

## **What is the Concentra Employer Portal?**

The Concentra® Employer Portal is a website ([portal.concentra.com](https://portal.concentra.com)) that enables Concentra customers to easily view results and reports related to work injury and non-injury services and view account information. The Portal can be accessed easily, 24/7, from any internet-enabled handheld device or computer.

## **What can I do with the Employer Portal?**

Using the portal, you can:

- View injury and non-injury results and reports
- Search/view visit information by employee (Admin users control permissions)
- View the employer clients Concentra has associated to your account

## **How do I become a Portal user?**

To use the Employer Portal, you'll need to create an account with Concentra. After creating an account, we will email you to notify you when you have access to the Employer Portal.

Once you have received the email, please visit [www.portal.concentra.com](https://www.portal.concentra.com) to log in with your email address and set up your password.

## **I already have an account with Concentra. How do I access the Employer Portal?**

If you already have an account with Concentra and haven't used our Employer Portal, please contact your account representative or call our Customer Support team at [1-844-305-8868](tel:1-844-305-8868), Monday through Friday, 7 a.m. to 6:30 p.m. Central time.

## **Results and Reports**

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

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

- a. Employee first name and last name combined
- b. Employee date of birth
- c. State
- d. Concentra center where services were rendered



- e. Type of visit (injury/non-injury)

### **What results are available in the Portal?**

Reports available in the portal include:

- Injury activity status report
- Patient referral report
- Employer no-show letter
- Transcription
- Transcription summary

Non-injury third-party administrators (TPAs) have access to the following reports:

Non-injury services:

- Customer-specific forms
- Non-injury activity status report
- MEC DOT card and MER long form
- Pre-placement physical results
- Audiogram results
- Human performance evaluation (HPE) results
- Respirator clearance
- Fit test results
- Medical surveillance medical opinion letters
- Test and lab results
- Vaccine administration records
- Other physicals and ancillary service results

### **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](tel:1-844-305-8868), Monday through Friday, 7 a.m. to 6:30 p.m. Central time.

### **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 have forgotten your password, you can reset it:

1. Go to the portal home page ([portal.concentra.com](http://portal.concentra.com))
2. Select "Forgot Password"
3. Look in your email box for a message from [portal.support@concentra.com](mailto:portal.support@concentra.com) (check your spam/junk folder)

## Contact Us

### Who can I contact for help with the Portal?

Please contact our customer support line, 1-844-305-8868, Monday through Friday, 7 a.m. to 6:30 p.m. Central time. In addition to common troubleshooting issues, they can help if:

- 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 the Portal

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

Please contact your local center or account manager for any of the following reasons:

- 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 is checked out after the visit).
- You have questions about services performed
- You want to add or remove services from your account

### 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 portal view and prohibit further access or sharing of the information.