

# Frequently Asked Questions

Telemed

## Can we use Concentra Telemed For Workers' Compensation?

Yes, In fact, we encourage it, if the Injury isn't severe. If we find that treatment in person is necessary we will refer to designated clinic.

## How do I submit authorization from Employer for Telemedicine?

Email: [Telemed@concentra.com](mailto:Telemed@concentra.com)  
Or fax to 844-371-8990

## How do workers access Concentra Telemed?

You can download Concentra TM App or visit [ConcentraTelemed.com](http://ConcentraTelemed.com) on a from a computer.

## Is Concentra's Telemed secure?

Yes, Concentra Telemed is HIPPA-compliant and designed to securely transmit patient information. We do not store patient records via this platform. The video visit is also not recorded or stored.

## How do I know if a worker should Use Concentra Telemed instead Of seeing a doctor in person?

If it is a catastrophic or serious Injury, employee should be direct to Nearest emergency room. Otherwise Care coordinator will assess the injury collect necessary information, care coordinator will determine if employee is eligible for Telemedicine and determine if employee is willing to participate in Telemedicine.

## Is Concentra Telemedicine less Expensive than seeing a doctor in Person?

The visit charge is the same—you're Still paying for the physicians time and expertise. The cost savings comes from the amount of time saved by employees receiving great care right away and none or less time lost from work.

## Is Concentra Telemed only available Via video or can an injured employee Call?

To provide the employees with the Best care possible, Concentra Telemed visits are only conducted through video. Due to the nature of Worker Compensation injuries and Illness, quality visits must use video. patients will also have the option to wait to connect until they are able to use the video for the visit.

## Who do I contact if I need help?

If you need help or you are Having technical Issues, call -855-835-6337



Email

Password

Remember me

Log In

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