



# Frequently Asked Questions

## Concentra® and WORKNET®

18 WORKNET occupational medicine clinics in southeastern Pennsylvania and southern New Jersey will transition to Concentra in December 2022, expanding Concentra's footprint to nearly 540 centers nationwide.

The following Frequently Asked Questions and Answers are designed to guide you through the transition.

### Why is the integration happening?

The decision was made to consolidate WORKNET and Concentra in order to have all occupational medicine practices operated and managed by the same Select Medical entity.

### How will I benefit from the integration?

- **More centers.** Our expanding footprint makes it easier for customers to get care for their employees. After the transition, Concentra will have 32 centers in Pennsylvania and 24 centers in New Jersey focused on keeping your workforce healthy and productive.
- **More services.** Onsite X-ray, physical therapy, and other services will be available in all centers.
- **Telemedicine.** Concentra Telemed®, virtual care to treat relatively minor work injuries and illnesses, can be accessed 24/7/365 via computer, tablet, or smart phone.
- **Transportation.** Concentra provides complimentary transportation for initial injury visits.
- **Online treatment authorization and results reporting.** Concentra HUB, our customer portal, provides convenient access to your account information.

### When will the integration happen?

Concentra and WORKNET are working to ensure a seamless transition. A comprehensive communications plan has been created to keep our customers informed during the integration, so you'll know what to expect and when.

On December 5, the following WORKNET clinics will become Concentra medical centers:

| Center                     | Address   | Hours  | Phone/Fax                            |
|----------------------------|---|--|--------------------------------------|
| Ephrata                    | 4237 Oregon Pike<br>Ephrata, PA 17522                       | Mon-Fri: 8 a.m.-5 p.m.                       | Ph: 717.859.5002<br>Fx: 717.859.5009 |
| Essington                  | 1017 4th Ave, Ste 200<br>Essington, PA 19029                | Mon-Fri: 8 a.m.-5 p.m.                       | Ph: 610.521.6880<br>Fx: 610.521.5531 |
| Huntingdon Valley          | 1800 Byberry Rd, Ste 705<br>Huntingdon Valley, PA 19006     | Mon-Fri: 8 a.m.-5 p.m.                       | Ph: 215.947.5005<br>Fx: 215.947.7590 |
| King of Prussia            | 170 N Henderson Rd,<br>Ste 306<br>King of Prussia, PA 19406 | Mon-Fri: 7:30 a.m.-4:30 p.m.                 | Ph: 610.337.1558<br>Fx: 610.337.5864 |
| Lancaster -<br>Rohrerstown | 241 Rohrerstown Rd, Ste 200<br>Lancaster, PA 17603          | Mon-Thu: 8 a.m.-5 p.m.<br>Fri: 8 a.m.-4 p.m. | Ph: 717.431.1770<br>Fx: 717.431.0470 |

|                                       |   |                           |                                      |
|---------------------------------------|---|---------------------------|--------------------------------------|
| <b>Langhorne</b>                      | 360 N Oxford Valley Rd,<br>Ste 400<br>Langhorne, PA 19047 | Mon-Fri: 7:30 a.m.-5 p.m. | Ph: 215.943.9000<br>Fx: 215.949.8560 |
| <b>Laureldale</b>                     | 3225 N 5th Street, Ste 4<br>Reading, PA 19605             | Mon-Fri: 8 a.m.-5 p.m.    | Ph: 610.939.2391<br>Fx: 610.939.2394 |
| <b>South Philadelphia – Navy Yard</b> | 4050 S 26th St, Ste 140<br>Philadelphia, PA 19112         | Mon-Fri: 7:30 a.m.-5 p.m. | Ph: 215.467.5800<br>Fx: 215.467.2022 |

On December 12, the following WORKNET clinics will become Concentra medical centers:

| <b>Center</b>                             | <b>Address</b>   | <b>Hours</b>              | <b>Phone/Fax</b>                     |
|---|--|---------------------------|--------------------------------------|
| <b>Burlington New Jersey</b>              | 2103 Burlington Mt. Holly Rd<br>Burlington, NJ 08106     | Mon-Fri: 8 a.m.-5 p.m.    | Ph: 609.747.1891<br>Fx: 609.747.8147 |
| <b>Camden</b>                             | 300 Broadway, Ste 101<br>Camden, NJ 08103                | Mon-Fri: 7:30 a.m.-5 p.m. | Ph: 856.338.0350<br>Fx: 856.338.9105 |
| <b>Pennsauken</b>                         | 9370 Route 130 North,<br>Ste 200<br>Pennsauken, NJ 08110 | Mon-Fri: 7:30 a.m.-5 p.m. | Ph: 856.662.0660<br>Fx: 856.662.0798 |
| <b>Stratford (Relocation to Bellmawr)</b> | 210 Benigno Blvd.<br>Bellmawr, NJ 08031                  | Mon-Fri: 8 a.m.-5 p.m.    | Ph: 856.435.2680<br>Fx: 856.435.4626 |
| <b>Swedesboro</b>                         | 510 Heron Dr, Ste 108<br>Swedesboro, NJ 08085            | Mon-Fri: 7 a.m.-5 p.m.    | Ph: 856.467.8550<br>Fx: 856.467.3361 |
| <b>Toms River</b>                         | 368 Lakehurst Rd, Ste 206<br>Toms River, NJ 08755        | Mon-Fri: 8 a.m.-5 p.m.    | Ph: 732.557.9980<br>Fx: 732.557.9985 |

On December 19, the following WORKNET clinics will become Concentra medical centers:

| <b>Center</b>                        | <b>Address</b>                                    | <b>Hours</b>           | <b>Phone/Fax</b>                     |
|--------------------------------------|---|------------------------|--------------------------------------|
| <b>Center City</b>                   | 219 N Broad St, Ste 101<br>Philadelphia, PA 19107 | Mon-Fri: 8 a.m.-5 p.m. | Ph: 215.762.8525<br>Fx: 215.762.1448 |
| <b>Harrisburg – Grayson Rd</b>       | 6301 Grayson Rd<br>Harrisburg, PA 17111           | Mon-Fri: 8 a.m.-5 p.m. | Ph: 717.920.5910<br>Fx: 717.920.5916 |
| <b>Mechanicsburg – Carlisle Pike</b> | 6108 Carlisle Pike<br>Mechanicsburg, PA 17050     | Mon-Fri: 8 a.m.-5 p.m. | Ph: 717.691.9560<br>Fx: 717.691.9682 |
| <b>Roxborough</b>                    | 5800 Ridge Ave, Ste 234<br>Philadelphia, PA 19128 | Mon-Fri: 8 a.m.-5 p.m. | Ph: 215.487.4540                     |
| <b>Drug &amp; Alcohol Program</b>    | 1001 James Dr, Ste B30<br>Leesport, PA 19533      | Mon-Fri: 8 a.m.-5 p.m. | Ph: 601.916.4781<br>Fx: 601.916.4817 |



## How do I find locations in my area?

Concentra locations can be found using the Location Finder on Concentra.com. WORKNET locations will be added to Concentra.com upon completion of the integration.

## Does Concentra have an employer portal?

Yes. Concentra HUB, our employer portal, is a self-service tool that makes it easier and more convenient to get the Concentra account information you need when you need it. Using Concentra HUB, you can authorize employee care, access results and reports for work injury and non-injury services at any time, and file online support requests to communicate with any Concentra medical center.

To get you up to speed, Concentra is offering free Concentra HUB tutorials. [Join us on Zoom](#) every Thursday at 11 a.m. EST to learn the basics of Concentra HUB. Tutorials will run through the end of January 2023.

When you are ready to set up your Concentra HUB account, contact Concentra Customer Support at 1-844-305-8868. Customer support is available Monday through Friday, 7 a.m. to 6:30 p.m. Central Time. You will need to provide your first and last name, work email address, phone number, and job role to obtain a Concentra HUB account.

If you are already working with a Concentra team member and need help, please email [worknettransitionteam@concentra.com](mailto:worknettransitionteam@concentra.com)

## How do I authorize services for my employees?

Once you have set up your Concentra HUB account, you will be able to authorize services from the Concentra HUB home page or by clicking the "Authorizations" tab. If you have questions about authorizations, you can submit a support ticket using the "Help" tab or contact Concentra Customer Support at 1-844-305-8868. Customer support is available Monday through Friday, 7 a.m. to 6:30 p.m. Central Time.

Treatment authorization forms are also available on [Concentra.com](https://concentra.com).

If you are already working with a Concentra team member and need help, please email [worknettransitionteam@concentra.com](mailto:worknettransitionteam@concentra.com)

## How can I transition my account?

We want the integration to be as seamless and easy as possible, so your WORKNET account information will automatically be transferred to Concentra's systems. In the coming months, we will be reaching out with more information. When you are contacted, please engage with us in the transition process to ensure accurate conversion of your account. In the meantime, if you have questions, please contact your account representative, or email us at [worknettransitionteam@concentra.com](mailto:worknettransitionteam@concentra.com)

## Will the hours of operation at the WORKNET centers remain the same after the integration?

Yes.



## How do I access drug testing results for drug tests performed before transition?

Employers that were using WORKNET's TPA services, which includes managing a consortium and selection site management, should contact the WORKNET TPA team, Cara Faessen, [CFaessen@worknet.occmed.com](mailto:CFaessen@worknet.occmed.com), or Renee Fortin, [RFortin@concentra.com](mailto:RFortin@concentra.com), to confirm set up.

For past WORKNET results, you should continue to have access to the WORKNET employer portal. If you have any problems, please contact the center where the drug test was performed for assistance.

## How do I access drug testing results for drug tests performed after transition?

After the transition, if you use a Concentra's lab and MRO for drug testing services, you will retrieve results by accessing [www.results-concentra.com](http://www.results-concentra.com) and entering the site with your own confidential user name and password.

If you forget your username and/or password, you can call 888-251-4879 to speak with a representative who will assist.

If you use Concentra to only collect drug testing specimens – in other words, you do not use Concentra's lab and MRO – you will retrieve results from your drug testing partner.

## How will the integration impact patients?

There will be no impact to patients during or as a result of the integration.

## Will patient appointments change?

Patient appointments will not change.

## What mobile services are available?

With Concentra, you will continue to have access to the same mobile services you were receiving from WORKNET.

## Are episodic services available?

With Concentra, you will continue to have access to the same episodic services you were receiving from WORKNET.



## How do I access telemedicine?

Concentra Telemed<sup>®</sup> is the first telemedicine platform designed for work-related injuries and illnesses. Since its launch in 2017, thousands of employees nationwide have trusted Concentra Telemed to connect with our licensed Concentra<sup>®</sup> clinicians for the right care at the right time using video technology. Employees receive prompt attention to relatively minor work-related medical issues, work injury rechecks, and more.

### Treatable Conditions

- Grade I/II upper/lower extremity strains/sprains
- Minor neck and back strains/sprains
- Bruises/contusions
- Minor burns
- Abrasions/scrapes
- Contact dermatitis/rashes
- Tendonitis/repetitive-use injuries
- Bloodborne pathogen exposures

### Other Concentra Telemed Services

- Physical therapy
- COVID-19 return-to-work evaluations
- Transfer-of-care evaluations

### Employee Access

Your employees access Concentra Telemed at [www.concentratelemed.com](http://www.concentratelemed.com) from a laptop or mobile device. In addition, employees can go to the Apple App Store or Google Play and download the Concentra Telemed app.

To use Concentra Telemed, employees will need the following:

- Access to a quiet, private location for the visit
- A computer, smartphone, or mobile device with a webcam and microphone
- A valid photo ID or driver's license
- An active email address and password of their choosing
- An internet connection



## How do I arrange transportation for an injured employee to a Concentra medical center?

At Concentra, we want it to be easy for your employees to get care when they need it. To help with this, we offer complimentary transportation for your injured employees. We'll pick them up at work, drop them off at their local Concentra medical center, and take them back. Here's how it works:

1. Employee is injured at work and reports injury to supervisor.
2. Supervisor completes incident report and authorization for treatment.
3. Supervisor/employee calls local Concentra medical center to request transportation. When they call, they'll need to provide:
  - Employee name and date of birth
  - Employee/supervisor phone number
  - Pick-up location
4. Employee/supervisor will get an SMS text message letting them know when the ride will arrive.
5. When the driver is on the way, the employee will get another text message with the ride details:  
<<Your driver (/5 stars) will be arriving in a with license plate to pick you up in mins. Track your ride.>>
6. Driver arrives at scheduled pick-up location to take employee to the nearest Concentra medical center to receive care.
7. We arrange the employee's return transportation.

## Will pricing for services change?

We are currently reviewing pricing for injury and non-injury services and more information will be communicated as we get closer to the integration.

## How do I pay my bill?

To pay your bill, visit [Concentra.com](https://Concentra.com) and click the "Pay Bill" tab to directly access Concentra online bill pay.

Quick tips for paying online:

- Only credit cards are accepted for online payments
- Concentra accepts all major credit cards
- Concentra will take on standard credit card fees associated with online bill pay
- All the information you need to pay online is on your Concentra invoice
- Partial payments are accepted
- Online bill pay is only available on Google Chrome and Microsoft Edge



## Who can I call for assistance?

If you have questions, please contact your account representative, or email us at [worknettransitionteam@concentra.com](mailto:worknettransitionteam@concentra.com). We will respond to you within 24 hours.