



*Lori Knapp*  
**CHOICE™**  
Part of the AssuranceSD Family

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**mySDHub**

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Your services. Your control.



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# mySDHub

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What's in this guide?

**What is mySD Hub?**

**Getting Started**

**Navigating the Site**

**Your Dashboard**

**Your Usage in Detail**

**Your Service Providers**

**Your Profile**

**Frequently Asked Questions**

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**mySD***Hub*

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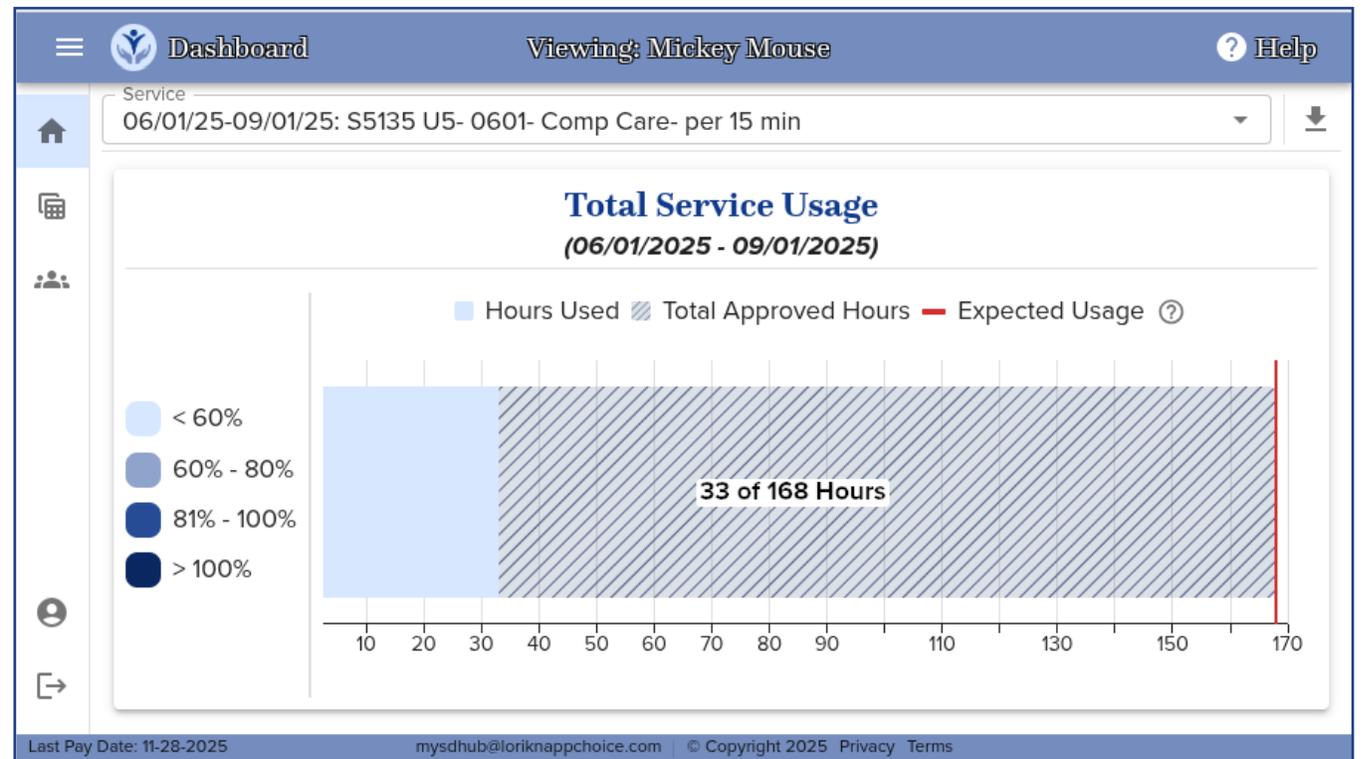
Your services. Your control.

**What is mySD Hub?**

See Your Services  
at a Glance

## Quick Overview

The dashboard shows the services approved, total usage, and recent activity.



# Track Your Usage in Detail



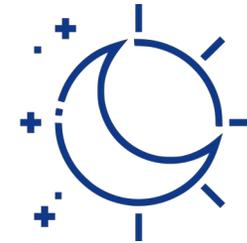
## Usage in Detail

Detailed service history to manage your usage.

### Payment History

Service #	Service Date	Time In	Time Out	Payment Date	Service Provider	Rate
2	03/14/2025	03/14/2025 5:00AM	03/14/2025 11:00AM	04/15/2025	Donald Duck	\$16.32
2	03/11/2025	03/11/2025 5:00AM	03/11/2025 11:00AM	04/15/2025	Donald Duck	\$16.32
2	03/08/2025	03/08/2025 5:00AM	03/08/2025 11:00AM	04/15/2025	Donald Duck	\$16.32
2	03/04/2025	03/04/2025 5:00AM	03/04/2025 11:00AM	04/15/2025	Donald Duck	\$16.32
2	02/28/2025	02/28/2025 5:00AM	02/28/2025 11:00AM	03/15/2025	Donald Duck	\$16.32
2	02/28/2025	02/28/2025 5:00AM	02/28/2025 11:00AM	03/15/2025	Donald Duck	\$16.32
2	02/25/2025	02/25/2025 5:00AM	02/25/2025 11:00AM	03/15/2025	Donald Duck	\$16.32

**Access Your  
Account Anytime**



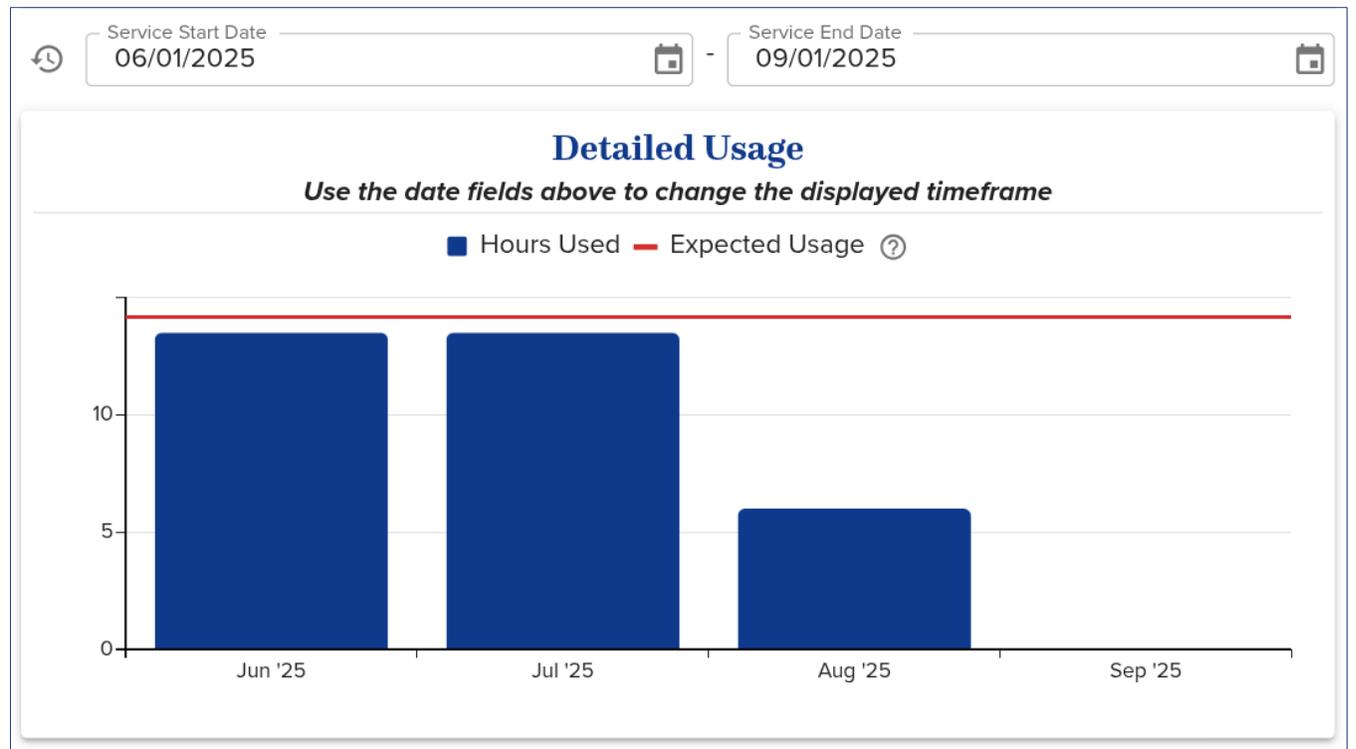
**Your Account  
is Available  
24 Hours a Day**

Look at your services any  
time you want, day or night.

Make Decisions  
Easier.

## Tools for Your Success

Resources to help you manage and plan your services.



**Your Services.  
Your Control.**

**[hub.loriknappchoice.com](https://hub.loriknappchoice.com)**

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**mySD***Hub*

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Your services. Your control.

# Getting Started

# Getting Started

To get started, all you need to do is to create a login to view your account.



## Create a Login

To create a login, you will need:

- ✓ Access to the internet
- ✓ An email address
- ✓ The member's Social Security Number



## Representative Access

Guardians and those with Power of Attorney (POA) can also register with their own email and password. They should use the member's Social Security Number during verification to connect to the correct account.

# Create a Login

To create a login, you will need access to the internet, an email address, and the member's Social Security Number.

**Login**

Email Address \*

Password \*

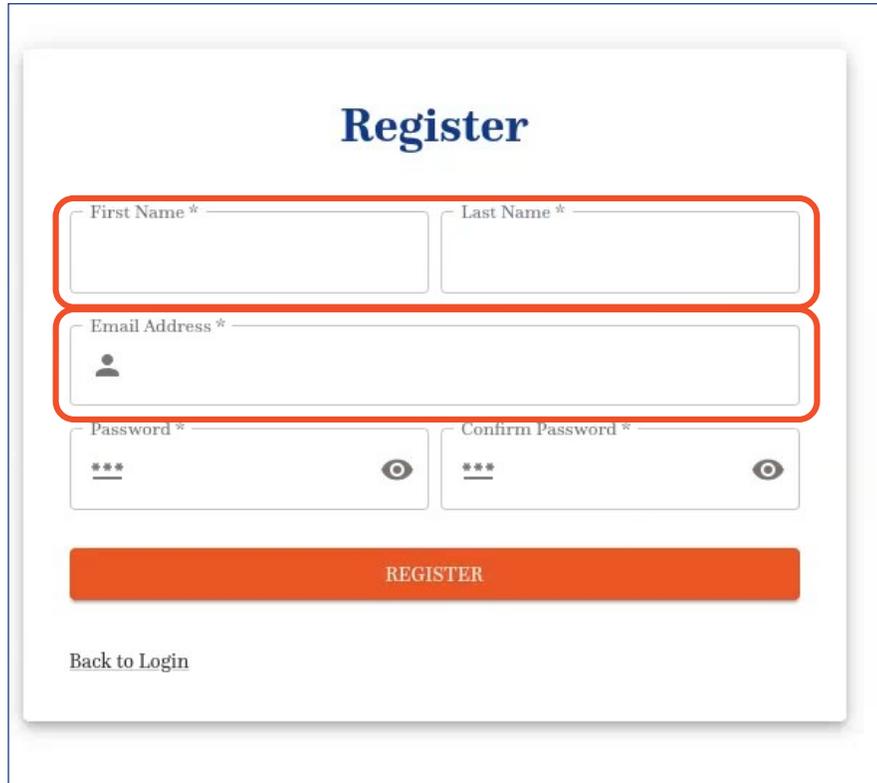
**SIGN IN →**

**Don't have an account?** [Forgot password?](#)

[LKiChoice Homepage](#)

- ✓ Go to [hub.loriknappchoice.com](https://hub.loriknappchoice.com)
- ✓ Select “Don’t have an account?”

# Name & Email Address



The screenshot shows a registration form with the following fields and elements:

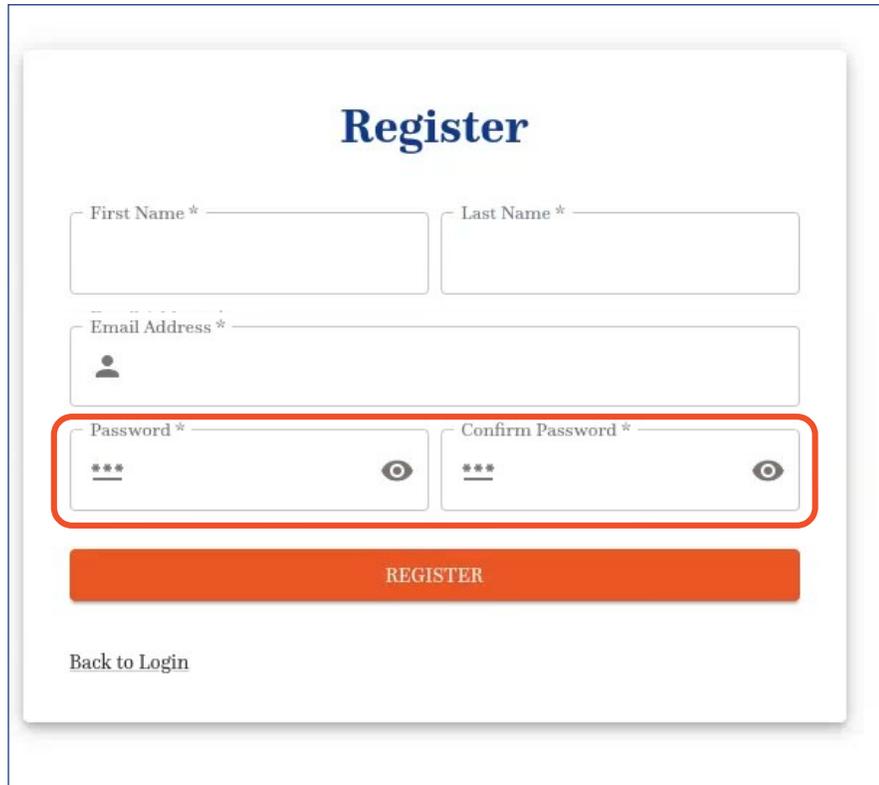
- Register** (Title)
- First Name \*** and **Last Name \*** (Text input fields, highlighted with a red box)
- Email Address \*** (Text input field with a person icon, highlighted with a red box)
- Password \*** and **Confirm Password \*** (Text input fields with asterisks and eye icons)
- REGISTER** (Orange button)
- [Back to Login](#) (Text link)

- ✓ Enter your first and last name.
- ✓ Enter your email address.



- If you are a guardian or are the power of attorney, enter **your** name and email address - **not** the name of the member.
- Connecting to the member's account will happen in a later step.

# Creating a Password



The screenshot shows a registration form with the following fields and elements:

- Register** (Title)
- First Name \* (Text input)
- Last Name \* (Text input)
- Email Address \* (Text input with a person icon)
- Password \* (Text input with three asterisks and an eye icon, highlighted with a red border)
- Confirm Password \* (Text input with three asterisks and an eye icon, highlighted with a red border)
- REGISTER** (Orange button)
- [Back to Login](#) (Text link)

- ✓ Create a password that has 15 or more letters and/or numbers.
- ✓ Click REGISTER.
- ✓ An email will be sent to you to continue the verification process.



- Use a familiar phrase or saying like “Allyouneedislove” or “Thecatisoutofthebag”.
- Keep a copy of your password in a secure location.

# Verification Email

Check your inbox for a verification email from Lori Knapp Choice.

**Verify Your mySD Hub Email Address**

From DoNotReply@email.hub.loriknappchoice.com  
To johndoe@loriknappchoice.com

mySDHub 

John -

This email has been associated with an account on mySD Hub.  
Please verify your email address by clicking the button below.

**VERIFY EMAIL**

Or copy and paste this link in your web browser:

<https://hub.loriknappchoice.com/kc/realms/customer-portal-...>



- ✓ Click the link in the email to verify your account.
- ✓ A new web browser window will open to verify your account.
- ✓ Check your junk mail folder if the email does not appear in your inbox.

# Connecting to Your Personal Information

Now that you have set up your username and password, you will need to connect it to the member's account in our system.

## Complete Registration

Enter your Social Security Number to complete Registration

**SUBMIT →**

[Lori Knapp Choice Homepage](#)

- ✓ Enter the member's Social Security Number
- ✓ Confirm the number by entering it a second time
- ✓ Click "Submit"

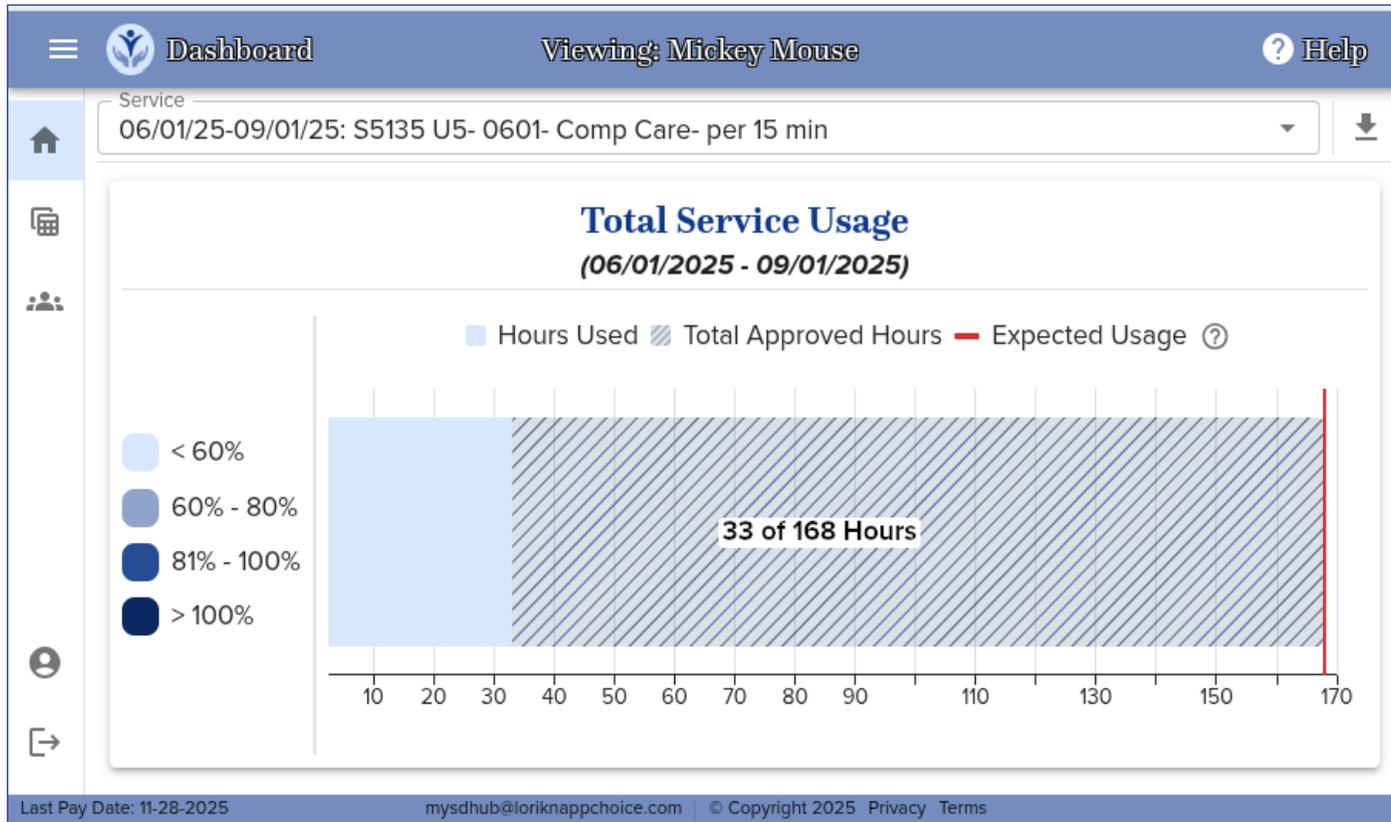


## Security

As a member, your Security Number (SSN) is how you are identified in our system. Your SSN is not shared with others. This helps us connect your login to the right account.

# Success!

Once you are logged in you have successfully set up your access to *mySD Hub*.



Difficulties getting started? Call us at [844.534.7225](tel:844.534.7225) and we can help.

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**mySD***Hub*

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Your services. Your control.

**Navigation**

# Navigation

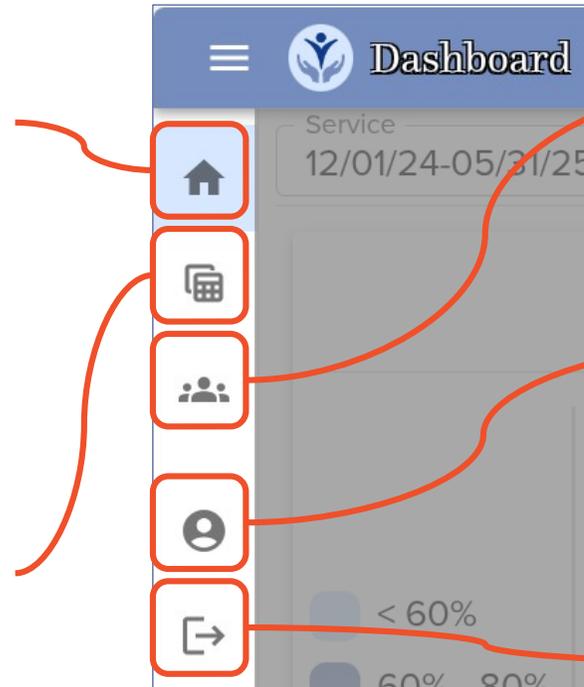
When you first log in you will be brought to the dashboard page.  
To go to different pages, use the navigation menu on the left panel.

## Dashboard

View usage summary by service.

## Detail

Track usage in detail with a history of all your services.



## Service Providers

Details about your caregivers/direct care professionals and vendors.

## Profile

Update your username and password.

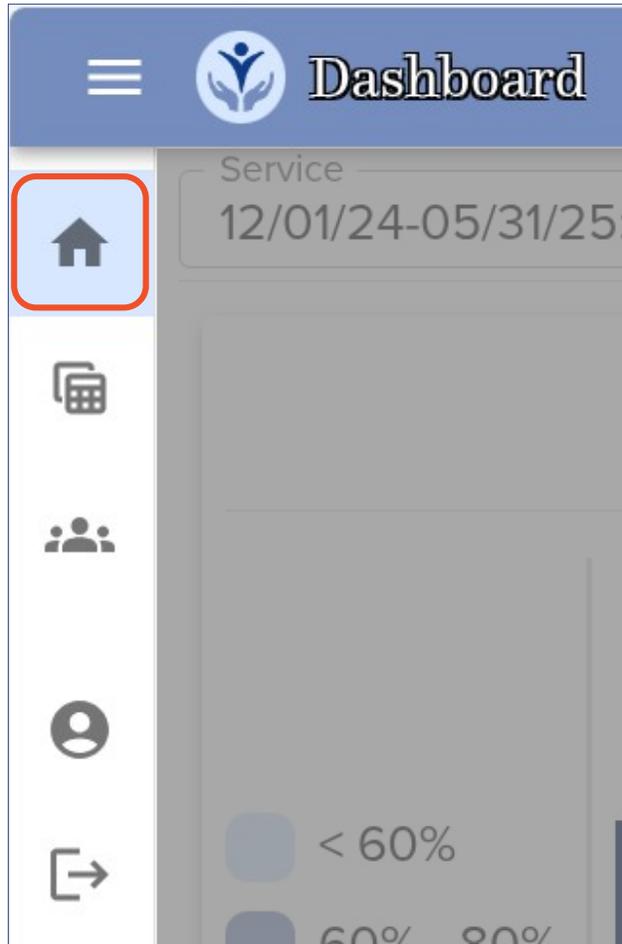
## Log out

Click to log out. You will be logged out after 25 minutes of inactivity, or when the browser window is closed.

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## Dashboard

View usage summary by service

# Dashboard

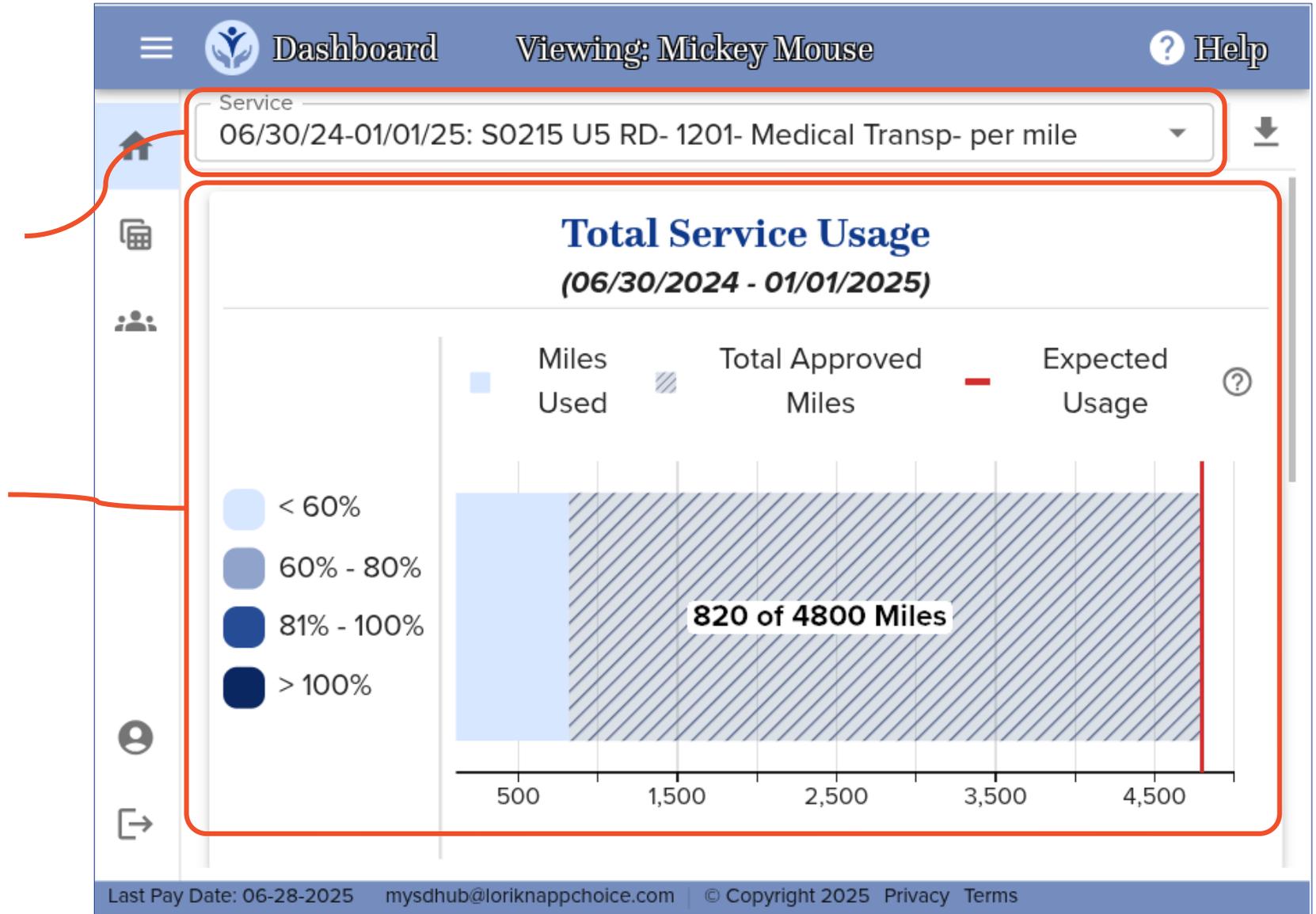
View usage summary by service.

## Service

A dropdown menu listing all your current and past services by service period.

## Total Service Usage

This shows how much of a service you have and how much you have used.





## Services

A **service** is structured support that helps a person meet their individual long-term care goals – such as maintaining health, safety, independence, or community participation.

All services have:

- A **begin** and **end** date.
- A **set amount** of service that can be provided in that timeframe.
- Services are often measured in **hours, miles, or visits**.
- Your plan is unique to you.

After developing your plan with your care team, the amount of service needed to support you is determined. This is called an **authorization**. Authorizations tell you exactly **how much** of a **service** you are approved to receive.



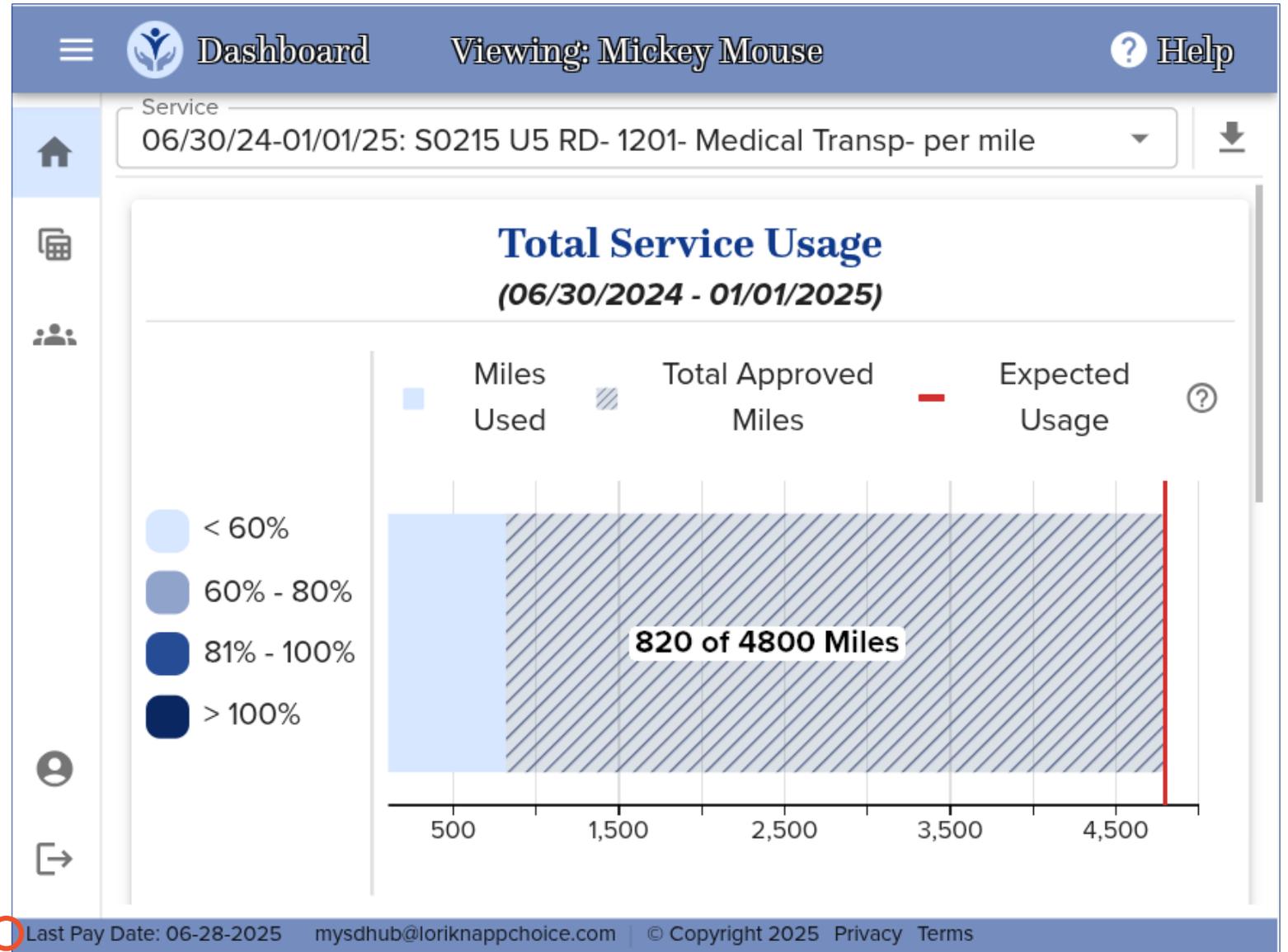
# All Service Information Updates Twice a Month

The information in *mySD Hub* updates the day *after* each pay date. This date is located on the bottom bar of the dashboard.

[Click here to view the Payroll Schedule](#)

## Last Pay Date

The information displayed is current up to the date displayed here.

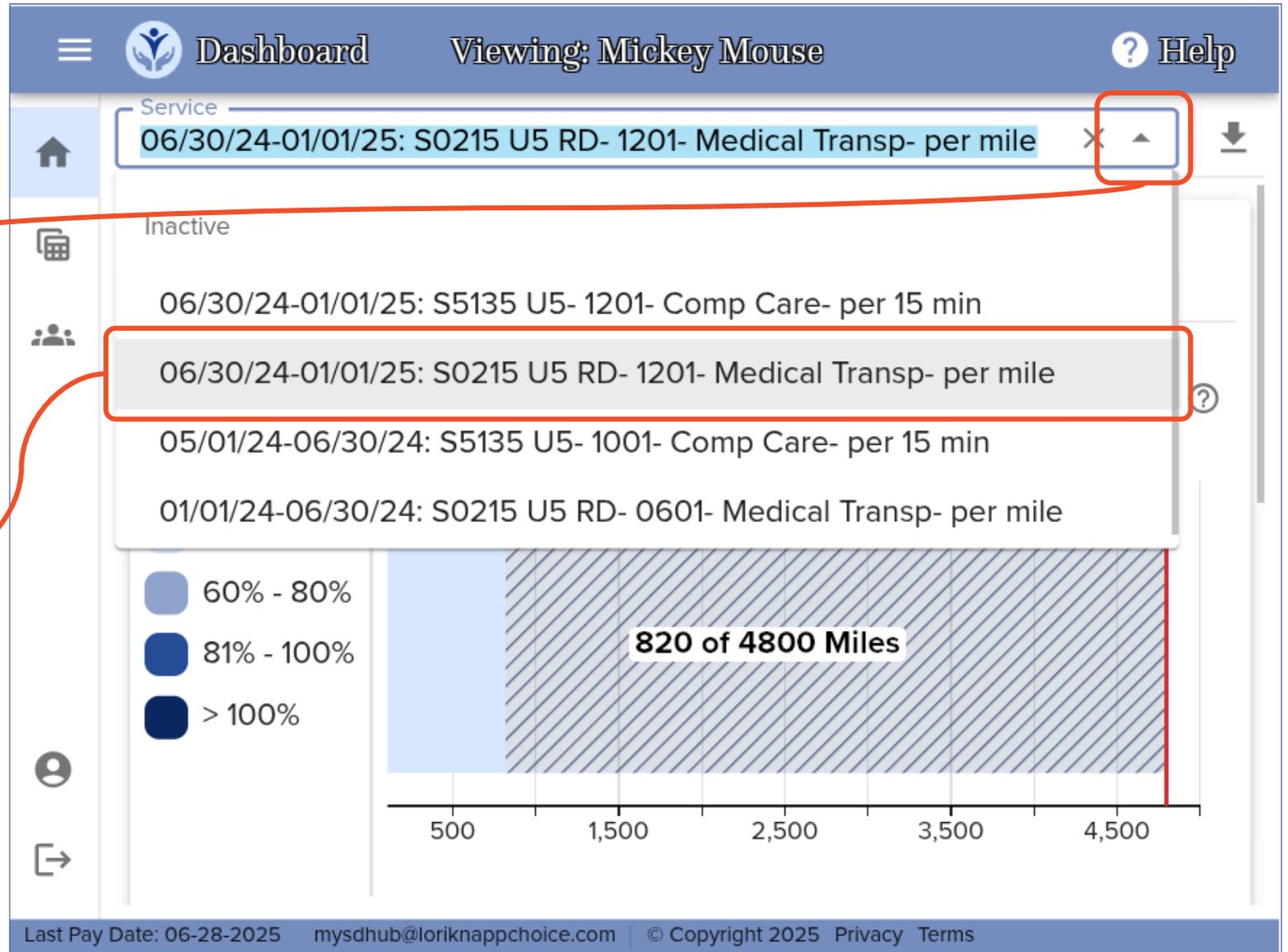


## Service Dropdown

To view your list of services, click the triangle on the right end of the service bar.

## Select to View

When you click on the service you would like to view, the dashboard will display only information for that service.



The screenshot shows a dashboard interface for a user named Mickey Mouse. At the top, there is a navigation bar with a menu icon, the word "Dashboard", the text "Viewing: Mickey Mouse", and a "Help" button. Below the navigation bar is a service dropdown menu. The dropdown is currently open, showing a list of services. The selected service is highlighted in grey. The services listed are:

- 06/30/24-01/01/25: S0215 U5 RD- 1201- Medical Transp- per mile
- Inactive
- 06/30/24-01/01/25: S5135 U5- 1201- Comp Care- per 15 min
- 06/30/24-01/01/25: S0215 U5 RD- 1201- Medical Transp- per mile
- 05/01/24-06/30/24: S5135 U5- 1001- Comp Care- per 15 min
- 01/01/24-06/30/24: S0215 U5 RD- 0601- Medical Transp- per mile

Below the list is a progress bar showing the usage of the selected service. The progress bar is divided into three segments: a solid blue segment representing 60% - 80%, a hatched blue segment representing 81% - 100%, and a solid dark blue segment representing > 100%. The current usage is 820 of 4800 miles. The x-axis of the progress bar is labeled with values 500, 1,500, 2,500, 3,500, and 4,500.

At the bottom of the dashboard, there is a footer with the text: "Last Pay Date: 06-28-2025 mysdhub@loriknappchoice.com © Copyright 2025 Privacy Terms".

## Total Approved

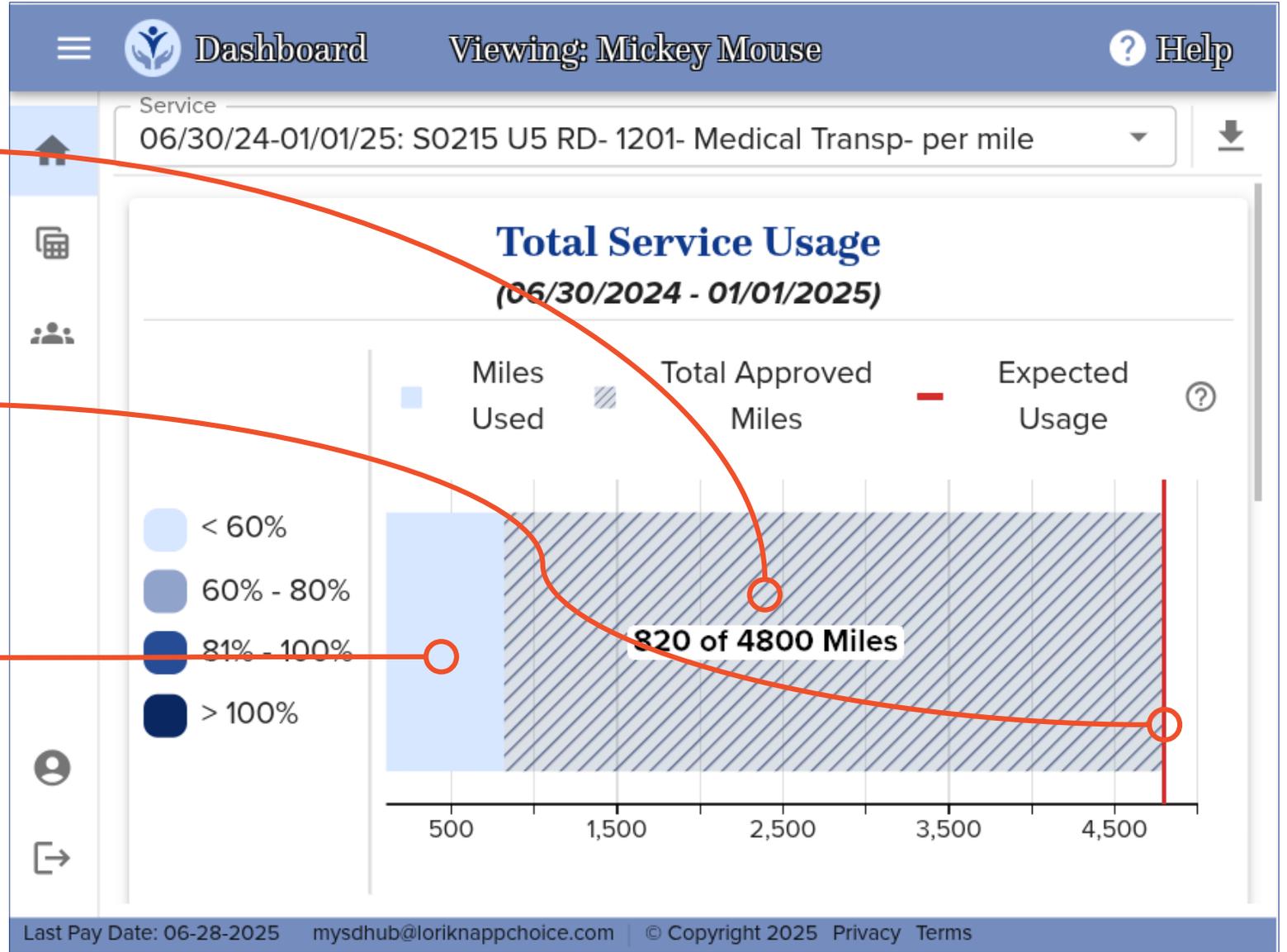
This shows how much of a service is approved.

## Expected Usage

The forecast of expected usage if services are being used consistently to date.

## Total Used

This shows how much of a service that has been used since the last pay date.



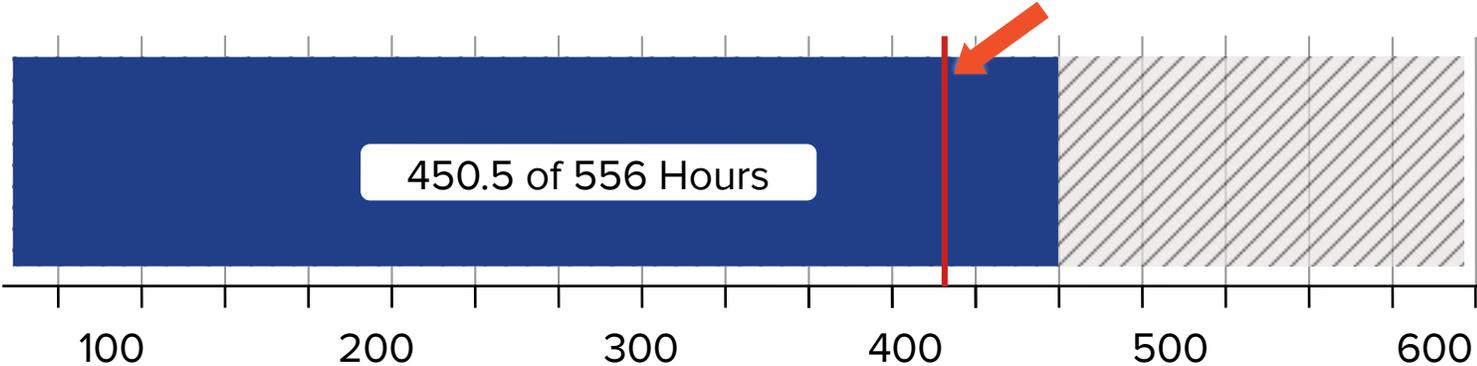
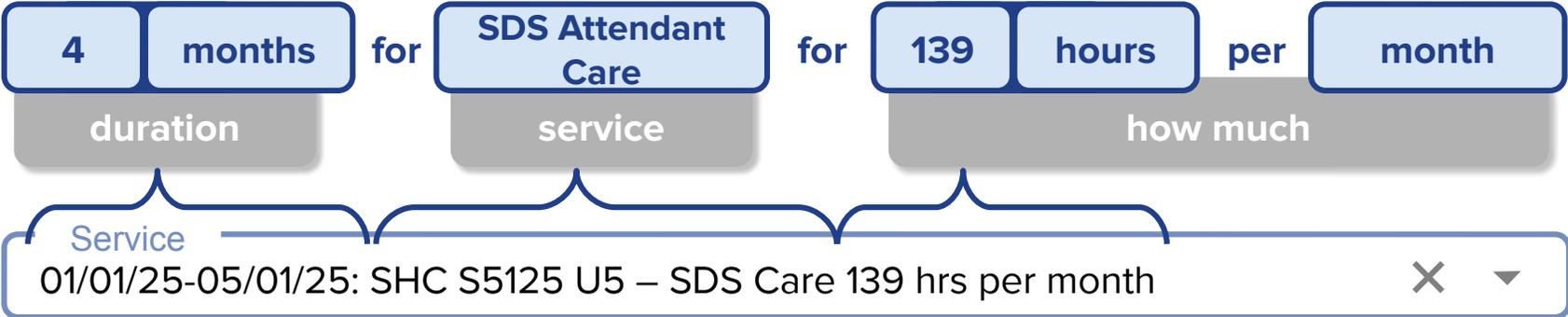
# Olivia's Care

Olivia has a care plan for 139 hours per month to have a caregiver/direct care professional assist her with daily tasks - a total of 556 hours over four months.

The red line tells Olivia the estimated use of services based on the last pay date. Olivia has one month left of her current plan and has used more hours than expected. At this rate, Olivia will exceed her limit. Catching this early gives Olivia a chance to make choices so she doesn't go over her total number of hours.



## Example Scenario 1



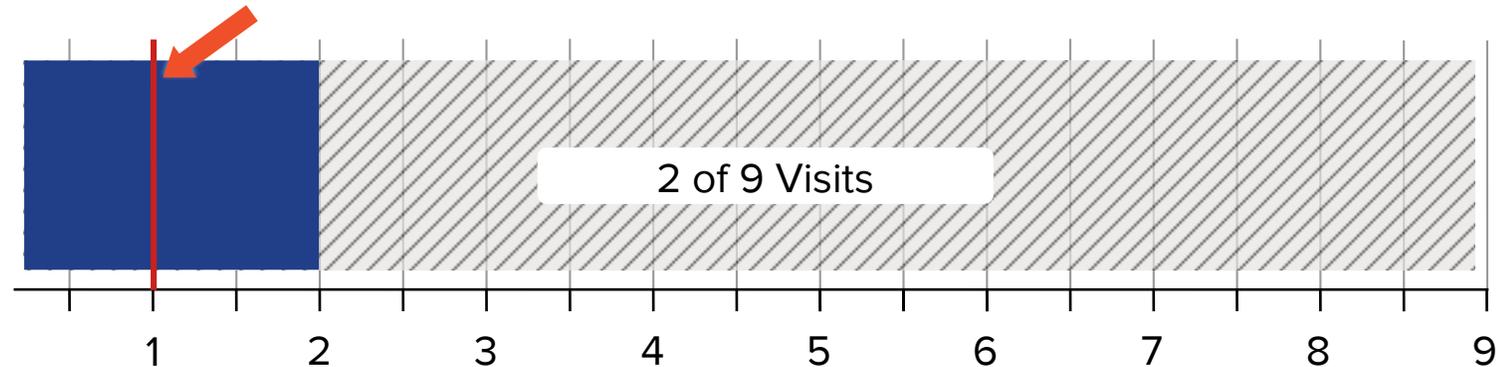
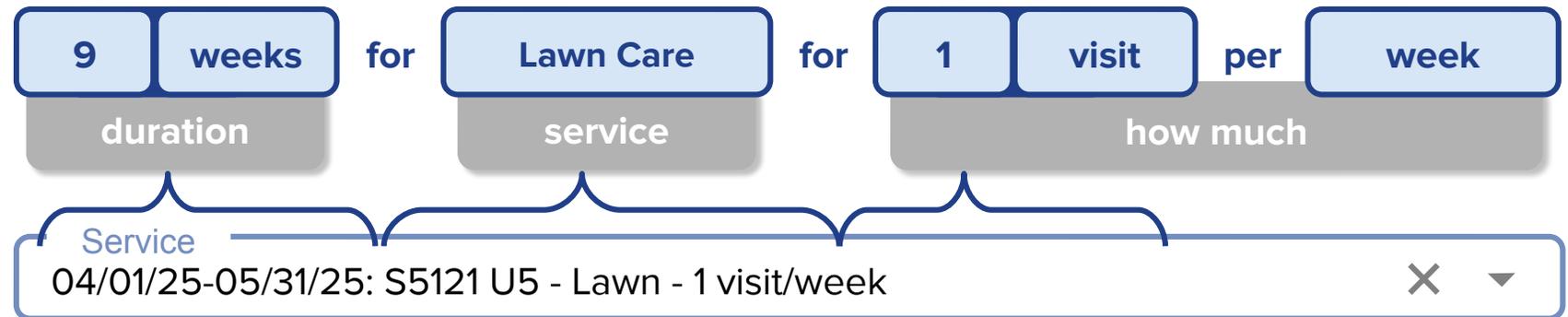


## Example Scenario 2

# Rose's Lawn

Rose has a service that mows her lawn once a week. This service is approved for two months (nine weeks) at a time. So far, Rose has had her lawn mowed two times.

The red line tells Rose the estimated use of services based on the last pay date - which was week one for Rose. We also see that she has had the lawn mowed two times, beyond her expected usage. If Rose keeps up at this pace, she could go over her limit. This information will help Rose in making decisions about her services.



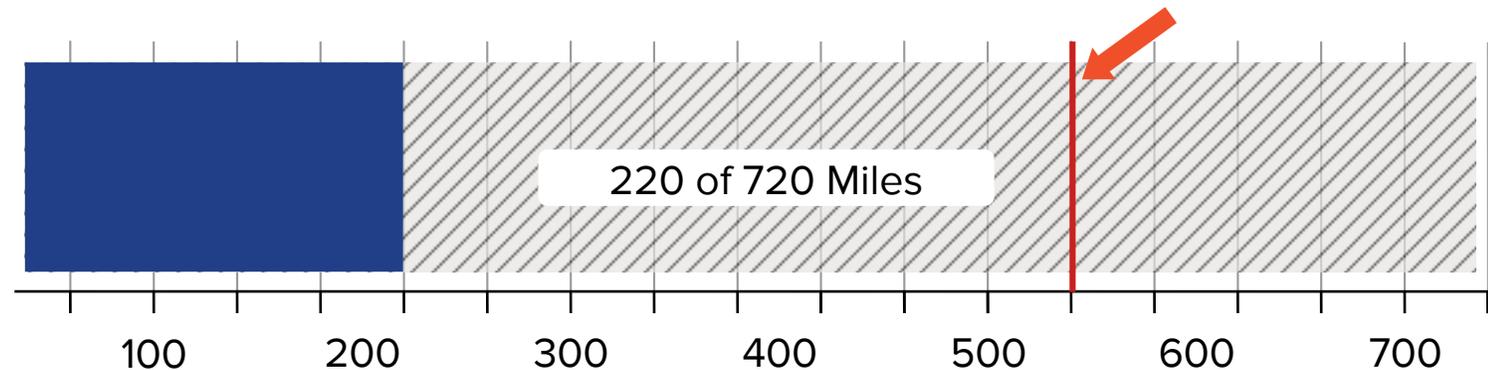
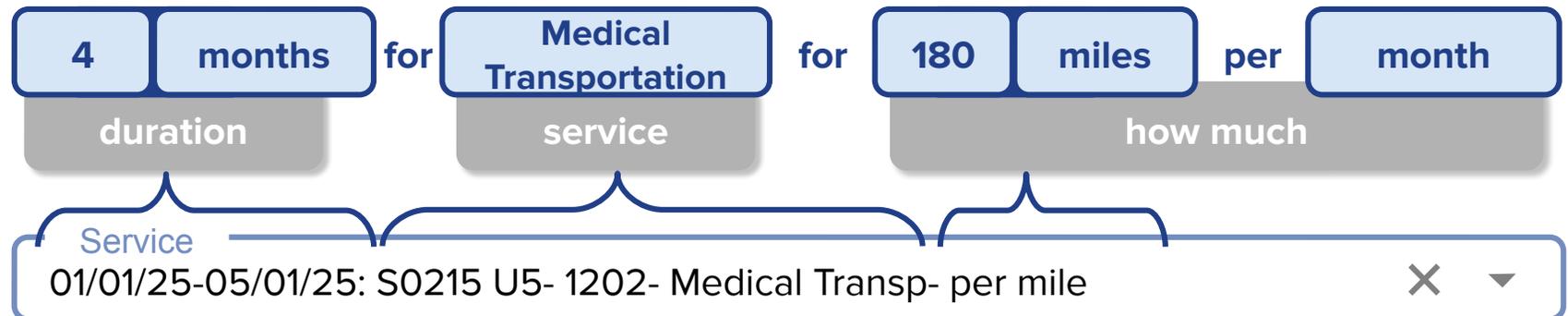


## Example Scenario 3

# Jose's Mileage

Jose's dashboard shows us that he has a service for 180 miles of medical transportation per month for four months - a total of 720 miles.

The red line tells Jose his estimated use of services based on the last pay date. It is over three months into Jose's five months, and he has used 220 of his 720 miles. At this rate, he can use more miles per month than he has currently been using, without approaching his limit.



# Detailed Usage (1 of 2)

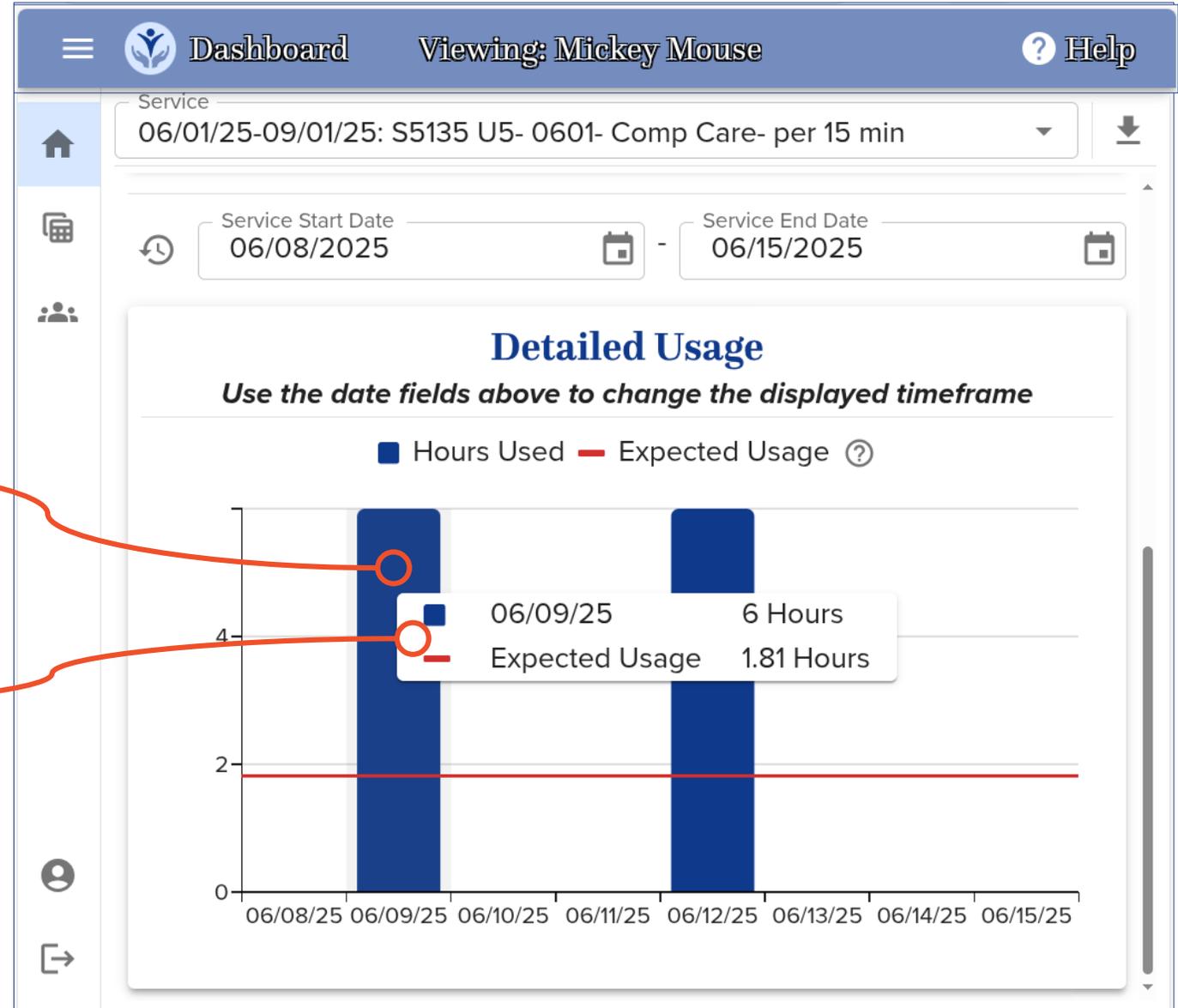
View a service in detail with the bar graph. The date range defaults to the entire service period.

## Bar Graph

Each bar displays the usage for that specific timeframe.

## Hover for Detail

Hover your cursor over a bar and a window will appear with details about that bar.



# Detailed Usage (2 of 2)

## Date Range

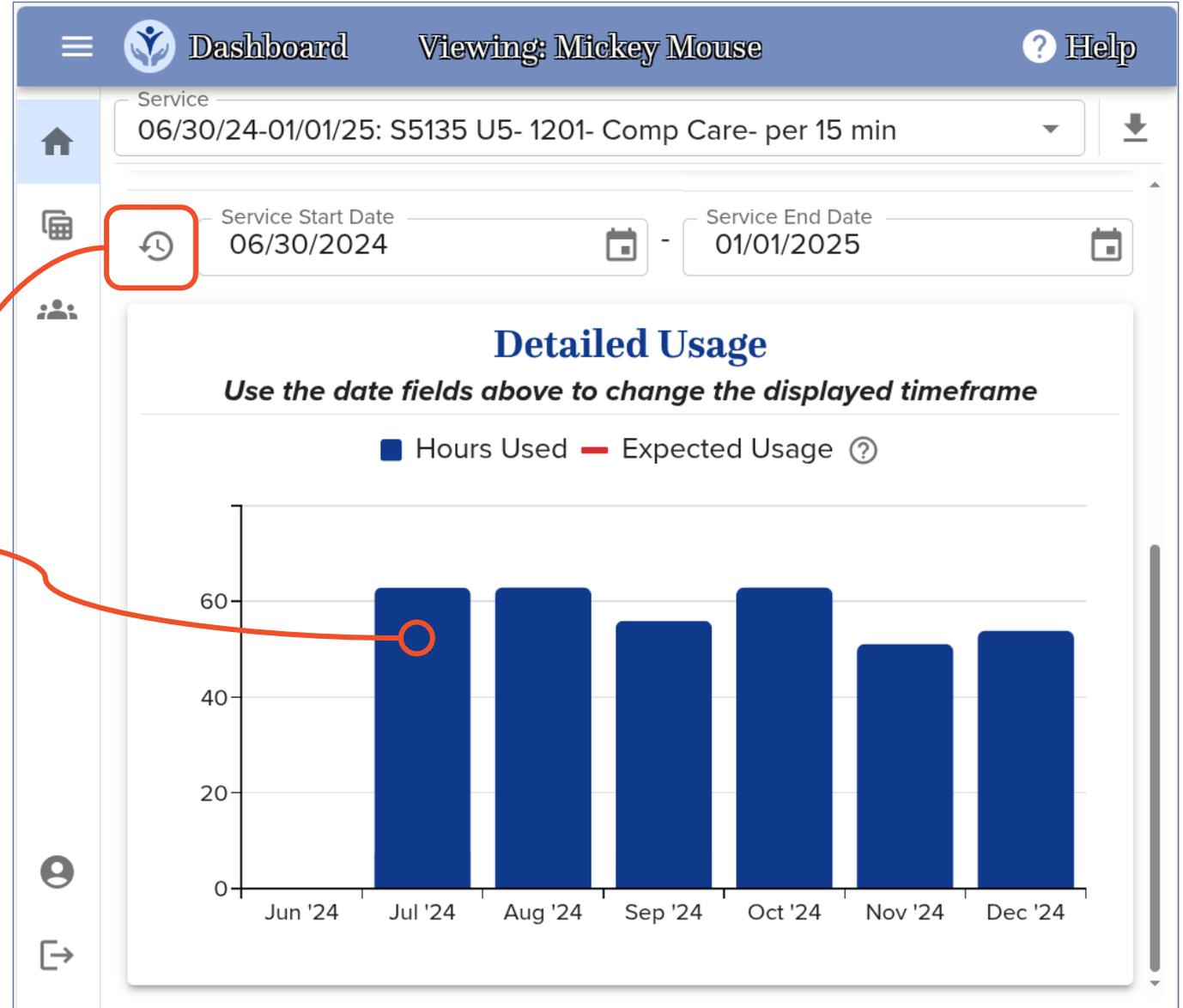
To view a service by month, week, or day, enter the dates you want to view.

## Click to Zoom

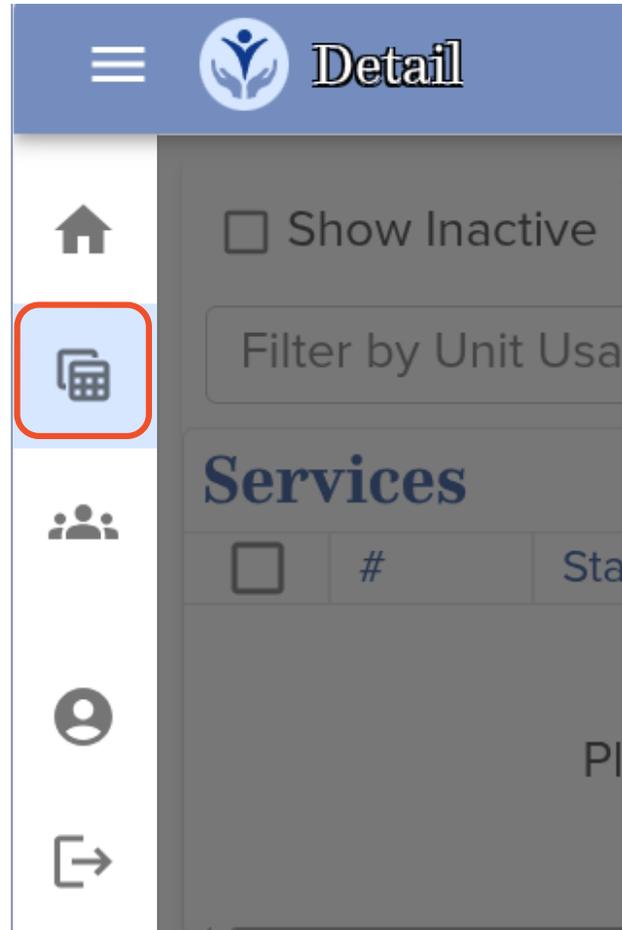
You can also click on a bar to zoom in to a more detailed view of that timeframe.

## Reset after Zoom

After zooming in, select the clock icon to reset the date range to the entire service period.



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## Detail

Track usage in detail with a history of all your services

# Service Definitions (1 of 2)

## Service #

Each service is assigned a unique number for easy identification.

## Status

This indicates whether the status of the authorization is active or inactive. Inactive status indicates that a service has been fully used or its end date has passed.

Services					
<input type="checkbox"/>	#	Start Date	End Date	Description	Status
<input type="checkbox"/>	1	12/31/2024	4/1/2025	S0215 U5 RD- 0601- Medical Transp- per mile	Active
<input type="checkbox"/>	2	12/31/2024	4/1/2025	S5135 U5- 0601- Comp Care- per 15 min	Inactive
<input type="checkbox"/>	3	6/30/2024	12/31/2024	S0215 U5 RD- 1201- Medical Transp- per mile	Inactive

## Payment History

Select a service to see the detailed payment history.

## Start & End Dates

Each service is approved for a specific timeframe.

## Description

Services are listed with details for easy identification.

# Service Definitions (2 of 2)

## Download

### # of Payments

Refers to the number of payments issued for that service.

### Unit Usage & Units Used

Services recorded as already used as documented through timesheets, EVV, or invoices.

Download a PDF or spreadsheet of the data currently displayed.

# of Payments	Unit Usage	Total Approved Units	Units Used	Units Remaining
0	0%	3,200	0	3,200
22	78%	168	132	36
6	17%	4,800	820	3,980

### Total Approved Units

The total amount approved for that specific service.

### Units Remaining

The quantity of services yet to be used.

# Payment History (1 of 2)

## Service #

Each service is assigned a unique number for easy identification.

## Time In / Out

The dates and times in which the service provider began and ended a shift, directly from their timesheet.

## Payment Date

The date the payment was made.

Payment History					
Service #	Service Date	Time In	Time Out	Payment Date	Service Provider
2	03/14/2025	03/14/2025 5:00AM	03/14/2025 11:00AM	04/15/2025	Donald Duck
2	03/11/2025	03/11/2025 5:00AM	03/11/2025 11:00AM	04/15/2025	Donald Duck
2	03/08/2025	03/08/2025 5:00AM	03/08/2025 11:00AM	04/15/2025	Donald Duck
2	03/04/2025	03/04/2025 5:00AM	03/04/2025 11:00AM	04/15/2025	Donald Duck

## Service Date

The date on which the care or service was provided.

## Service Provider

The person to whom a payment was made.

# Payment History (2 of 2)

## Rate

The cost of one unit.

## Total Amount

The rate multiplied by the units used.

## Download

Download the data that is displayed here as a PDF or spreadsheet.

Rate	Usage	Total Amount	Pay Type	OT Exempt
\$16.32	6	\$97.92	Regular	N
\$16.32	6	\$97.92	Regular	N
\$16.32	6	\$97.92	Regular	N
\$16.32	6	\$97.92	Regular	N

## Usage

The number of units recorded for a service.

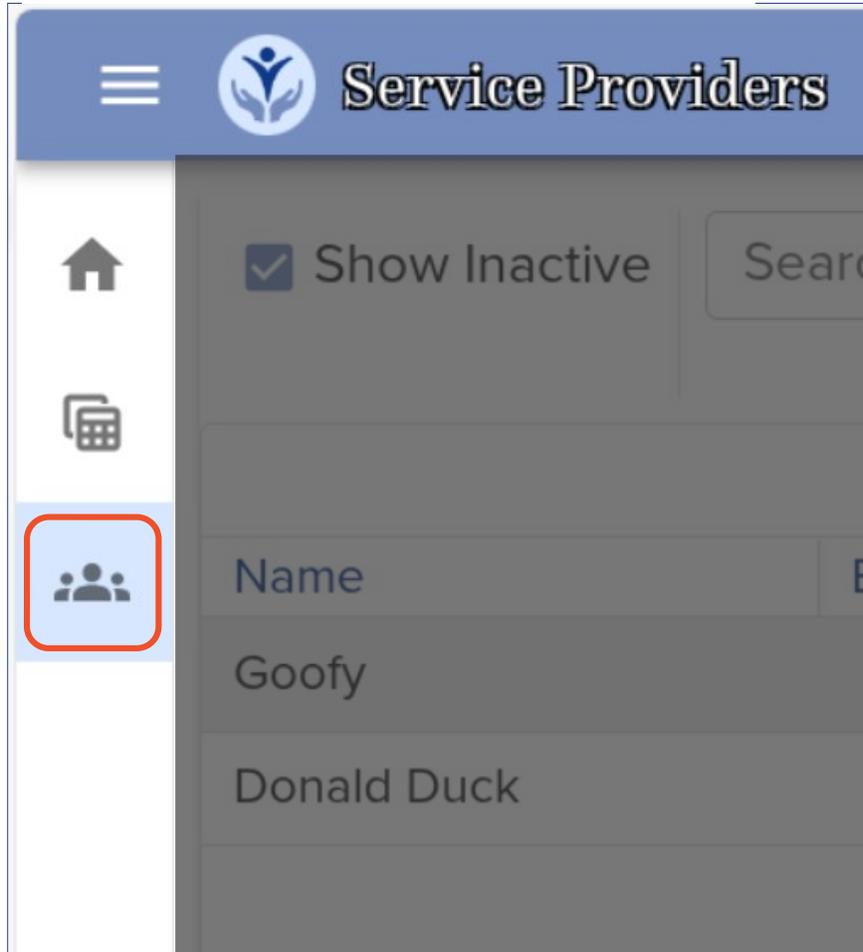
## Pay Type

This indicates whether the service is regular pay, overtime pay, or mileage.

## OT Exempt

Indicates whether a wage is or is not exempt from overtime.

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## Service Providers

Details about your  
caregivers/direct care  
professionals and vendors

# Service Providers

Lists the member's caregivers/direct care professionals and vendors.

## Show Inactive

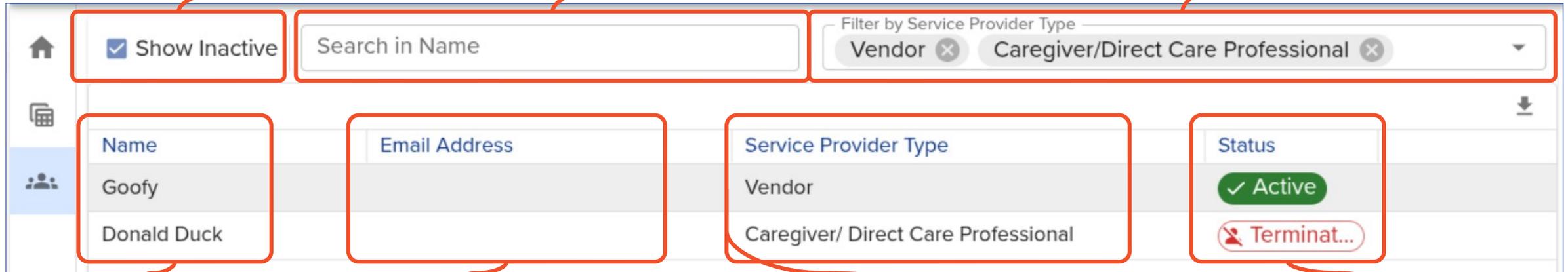
Only active service providers are shown by default. Check the box to view inactive service providers.

## Search in Name

Type in the name of the service provider to narrow the results displayed.

## Filter by Type

Chose whether to search by caregivers/direct care professionals or vendor.



## Name

Name of the service provider.

## Email Address

The service provider's email address will be listed here, if on file.

## Service Provider Type

This will list whether the service provider is a caregivers/direct care professionals or vendor.

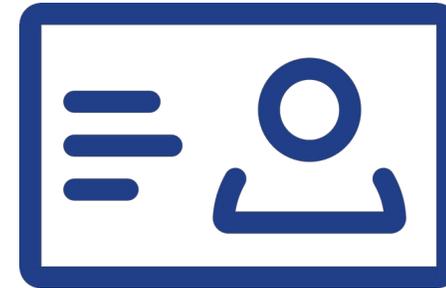
## Status

This will list whether the service provider is active or terminated.

# Service Providers

## Updating Service Provider Information

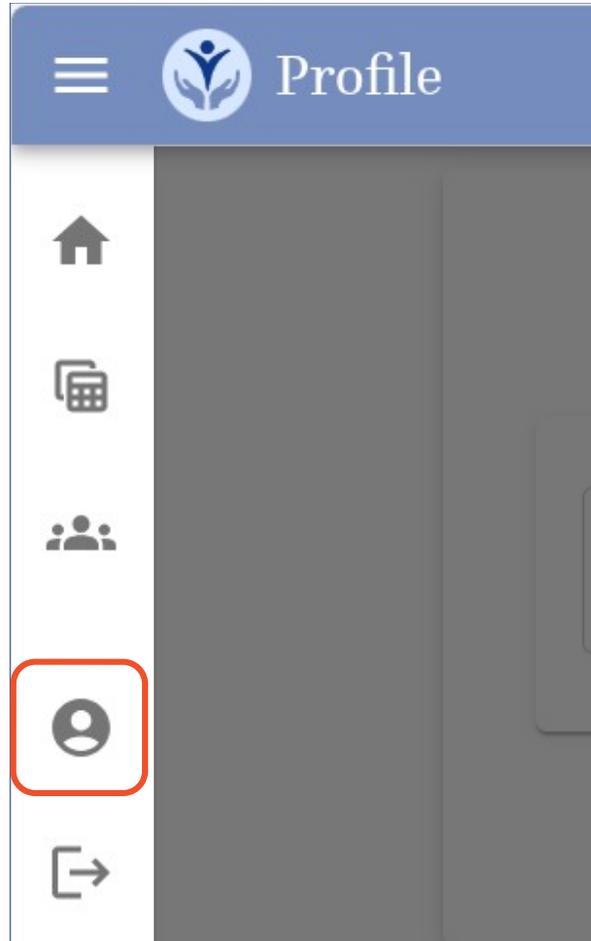
Service Provider information displayed here is managed by Lori Knapp Choice. To request edits or add a service provider, contact support at [844.534.7225](tel:844.534.7225) or [mysdhub@loriknappchoice.com](mailto:mysdhub@loriknappchoice.com) with the provider's details.



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## Profile

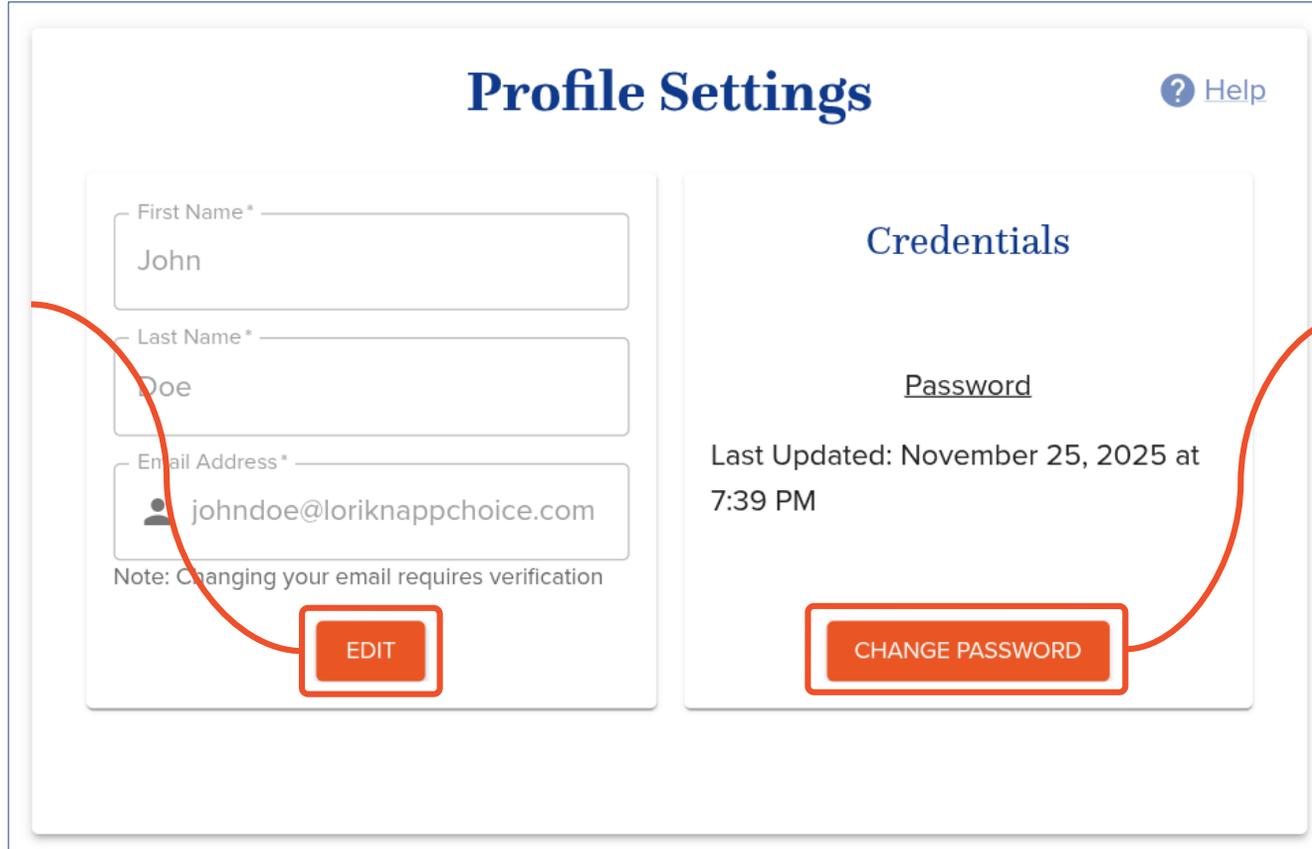
Update your username  
and password.

# Profile

Under profile settings you can update your name, email address, and password.

## Change name or email address

To update your name or email address, click “EDIT”.



The screenshot shows the 'Profile Settings' page. On the left, there are three input fields: 'First Name\*' with 'John', 'Last Name\*' with 'Doe', and 'Email Address\*' with 'johndoe@loriknappchoice.com'. Below these is a note: 'Note: Changing your email requires verification'. An orange-bordered 'EDIT' button is at the bottom of this section. On the right, the 'Credentials' section shows 'Password' and 'Last Updated: November 25, 2025 at 7:39 PM'. An orange-bordered 'CHANGE PASSWORD' button is at the bottom of this section. A red curved line connects the 'EDIT' button to the 'CHANGE PASSWORD' button. A blue question mark icon and the word 'Help' are in the top right corner.

## Change Password

To change your password, click “CHANGE PASSWORD” and a change password screen will appear.

# Changing Your Password

## Change Password

 Please enter your new Password below to change it

Password\*  

Confirm Password\*  

**CHANGE PASSWORD**

- ✓ Create a new password that has 15 or more letters and/or numbers.
- ✓ Click “CHANGE PASSWORD” to finalize your change.



- Use a familiar phrase or saying like “Loveisallyouneed” or “Thecatisoutofthebag”.
- Keep a copy of your password in a secure location.

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# Frequently Asked Questions

# Frequently Asked Questions

## Logging In and Logging Out

For security you are logged out after 25 minutes of inactivity or when you close your browser.

## What if I forgot my password?

On the login screen click “Forgot Password?” and enter your email to receive a password reset link. Follow the link to create a new password at least 15 characters in length.

# Frequently Asked Questions

## As a guardian can I view more than one account?

If you have more than one member who is enrolled, you will need a different login with a different email address and password for each person.

## How many accounts can one email have?

One email works for one member account. To log in to a second account you will need a second email address.

# Frequently Asked Questions

## How do I close my account?

Call us at [844.534.7225](tel:844.534.7225) if you no longer wish to have a login with *mySD Hub*. We will need the email address you use to login and the name of the member.

## Can I remove access for a representative?

If someone else has access to your account and you no longer want them to, call [844.534.7225](tel:844.534.7225) or email [mysdhub@loriknappchoice.com](mailto:mysdhub@loriknappchoice.com).

# Frequently Asked Questions

## When does my balance update?

Balances update the day after payroll and vendor payments are processed. This occurs twice a month.

[Click here to view the Payroll Schedule](#)

## Who should I contact if something doesn't look right?

If your services do not look right, call **844.534.7225** or email [mysdhub@loriknappchoice.com](mailto:mysdhub@loriknappchoice.com).

The following information can be helpful when discussing an issue:

- The service number
- The date(s) of service
- Any paper with helpful information (e.g., the original timesheet)



*Lori Knapp*  
**CHOICE™**  
Part of the AssuranceSD Family

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Your services. Your control.

[hub.loriknappchoice.com](http://hub.loriknappchoice.com)

[mysdhub@loriknappchoice.com](mailto:mysdhub@loriknappchoice.com)

**844.534.7225**

