Concentra HUB | Frequently Asked Questions: Employer

General

What is Concentra HUB?

Concentra HUB (https://portal.concentra.com/login) is an online portal 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. 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 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 portal from the Concentra HUB sign-on page
- 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.

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.

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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.

	User Admin Permissions	Basic User Permissions
Account Information	• **Provide and revoke Concentra HUB access for contacts with email addresses** • **Provide and revoke access to Patient Visit Activity** • **View and edit physical addresses, billing addresses and phone numbers** • **View Recent Changes** • View and edit contact data • View services available at any and all locations	• View account addresses and contact data • View services available at any and all locations
Authorization Services	• **View all active and expired authorizations created by any Concentra HUB user associated to the same employer** • **Revoke authorizations** • Edit or Copy an existing authorization • Send a copy via email • Reissue/Extend expiration date	• 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	• View • Flag • Download • Mark as Reviewed	• View • Flag • Download • Mark as Reviewed
Patient Visit Activity	• **Default access to all injury and non-injury visit information** • **Default access to Employer Patient Visit Summary report**	• No access until granted permission by a User Admin
Customer Support Requests	• **Default access to all injury and non-injury visit information to search for a visit from Contact Us** • Create and view customer support tickets created by self	• No access to search for visits on **Contact Us** until granted permission by a User Admin • Create and view customer support tickets created by self

I already have an account with Concentra. 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 filers. 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.

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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.