





Order Transportation in Concentra HUB

A Quick Guide for Employers

Order a Ride for an Initial Injury Visit in Concentra HUB

When submitting a new injury patient authorization in Concentra HUB, you can request complimentary transportation to and from a Concentra medical center.

There are two ways to order a ride.

- **Option 1:** On the **Authorization Confirmation** page, select the **Order a Ride** icon .
- **Option 2:** On the **Active Authorizations** tab, click the ellipses next to a recent injury authorization. The **Order Ride** action  will display if conditions for availability are met.

Once on the **Order a Ride** page, do the following:

1. Select and confirm the Concentra medical center destination using the **Change Location** button.
2. Choose a ride booking time.
 - “Immediate” ride requests will attempt to find a driver when the form is submitted.
 - “Scheduled for Later” ride requests allow for the selection of a later time or different day.
3. Complete the **Notifications** section.
4. Enter detailed instructions for the driver and rider to ensure successful employee pick-up.

Success! Your Ride is Scheduled.

Manage Rides

View and manage requested rides in the **Transportation Status** tab, below the **Authorizations** menu.

Cancel a Ride

Go to the **Transportation Status** tab and click **Cancel** from the actions available in the ellipses.

To review the full program offering, please visit our [Complimentary Transportation Services page](#).

For questions about Concentra HUB or access to your account, please contact Concentra Customer Support at 1-844-305-8868. Customer Support is available Monday through Friday, 7 a.m. – 6:30 p.m. Central Time.