



Concentra HUB: Frequently Asked Questions

What is Concentra HUB?

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 account.

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

What can I do with 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 for bulk authorizations, such as when onboarding several employees in similar roles at the same time
- View injury and non-injury results and reports
- Access DOT cards for DOT physicals
- Search/view visit information by employee (Admin Users control permissions)
- Access drug screen results portal from the Concentra HUB sign-on page
- 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
- Verify the results and reports each contact receives by report type and company location
- Create and monitor the status of 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 the type of information you need access to and whether you should have Concentra HUB user administration responsibilities for your company. This will help us establish your access to results 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 to a new 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. 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.

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 • 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 contact details
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 an existing authorization • Send a copy via email • Reissue/Extend expiration date 	<ul style="list-style-type: none"> • View active and expired authorizations created by self only • Edit or copy an existing authorization • Send a copy via email • Reissue/Extend expiration date
Visit Results and Reports	<ul style="list-style-type: none"> • View • Flag • Download • Mark as Reviewed 	<ul style="list-style-type: none"> • View • Flag • Download • Mark as Reviewed
Patient Visit Activity	<ul style="list-style-type: none"> • Default access to all injury and non-injury visit information • Default access to Employer Patient Visit Summary report 	<ul style="list-style-type: none"> • No access until granted Patient Visit Activity permission by a User Admin
Billing and Payments	<ul style="list-style-type: none"> • Can be assigned Billing Admin permission 	<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



Portlet	User Admin Capabilities	Basic User Capabilities
	<ul style="list-style-type: none">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 UsCreate 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 AdminCreate and view customer support tickets created by self

How do I access Concentra HUB?

If you already have an account with Concentra and haven't used Concentra HUB, please contact your account representative, or call our Customer Support at 1-844-305-8868, Monday through Friday, 7 a.m. to 6:30 p.m. Central time. Customer Support is required to obtain authorization from a User Admin before enabling access to Concentra HUB.

Authorizing Services

What types of services can I authorize in Concentra HUB?

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

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. 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.

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

Here are the instructions. Generally, an employee has two options for using Concentra Telemed for a minor, work-related injury:

1. Download the Concentra Telemed app from Google Play or the Apple App Store
2. Go to www.concentratelemed.com from a computer or mobile device

If the employee wishes to use telemedicine to get treatment from a local Concentra medical center:

1. Call the chosen Concentra medical center to schedule a center-based telemedicine visit

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?

Results and reports available in Concentra HUB include:

Injury-related services:

- Injury work status report
- Therapy visit appointment detail report
- First notice of injury letter
- Patient referral report
- Injury recheck appointment reminder letter
- Visit no-show letter
- Applicable State injury reports
- Custody and control form
- Alcohol testing form
- Link to drug screen results portal for pass-fail results

Non-injury services:

- Non-injury activity status report
- MEC DOT card
- Pre-placement physical result
- Audiogram result
- Human performance evaluation (HPE) result
- Respirator clearance
- Fit test result
- Medical surveillance medical opinion letter
- Test and lab results
- Vaccine administration record
- Other physicals and ancillary service results
- Customer proprietary forms

*A documented request must be made to receive more than the minimum necessary information. Concentra's reporting policy is to include only the minimum necessary information.

Will drug test results appear in Concentra HUB?

Although drug screen results are reported outside of Concentra HUB, you can access these results from your Concentra HUB sign-on page. We display the appropriate drug-screen portal links there for your convenience.

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 and last name combined
- Employee date of birth
- State in which 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.

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 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 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.

Contact Us

Whom 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 would like a new result or report type sent to you
- You have or will have an email address change
- You want to stop or start email notifications for new results posting to Concentra HUB
- You want to add or remove services from your account

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 activating 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 you wish to manage invoices for.

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 method, 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 which indicates a non-injury billing contact. The "B" symbol indicates a billing admin.

Dashboard **Account Information** Authorizations Visit Results and Reports Patient Visit Activity Billing and Payments

My Company My Company Locations **My Contacts** My Services Recent Changes

Contacts [Create contact](#)

Here you can view information about your company's contacts. To set up or change reports and results for a contact below, [Contact Us](#).

Name Email Portal Role... Login Filter... Search [Clear All](#)

[Export List](#)

Name (Contact ID) ⓘ Email ⓘ	Portal Role ⓘ Portal Status	Permissions ⓘ	Login Count ⓘ Date
Wesley Pawson (5542325) wpawson2@concentra.com	No Active	ⓘ \$	
Wesley Gmail (5542345) wesleypawson@gmail.com	User Admin New	ⓘ \$	
Sneha DMPC (5542391) sneha_chaturvedi3@concentra.com	User Admin Active	ⓘ \$	
Rudolf WithHistory (5542329) rflidm@concentra.com	No ---	ⓘ \$	
Rudolf Minimumnecessary (5542330) rflidm@concentra.com	User Admin Active	ⓘ \$	

Permissions include:
ⓘ Patient Activity - Access to 90 days of injury and non-injury Concentra visit history for all associated companies.
ⓘ Billing Management Access - Access to all user admin features plus ability to view, pay, and modify invoice delivery methods for any billing contact.
\$ Billing and Payments Access - Access to view, pay and edit delivery method for non-injury invoices for a specified account and market(s).



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 for each of your company's locations to have a local contact who receives invoices for reference purposes but 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.

Open Invoices for Freedom 4 #1 [Change Company](#)

Here designated billing contacts and billing management admins can view your company's bills, make payments, and view the status of your bills. The accounts you are currently viewing are displayed on this page. New invoices are delivered to the HUB on receipt.

If you need modifications to the accounts listed below, [Contact Us](#). If you have questions related to a bill, [Contact Us](#).

Billing Contact	Account	Date Printed	Invoice Number
Lance Gunn			

Select one or more invoices, then click the download to print link to save copies of the invoices for future reference.

Deselect Download to print Mark as unread

Invoice Number	Account Name	Billing Contact
Account Number	Account Address	
<input checked="" type="checkbox"/> 65000016 1187125898	Location #1 1200 Barbara Jordan Blvd Ste 200 Austin TX 787232901 Dallas TX 75287	Lance Gunn



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, current payment status will be reflected in Concentra HUB as 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 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 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 processing 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 processing.
- **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.