

PORTAL FAQs – EMPLOYER

What is the self-service portal?

Concentra's new, self-service platform (portal.concentra.com) allows employers, workers' compensation payors, and non-injury, third-party administrators (TPAs) to manage their Concentra account online from a centralized hub any time using a smartphone or computer.

What happened to the APS Portal?

APS has been disabled. Employers can access reports using our new, all-inclusive portal. Your login reporting profile has not changed, which means the access you had with APS remains the same. However, you will notice better functionality in the new portal for an improved user experience.

Why the change?

Concentra wanted a way to provide employers, workers' compensation payors, and TPAs quick access to account information and visit results any time through a single automated system. The portal will eliminate less secure account-management methods for certain users (e.g., manual fax or printed account information).

What are some new portal features?

With the self-service portal, you can:

- ✦ Receive and view injury visit results and reports
- ✦ Access non-injury visit results, including DOT cards for DOT physicals
- ✦ Manage your account and contact information
- ✦ Create authorizations online for printing or emailing to your employee
- ✦ Directly link your Designated Employer Representatives (DERs) to the drug screen results portal

We will continue to add new features, including result reporting status, more discrete non-injury results, enhanced results searching and sorting capabilities, and automated electronic authorizations.

I don't have an account with Concentra. How do I get one?

We'd love to help you create a Concentra account! Please [fill out the form](#), and we'll contact you soon. After your account has been set up, we'll get you started on the self-service portal.

I'm an existing Concentra customer, but I don't have access to the new portal. How do I get it?

To set up a self-service portal account, contact 1-844-305-8868.

Why should I sign up for the self-service portal?

This platform will serve as a single source to get your reports and results. The portal also offers you:

- ✦ Quick and easy authorization creation you can email or print for your employee
- ✦ Custom service packages when you have a unique need
- ✦ Fast account results in less time with direct access 24/7

- ✦ Improved control over your account

Because APS has been disabled, APS users must have new portal access to manage their account.

I remember getting an email about the new portal, but I don't have my login information anymore.

Your user name is your email address. Using the Forgot Password function, you can request a password reset to access your account. If you do not receive the password reset email, call 1-844-305-8868 for login assistance. We're available Monday through Friday from 7 a.m. to 6:30 p.m. Central time.

I have a self-service portal account, but I need to reset my password.

You can reset your password on the [portal homepage](#). If you're still having trouble resetting your password, contact us at 1-844-305-8868.

What functions can an Admin User perform as compared to a View Only/Basic User?

Admin Users can perform the following functions:

- ✦ View company account information
- ✦ Edit company account information
- ✦ View authorizations
- ✦ Create authorizations
- ✦ Grant user access
- ✦ Edit user access
- ✦ View results and reports

View Only Users can perform the following functions:

- ✦ View company account information
- ✦ View authorizations
- ✦ Create authorizations
- ✦ View results and reports

Can I pay my bill through the portal?

No. This functionality is currently unavailable.

How do I authorize services using the portal?

To authorize services for one of your employees, use the **Authorizations** function in the portal. First, enter your employee's information and select the services you are authorizing. You can print the authorization or email it to your employee. Your employee must bring the authorization to the center printed or as an email that can be forwarded to our front desk at check-in.

Can I still get my results through manual fax or email attachments?

No. The self-service portal is the primary source for all of Concentra's reporting. Employers, TPAs, and injury payors can use the portal to view injury and non-injury service results online.

The new portal (portal.concentra.com) replaced APS and manual reporting methods. Automated fax reporting remains available but does not enable easy searches for results.

What results and reports can I receive in the portal?

Concentra's reporting policy is to include minimum necessary information. Most of your reports are available in the portal and some do require documented requests to receive more than the minimum necessary, including:

- ✦ Injury Activity Status Report
- ✦ First Notice of Injury Letter
- ✦ Patient Referral Report
- ✦ Injury Recheck Appointment Reminder Letter
- ✦ Employee Injury Visit No Show Letter
- ✦ Applicable State Injury Reports
- ✦ Patient Visit Report
- ✦ Custody and Control Form
- ✦ Alcohol Testing Form
- ✦ Link to Drug Screen Results Portal for Pass/Fail Results
- ✦ Non-Injury Activity Status Report
- ✦ MEC DOT Card and MER Long Form
- ✦ Results Non-Injury Services
 - Pre-Placement Physical Results
 - Audiogram Results
 - Human Performance Evaluation (HPE) Results
 - Respiratory Clearance
 - Fit Test Results
 - Medical Surveillance Medical Opinion Letters
 - Test and Lab Results
 - Vaccine Administration Records
 - Other Physicals and Ancillary Service Results
 - Your Company's Proprietary Occupational Health Forms

What if I need results for services not listed above?

Speak with a Concentra Account Representative who will configure your contact information to include the non-standard results. These results will also be reported through the portal.

Can my employee hand-carry results?

Our patients can request a copy of their results at checkout. However, if you have a special reporting need – such as sending results in a sealed envelope – speak with a Concentra Account Representative who will configure your contact information to include your non-standard reporting request.

I did not receive the results I expected in the self-service portal?

If you're having trouble viewing results or did not receive results documents you expected, contact us at 1-844-305-8868.

How can I view all results for an employee at the same time?

Use the **Search** function on the **Results** page to find all results related to an employee. Multiple result files for an employee or multiple employees can be selected at the same time and downloaded into a single PDF for viewing, saving, or printing.

How long will I have access to reports and results in the portal?

Reports and results are visible for 60 days.

How do I save/download a report?

The portal is designed to be a communication tool, not a document repository. To save results, users must download them from the portal. Results are downloaded in PDF.

You can download results separately or all together at one time. To download, select all of the results of interest. Click **Download** to print.

When should I contact Customer Support?

Please contact Customer Support for any of the following reasons:

- ✦ 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 center?

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

- ✦ You are missing or have been sent incomplete results
 - Non-injury results are delivered within 72 hours depending on the services administered)
- ✦ You have questions about services performed
- ✦ You want to add or remove services from your account

How do I report a HIPAA privacy concern or information received in error via the portal?

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. Please note that portal users are prohibited from further accessing or sharing any information received in error prior to its removal.