

## CCMP Toxicology Introduction

Dear Participant,

As a participant in the Christiana Care Monitoring Program (CCMP), you will participate in toxicology testing.

Over time we have learned that there are questions new participants have. This overview is to help answer testing program questions.

### **How will I know when to test?**

You will check daily (Monday through Friday) by phone, website, or via the iPhone or Android App to determine if you are required to test.

- To **telephonically** access the testing check in via our IVR system you can call **757-414-6039**. You will hear a prompt to enter your account number: *this will be assigned at the time of your enrollment and given to you in the Intro to Toxicology Email*. Then you will be prompted to enter the pin number you have chosen or assigned to you. Once your account number and assigned pin number are entered, you will be informed if you are scheduled to test on that day. The IVR system will record the date, time and telephone number from which you called.
- To access the testing system via the web: Open your web browser and enter the following address: [www.recoverytrek.com](http://www.recoverytrek.com) and click “Participant Login” at the top of the page. You will need to log in with your account number and pin (previously mentioned above). You will also need to enter in the program code which is: **3701** The system will then display if you are scheduled to test on that day.
- **Apple and Android apps available for your daily check-in:**
- **To get the Android app:** Simply go to the Google Play store from your device and search for **MobileTrek** to download the free app.
- **Get the Apple app:** Go to the app store on your iPhone or iPad and search for **MobileTrek** to download the free app to your device.
- **Use the app:** Open the app, log in with your ID, password, and program ID and the app will tell you if you need to test that day. The app provides a confirmation number just as if you called the IVR or checked in by logging into the website. Using the app WILL count as your daily check-in. Make sure to close out the app after using it each time

All three methods will indicate which panel number and panel letter that must be checked on the paper chain of custody form for testing. **If the panel reads “OTHER” with no panel letter please only write in the panel number given in the space provided. Please note: no panel letter will be provided for “OTHER”, only the panel number.**

You will also receive a confirmation number. It is recommended that you write this number down as it is an easy way for you to confirm that you checked to see if a test was required on a particular day.

On days that you test, avoid excessive hydration prior to testing. (Please note that we are not endorsing dehydration, so use your best judgment.) If possible, submit your first urine of the day for testing. On days that you test, also avoid caffeinated beverages, which can act as diuretics, until after you have tested. These suggestions should help you avoid a dilute or low creatinine test results.

### **What do I need to take with me to the collection site?**

- You must have photo identification.
- You need to have with you your Uprise Health wallet card which will be electronically sent to you by us. Please show it to the collector when asked. If you do not have your wallet card, please call or email Uprise Health immediately and we will quickly resend you a new digital wallet card.
- If your collection site does not have the capability to use an electronic chain of custody of form (CCF), **you must take your paper CCF form with you** and you must check the panel which you are told to test for when you were informed that you needed to test. It is very important that you check off the appropriate panel. ***Please remember to order more CCF's once your supply is less than 5 forms. You can request more forms through your AM or by logging into the Recovery Trek portal and requesting more.***

### **Test site information**

- If you need an additional collection site, please provide your request along with the zip code of the area the new collection site is needed to [greatsupport@recoverytrek.com](mailto:greatsupport@recoverytrek.com) or by calling 757-943-9800.
- If you are going on a trip, you must notify Recovery Trek two weeks in advance to obtain a new collection site so you can continue testing while you are away.

If you have questions, please contact Uprise Health at 888-802-2843.