

USING CELLTRAK VISIT MANAGER

Note on Terminology:

People enrolled in a Medicaid program and who receive Consumer Direct payroll services are called a **"Participant."** They may also be called a "Service Recipient" or "Consumer."

A worker who is hired to care for a participant is called a **Direct Service Worker** (DSW).

An **"Activity"** in CellTrak may also be called a "Visit."

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.

This guide is about using CellTrak to log and approve time worked on the DSWs smart phone.

Note: DSWs must first register their mobile device with CellTrak. Visit <https://consumerdirectfl.com/forms> to learn more about CellTrak registration.

Contents

Logging a Visit Overview	Page 2
Start a Shift	Page 2
Complete a Shift	Page 4
Reset a Password	Page 7
Frequently Asked Questions	Page 9

Logging a Visit: Overview

Logging a visit with CellTrak is a two-step process.
Everything is done from the DSWs smart phone.

Step One When a shift starts the DSW signs in to the CellTrak app and begins an "Unscheduled Participant Visit." It's called an "Unscheduled Visit" because visits are not put in CellTrak ahead of time.

Step Two At the end of the shift the DSW signs in to CellTrak again. They answers some questions. Then both DSW and Participant/Designated Representative (DR) sign the shift in Celltrak.

A shift completed in CellTrak is sent over the internet to Consumer Direct for processing. Sometimes a DSW may forget to start CellTrak when they start a shift or forget to "clock out." The DSW can change the shift in the web portal and submit to the participant/DR for approval. This happens when the DSW chooses "needs adjustment" in CellTrak

Starting a Shift

Reminder before starting a shift:

- DSWs must download and register with CellTrak.
- Location services must be active on your phone (*see FAQs, page 12*).

1 Open CellTrak on your mobile device.

2 Log in to CellTrak with your password (Figure 1).

3 Tap **Run Unscheduled Participant Visit** (Figure 2).

Starting a Shift, continued next page

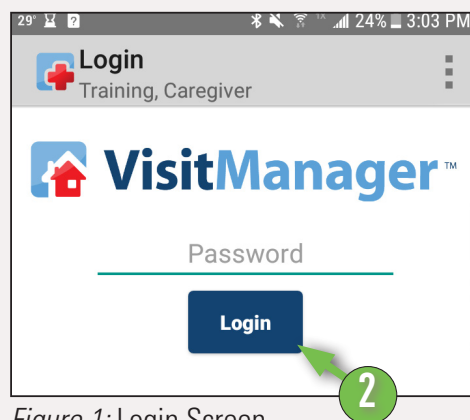


Figure 1: Login Screen

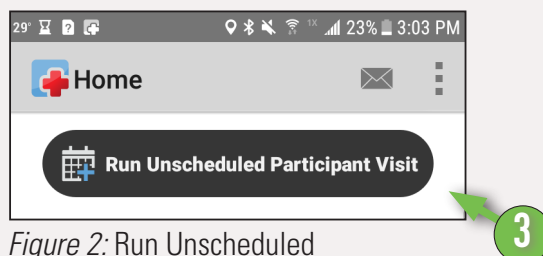


Figure 2: Run Unscheduled Participant Visit Button

Starting a Shift, cont.

4 On the **Participant Lookup Screen** tap the search bar or tap the magnifying glass (Figure 3).

5 You will see a list of participants. **Tap the name of the participant** you are working for (Figure 4).

Note: If you pick the wrong name you can search again. Tap the magnifying glass again (Figure 5, A).

6 **Tap the blue arrow** at the bottom of the screen (Figure 5).

7 **Tap Start** (Figure 6).



(you still need to select a service type, see next page)

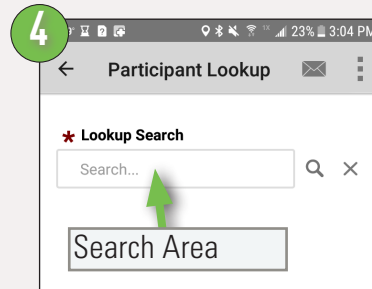


Figure 3: Participant Lookup

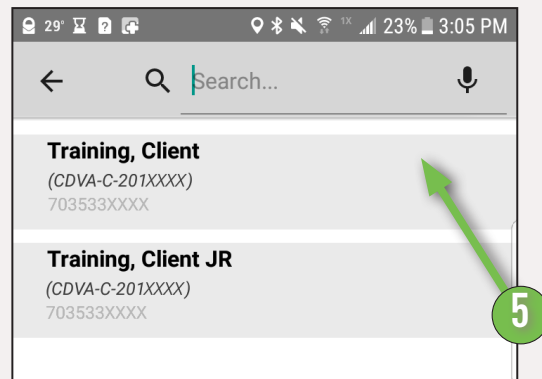


Figure 4: List Of Participants

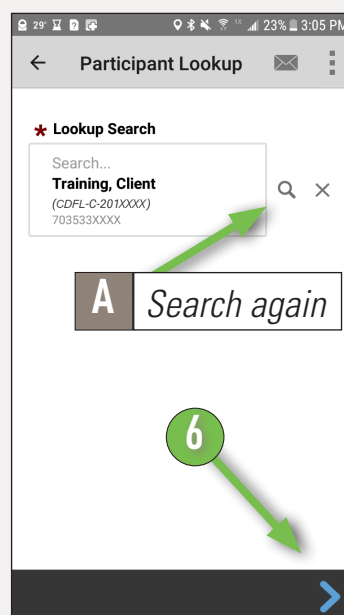


Figure 5: Tap Forward button

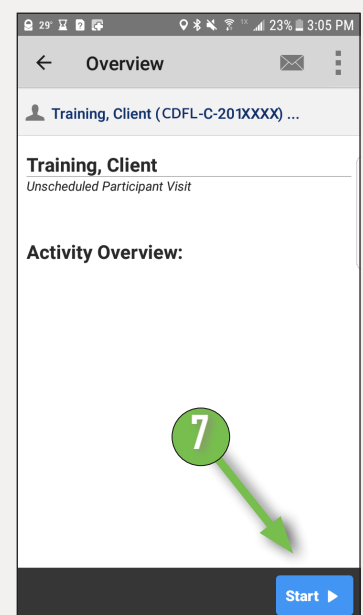


Figure 6: Start Visit Button

Starting a Shift, continued next page

Starting a Shift, cont.

- 8 Next pick the right service type when you see **Choose Workgroup** (Figure 7). Workgroup means Service.
- 9 **Tap the blue arrow** at the bottom of the screen to start your shift.
Do not tap Finish at this time (as seen in Figure 8). You may now put your phone away. Steps for Ending a Shift follow.

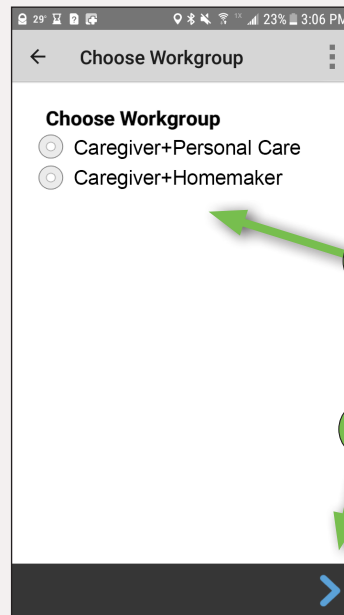


Figure 7: Choose Workgroup

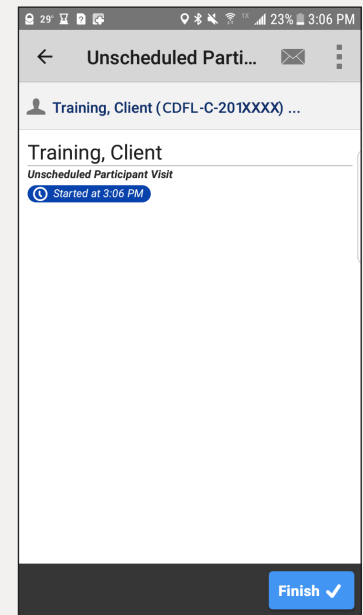


Figure 8: Active Visit Window

Ending a Shift

When the DSW ends their shift they need to **Finish** it in CellTrak.

Finishing a shift in CellTrak has three basic steps: Signing the shift, note if an adjustment is needed, and submit the shift.

- 1 Open **CellTrak** and Login again, if needed.
- 2 Tap the **Finish** button to begin completing the visit (Figure 9).

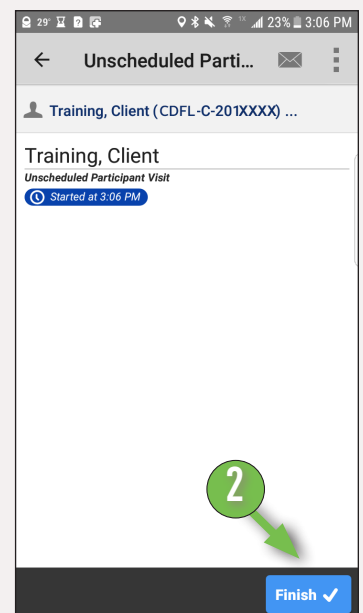


Figure 9: Finish Button

Ending a Shift, continued next page

Ending a Shift: Signing

Two people sign in CellTrak when ending a shift (Figure 10):

- The participant/designated representative (DR) and
- The DSW

Both sign in the same way. We'll go over the signing steps for the participant/DR. Then you'll do the same thing for the DSW.

3 Answer if you are able to obtain the employer's signature (Figure 10).

- If **Yes** (3Y), a signature field appears. Tap it and a signing area pops up. The employer can sign with their fingers or a stylus (Figures 11 & 12).

- If **No** (3N), enter a reason why you were unable to get the signature (Figure 13). Also see the FAQs.

4 If you were able to obtain a signature, select the role of the person who signed (Figures 14 & 15).

continued next page

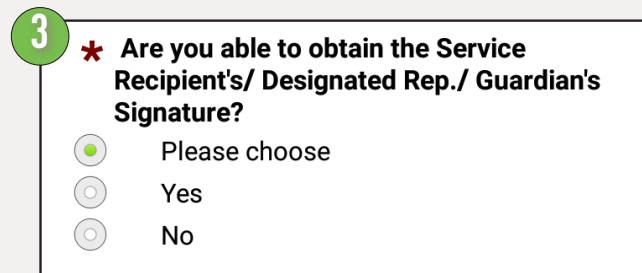


Figure 10: Required Signatures



Figure 11: Signature Field

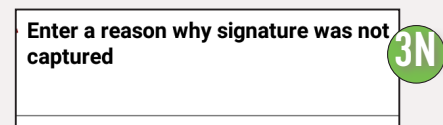



Figure 13: Reason No Signature



Figure 12: Captured Signature

 Note the eraser icon when signing. This lets you make changes if there is an error.

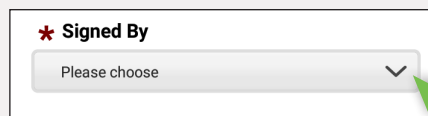


Figure 14: Signed By

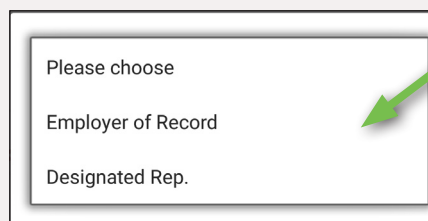


Figure 15: Signed By Selection

Ending a Shift, Signing, cont

5 The last signing step is to **enter the name of the person signing** (Figure 16).

6 Now go through the signing steps again. This time for the DSW.

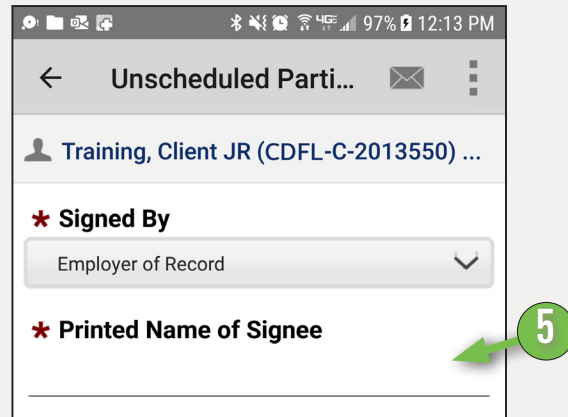


Figure 16: Printed Name of Signee

Ending a Shift: Wrapping Up

7 If you need to make a correction to your shift select Yes. Then **enter the specific adjustment and the reason** (e.g. "change start time to 7:00 am" "logged in late") (Figure 17).

Do this step when you need to change the:

- Service Type
- Start Time
- End Time

8 You do not need to enter any **Visit Summary Notes** (Figure 18).

9 Tap the **Blue Checkmark** to submit your time!

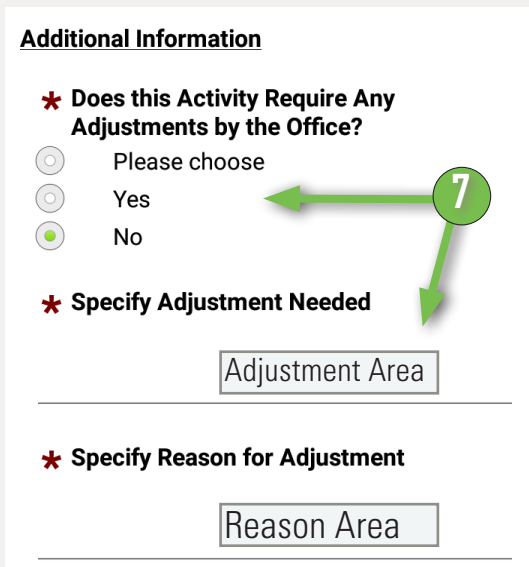


Figure 17: Entering an Adjustment

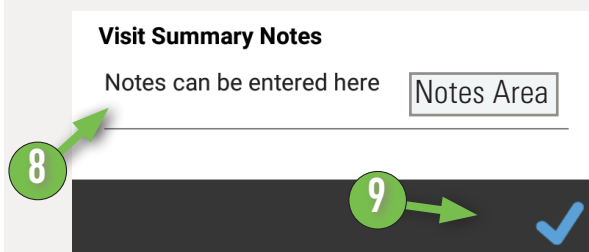


Figure 18: Summary Notes

Reset Your Password

If you forget or want to change your password you can do so in CellTrak. The easiest way is to answer the two Challenge Questions you chose during registration.

- A** Password reset happens when:
- you enter the wrong password three times or
 - you tap "Forgot Password" (Figure 22).

- B** You will need to answer two Challenge Questions. You chose these during registration. You have three tries for each question.

If your answers are right you pick a new password (next page).

- C** Your account locks after three wrong answers to a Challenge Question (Figure 24). You will need an Unlock Code to reset your password. Contact CDCN for the code. Email: infoCDFL@consumerdirectcare.com Phone: 888-444-8182

Enter the unlock code and tap "Unlock Account >" You can then enter a new password (next page).

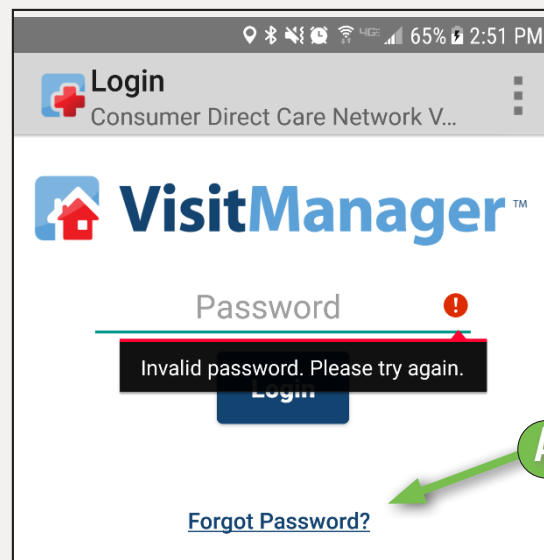


Figure 22: Forgot Password Link

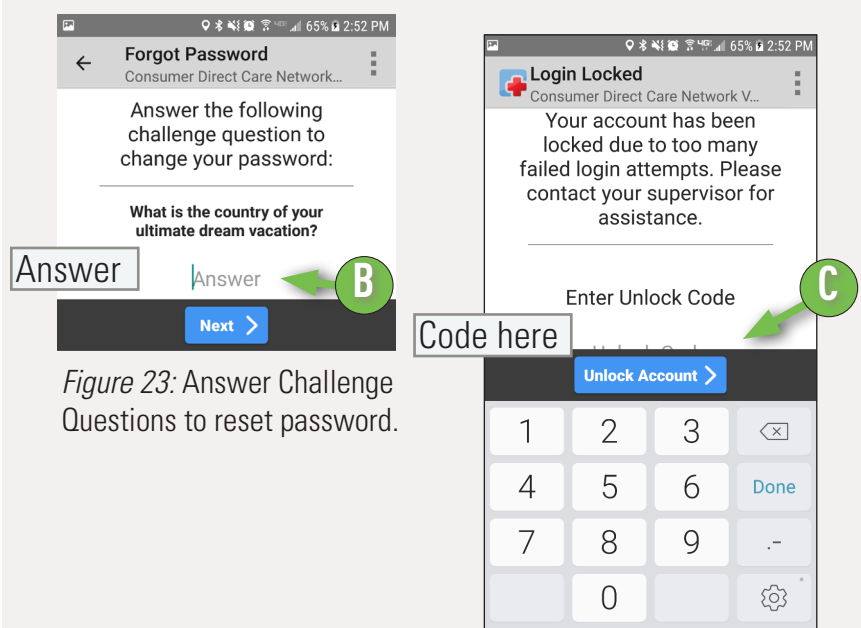


Figure 23: Answer Challenge Questions to reset password.

Figure 24: Account Locked.

Reset Your Password, cont.

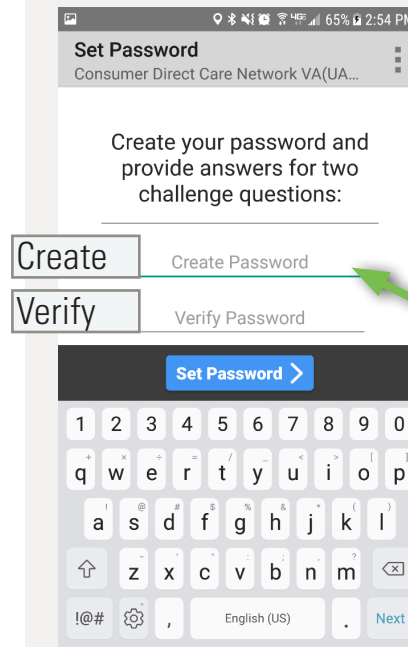
D **Pick a new password.** Enter it twice to make sure it is right. (Figures 25 & 26).

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

E You'll then need to choose and answer new Challenge Questions (Figure 26).

F Tap "Set Password" and you'll be able to login to CellTrak with your new password!

Set Password >



Set Password
Consumer Direct Care Network VA(UA...

Create your password and provide answers for two challenge questions:

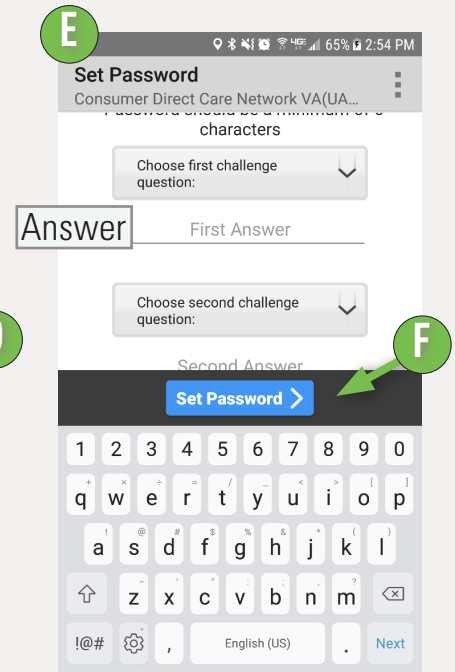
Create Create Password

Verify Verify Password

Set Password >

1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
a s d f g h j k l
↑ z x c v b n m <X>
!@# , English (US) . Next

Figure 25: Enter password twice.



Set Password
Consumer Direct Care Network VA(UA...

Your password should be a minimum of 6 characters

Choose first challenge question:

Answer First Answer

Choose second challenge question:

Second Answer

Set Password >

1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
a s d f g h j k l
↑ z x c v b n m <X>
!@# , English (US) . Next

Figure 26: Choose New Challenge Questions

FAQ

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

SHIFT QUESTIONS

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

Your User ID or Last Name may have been incorrectly entered. This can also happen when CellTrak does not find an active authorization for any of your participants. You must have at least one active participant to use CellTrak.

How do I make a correction to my shift?

Any updates to your time or missing signatures must be fixed on the CDCN Web Portal. When you select Yes to make an adjustment in CellTrak, (see step 8 on page 6), your shift is sent to the Web Portal. Make your changes on the Web Portal then submit to your participant/DR for approval.

If you miss a shift, enter it on the CDCN Web Portal (see the [Web Portal Guide](#) on how to enter time).

Do participants/DRs have to approve in real time?

Your participant/DR can approve shifts in real time in CellTrak or at a later time on the CDCN Web Portal (see the [Web Portal Guide](#)).

What happens when participant/DR is unable to sign?

If your participant/DR is not present or unable to sign using Celltrak, select No when you are asked for the participant/DRs signature. Enter a reason why they were unable to sign (page 5). The shift will be sent to the CDCN Web Portal for the participant/DR to approve (see the [Web Portal Guide](#) on how to approve time).

I work more than one service in a shift. What do I do?

Each service must be logged on its own. For example, let's say you perform Homemaker from 11:00 am to 12:00 pm and then Companion services from 12:00 pm to 3:00 pm. You would need to start Homemaker in CellTrak at 11 and end it at 12, then start a new shift for Companion at 12 and end it at 3.

Do I have to log my shifts in real time?

Time must be logged in real time to comply with the 21st Century CURES Act.

Frequently Asked Questions, cont.

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

SHIFT QUESTIONS, CONT

I received an error "Invalid User ID or Last Name." or "No matching participant found" error.

This can also happen when CellTrak does not find an active authorization for any of your participants.

- Open CellTrak
- Complete the shift
- Enter an adjustment.

It will need to be corrected in the CDCN Web Portal (see the [Web Portal Guide](#)).

CellTrak won't open or won't let me complete my shift.

Contact Consumer Direct for help.
email: infoCDVA@consumerdirectcare.com
phone: 888-444-8182

PHONE QUESTIONS

How much data does CellTrak use?

Usually less than 100 Mb a month.

I'm using the same phone but have a new phone number. Do I need to do anything?

You do not need to do anything. CellTrak is registered to your device, not your phone number.

I have a new phone, do I need to register again?

Yes. Download the CellTrak app to your new phone and follow the registration steps again.

My phone died and I don't have a charger. How do I end my shift?

Your shift keeps running in CellTrak even if your phone dies or is turned off. After charging your phone and turning it back on:

I'm locked out of CellTrak after CDCN hours. What do I do?

Interactive Voice Response (IVR) is an option that works with landline phones. If you have not started your shift, use IVR if possible. If IVR is not an option you will need to log it in the CDCN Web Portal.

If you are in the middle of a shift, end it with IVR or with CellTrak once you are able to log in again (following the Reset Password instructions on page 7). A shift ended in CellTrak this way will need to be an adjustment. Then you can change it on the CDCN Web Portal (see the [Web Portal Guide](#)).

Frequently Asked Questions, cont.

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

GPS/LOCATION SERVICES

Do I need to turn on location services on my smart phone?

Yes. Effective 10/1/2019 using location services will be required. This is to comply with the 21st century CURES Act.

How do I turn on location services for my phone?

For Android, follow the steps at:

<https://support.google.com/accounts/answer/3467281?hl=en>

For iPhone, follow the steps at: <https://www.wikihow.com/Turn-On-Location-Services-on-an-iPhone-or-iPad>

You may need to ask your cell phone provider for help.

I tapped "Don't show me again" when asked about turning on location services.

How do I turn them on again?

See the FAQ directly before this one for instructions.

REGISTRATION

How do I register?

Registration is in a separate guide. See the [Registration Guide](#) to learn more.

Do participants need to register?

Only DSWs need to register. You pass your phone on to the participant/DR for their signature.

OTHER QUESTIONS

I see a message button. What is that for?

Messaging in CellTrak lets you chat with other DSWs who work with your participants.

Consumer Direct may also send you messages in CellTrak.



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.

Veillez 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.

Veillez 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.



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
 - o Skilled sign language interpreters
 - o 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
 - o Skilled interpreters
 - o Written material translated in your language
 - o 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.

Your Extended Family.

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	مقريل تصا .نجاملبا كل رفاوتت تيوجللا ةدعساملا تامدخ نفا ،مغللا ركذا ثدحتت تنك اذا :نظوحلم مبكلو 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 ઇંગ્લીશ બોલતા હો, તો બિન-ઇલ્ડ ભાષા સહાય સવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-472-4585 (TTY: 711).
Thai	เรี้น: ถาคนพูดภาษาไทยคนสามารถขอพรการช่วยเหลือทางภาษาไดฟรี โทร 1-866-472-4585 (TTY: 711).