

What is Concentra's transportation service?

Concentra's transportation service provides injured employees with scheduled and real-time rides to and from Concentra medical centers.

How does it work?

After an employee is injured and the supervisor has filled out an incident report and treatment authorization, the employee or supervisor can call the local Concentra medical center to request a ride. Moments later, the employee will receive a text message indicating that a driver is on the way (ETA provided). Upon arrival, the driver will transport the employee to the nearest Concentra medical center. Upon discharge, the medical center staff will arrange another ride for the employee. The driver may transport the employee back to work or home, depending on the severity of the injury or the clinician's recommendations.

Who can use your transportation services?

This service is only available to injured employees. Currently, Concentra does not provide transportation for other occupational health services, such as drug screens, physicals, and pre-placement exams.

How much does a ride cost?

Concentra absorbs the cost of the ride as a service to our customers. There is no additional cost for initial injuries or, in certain states, follow-up care related to that injury.

Is there a maximum distance for requesting a ride?

We generally limit this service to a 25-mile radius from any Concentra medical center. If you have an exception, please call your local medical center to discuss.

Is it available everywhere?

Yes, but services vary by state. Some states only cover transportation for initial injury visits, while others

provide transportation for all injury-related visits.

Initial Injury Visits Only

- Arizona
- Arkansas
- Hawaii
- Iowa
- Kentucky
- Louisiana
- Massachusetts
- Michigan
- Minnesota
- Nebraska
- New Mexico
- Ohio
- Utah

All Injury-related Visits

- Alaska
- California
- Colorado
- Connecticut
- Delaware
- Florida
- Georgia
- Illinois
- Indiana
- Kansas
- Maine
- Maryland
- Missouri
- Nevada
- New Hampshire
- New Jersey
- North Carolina
- Oklahoma
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- Tennessee
- Texas
- Vermont
- Virginia
- Washington
- Wisconsin

How do you communicate with employees?

We use SMS text messages. Injured employees will receive text updates on their ride and driver information. Employees can request return rides and provide feedback on the ride experience.

Can employees get texts in Spanish?

Yes, employees have the option to receive ride notification texts in Spanish.

What if my employee doesn't have a cell phone?

If an injured employee does not have a cell phone, the medical center staff will obtain the supervisor's cell phone number to provide updates.

What if my employee has a severe injury?

For severe injuries, please seek immediate medical attention at your nearby emergency department. Concentra does not provide transportation to emergency departments.

What happens if a driver cancels a ride?

We'll schedule another ride. We'll also notify the employee that the original driver canceled and a new driver is on the way.

Whom do I contact if I have an issue?

Please contact your local Concentra medical center to address any transportation service issues.

Who provides the rides?

To provide this service, Concentra has partnered with One Call Care Management. One Call provides transportation using their own transportation network and also partners with transportation network companies like Lyft.

What are your transportation service insurance requirements?

One Call requires all drivers to have commercial auto liability coverage of at least \$250,000 per individual and \$500,000 per claim. In addition, One Call requires all agencies or owner operators to carry supplemental professional liability insurance of at least \$1,000,000 per claim and \$3,000,000 for aggregate losses. One Call carries additional insurance of up to \$1,000,000 per claim and \$10,000,000 in excess coverage. They have validated that Lyft's insurance standards meet all current One Call driver credentialing requirements and have obtained contractual guarantees of Lyft's commercial liability insurance. Lyft carries additional commercial liability insurance in the amount of \$5,000,000.

What are the transportation service driver requirements?

Relay Transportation driver requirements include:

- Driver licensing verification, including proof of a valid commercial transport license
- Vehicle registration
- Clean background checks (7 years' criminal and DMV background check)
- 5-panel drug test
- Vehicle licensing to operate as a passenger transport vehicle
- Vehicle operating condition, including passing required inspections mandated by the Department of Transportation (DOT) or as specified in transportation network company requirements
- Any applicable local requirements