

Frequently Asked Questions – Employer Portal

What is the Concentra Employer Portal?

The Concentra® Employer Portal is a website (portal.concentra.com) that enables Concentra customers to easily submit authorizations, view results and reports related to work injury and non-injury services and testing and manage 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:

- Authorize services for Concentra medical centers and Concentra Telemed®
- Send authorizations electronically to the relevant Concentra medical center and employee
- 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 Portals from the Concentra Employer Portal sign on page
- Manage account and contact information
- Designate user access as “Admin” or “View Only”
- Edit or remove specific user permissions
- Verify the results and reports each contact receives by report type and company location

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 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.

Authorizing Services

What types of services can I authorize through the Employer Portal?

You can use the Employer Portal to authorize treatment for in-center occupational health services, center-based telemedicine services, and centralized Concentra Telemed[®] or Concentra Telerehab[®] services.

How do I authorize treatment with the Portal?

To authorize services for one of your employees, go to the **Authorizations** tab. Enter the employee's location and services you are authorizing. You can select a specific Concentra center or indicate a telemedicine visit.

When you hit "Submit," an authorization for an in-center visit will be transmitted electronically to the center. You can also send it to the employee and those with a business interest, but distribution should be strictly limited; an authorization does contain information protected under privacy laws.

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

If the employee is using Concentra Telemed[®] for a minor, work-related injury:

- Download the Concentra Telemed app from Google Play or the Apple App store or
- Go to concentraltelem.com on a desktop computer or laptop

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

- Call the chosen Concentra center to schedule a visit



Results from telemedicine visits are sent to the Employer Portal in the same manner as in-center visit results.

Results and Reports

Will drug test results appear in the Employer Portal?

Drug screen results are reported outside of Concentra's Employer Portal. You can access these results via the Portal by clicking the links to the drug screen portals on your Portal sign on page, whether accessing the Portal from your computer or a handheld device.

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

We have added new search criteria and new filers. 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?

A documented request must be made to receive more than the minimum necessary information. Concentra's reporting policy is to include only minimum necessary information. Reports available in the portal include:

- Injury activity status report
- First notice of injury letter
- Patient referral report
- Injury recheck appointment reminder letter
- Employee injury 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:

- Customer proprietary 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, 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)
2. Select "Forgot Password"
3. Look in your email box for a message from portal.support@concentra.com (check your spam/junk folder)

How do I designate an "Admin User"?

The Account Information tab contains your company's demographic information and a list of contacts Concentra may contact – developed and updated by you. These people can be "Admin" or "View Only" users. You are required to have at least one Admin User on your account. To designate an Admin User, go to that



person's information page and click "Edit." Only current Admin Users can update another person's access.

How do I decide if someone should be an "Admin User" or a "View Only User"?

You should decide a user's role according to what you want him or her to be able to do in your Employer Portal account.

Admin Users have access to patient visit activity data and all authorizations. They can also turn on/turn off other users' access/permissions in the portal and change company information, like addresses and phone numbers.

View Only Users can create authorizations but do not have access to patient visit activity data unless granted that permission by an Admin User. View Only User do not have access to authorizations created by others. They cannot edit company information or control other users' permissions.

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 on an ongoing basis
- 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](tel: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.