



Concentra HUB: Frequently Asked Questions

Concentra HUB is a self-service, online tool that brings your employees' test results, reporting, authorizations, and invoices online – making it easier and more convenient to get the Concentra® account information you need when you need it. Using Concentra HUB, Concentra customers can authorize employee care, view test results and reports, and manage their Concentra accounts.

Concentra HUB offers 24/7 access from any internet-enabled handheld device or computer.

What can I do with Concentra HUB?

New: As of February 2024, employers can now view injury and employer services results and reports, including toxicology results on Concentra HUB.

Using Concentra HUB, you can:

- Authorize services for Concentra medical centers and Concentra Telemed®
- Send authorizations electronically to Concentra medical centers and employees
- Extend an expired authorization, use an existing authorization as a template, and quickly create multiple authorizations, such as when onboarding up to 20 employees at the same time
- Search/view visit information by employee (Admin Users control permissions to use this feature)
- Access employer services invoices and view payment status
- Manage account and contact information
- Designate user access as “User Admin” or “Basic”
- Edit or remove specific user permissions
- Manage the results users receive and set up report delivery by state or company location
- Request help from our centers and Concentra Customer Support online
- View the status and responses to customer support requests

How do I become a Concentra HUB user?

To use Concentra HUB, you'll need to have an existing account with Concentra. Before you request a Concentra HUB account, you should consider your role with Concentra and whether you should have Concentra HUB user administration responsibilities for your company. This will help us establish your access to features, such as online invoicing, and assign an appropriate Concentra HUB user role to you.

After creating an account, we will notify you by email when you have access to the Concentra HUB. Once you have received the email, please visit <https://portal.concentra.com/login> to log in with your email address and set up your password.

What is the expected amount of time needed to enroll and activate my Concentra HUB account?

Setup may take one to five business days, depending on the complexity of the contact's invoicing needs.

Who do I contact if I forget my username and/or password to Concentra HUB?

If you forgot your password, click “Forgot Password” on the Concentra HUB login page to request a new password. Use the email address tied to the account as your username. If you forgot your username, please contact Concentra Customer Service at 844-305-8868 on Monday through Friday, 7 a.m. to 6:30 p.m. Central Time.



Where can I see a list of my company's User Admins and Basic Users?

All contact information is conveniently consolidated into a My Contacts tab within Account Information.

Who keeps my company's contacts and Concentra HUB user lists up to date?

It is the User Admin's responsibility to ensure company contact information, Concentra HUB access, and permissions are accurate. User Admins may use Recent Changes to review and verify actions such as new, removed, and updated contacts.

How do I decide if someone should be a "User Admin" or a "Basic" user?

You are required to have at least one User Admin on your account. You should decide a user's role according to what you want the user to be able to do in your Concentra HUB account. **Bold font** in the table below indicates User Admin capabilities.

Portlet	User Admin Capabilities	Basic User Capabilities
Account Information	<ul style="list-style-type: none"> Provide and revoke Concentra HUB access for contacts with email addresses Provide and revoke access to Patient Visit Activity Provide and revoke Billing Admin permission Add and replace contacts Edit physical addresses, billing addresses, and phone numbers View Recent Changes Add and edit other contact's report settings Export list of contacts Change the contact's result notification settings View services available at any and all locations 	<ul style="list-style-type: none"> View account addresses and contact data View services available at any and all locations View contacts and contacts' details Export list of contacts View contacts' report settings Change own result notification settings
Authorization Services	<ul style="list-style-type: none"> View all active and expired authorizations created by any Concentra HUB user associated to the same employer Delete authorizations Edit or copy any existing authorization Send a copy via email of any authorization Reissue/extend the expiration date of any authorization 	<ul style="list-style-type: none"> View active and expired authorizations created by self-only Edit or copy an existing authorization created by self-only Send a copy via email of authorization created by self only Reissue/extend the expiration date for an authorization created by self only
Visit Results and Reports	<ul style="list-style-type: none"> View Flag Download Mark as Reviewed Create Support Ticket 	<ul style="list-style-type: none"> View Flag Download Mark as Reviewed Create Support Ticket
Patient Visit Activity	<ul style="list-style-type: none"> Default access to all injury and non-injury visit information 	<ul style="list-style-type: none"> No access until granted Patient Visit Activity permission by a User Admin



	<ul style="list-style-type: none"> • Default access to Employer Patient Visit Summary report • Default access to My Cases feature 	
Billing and Payments	<ul style="list-style-type: none"> • Can be assigned Billing Admin permission • No access unless the contact is a non-injury billing contact for the account 	<ul style="list-style-type: none"> • Cannot be assigned as a Billing Admin • No access unless the contact is a non-injury billing contact for the account
Customer Support Requests	<ul style="list-style-type: none"> • Default access to all injury and non-injury visit information to search for a visit from Contact Us • Create and view customer support tickets created by self 	<ul style="list-style-type: none"> • No access to search for visits on Contact Us until granted permission by a User Admin • Create and view customer support tickets created by self

Authorizing Services

What types of services can I authorize in Concentra HUB?

You can use Concentra HUB to authorize treatment for all in-center occupational health services, Concentra Telemed (i.e., centralized telemedicine).

How do I authorize treatment in Concentra HUB?

To authorize services for one of your employees, go to the Authorizations tab. Enter the employee's location and the services you are authorizing. You can select a specific Concentra medical center or indicate a telemedicine visit if the employee is injured. When you hit Submit, an authorization for a center visit will be transmitted electronically to the medical center. You can also send it to the employee and those with a business interest, but distribution should be strictly limited; an authorization contains information protected under privacy laws.

For more detailed instructions, review our [authorization quick guide](#).

After I authorize a telemedicine visit, how can my employee access telemedicine?

An employee can easily access Concentra Telemed 24/7/365 for minor, work-related injuries by following the below steps:

1. Go to www.concentratelemed.com from a computer or mobile device
2. Click "Create Patient Account", enter the location and basic info, and select "First Visit Work Injury"
3. Check the acknowledgement box and select "Confirm Visit"

The Concentra Telemed care coordinator will join promptly. Results from telemedicine visits are sent to Concentra HUB in the same manner as center visit results.



Results and Reports

What results and reports are available in Concentra HUB?

Concentra's standard is to electronically provide minimum necessary results reporting as applicable for the type of service being provided, i.e., DOT card, result page only for physicals and specific testing (audio, TB, HPE, etc.), and written medical opinions. HIPAA requires covered entities to make reasonable efforts to limit the use or disclosure of, and requests for PHI to the minimum necessary to accomplish the intended purpose of the use, disclosure, or request. If a contact requires more than the minimum necessary, including employee health history, this option is available within Concentra HUB and requires an acknowledgment for each contact.

For a full list of the content available for delivery to Concentra HUB and which report categories to select to receive each document type, please access the [report settings quick guide](#).

Are drug test results reported in Concentra HUB?

Drug screen specimen processing status and test results are reported in Concentra HUB for Concentra customers. If you are using a third party, such as CMCA, to manage your substance abuse testing, then your results will be available from your selected MRO. Concentra HUB will include results for customers that utilize Concentra end-to-end for specimen collection, lab (Quest), and MRO (Dr. Michelle Alexander) services.

How can I find results in the Visit Results and Reports tab?

We have added new search criteria and new filters. Search for results by:

- Employee first name or last name
- Employee date of birth
- State in which the visit occurred
- Concentra medical center where services were rendered
- Type of visit (injury/non-injury)
- Claim number
- Document name

Can I save/download a report?

Yes. We recommend downloading your results and reports because they are automatically archived after 90 days. You can download results – separately or all at one time – as a PDF by selecting the files of interest and clicking Download.

Contact Management and Report Set Up

Who can add and update account contacts using Concentra HUB?

Your company's Concentra HUB user admin has permission to create new contacts using the create contact link on the My Contacts page in Account Information. A user admin can also set up report delivery for a contact, replace contacts, and remove Concentra HUB access for contacts at any time using the contact's detail page from My Contacts. A user admin can give a basic user permission to update their own report settings. For additional information on contact management, please view our [contact management quick guide](#).



How do I update report settings for myself or another contact using Concentra HUB?

User admins and basic users who have been delegated the ability to update their own report settings may select report categories and filters for automated delivery to Concentra HUB. For instructions on how to use the Report Library with Filters feature within the contacts details page, please view the [report settings quick guide](#).

How do I add or change a location drug screen contact or other contact role related to a location using Concentra HUB?

User admins may change location contact roles using the My Company Locations tab accessible from Account Information. To access the company location details page, first make a selection using the geographic area dropdown. A list of company locations available in the area will be displayed. Click the details link to view contacts related to the location.

Location Name	Physical Address	Location Phone
DM Plano	3012 Kirby Dr Plano TX 75075-2007	(124) 312-3132
Scranton Office	123 Paper St New York NY 15444	(124) 312-3132

Click the edit link to make changes.

Name	Contact Role	Email	Phone	Fax
Wesley Gmail	Management Contact	wpawson6@concentra.com	(965) 198-7263	(123) 111-1231
Dwight Schruete	Safety Contact	dshruete@concentra.com	(312) 111-1111	



Troubleshooting

How do I reset my username and password?

Your username is always your work email address. If you forget your password, here's how to reset it:

1. Go to the Concentra HUB homepage (<https://portal.concentra.com/login>)
2. Select "Forgot Password"
3. Look in your email box for a message from portal.support@concentra.com; also, check your spam/junk folder

What if I didn't receive my employee's visit results?

If you are having trouble viewing results or did not receive the results documents you expected, contact our customer support line, 1-844-305-8868, Monday through Friday, 7 a.m. to 6:30 p.m. Central time. You may also submit an Account Update support request using the Contact Us feature found in the Concentra HUB Help menu.

What if I am not receiving email notifications from Concentra HUB?

Sometimes our emails get caught in spam or security filters set up by our customer's technology security teams. Please check your spam or junk folder for emails from portal.support@concentra.com and ask your technology team if emails from our address are being blocked. If neither of these situations applies, please contact our customer support line, 1-844-305-8868, Monday through Friday, 7 a.m. to 6:30 p.m. Central time to let us know.

Contact Us

Who can I contact for help with the Concentra HUB?

Using the Contact Us feature in the Concentra HUB Help menu, submit an Account Update request for the following needs.

- You need assistance changing your non-injury billing contact
- You have or will have an email address change
- You want to add or remove services from your account
- You need to update carrier or third-party information

When should I contact the Concentra medical center where my employee was treated?

From the Visit Results and Reports page in Concentra HUB, submit a Treatment/Result support request for the following needs:

- You have questions about services performed
- Your results are incomplete or missing
 - Non-injury results are delivered within 72 hours, depending on the services administered
 - Injury work status reports are delivered when the patient checks out after the visit

How do I report a privacy concern under the Health Insurance Portability and Accountability Act (HIPAA) or information received in error?

Please contact Concentra's HIPAA hotline immediately at 1-800-819-5571. If information is received in error, Concentra will remove the information from your Concentra HUB view and prohibit further access or sharing of the information.



Paperless Invoicing

What information will I need to enroll for a Concentra HUB account and activate paperless invoicing?

If you have a Concentra HUB account but do not have access to “Billing and Payments,” contact one of your company’s Concentra HUB user admins. Your Concentra HUB user admin will need to submit a Contact Us request from the Concentra HUB help menu to have you set up as the non-injury contact for each location where you wish to manage invoices.

To find your company’s user admin, go to “Account Information” and select “My Contacts.” Filter the contact list to show user admins.

If you do not have a Concentra HUB account, please contact Concentra Customer Support at 1-844-305-8868 to create an account. Customer support is available Monday through Friday, 7 a.m. to 6:30 p.m. Central Time.

You will need to provide your first and last name, work email address, phone number, and job role to obtain a Concentra HUB account. Additionally, you will need to specify the company locations and Concentra markets for which you are the non-injury billing contact.

What services can be paid for online?

You can pay and view invoices for non-injury services through Concentra HUB. Non-injury services include pre-employment and DOT physicals, flu shots and other vaccinations, audiograms, respirator medical clearance, respirator fit testing, and more.

How do I switch to paperless billing?

To change invoice delivery methods, use the Concentra HUB Billing and Payments feature. Click on the “Bill Delivery Management” tab. Under the “Invoice Delivery” column, click “edit” to update the delivery method from paper to online.

Open Invoices Paid Invoices **Bill Delivery Management**

Bill Delivery Management for Freedom 4 #1 [Change Company](#)

Designated billing contacts and billing management contacts can manage invoice delivery method. Invoice delivery method can either be paper-based mail delivery or electronic online delivery to the HUB. Invoice delivery method is set per account, can be changed one-time every seven days, and will take effect at the start of the next billing cycle.

Accounts are listed below grouped by billing contact. Billing contacts may only change delivery method for accounts under their name, however billing management contacts may update delivery method for every account.

If any updates to billing contact or account information are needed, [Contact Us](#).

Billing Contact Search [Clear All](#)

Lance Gunn		View Open Invoices
Account Name (ID)	Markets Number of Markets	Invoice Delivery
Location #1 (4563029)	Akron, Alaska*, Albuquerque*... 91 Markets	Paper Edit
Location #4 (4563032)	Baltimore* 1 Market	Paper Edit
Location #3 (4563050)	Birmingham*, Charleston*, Chicago*... 5 Markets	Online Edit

Click the edit link to change invoice delivery method from paper to online.



How do I access my online invoices?

To access and pay online invoices, click Concentra HUB's Billing and Payments tab.

Which contacts at my company can change invoice delivery method?

Location contacts assigned the non-injury contact role or who are designated as a billing admin using the Concentra HUB "My Contacts" feature can change invoice delivery methods.

How can I view the non-injury billing contacts and billing admin contacts for my company?

Click the "Account Information" tab to view "My Contacts." In your list of contacts, the "\$" symbol indicates a non-injury billing contact. The "B" symbol indicates a billing admin.

Name (Contact ID)	Portal Role	Permissions	Login Count
Wesley Pavson (5542325) wpavson@concentra.com	No Active	Ⓢ Ⓢ Ⓢ	
Wesley Gmail (5542345) wesley.pavson@gmail.com	User Admin New	Ⓢ Ⓢ Ⓢ	
Sneha DMPC (5542391) sneha_chaturvedi@concentra.com	User Admin Active	Ⓢ Ⓢ Ⓢ	
Rudolf WithHistory (5542329) rfdm@concentra.com	No --	Ⓢ Ⓢ Ⓢ	
Rudolf Minimumnecessary (5542330) rfdm@concentra.com	User Admin Active	Ⓢ Ⓢ Ⓢ	

How do I designate a billing admin for my company?

Call Concentra Customer Support at 1-844-305-8868 to designate a billing admin. Customer support will add this feature to your designated admin's account. Please note that the billing admin feature is only available for the user admin role.

How do I update the non-injury billing contacts for my company?

To update billing contacts, you must be a Concentra HUB user admin for your company. If you are a user admin, you can update your company's billing contacts by selecting the "Contact Us" tab on Concentra HUB and submitting an account update ticket.

You will need to provide the first and last name of the contact and specify the company locations and Concentra markets for which the contact should be a non-injury billing contact. You can track the status of your ticket using the My Customer Support Tickets feature in the Help section of Concentra HUB.

Account updates may also be requested by contacting Concentra's customer support team, available 7 a.m. to 6:30 p.m. Central Time at 1-844-305-8868. User admin approval is required for these updates.



Is there a limit to the number of contacts that can have access to a location's invoicing?

Yes, you can only have one non-injury contact per market per location. For a single company location that uses Concentra in all markets, there can be as many non-injury billing contacts as markets. However, the invoices received per each non-injury contact will only include the services that were delivered by Concentra centers in that contact's market.

For location-market combinations, there can be only one non-injury contact per location-market combination. However, there is not a limit on the number of billing admins (these users also must be Concentra HUB user admins).

How do I set up a central contact for non-injury invoice delivery and payments?

There are two ways to set up a central contact to receive all non-injury invoices and related communications.

- **Option 1:** Set up that individual as the non-injury contact for each of your company's locations. The same individual needs to be the non-injury contact for all company locations – no variation in the non-injury contact from location to location.
- **Option 2:** If you prefer that each of your company's locations have local billing contacts to receive invoices online but also want a single individual to be responsible for payments, you may use the billing admin role in Concentra HUB. To become a billing admin, the user must first be assigned the Concentra HUB user admin. The billing admin for a company can access and pay all non-injury invoices for all of your company's locations. Weekly email summaries will continue to be sent to your location-level non-injury contacts as well as the billing admin.

Will previously delivered invoices be available on Concentra HUB once I opt in to paperless billing?

No. Only invoices generated after the bill delivery method is changed to online will be available in Concentra HUB.

How frequently are invoice status and amount due updated?

Invoice payment status and balance due are updated every 24 hours.

Are there email notifications to alert non-injury billing contacts and billing admin contacts when an online invoice is due?

Concentra sends a weekly email to non-injury billing contacts and billing admin contacts with a summary of the invoices due and the invoices that are overdue.

How do I change or update my email address for these notifications?

To change or update your notifications, call Concentra Customer Support at 1-844-305-8868. Customer support is available from 7 a.m. to 6:30 p.m. Central Time, Monday through Friday.

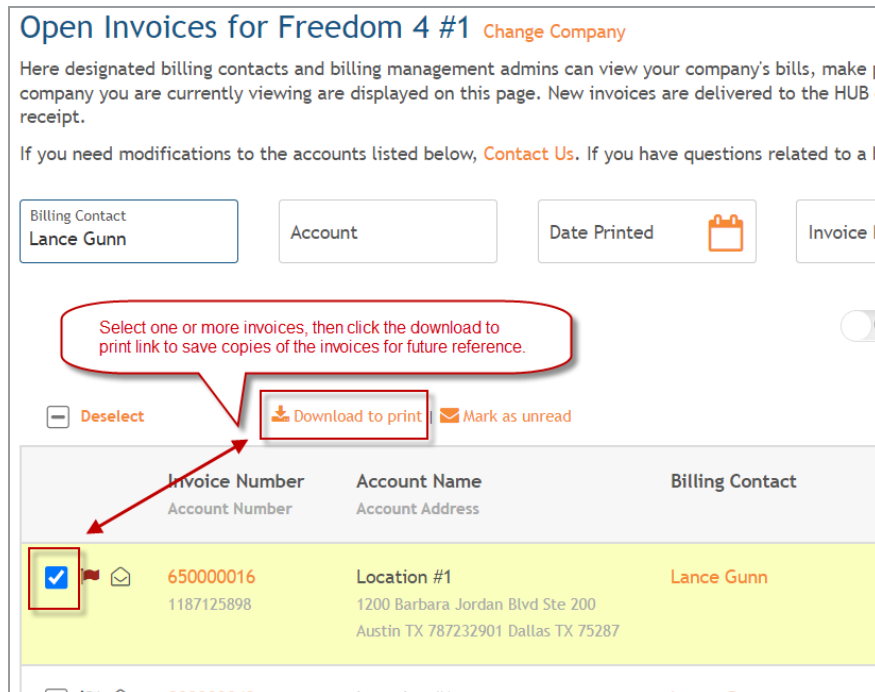


When are online invoices due?

Concentra non-injury invoices are due upon receipt. Invoices that are not paid within 30 days will be rebilled. Rebills are always printed and mailed to the non-injury billing contact.

Can I download my invoices from Concentra HUB?

Invoices can be downloaded by viewing the invoice and clicking “Download” or by selecting the invoice and clicking “Download to print” at the top of the invoice list.



When are paper rebills generated?

If an invoice is not paid in full within 30 days or if the invoice was corrected after a dispute, a printed invoice will be generated and mailed to the non-injury billing contact. Payment may have already been made by the time the printed invoice is received. In this situation, the current payment status will be reflected in Concentra HUB as the online payment status is updated every 24 hours.

Who should I contact if I have a question about my invoice or need to dispute a charge?

For questions about your non-injury invoices, contact Concentra’s Central Business Office using the number listed on your invoice.

Will I receive a notification when I switch to online invoice delivery?

A confirmation email will be sent to the non-injury billing contact and the billing admin to verify changes to the invoice delivery method.



When do changes to my invoice delivery method take effect?

Invoices will switch to online delivery at the start of the next billing cycle.

Will the Concentra HUB “Open Invoices” page indicate a cash-on-delivery (COD) status?

No. Cash-on-delivery status is not reflected in Concentra HUB.

Will all non-injury contacts have to opt in to paperless billing, or will it be automatic?

All non-injury contacts will have to opt in, one location at a time. For very large customers with very few non-injury contacts, Concentra is developing a tool to flip all locations to online invoicing. To request this for your company, please contact your Concentra account representative.

Will contacts receive both paper invoices and invoices online?

No. Once a contact selects online delivery for a location, Concentra will not print and mail the invoices associated with that location, starting at the beginning of the next billing cycle. Only rebills for overdue invoices and invoices corrected after a dispute will be printed and mailed.

How do I pay online after I enroll in paperless invoicing?

1. To pay an invoice online using Concentra HUB, go to the “Open Invoices” tab and select up to five invoices. Click “Pay Now.”
 - a. A new browser window will open with the payment form. Your invoice information will auto-populate.
 - b. If you need to make a partial payment, you must select a reason for partial payment to complete your invoice.
 - c. If needed, you may provide a brief comment regarding the payment in the Additional Comments field. The comment must not exceed 64 characters.
2. Check the box to acknowledge that you are sharing data and click Next.
3. Enter your credit card information, check the box to agree to the terms and conditions, and click Pay. You may need to verify the payment by completing a reCAPTCHA image confirmation.
4. After completing the payment, you will arrive at the payment confirmation page. If you would like to print your payment confirmation, please select the printer icon.

What types of payments are accepted for online invoices?

Pay invoices online at payments.concentra.com with a credit card. Concentra accepts Mastercard, VISA, and American Express. For ACH/EFT payments, call the Central Business Office number on your invoice. Payments may also be mailed; send a check to the “remit to” address on the invoice.



What is the average time needed to show an online invoice balance when I pay via paper check versus online?

It takes approximately 7-10 business days for your online balance to reflect your payment if you pay via paper check. For convenience, request ACH set up by calling the Central Business Office number on your invoice.

How can I confirm a payment has been processed?

Payment status is shown on the “Open Invoices” page for payments that are still being processed or when partial payments are made. Status and balance due are updated nightly. Payments are due upon receipt and processed within three business days of receipt.

Payment statuses:

- **New:** Payment is due.
- **Submitted:** Payment has been submitted and is being processed.
- **Partially paid:** Payment was submitted for less than the full amount due.
- **Overdue:** Payment has been due for more than 30 days.

Once an invoice paid in full has been processed, the status will switch to paid and the invoice will be displayed on the “Paid Invoices” page.

Can I cancel enrollment for online invoicing?

To cancel paperless billing, select the “Bill Delivery Management” tab and edit the invoice delivery method. The change will take effect with the next billing cycle.

Can I schedule regular recurring payments online?

No, this feature is currently unavailable.