

## Portal FAQ

### *Workers' Compensation Payors*

#### About the portal

##### What is the self-service portal?

Concentra's self-service portal ([portal.concentra.com](https://portal.concentra.com)) enables employers, workers' compensation payors, and third-party administrators (TPAs) to manage Concentra reports and results online at any time using a smartphone or computer.

##### Why should I sign up for the portal?

This platform is the single source to get your reports and results, and offers you:

- ✦ 24/7 direct access to results and reports
- ✦ Rapid account results (compared to mail or manual fax delivery)
- ✦ Improved visibility regarding your account associations

##### What happened to the Concentra APS Portal?

To streamline your experience, the Concentra APS Portal (APS) has been disabled. You can now access the same reports and results you received in APS via the portal. Your login reporting profile has not changed, so 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 rapid and secure access to account information and visit results through a single automated system.

The portal will eliminate less secure account-management methods for certain users, such as manual fax or printed account information.

##### Can I pay invoices in the portal?

No. This functionality is currently unavailable.

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

We will be glad to help set up your portal account. To get started, please call [844-305-8868](tel:844-305-8868).

#### Access reports and results

##### What injury care information is available to payors in the portal?

Payors have access to the following reports:

- ✦ Alcohol testing form (ATF)
- ✦ Custody and control form (CCF)
- ✦ Injury activity status report
- ✦ Patient referral
- ✦ Employer no-show letter
- ✦ Transcription
- ✦ Transcription summary

##### What injury care information is available to employers in the portal?

Employer reports and information include:

- ✦ Recheck appointment reminder letter
- ✦ First notice of injury letter



- ✦ Alcohol testing form (ATF)
- ✦ Custody and control form (CCF)
- ✦ Injury activity status report
- ✦ Patient referral
- ✦ Employer no-show letter
- ✦ Transcription
- ✦ Transcription summary

*State specific workers' compensation reports are being added to the portal over time.*

### **What if I need results for services not listed above?**

Your account can be configured to include non-standard results and to report results through the portal. For assistance, please contact a Concentra account representative at [844-305-8868](tel:844-305-8868).

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

No. For your security, the portal is the primary source for all of Concentra's reporting, replacing APS and manual reporting methods. Employers, TPAs, and payors can use the portal to view injury and non-injury service results online.

Automated fax reporting remains available but does not allow you to easily search for results.

### **How do I save or download a report?**

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

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

### **How long are results and reports available in the portal?**

Results or reports are available for 60 days. After 60 days, reports and results are automatically archived. If you need a result or report older than 60 days, please contact a Concentra medical center.

## **Reset a password**

### **How can I reset my password?**

You can reset your password on the portal homepage by selecting "Forgot Password." If you're having trouble resetting your password, contact us at [844-305-8868](tel:844-305-8868). Representatives are available Monday through Friday from 7 a.m. to 6:30 p.m., Central Standard Time.

### **What should I do if I forget my User ID?**

Your User ID is your email address.

## **Contact support**

### **When should I contact customer support?**

Please contact customer support 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
- ✦ You need to be added to a new employer account



### **When should I contact a Concentra medical center?**

Please contact a Concentra medical center or your account manager if:

- ✦ You are missing results or have been sent incomplete results
- ✦ Non-injury results are not delivered within 72 hours (may depend 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 concern or information received in error via the portal?**

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