

## Frequently Asked Questions – Employer Portal

### 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 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 have an existing account with Concentra. Before you request a portal account, you should consider the type of information you need access to and whether you should have portal user administrative responsibilities for your company. This will help us establish your



access to results and assign an appropriate portal user role to you. After creating an account, we will notify you by email when you have access to the Employer Portal.

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

### **How do I decide if someone should be an “Admin User” or a “View Only User”?**

You are required to have at least one Admin User on your account. 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
- Can turn on/turn off other users’ access/permissions in the portal
- Can change company information, such as addresses and phone numbers
- MUST notify Concentra Customer Service Support Group immediately at 1-844-305-8868 (Monday through Friday, 7 a.m. to 6:30 p.m. Central time) *if any portal users on the account have been terminated or no longer require access* to Concentra’s Employer Portal.

#### **View Only Users:**

- Can create authorizations
- CANNOT access patient visit activity data *unless* granted that permission by the Admin User.
- CANNOT access authorizations created by others
- CANNOT edit company information or control other users’ permissions

### **Where can I see a list of our Admin Users and View Only Users?**

You will find that information in the Account Information tab, along with your company’s demographic information and contacts. Each contact’s assigned portal role is also shown on the Contact Details page.

### **Who keeps my company’s contacts and portal users lists up-to-date?**



It is the Admin User's responsibility to ensure company contact information, portal access, and permissions are accurate. Portal access should be active only for those contacts who have a need to see employee health information.

### **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 Line at 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 in 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<sup>®</sup> or Concentra Telerehab<sup>®</sup> services.

### **How do I authorize treatment in 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 medical center or indicate a telemedicine visit.

When you hit "Submit," an authorization for an in-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<sup>®</sup> for a minor, work-related injury:

- Download the Concentra Telemed app from Google Play or the Apple App store or
- Go to [concentratelemed.com](http://concentratelemed.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?**

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

### **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?**

Reports available in the portal include:

Injury-related services:

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

*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.

### **What if I didn't receive my results?**

If you are having trouble accessing or navigating results in the Employer Portal, contact our Customer Support Line, 1-844-305-8868, Monday through Friday, 7 a.m. to 6:30 p.m. Central time.

If you are able to access and navigate the Employer Portal but it appears you did not receive all the results or reports you expected, contact the Concentra medical center where the services were provided.

### **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](https://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 the 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.

Concentra will remove information received in error from your portal view and prohibit it from being further accessed or shared.