Consumer Direct FL: 877-270-9580, M-F 8am - 5 pm   •   UnitedHealthcare 800-791-9233, M-F 8am - 8pm

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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COMMUNITY & STATE

Download CellTrak for iOS/iPhone

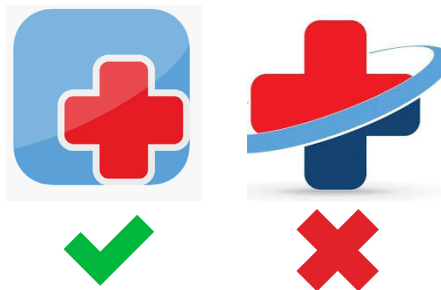**1** On your mobile device, tap the App Store icon.

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."**
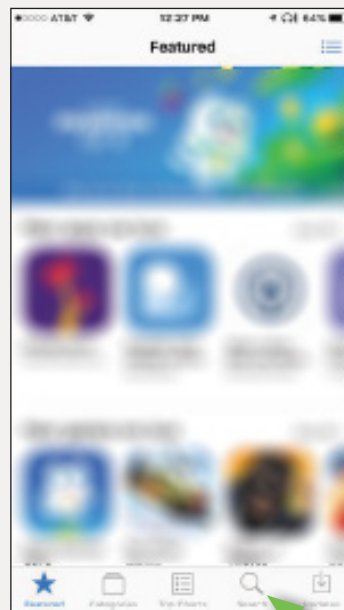This lets CellTrak work on your phone. (Figure 4)
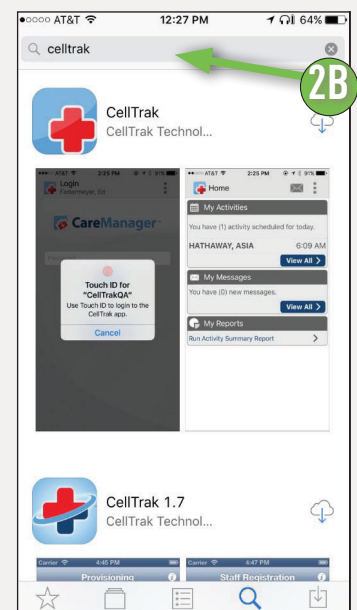
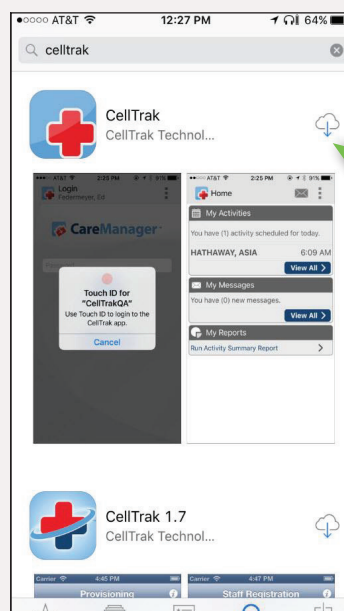*Figure 1:* Search Icon **2A**

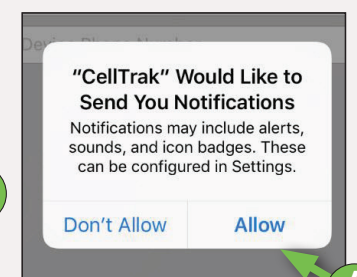*Figure 2:* Search Bar

Figure 3: Download Icon

Figure 4: Accepting Permissions

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CARE NETWORK

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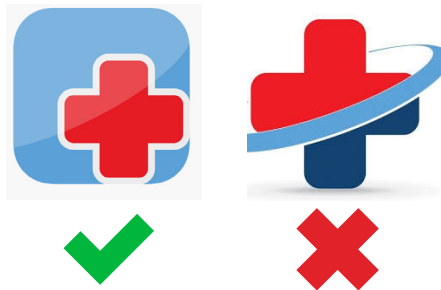COMMUNITY & STATE

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.

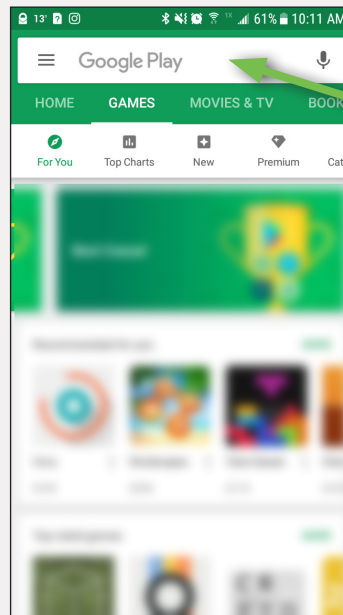**4** **Open CellTrak and tap allow three times.** This lets CellTrak work on your phone (Figure 8).
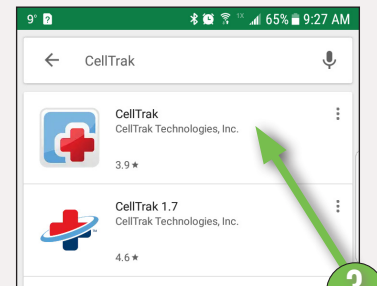
Registration, next page

Figure 5: Search Bar

Figure 6: App Selection
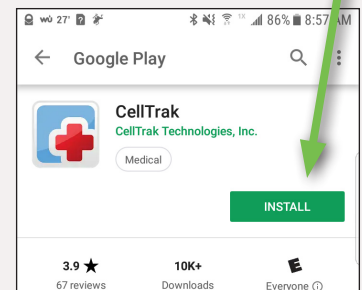
Figure 7: Install Button
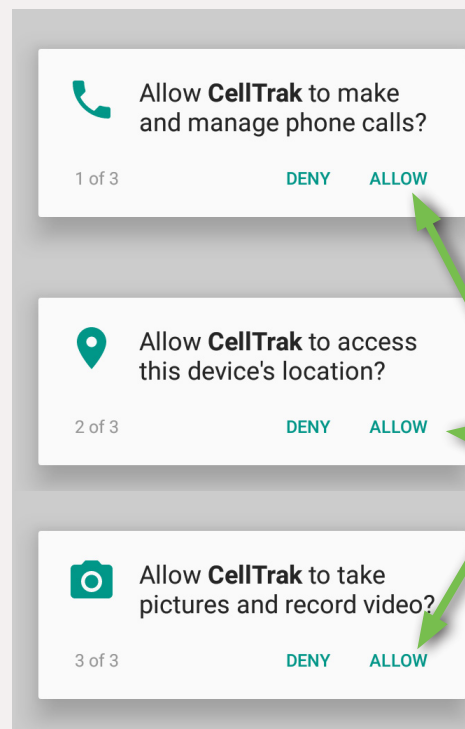
Figure 8: App Permissions

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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).
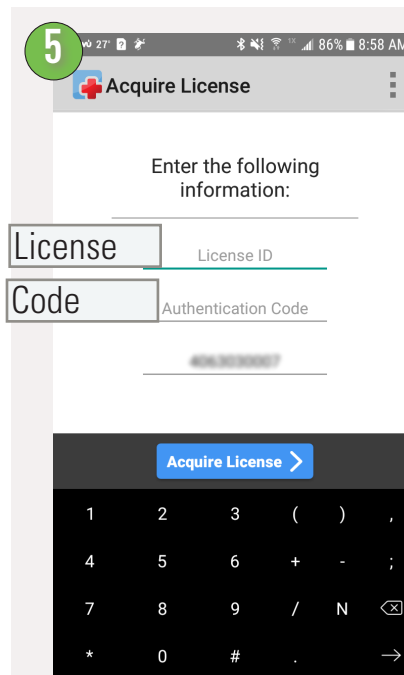
Continued next page
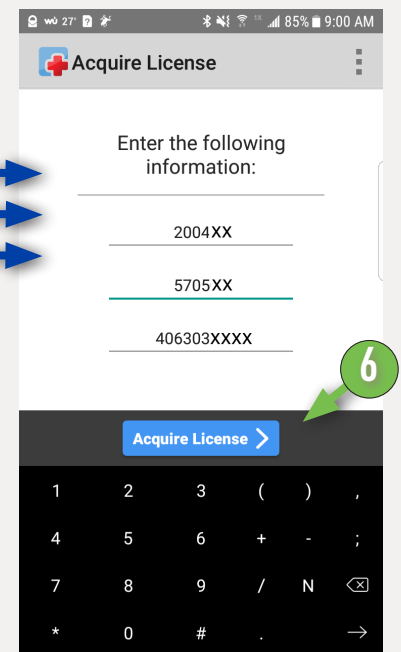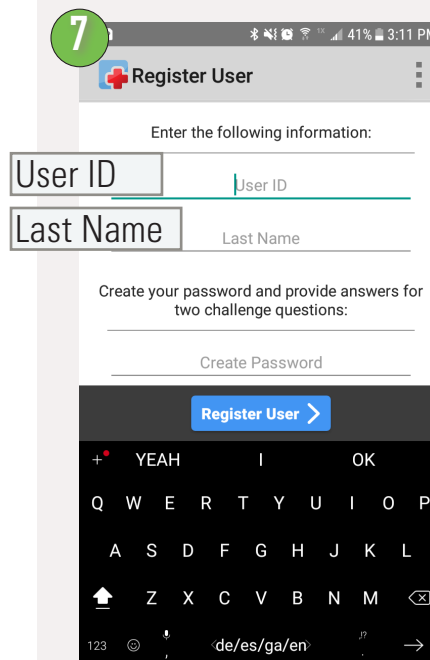

Figure 9: Enter Codes

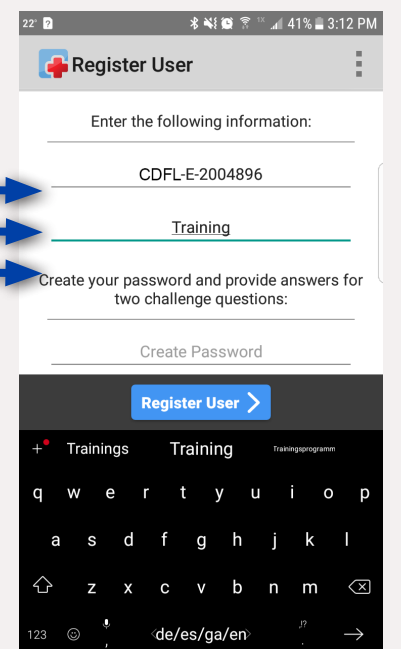*Figure 10:* Codes Filled

Figure 11: User ID & Last Name

Figure 12: Fields FIlled

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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.

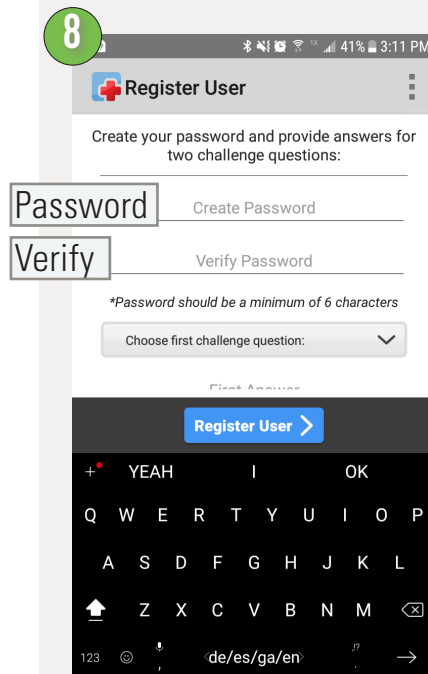Logging and approving shifts is in a separate guide.
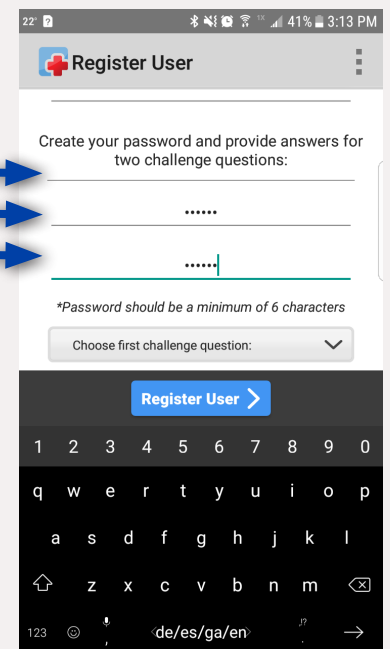
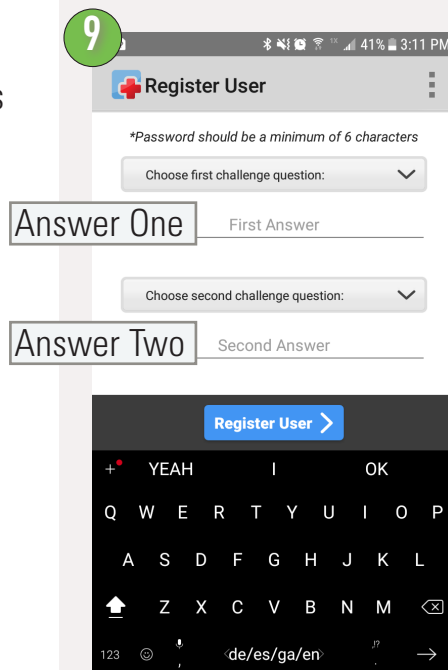*Figure 13:* Enter password twice.

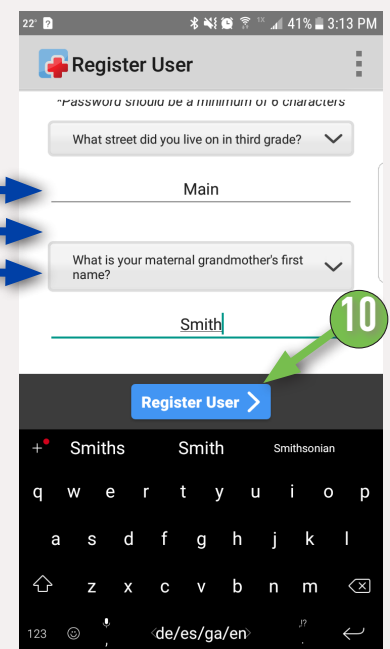*Figure 14:* Password entered.

Figure 15: Security Questions

Figure 16: Fields Filled

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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 (Interactive Voice Response) 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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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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Non-Discrimination Disclosure

United Healthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:
Civil Rights Coordinator United Healthcare Civil Rights Grievance
P.O. Box 30608, Salt Lake City, UT 84130
UHC_Civil_Rights@uhc.com

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call Member Services at **1-888-716-8787**, TTY 711, Monday through Friday, 8:00 a.m. to 8:00 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html

Phone: Toll-free **1-800-368-1019**, **1-800-537-7697 (TDD)**
Mail: U.S. Dept. of Health and Human Services,
200 Independence Avenue SW Room 509F, HHH Building Washington, DC 20201

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-888-716-8787**, TTY 711, Monday through Friday, 8:00 a.m. to 8:00 p.m.

Non-Discrimination Policy, cont.

ATTENTION: If you do not speak English, language assistance services, at no cost to you, are available. Call **1-888-716-8787, TTY 711**.

ATENCIÓN: Si no habla inglés, los servicios de asistencia de idiomas están disponibles sin costo para usted. Llame al **1-888-716-8787, TTY 711**.

ATANSYON: Si w pa pale Anglè, gen sèvis èd pou lang ki disponib san w pa peye anyen. Rele **1-888-716-8787, TTY 711**.

ВНИМАНИЕ: Если Вы не говорите по-русски, Вы можете воспользоваться бесплатной языковой помощью. Позвоните по телефону **1-888-716-8787, телетайп 711**.

ATENÇÃO: Se não fala inglês, estão disponíveis serviços de assistência linguística sem nenhum custo para si. Ligue para o **1-888-716-8787, TTY 711**.

注意：如果您不會說英文，您可獲得免費語言協助服務。請致電 **1-888-716-8787，聽障專線 (TTY) 711**。

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