



## Concentra HUB | Frequently Asked Questions Payors and Third-Party Administrators

### What is Concentra HUB?

Concentra HUB (<https://portal.concentra.com/login>) is an online portal that enables Concentra® customers to easily view results and reports related to work injury and non-injury services and view 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:

- View injury and non-injury results and reports
- Search/view visit information by employee (Admin users control permissions)
- View the employer clients Concentra has associated with your account
- 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 create an account with Concentra. After creating an account, we will email you to notify you when you have access to 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.

### 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 team at **1-844-305-8868**, Monday through Friday, 7 a.m. to 6:30 p.m. Central time.

## Results and Reports

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

We have added new search criteria and new filters. Look for results by:

- Employee first name and last name combined
- Employee date of birth
- State
- Concentra center where services were rendered
- Type of visit (injury/non-injury)

### What results are available in Concentra HUB?

Reports available include:

- Injury activity status report
- Patient referral report
- Employer no-show letter
- Transcription
- Transcription summary

Non-injury third-party administrators (TPAs) have access to reports for the following non-injury services:

- Customer-specific 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

### **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 the Concentra HUB homepage (<https://portal.concentra.com/login>)
2. Select "Forgot Password"
3. Look in your email box for a message from <https://portal.concentra.com/login>; 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. 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 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 the 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 you receive information in error, Concentra will remove the information from your Concentra HUB view and prohibit further access or sharing of the information.

You may also submit a privacy issue directly from the Visit Results and Reports page by clicking on the ellipses (...) next to the document name. Select the Billing or Privacy subject type on the Treatment/Result support ticket pop-up modal.