CellTrak EVV Training Using CellTrak to Document Visits





Welcome and Agenda

- •Overview and Benefits
- Download and Register Smartphone app
- •Demonstrate Smartphone app
- •Telephony system and process
- Addressing common situations
- Questions & Answers

Process Overview – SSPs and Managing Employers



Overview and Benefits

- •What is EVV? And why do we have to do this?
- •What are the benefits?
 - •Real-time Scheduling
 - Schedule and schedule change notifications
 - •Electronic Timesheets
 - Access to reports and information

•What information must be collected electronically?



Day in the Life of an SSP





Managing Employer – Process Overview

Before start of week - schedules



After week ends - timesheets

Receive







DOWNLOADING THE APP



Downloading the App For Android Users

Installing the App: *Must have operating system of 4.4 or later

1. Select Play Store on your phone



- search function and type CellTrak
- Select CellTrak 3.
- 4. Tap Install



2. On The main screen of the Play Store, use the

*DO NOT select CellTrak 1.7 or CellTrak 1.7 Demo

- auto install



Downloading the App For iOS Users

Installing the App: *Must have iOS version 10 or higher

1. Select App Store on your phone



- search function and type CellTrak
- 3. Select CellTrak *DO NOT select CellTrak 1.7
- 4. Tap Install/Get

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2. On The main screen of the App Store, use the

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5. CellTrak app displays on the device





LICENSING AND REGISTRATION



Licensing and Registering a Device

Users now must register their device in order to sync information from the Office/Database to their device

- 1. Enter the following information
- 2. iPhone Users will have to enter their phone numbers: The number entered must be the same number associated with the registered device Android Users will not
- 3. Tap Acquire license



- 4. Enter the Staff User ID



5. Enter the Last Name (hyphen or space *must be entered if applicable)* 6. Create and Confirm Password (must have a min of 6 characters

| | AM |
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| following information | n: |
| User ID | - |
| Last Name | |
| your password and de answers for two llenge questions: | |
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| should be a minimum of t characters | 5 |
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- 7. Scroll down
- 8. Select and answer the first Challenge Question
- 9. Select and answer the Second Challenge Question
- 10. Tap Register User

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| Register User Addus (UAT) | 1 |
| Create Password | |
| Verify Password | |
| *Password should be a minimum o characters | f 6 |
| Choose first challenge question: | • |
| First Answer | |
| Choose second challenge question: | ٠ |
| Second Answer | |
| Register User > | 5 64 |



LOGGING INTO THE APP



Login Page

- User will have to login every time to use the app •
- User will be prompted to enter their password ullet
- CellTrak will allow up to 3 attempts at the password before asking for the answer to a \bullet challenge question
- User can always use the Forget Password option •
- Once a User uses all attempts to login, they will be locked out and will need to contact • the AWC Customer Care Hotline at 1-800-340-1029 or email support@yourawc.org



VisitManager Password Login

Forgot Password?





HOME SCREEN



Home Screen

3 Icons on the Home Screen bar

(these icons will always show on the top right hand corner no matter what section you are in)

- Notifications
- Secure Messages
- Menu Icon



Main Sections:

- My activities View all scheduled activities
- My messages Displays new messages received
- My Reports Generates breakdown of work hours and travel figures



Using the App



Secure Messaging



Pathways of Southw

My Activities

You have (0) activiti

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You have (1) new m

A message sent to

My Reports

Run Activity Summar

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PLEASE NOTE: Messages will be deleted 30 days after they are read.

Secure Messaging



A message sent to you as per Lori



Sent: Dec 06 | 11:32 AM Ħ

Can you also send her a message from the CellTrak Operations Portal per her message below? Thanks again! Sent from my iPhone







Re: A message sent to you as per L...

🔔 To: Eddy, Jerry

Reply to Message

Secure Messaging

2:17 PM



Notifications



My Activities

You have (9) activities a today.

Dawson, Jessie T.

Bowen, Elaine T.

Cockrell, Walter N.

and 6 more

My Messages

You have (1) new mess

Test Example

This message is an exa

My Reports

Run Activity Summary

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| |
| scheduled for |
| |
| 3:10 am |
| 7:10 am |
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Notifications





This activity was scheduled for Aug 29, 2017 5:20 PM. It has been removed from your schedule.

Sent at 2:54 pm

Dawson, Jessie T.

Activity Time Change

This scheduled activity has changed from Aug 29, 2017 3:10 AM - 3:25 AM to Aug 29, 2017 3:10 AM - 3:45 AM.

Sent at 12:57 pm





| Home | 6 | $\overline{\mathbf{x}}$ | Γ |
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| My Activities | | | |
| You have (8) activities sched today. | duled | for | |
| Gribble, John N. | | 8:20 |) a |
| Heath, Evan A. | | 8:30 |) a |
| Martin, Shirley | | 12:10 |) p |
| | | | |
| and 5 more | V | iew A | II |
| and 5 more My Messages | V | iew A | II |
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| and 5 more My Messages You have (2) new messages Test Message 2 This message is also an exar | nple. | iew A 4:28 | II 3 p |
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Menu Icon



REVIEWING ACTIVITIES, ACCESS DIRECTIONS TO THEIR HOME, AND VIEW CONTACT INFO



Accessing My Activities







SCHEDULED

Pathways, Test1 12:00 AM - 1:00 AM Scheduled Client Vis

Pathways, Test1

11:15 AM - 12:15 PM

Scheduled Client Vis

Pathways, Test1

1:30 PM - 2:30 PM

Scheduled Client Vis



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Run Unscheduled Activity



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Scheduled Client Vis

Pathways, Test1

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1:30 PM - 2:30 PM

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Run Unscheduled Activity

Reviewing Location and Contact Info

- 1. The User will now see an Overview of Activities
- 2. To view contact info for the person you support, tap the Person's Name at the top of the Screen



Pathways, Test1

Scheduled Client Visit Today at 12:00 AM - 1:00 AM

Activity Overview:



- 3. The address and phone number become visible
- 4. Use the Map button if you need directions, the User will receive turn by turn directions
- 5. Tap the phone number to call the person





MY SCHEDULED ACTIVITIES







Home Home Pathways of Southwest PA...

My Activities

Pathways, Test1

Pathways, Test1

Pathways, Test1

 \bowtie My Messages

You have (0) new messages.

My Reports

Run Activity Summary Report





SCHEDULED

Pathways, Test1 12:00 AM - 1:00 AM Scheduled Client Vis

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Run Unscheduled Activity

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Pathways, Test1

Scheduled Client Visit Today at 12:00 AM - 1:00 AM

Activity Overview:

Recording a Scheduled Activity





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Pathways, Test1

Scheduled Client Visit

10:58 AM December 10, 2019 () Started

C Target End 11:58 AM December 10, 2019

 Duration 00:01:10

L Pathways, Test1 (00000003)...





Signatures



Client/PCG Signature





***** Are you able to obtain the Client/



Client



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| Please | choose |
| Yes | |
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Activity Notes

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Recording a Scheduled Activity







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Pathways, Test1

Scheduled Client Visit

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|----|------------|----------|
| 0 | Target End | 11:58 AN |
| Ō | Duration | 00:12:35 |

- December 10, 2019
- December 10, 2019





L Pathways, Test1 (00000003)...

Pathways, Test1

Scheduled Client Visit

Started 10:58 AM December 10, 2019

***** Exception Reason

- Please choose
- Not at Home
- **Client Declined Visit**
- Staff Safety Concern
- Other

***** How was the Visit Declined?

- Please choose
- In Person
- Over the Phone

Additional Information











UNSCHEDULED ACTIVITIES





SCHEDULED

Pathways, Test1 12:00 AM - 1:00 AM E Scheduled Client Visit

Pathways, Test1 11:15 AM - 12:15 PM Scheduled Client Visit

Pathways, Test1

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Run Unscheduled Activity





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Unscheduled Activities



L Pathways, Test1 (00000003)...

Pathways, Test1

Unscheduled Client Visit

Activity Overview:

Services - Please Choose One

Companion W/B (W1726)

Companion W/O (W1726:U4)

H&C 1:1 Degreed Staff (W7061)

H&C 1:1 W/B (W7060)

H&C 1:1 W/O (W7060:U4)

H&C 2:1 Enhanced W/B (W7069)

H&C 2:1 W/B (W7068)

Respite 1:1 Enhanced 15 min W/B (W9863)

12:34 PM





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Pathways, Test1

Unscheduled Client Visit

Started 12:34 PM December 10, 2019

• Duration 00:00:04

Services - Please Choose One 😧 REQUIRED



L Pathways, Test1 (00000003)...



Using the Menu Screen while Running an Activity





Reviewing other Activities while one is in Progress

Should Users need to return to the Activities Overview while in the middle of another Activity, they can do so at anytime



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EXIT THE APP



Why must you Exit the App after use?

Ensures that the App is not running in the background because it uses system resources

To Exit the App:

Android Users

- Use the back arrow key on your phone to exit the app
- Once prompted, confirm to close the app

iOS Users

Double click the home screen button on your device, find the CellTrak app, and swipe up to close



ACTIVITY SUMMARY REPORT



What information does the Activity Summary Report Provide?

- Notes duration and travel info for Activities documented in the App
- Reduces the need to contact the office for these details
- Can access this info at any time



How to view the Report

1. On the Home Screen, go to My Reports and Tap Run Activity Summary Report



- selected, tap Show Report





2. The User can now select the appropriate date range by using the menu provided. 3. Once the appropriate date range is

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4. Once the User runs the report, the total values within the selected date range are listed in the black bar. The clock represents total time spent on Activities and the Car icon represents total travel time



Show Report >



How to view the Report

- 6. If the User selected a Date Range, each day will be listed individually
- 7. The User can then click the arrows on the left hand side to view specific details

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| ~ | Tuesday, August 22 🗴 1 hr 17 min 🚔 11 min, 4.10 mi | | | |
| ~ | Monday, September 04 🗴 4 min 🖨 11 min, 4.10 mi | | | |
| PLEASE NOTE: Travel Time and Distance may be subject to change. Recently completed activities will not show until system processing is complete. | | | | |
| | | | | |

Duration of Patie Visit

Activity Time for Patient 8. The activities for that day are then expanded and in addition to the travel and activity time, you can see the duration of that visit

| | 🔶 Activity Sum 🐍 🖂 | |
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| | TOTALS FOR Aug 22, 2017 - Sep 04, 2017 | |
| | ✓ Tuesday, August 22 ▲ 11 min, 4.10 mi | |
| ent | Dawson, Jessie T. (442865) Scheduled Patient Visit 9:28 AM - 10:45 AM Image: I | |
| this | Monday, September 04 4 min 🖨 11 min, 4.10 mi | Travel Time for this Patient |
| | PLEASE NOTE: Travel Time and Distance may be subject to change. | |



TELEPHONY / INTERACTIVE VOICE RESPONSE SYSTEM



Uses for Telephony Line

- Why would you need the Telephony line?
- User doesn't have a smart phone
- Smart phone is not working



Telephony / Interactive Voice Response System

Step 1

Dial into the System English: (855) 779 – 3344 Spanish: (855) 779-3322

Enter Your User ID#
Enter 4 digit PIN
(Staff's last 4 digits of SSN)



Step 7

Hang Up



Common Situations



Addressing Common Questions/Situations

- •SSP does not have a smart phone or smart phone is not available – Use Telephony options
- Person supported does not have a landline phone SSPs will need to use a smart phone or a landline needs to be added for the person supported
- •Schedules and schedule changes
 - •Submit paper schedules
- contact office or Managing Employer to correct

•ME has option of logging in and setting schedules - February Emergency schedule change – perform unscheduled visit •Miss start/end activity – start/end when you remember and



Addressing Common Questions/Situations

- •What if I have follow-up questions or need more information?
 - Call AWC Customer Care at 1-800-340-1029 or email at support@yourawc.org
 - •Visit <u>http://yourawc.org/evv</u>
 - User documentation
 - •FAQs
 - •Training Video
 - •Training Forms





A few final items

- •Timesheet take a training timesheet, fill it out for the all timesheets
- •Begin using CellTrak on January 1st

- •Thank You!

training and submit to your Managing Employer to send with

•Continue to send in timesheets until being told otherwise. •Make sure your timesheet matches CellTrak start/end times



Questions?

