



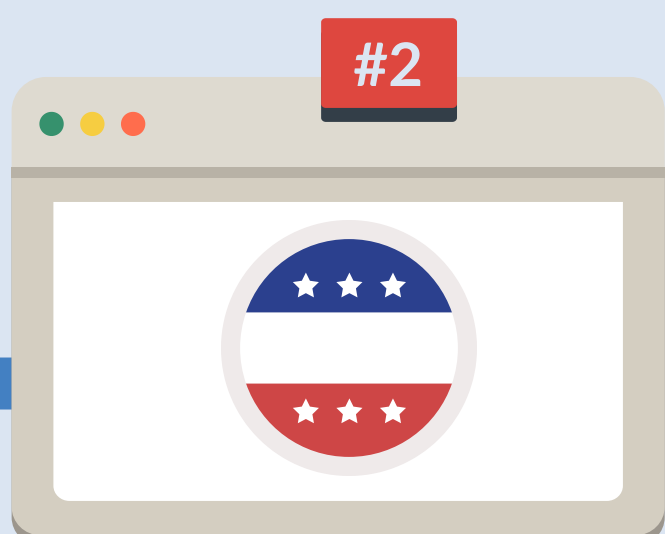
# Answers to Frequently Asked Questions

You should prepare for with **EVV**



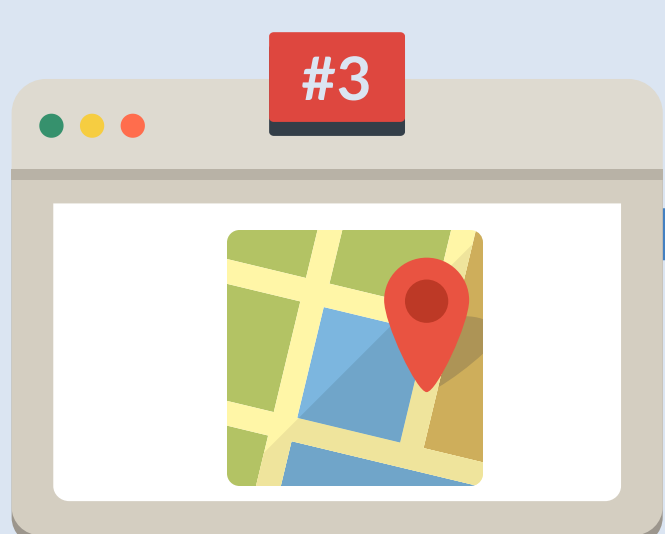
## #1 Who is CellTrak? Why does it matter to me?

CellTrak empowers those who choose to use self-directed care to be compliant with new federal government standards - Electronic Visit Verification - with easy to use technology.



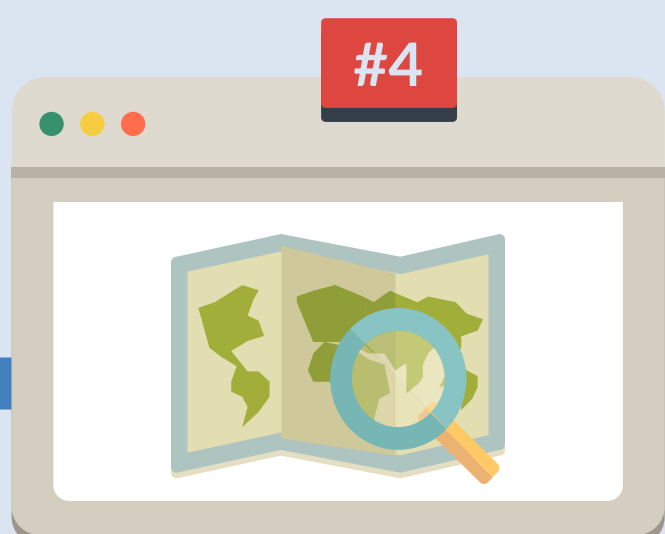
## #2 What is Electronic Visit Verification (EVV)?

Electronic Visit Verification is mandated by the 21st Century Cures act, a federal law signed in 2016. It mandates that visits are verified using key data elements such as type of service; person receiving service; date of service; location of service; person providing service and time service begins and ends.



## #3 What does CellTrak use to verify location?

CellTrak uses your phone's Global Positioning System (GPS) to verify location. GPS is a system of satellites orbiting the earth that allows for the user to pinpoint their geographic locations through technology built into the mobile device.



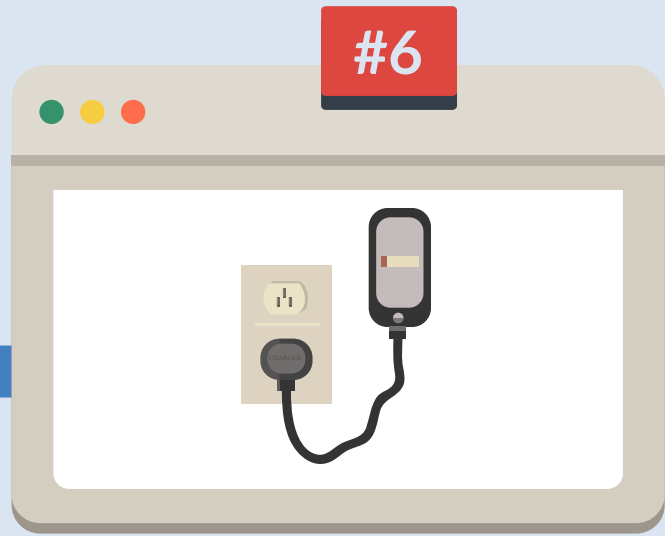
## #4 Can someone turn off the GPS and still be compliant?

GPS needs to be turned on to track the start and end location of your visit for compliance. After ending your visit and logging out, location is no longer tracked.



## #5 How much space does the app take on my device? Does it use a lot of data?

CellTrak takes less than 8 MB of space on your device. For reference, other apps like Netflix and Facebook take more than 400 MG. For an average user, CellTrak typically takes than 100 MB of data.



## #6 What if my phones runs out of battery? Does everyone still get paid?

CellTrak will store your activities on your device until you recharge your battery. Then you can go into the App and pick up where you left. (This also occurs if you lose signal.) Everyone gets paid on time (and more efficiently.)



## #7 What if I'm somewhere that's out of range with no GPS?

If you're out of cell range, you can always hook up to WiFi to capture your visit. If there's no WiFi, continue using the app as you normally do. When you do have a connection, your history will go back and sync.



## #8 What if I get a new device or I lose the one I have?

When you get a new phone, download the CellTrak app and contact your organization's support team so you're set.



## #9 Will I receive training on how to use everything?

Training materials are provided through your organization in a variety of ways - online content, webinars, etc. - so you can find out about how this works for you in a way that works for you. Information about downloading and registering for the CellTrak app is also on our website.



## #10 Where do I go if I need help or have questions?

Contact your organization's support line to get all your questions addressed. They'll be able to answer questions about the app as well as any other questions relating to your self-directed program.