

# Submitting Time and Mileage

CDWA offers several methods for submitting your time and mileage. Written and video instructions for each method are available on our website.

## SUBMITTING TIME

### Live-in Time Submission

#### Service Time (personal care/respite)

- **DirectMyCare portal** - Daily Hours
- **CareAttend app** - Daily Hours
- **Interactive Voice Response (IVR)** - Daily Hours

### Non Live-in (EVV Required) Time Submission

#### Service Time (personal care/respite)

- **CareAttend app**
- **IVR** – Landline
- **Fob** – with IVR call-in from phone

### Non-Service Submission (training, mileage, PTO)

- **DirectMyCare portal**
- **CareAttend app** Coming Soon
- **Interactive Voice Response (IVR)** Coming Soon

### Service & Non-Service Submission Corrections

- **Submitted from CareAttend App or IVR:** Correct in DirectMyCare portal within 24 hours after submission  
\* Entries can be corrected in CareAttend prior to submission at the end of a shift
- **Submitted from DirectMyCare portal or after 24 hours:** Contact CDWA for corrections
- **If no portal access:** Contact CDWA for corrections

- EVV app and IVR entries are captured precisely and then rounded to the nearest quarter hour. For example, an EVV or IVR entry at 3:27 is rounded to 3:30.
- Gross hours and non-service time can only be recorded in quarter hour increments.
- The 24-hour adjustment timeframe allows CDWA to process shifts quickly and pay IP shifts accurately and timely on the scheduled pay date.