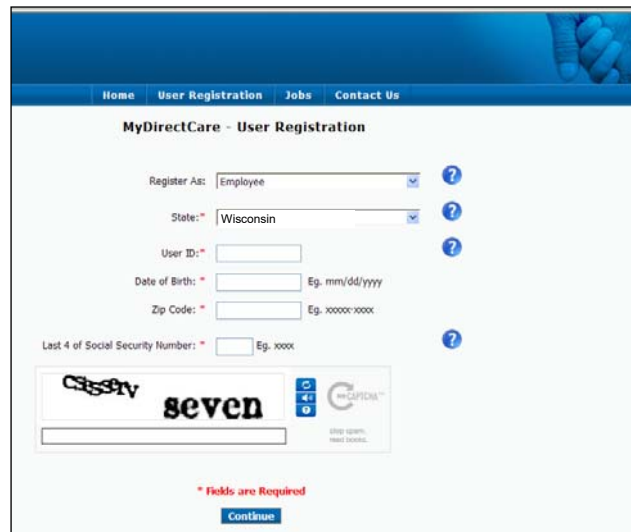


Figure 4. User Registration Page Fields

Note to Employers: User Registration fields are specific to the Member. Date of Birth and Zip Code must be those of the Member.

Since this is your first time using MyDirectCare.com, you will be asked to update your user profile after completing the User Registration page. Click OK when prompted to "Please update and verify your user information..." This will open the User Profile page as seen in Figure 6.

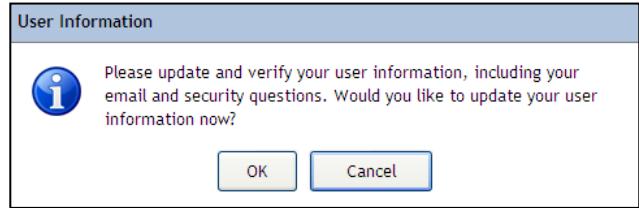


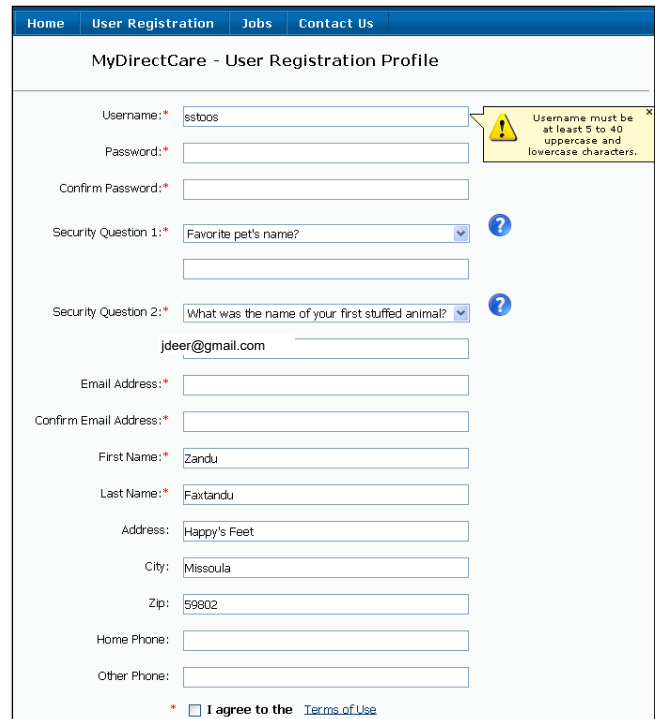
Figure 5. Update User Information Pop-up

User Profile

Your User Profile is where you will set up your *Username* (also called Login Name) and *Password* for logging into MyDirectCare.com. User Profile information is also used for verification of identity and for communication with CDCN.

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 (Figure 7). Clicking the button will complete the registration process, and direct you back to the home page.

After you have successfully registered, your User Profile information can be updated at any time by selecting Settings and Update Your Online Information from the main menu. To change your password, select Settings and Update Password from the main menu.



The image shows the 'MyDirectCare - User Registration Profile' form. It includes the following fields: Username (filled with 'sstoos'), Password, Confirm Password, Security Question 1 (filled with 'Favorite pet's name?'), Security Question 2 (filled with 'What was the name of your first stuffed animal?'), Email Address (filled with 'jdeer@gmail.com'), Confirm Email Address, First Name (filled with 'Zandu'), Last Name (filled with 'Faxtandu'), Address (filled with 'Happy's Feet'), City (filled with 'Missoula'), Zip (filled with '59802'), Home Phone, and Other Phone. There is a checkbox for 'I agree to the Terms of Use' at the bottom. A yellow warning icon is present next to the Username field with the text: 'Username must be at least 5 to 40 uppercase and lowercase characters.' There are also question mark icons next to the Security Question dropdowns.

Figure 6. User Registration Profile

Note to Employers: If a Managing Party is managing the MyDirectCare.com account on behalf of the Member, enter all profile fields with the Managing Party's name and contact information. Do not enter contact information for the Member.

Overview of the Time Entry and Approval Process

- The Employee will log into MyDirectCare.com and enter their time on a Time Card. Time entry will include selection of the Service Date, Client (Individual Receiving Service), appropriate Service Code, and beginning and ending shift times.
- At the end of the payroll period when time sheets would normally be due, the Employer will log into MyDirectCare.com, review, and approve the Employee's time.
- Once the time has been approved by the Employer, entries can be processed and paid by CDCN.



Figure 7. Register button

Employee Time Entry

From the top menu, select Service Card then Time Card. This will open the Time Card view. There will be no time entries displayed in the Time Card view the first time it is opened (Figure 7), but upon subsequent work shift entries by the Employee, entries will display for a the time frame selected (Figure 11).

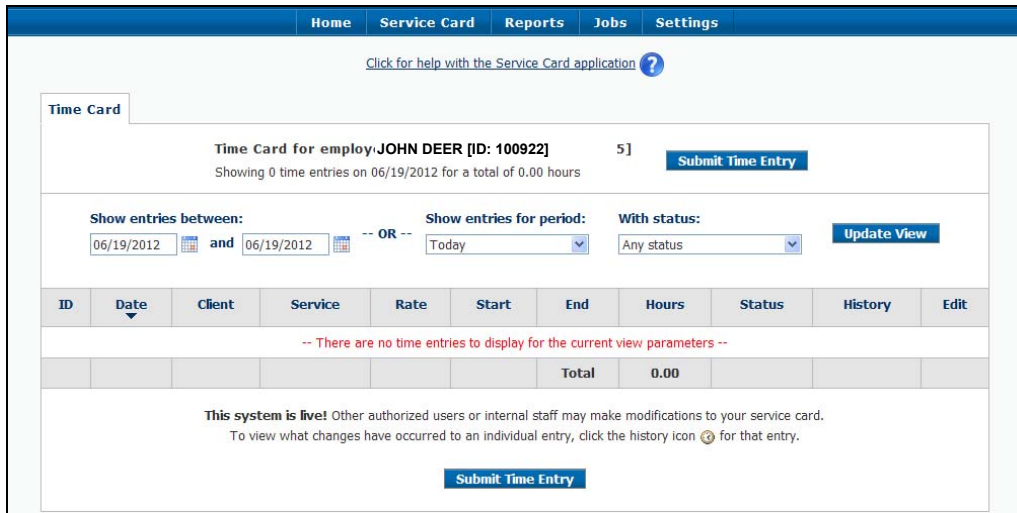


Figure 7. Initial Time Card View

Create New Time Entry

To create a new time entry (one for each shift worked), click on the **Submit Time Entry** button at the top or bottom of the Time Card page. This opens a time entry page as shown in Figure 9.

Confirm that your name and ID are displayed at the top of the time entry page. Then enter the work shift information sequentially, starting with Step 1.

Step 1 – Service Date: This is the date on which the service was performed. It can be entered directly or via the popup calendar.

Step 2 – Client: Click on the Client drop down box to select the appropriate client (Individual Receiving Service) for the time entry. If an Employee works for more than one Individual, they must be sure to select the appropriate Individual for the time being entered.

Step 3 – Service Code: Click the drop down to select the appropriate Service Code for the time being entered. The service code selected should reflect the activity performed.

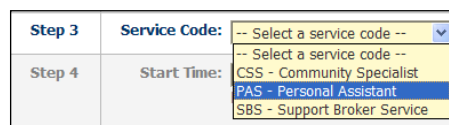


Figure 8. Selecting a Service Code

Step 4 – Start Time, End Time and Duration: Enter the Start Time using the format shown below the entry box, hh:mm, then select AM or PM. Enter the End Time in the same manner. The Duration field is calculated for you and shows the total number of hours and minutes worked represented by the Start and End Times you entered. Verify that this field shows the number of hours expected before submitting the time entry.

Optional – The Comment field is optional. This is NOT for recording service documentation.

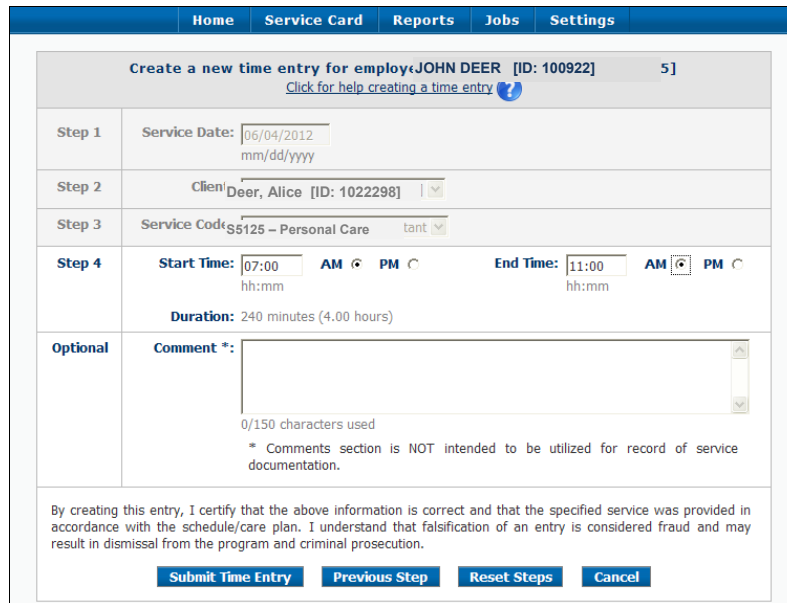


Figure 9: Create a New Time Entry

Once you have entered all the work shift information in steps 1 through 4 and have verified the information is correct, **submit the time entry** by clicking on the **Submit Time Entry** button. Upon clicking the button, a pop up window (Figure 10) will notify you that the time entry was successfully created and ask if you would like to create another time entry.

If you entered information incorrectly, you can use the buttons at the bottom of the screen to reset or cancel your entries. The function of Time Entry Screen buttons are described below:



Figure 10. Time Entry Successful Pop-up

- **Submit Time Entry Button** - This functions to create a time card entry based on the information you entered into the fields in steps 1 through 4. You use this button to both create and submit your time entry.
- **Reset Steps Button** – This will clear all the fields on the form without creating a time sheet entry. The screen remains on the Create New Time Entry form.
- **Cancel Button** - The process of creating a new time entry can be cancelled without creating a time sheet entry by hitting the Cancel button. When an entry is cancelled, the user is taken to the Time Card View page.

Time Card View

The Time Card View lists all of the Employee work shifts that have been entered through the Create Time Entry process described above. The view is similar to a paper time sheet which includes details about the Employee’s time and the status of the each entry. Each line on the Time Card View is equivalent to one line on a paper time sheet but provides information on the Service Date, Client (Individual Receiving Services), Service Code, Pay Rate, Start Time, End Time, Hours, Status, History, and whether the entry can be Edited. The Status, History, and Edit fields contain graphical symbols indicating the current status of each entry (Figure 12).

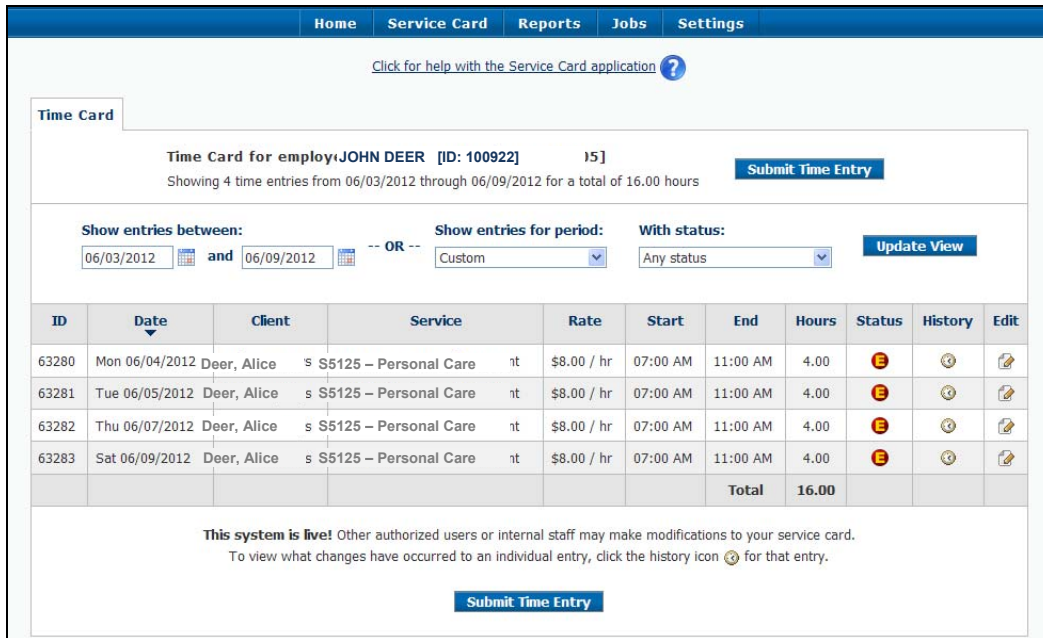



Figure 11. Time Card View

The Time Card View can be sorted in various ways by clicking on the heading at the top of the desired column. In addition, the page can be filtered by status or entry dates. In the example above, entries are shown for the work week of June 3 through June 9, 2012.

When the Edit Entry icon  shows in the Edit column, the Employee can click on the icon, which then allows them to edit or correct the entry prior to approval by the Employer. In addition to editing the entry, while the Edit Entry icon still shows, the entry can be deleted entirely by the Employee.

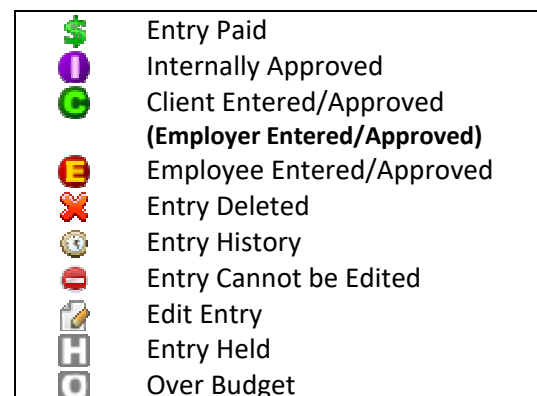


Figure 12. Time Card Symbols

Reports

With the exception of the Time Card View, which provides a report of time entry and payroll status, there are currently no reports available to Employees.

Employer Time Card Approval



For Employers, the online time card process is similar to the paper time sheet process in that both systems require review and approval of Employee time sheets. The main differences are that the online Time Card system minimizes data entry errors and provides the Employer with far more information regarding the exact status of their budget, payroll, and Employee hours.

Time Card View – Employee Work Hours Review and Approval


When an Employer selects **Service Card**, then **Time Card** from the top menu, a Time Card View opens in exactly the same manner as for Employees, with the view very similar to that shown in Figure 11 above. The main differences include:

- Check Boxes - The left hand column contains a series of check boxes which are used to select which time entries to approve.
- Employee vs. Employer - The Employer sees an “Employee” column rather than a “Client” column as viewed by the Employee.
- “Select All” Button - The “Select All” button at the bottom of the page allows the Employer to select all the Check Boxes in the far left column at once.
- “Deselect All” Button - This button will uncheck all the check boxes.
- “Approve Selected” Button - This button will approve all selected time card entries.

The remaining Time Card View fields are identical to those shown for the Employees and are discussed in detail above.

Pushing the **Approve Selected** button is the final step to approve Time Card entries submitted by Employees. When an Employer has reviewed the Employee time entries and is satisfied with their accuracy, the appropriate check boxes should be selected and the **Approve Selected** button pushed. This will change the Status field from , **Employee Approved**, to , **Client Approved**, and flags the entry as ready for internal CDCN review and payment. Once the entry has been approved, it can still be unapproved by the Employer, but it can no longer be edited by the Employee. The Client Approved status will remain until the entry has been reviewed and approved by internal CDCN payroll auditors at which point no further changes are allowed.

Time Card View - Unapproval Process

What happens if you approved time and your employee realizes they made a mistake and it needs to be changed? The Employer can select the appropriate check box on the Time Card next to the wrong time entry and push the **Unapprove Selected** button. This will remove the Employer’s approval and change the Status field back to , **Employee Approved**, allowing the employee to edit their time entry. When the change is made, the Employer will have to approve it again, following the steps above.

Reports

MyDirectCare.com provides access to custom budget and spending reports, which are available to both Employers and External Case Managers. Although these reports display some slight variations between programs, they fall into two primary categories: **Spending Summary and Spending Detail**. To access Reports, click **Reports** from the top menu. This will open a page allowing you to choose

between a Spending Summary and a Spending Detail Report (Figure 13). Clicking on either report link will open a blank report in a new browser window.



Figure 13. Choosing a Report Type

When the report window opens, you will need to select the parameters at the top of the report window and click on the **View Report** button in the upper right hand corner to generate the report. After your report has been generated, you can export the report to one of several file formats, such as to a PDF, or to a Microsoft Word or Excel file by selecting your export file choice (Figure 14) and clicking on the **Export** button.

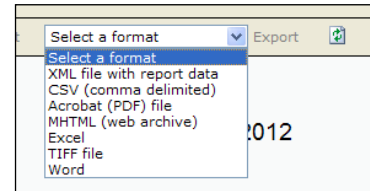


Figure 14. Report Export Options

Spending Summary Report

The Spending Summary (Figure 15) is a report summarizing the Individual Receiving Service's year-to-date spending against their Approved Plan. The report indicates the approved service codes, the amount spent per code and the elapsed time for the authorization period. This report provides a concise status of spending and the remaining budget, both overall and per service code.

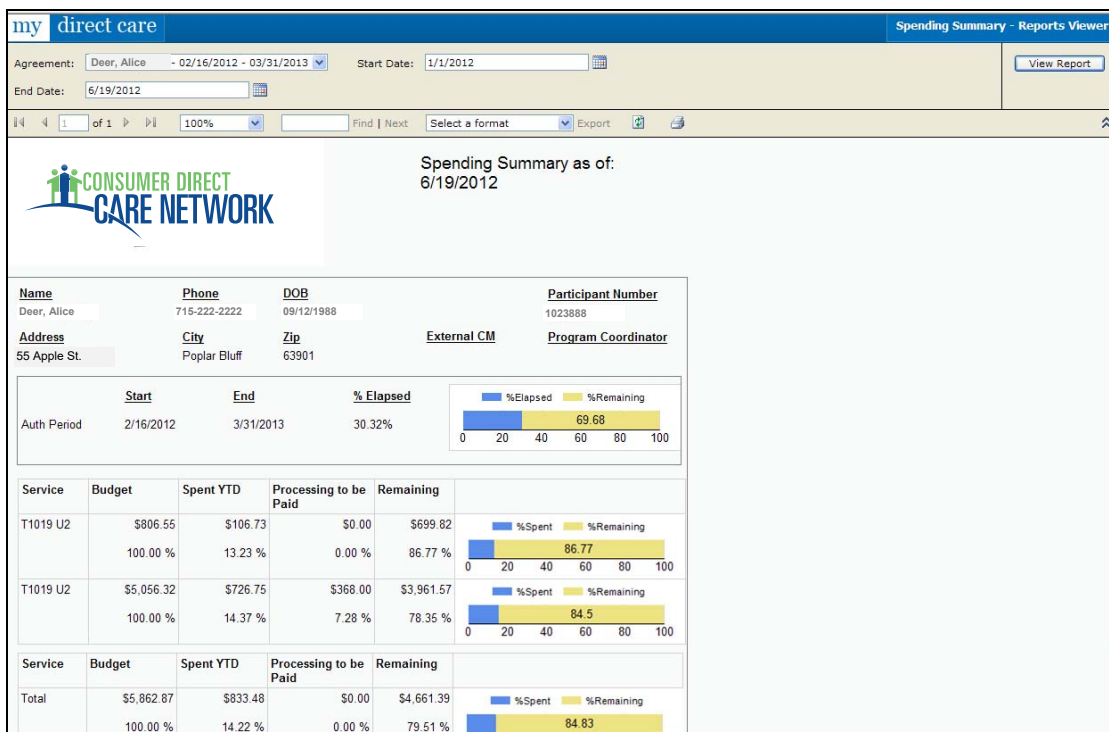
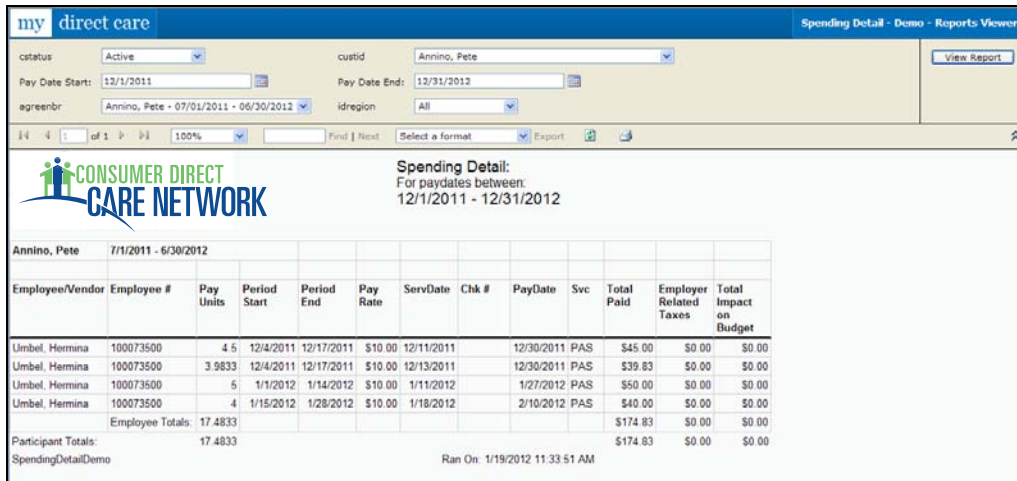


Figure 15. Spending Summary Report

Spending Detail Report

The Spending Detail Report (Figure 16) details the Individual Receiving Services' spending between the dates selected for the report range. The report shows all spending and is broken down by employee and vendor. The Spending Detail Report provides highly detailed spending data to support and provide enhanced clarity to the information in the Spending Summary. The format of this report is program dependent.



Employee/Vendor	Employee #	Pay Units	Period Start	Period End	Pay Rate	ServDate	Ctk #	PayDate	Svc	Total Paid	Employer Related Taxes	Total Impact on Budget
Umbel, Hermina	100073500	4.5	12/4/2011	12/17/2011	\$10.00	12/11/2011		12/30/2011	PAS	\$45.00	\$0.00	\$0.00
Umbel, Hermina	100073500	3.9833	12/4/2011	12/17/2011	\$10.00	12/13/2011		12/30/2011	PAS	\$39.83	\$0.00	\$0.00
Umbel, Hermina	100073500	5	1/1/2012	1/14/2012	\$10.00	1/11/2012		1/27/2012	PAS	\$50.00	\$0.00	\$0.00
Umbel, Hermina	100073500	4	1/15/2012	1/28/2012	\$10.00	1/18/2012		2/10/2012	PAS	\$40.00	\$0.00	\$0.00
Employee Totals:		17.4833								\$174.83	\$0.00	\$0.00
Participant Totals:		17.4833								\$174.83	\$0.00	\$0.00

Figure 16. Spending Detail Report

Job Board

The Job Board is a tool that provides another means for recruiting new or additional assistance. It provides a method for Job Seekers to find Individuals who need assistance. When an Employer posts a job (Job Poster), the posting will remain active for 30 days and allows the Job Poster to include as much detail as desired, including notes and requirements. Job Seekers can review the postings and submit an emailed application to the Job Poster via the Job Board. Following the 30-day active period, the posts are archived. Archived posts can be edited, deleted, or reposted as needed. The Job Poster's name, address, email and other contact information remains confidential throughout the process.

Job Poster

When a Job Poster hovers over the **Jobs** link on the top menu (Figure 17), three submenus become available, including Post a Job, Edit/Delete Your Jobs, and View Archived Posts.



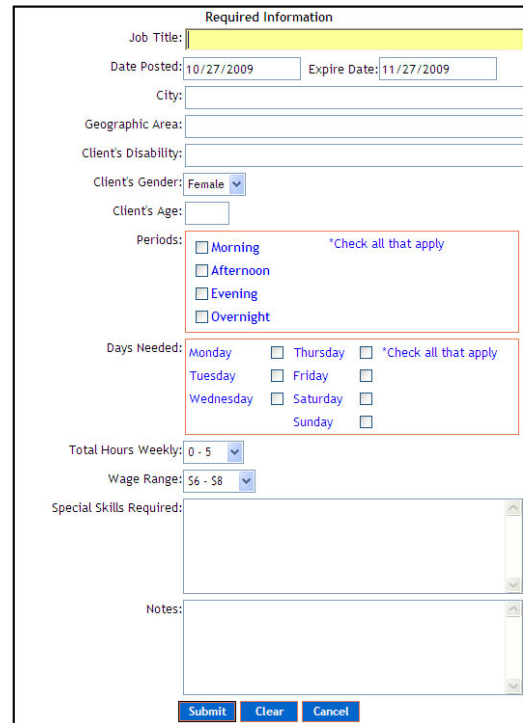
Figure 17. Job Openings Submenu

Post a Job: Clicking on the "Post a Job" link will open a form for entering the job description (Figure 18). Complete all the fields with as much information as possible before submitting the job post. If needed, you can always edit the entry later.

Edit/Delete Your Jobs: This provides a listing of current jobs posted by the Employer and provides options to edit or delete each entry (Figure 19).

View Archived Posts: These are postings that have expired or have been manually archived (Figure 20).

The Job Poster receives an email when a Job Seeker submits their resume to the Job Board, which contains the Job Seeker's application information for review. The Job Seeker's email address is included to facilitate direct communication between the Job Poster and the Job Seeker.



The screenshot shows a 'Required Information' form for posting a job. Fields include: Job Title (highlighted in yellow), Date Posted (10/27/2009), Expire Date (11/27/2009), City, Geographic Area, Client's Disability, Client's Gender (Female), Client's Age, and Periods (Morning, Afternoon, Evening, Overnight). There are checkboxes for 'Check all that apply' for both Periods and Days Needed (Monday through Sunday). Other fields include Total Hours Weekly (0-5), Wage Range (\$6-\$8), Special Skills Required, and Notes. At the bottom are Submit, Clear, and Cancel buttons.

Figure 18. Job Posting Form

Participant's Posted Jobs							
Date Posted	Title	Location	Wage-Min	City	Job Details	Edit Job	Archive/Delete Job
10-27-2009	Caregiver Test	Southern heights	\$10.00	Big town	Details	Edit Job	Archive
10-27-2009	Another Test Position	Northern Lowlands	\$08.00	Smalltown	Details	Edit Job	Archive

Click Job details to apply for a job.

Please Note
Mydirectcare.com is not the job poster, and does not have information on these jobs. The job poster will contact you if interested in your resume, and you may contact the job poster by following on-screen instructions.

Figure 19. Edit/Delete Posted Jobs

Participant's Archived Jobs							
Date Posted	Title	Location	Wage-Min	City	Job Details	Re post Job	
10-27-2009	Caregiver Test	Southern heights	\$10.00	Bigtown	Details	Repost	
10-27-2009	Another Test Position	Northern Lowlands	\$08.00	Smalltown	Details	Repost	

Click Job details to apply for a job.

Please Note
Mydirectcare.com is not the job poster, and does not have information on these jobs. The job poster will contact you if interested in your resume, and you may contact the job poster by following on-screen instructions.

Figure 20. Archived Posts

Job Seeker

When a Job Seeker selects the **Jobs** link from the top menu, they are taken directly to a User Registration screen where they must register before viewing and applying for posted jobs. Once registered, a Job Seeker can view and apply for posted jobs. Once an application has been submitted via the Job Board, an email is generated that transmits their application to the Job Poster for review. A confirmation email is sent to the Job Seeker to verify that the email was transmitted. The Job Seeker's email address is included with their application email to facilitate direct communication between the Job Poster and the Job Seeker.