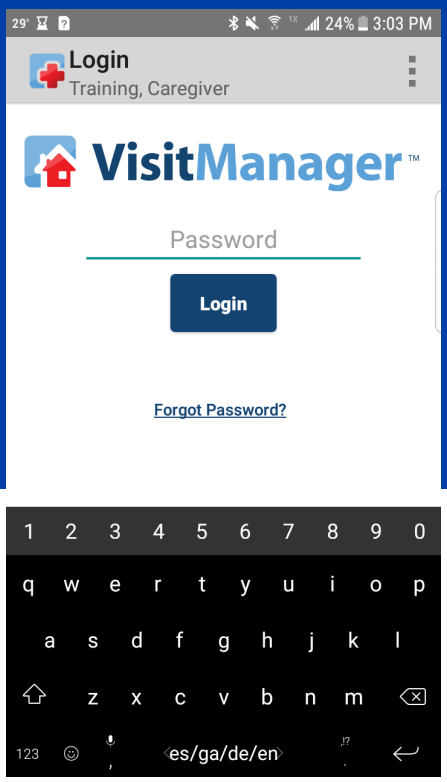
Consumer Direct FL: 877-270-9580, M-F 8am - 5 pm • Molina Healthcare 866-472-4585, M-F 8am - 7pm




# CELLTRAK DOWNLOAD & REGISTRATION

Federal law requires states to implement Electronic Visit Verification (EVV). This is a part of the 21st Century Cures Act. CellTrak is an app for smart phones, and tablets with gps, which meets EVV requirements. The app logs the time in, time out, and the place where a Direct Service Worker (DSW) worked in real time.

Only DSWs need to download the app and register. Participants/ Designated Representatives (DRs) can sign and OK time on the DSW's smart phone. The app is for both for Android and iPhone devices.

DSWs must register their mobile device before using CellTrak.

This guide is about downloading and registering the CellTrak app to your mobile device. Logging and approving time is in another guide at https://www.consumerdirectfl.com/forms/.

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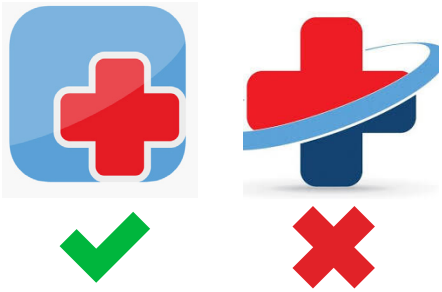
# Download CellTrak for iOS/iPhone

1 On your mobile device, tap the App Store icon.

2 **Search for "CellTrak."** Tap the Search icon (2A) and then type "CellTrak" (2B) (Figures 1 & 2).

3 **Download CellTrak** by tapping the download icon (Figure 3).

**Note:** If you see both CellTrak and CellTrak 1.7, do NOT download CellTrak 1.7.



4 **Open CellTrak and tap "Allow."** This lets CellTrak work on your phone. (Figure 4)

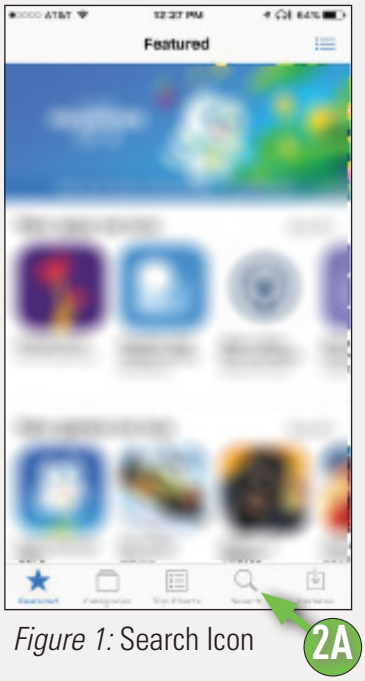



*Figure 1:* Search Icon

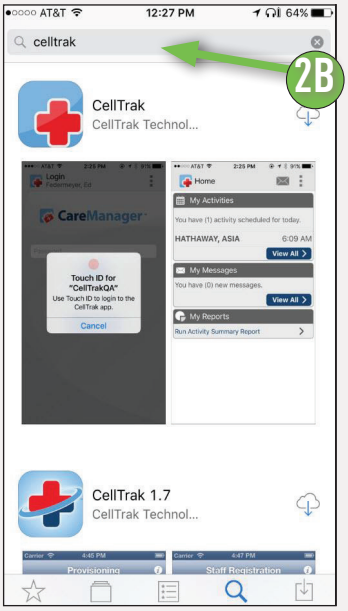



*Figure 2:* Search Bar

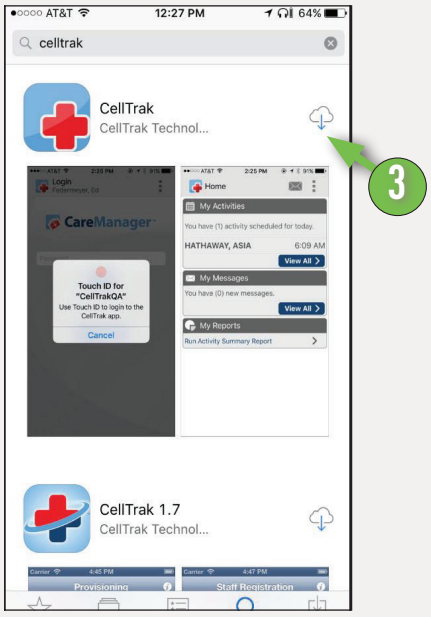



*Figure 3:* Download Icon

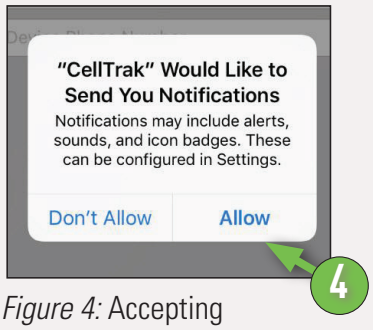



*Figure 4:* Accepting Permissions

*Next Up: Registration, page 4*



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# Download CellTrak for Android

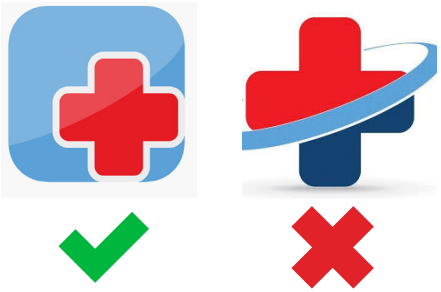
1 On your mobile device, tap the Google Playstore icon.

2 **In the Search Bar type in "CellTrak."** (Figure 5).

3 **Tap the CellTrak app** to choose it. **Then tap "Install"** (Figures 6 & 7).

INSTALL

**Note:** If you see both CellTrak and CellTrak 1.7, do NOT pick CellTrak 1.7.



4 **Open CellTrak and tap allow three times.** This lets CellTrak work on your phone (Figure 8).

*Registration, next page*

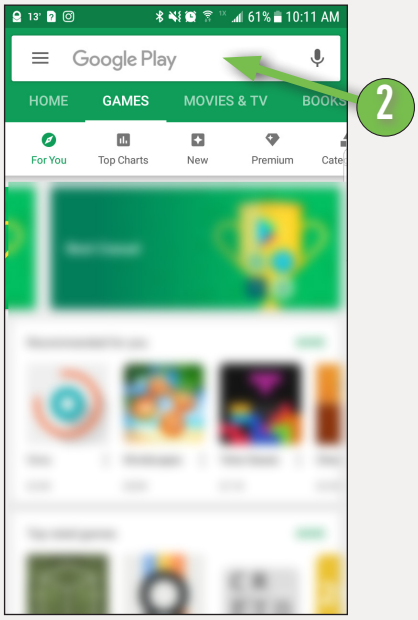



*Figure 5:* Search Bar

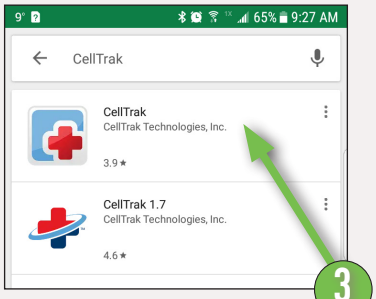



*Figure 6:* App Selection

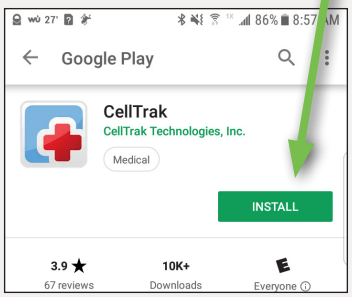



*Figure 7:* Install Button

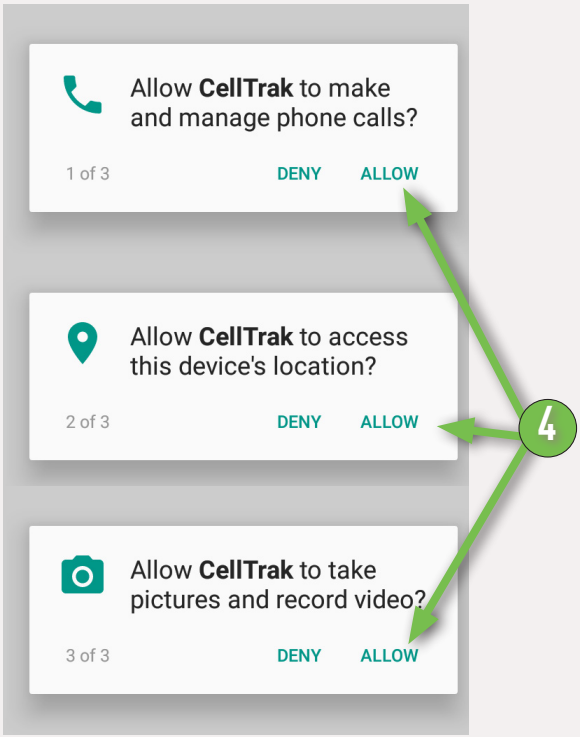



*Figure 8:* App Permissions



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# Registering CellTrak

The next step is registering your mobile device with CellTrak. Only one mobile device can be registered per user. Have CellTrak open on your device.

5 When you open CellTrak for the first time you need to enter:

- a License ID
  Use: 200458
- an Authentication code
  Use: 740083
- your phone number

(Figures 9 & 10).

6 **Tap "Acquire License."**
This goes to the next part of registration.

7 **Then enter your last name and your User ID.**
Your user ID is "CDFL-E-" plus your Consumer Direct ID. If you are new with Consumer Direct, your ID is in your Okay to Work letter (Figures 11 & 12).

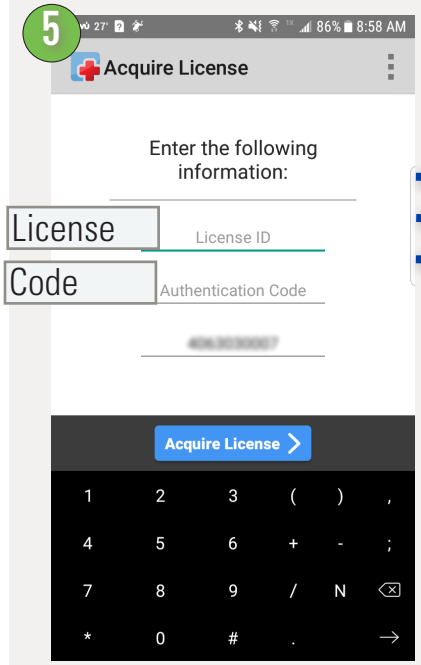


*Figure 9:* Enter Codes

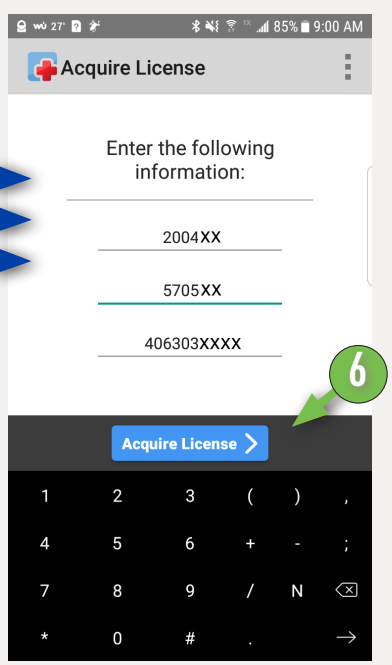


*Figure 10:* Codes Filled

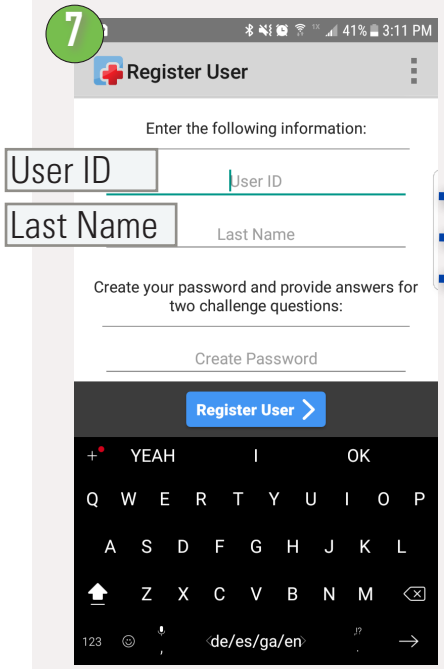


*Figure 11:* User ID & Last Name

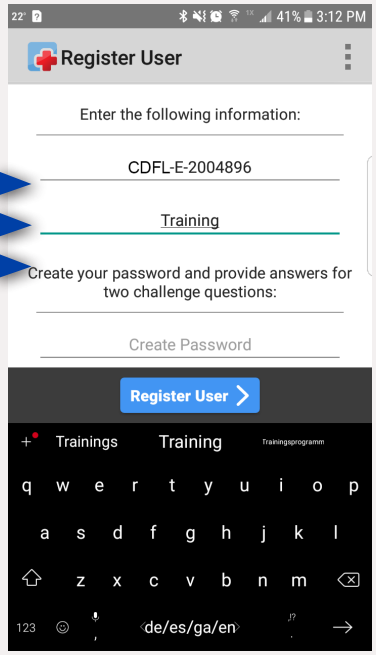


*Figure 12:* Fields FIlled

*Continued next page*



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# Registering CellTrak, cont.

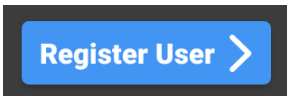
8 Then **pick a password**. Enter it twice to make sure it is right. (Figures 13 & 14).

Your password must be six characters long and does not need special symbols.

9 The last step is to **answer two security questions**. This will take you to the next stage of registration. (Figures 15 & 16).

10 **Tap the Register User button to finish the registration process** (*Figure 16*).

When you have done all the steps above, tap "Register User" to finish registration.




That's it! You should now be registered to use CellTrak.

Logging and approving shifts is in a separate guide.

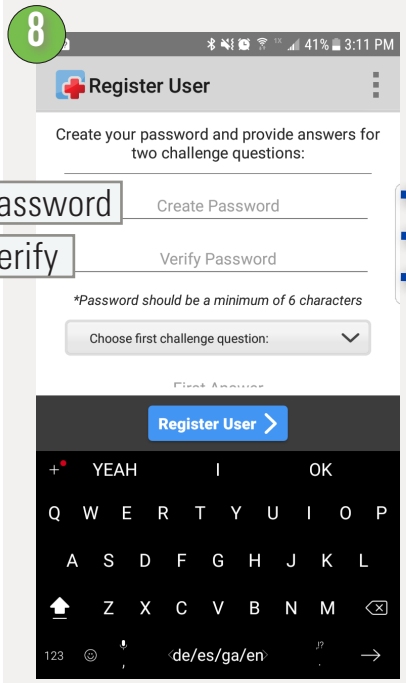



*Figure 13:* Enter password twice.

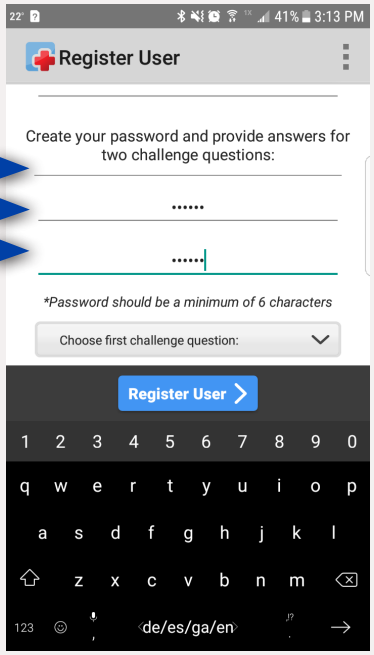



*Figure 14:* Password entered.

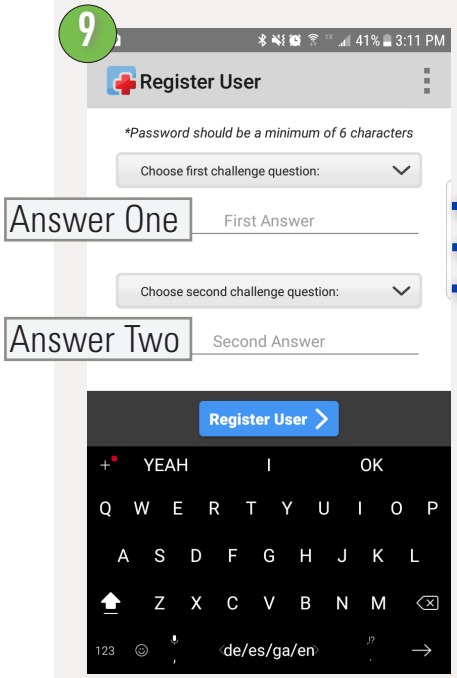



*Figure 15:* Security Questions

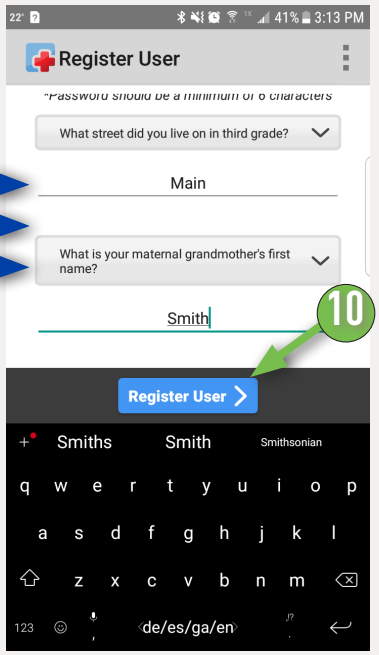



*Figure 16:* Fields Filled





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MOLINA HEALTHCARE

# Frequently Asked Questions

More training materials are online at https://www.consumerdirectfl.com/forms/

**What devices are supported?**

Celltrak only works with Android or iPhone/iOS smart phones and tablets. Tablets must have gps and location services must be turned on.

**I don't have a smart phone or tablet. Can I use CellTrak?**

CellTrak only works with smart phones and tablets. IVR is an option that works with landline phones. Visit https://www.consumerdirectfl.com/forms/ to learn more about IVR.

**Can I use my participant's/DR's smart phone?**

Yes. You can use their device with CellTrak to log your shifts. A DSW may only use CellTrak on one device. Each device can be used by only one DSW. This means only one DSW can log shifts on the participant's/DR's phone. It also means the DSW can only use CellTrak for that participant/DR.

**How soon can I use CellTrak?**

You can use CellTrak right away if:

- your CDFL paperwork has been processed
- your participant has an active authorization on file with CDCN.

## REGISTRATION

**Who needs to register?**

Only DSWs can register a device with CellTrak. Their participant/DR can approve a shift right away on the DSWs device.

**What is required for registration?**

A DSW must:

- complete their Consumer Direct paperwork
- receive an Okay to Work letter with their Consumer Direct ID on it
- work for a participant with an active authorization

**I received an error code "1070" while registering.**

This means your passwords do not match or your security questions are not complete.





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CONSUMER DIRECT CARE NETWORK

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# Frequently Asked Questions

More training materials are online at https://www.consumerdirectfl.com/forms/

**I received an error "UserID Invalid userID" while registering.**

Check to make sure your User ID or Last Name is right. This also happens when passwords or security questions still need to be picked.

**I received an error "Invalid User ID or Last Name."**

Check to make sure your User ID or Last Name is right. This also happens when CellTrak does not find an active authorization for any of your participants.





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Please note: If you have a disability and need more help, we can help you. If you need someone that speaks your language, we can also help. You may call our Member Services Department at 1-866-472-4585 for more help from 8:00 a.m to 7:00 p.m.. If you are blind or have trouble hearing or communicating, please call 711 for TTY/TTD services. We can help you get the information you need in large print, audio (sound), and braille. We provide you with these services for free.

Tenga en cuenta lo siguiente: Si tiene una discapacidad y necesita más ayuda, podemos ayudarlo. Si necesita una persona que hable su idioma, también podemos ayudarlo. Puede llamar a nuestro Departamento de Servicios para Miembros al 1-866-472-4585 para recibir más ayuda, de 8:00 a. m. a 7:00 p. m. Si es ciego o tiene problemas de audición o para comunicarse, llame al 711 para servicios de TTY/TTD. Podemos ayudarlo a obtener la información que necesita en letra grande, audio (sonido) y braille. Le brindamos estos servicios en forma gratuita.

Veuillez noter: Si vous avez un handicap et vous avez besoin plus d'aide, nous pouvons vous aider. Si vous avez besoin de quelqu'un qui parle votre langue, nous pouvons vous aider aussi. Vous pouvez appeler le Service aux Membres au 1-866-472-4585 entre 8:00 a.m. et 7:00 p.m pour obtenir plus d'assistance. Si vous êtes aveugle ou si vous avez des problèmes auditifs, veuillez appeler 711 pour les services TTY/ATS. Nous pouvons vous aider à trouver l'information dont vous avez besoin en gros caractères, audio (son), et braille. Nous vous fournissons ces services gratuits.

Nota: siamo in grado di offrire ulteriore assistenza agli associati con disabilità. Ove necessario, è possibile richiedere l’intervento di un addetto che parli la lingua dell’associato. Per ulteriori informazioni è possibile chiamare il nostro Dipartimento dei servizi per gli associati

(Member Services Department) al numero 1-866-472-4585 dalle ore 8:00 alle 19:00. Gli associati non vedenti, ipovedenti, non udenti o con difficoltà di comunicazione possono usufruire dei servizi TTY/TTD (trasmissione telefonica di testo/dispositivi di telecomunicazione per non udenti) resi disponibili tramite il numero 711. Siamo in grado di fornire le informazioni necessarie in formato di stampa a caratteri grandi, in formato audio (sonoro) e braille. Questi servizi sono fruibili gratuitamente.

Veuillez noter : si vous avez un handicap et besoin d'une aide supplémentaire, nous pouvons vous aider. Si vous avez besoin de quelqu'un qui parle votre langue, nous pouvons aussi vous aider. Vous pouvez appeler notre département de services aux membres au 1-866-472-4585 pour une aide supplémentaire de 8h00 à 19h00. Si vous êtes aveugle ou avez des troubles de l'audition ou de la communication, veuillez téléphoner au 711 pour les services de télécommunication à l'intention des malentendants. Nous pouvons vous aider à obtenir les informations dont vous avez besoin en grands caractères, sous forme audio (sonore) et en braille. Nous fournissons ces services gratuitement.

Обратите внимание: Мы помогаем лицам с ограниченными способностями или тем, кому требуется дополнительная помощь. Если вам требуется лицо, говорящее на вашем языке, мы также можем помочь. Для получения дополнительной информации вы можете связаться с отделом обслуживания участников программы по телефону 1-866-472-4585 с 08:00 до 19:00. Если у вас есть нарушения зрения, слуха или речи, позвоните по номеру 711 для связи по телетайпу/текстовому телефону. Мы можем предоставить вам необходимую информацию крупным шрифтом, в аудиоформате или шрифтом Брайля. Данные услуги предоставляются бесплатно.

MOLINA HEALTHCARE

Your Extended Family.

**Non-Discrimination Notification**
**Molina Healthcare of Florida**
**Medicaid**

Molina Healthcare of Florida (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
  - Skilled sign language interpreters
  - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
  - Skilled interpreters
  - Written material translated in your language
  - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (866) 472-4585.

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint to (877) 508-5738.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf.

If you need help, call 1-800-368-1019; TTY 800-537-7697.

MOLINA HEALTHCARE

Your Extended Family.

**Non-Discrimination Tag Line– Section 1557**
**Molina Healthcare of Florida, Inc.**

| | |
|---|---|
| English | ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-472-4585 (TTY: 711). |
| Spanish | ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-472-4585 (TTY: 711). |
| French Creole (Haitian Creole) | ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-472-4585 (TTY: 711). |
| Vietnamese | CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-472-4585 (TTY: 711). |
| Portuguese | ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-472-4585 (TTY: 711). |
| Chinese | 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-472-4585（TTY：711）。 |
| French | ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-472-4585 (TTY : 711). |
| Tagalog | PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-472-4585 (TTY: 711). |
| Russian | ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-472-4585 (телетайп: 711). |
| Arabic | مقربلتصا .نجاملبا كلذ رفاوتتةيوغللا ةدعساملا تامدخ نفإ ،ةغللا ركذا ثدحتتتنك اذإ :ةظوحلم مبكلاو ملصا فتاه مقر( 1-866-472-4585: 711). |
| Italian | ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-472-4585 (TTY: 711). |
| German | ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-472-4585 (TTY: 711). |
| Korean | 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-472-4585 (TTY: 711) 번으로 전화해 주십시오. |
| Polish | UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-472-4585 (TTY: 711). |
| Gujarati | ધ્યાન: જો તમ ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સવાઓ તમારા માટ ઉપલબ્ધ છ. ફોન કરો 1-866-472-4585 (TTY: 711). |
| Thai | เรียน: ถาคณพดภาษาไทยคณสามารถใชบรการชวยเหลอทางภาษาไดฟร โทร 1-866-472-4585 (TTY: 711). |