

### What is Concentra's transportation service?

Concentra's transportation service, powered by One Call Care Management, provides injured employees with scheduled and real-time rides to and from Concentra medical centers.

### Is it available everywhere?

Currently available in Denver, Las Vegas, San Francisco, and Northern New Jersey. Our transportation service will be expanding to all Concentra medical centers by mid-2017. Please contact your local center to confirm availability.

### How do you communicate with my employee?

We use SMS text messages to communicate with your injured employee—no smartphone or app needed. They'll receive text updates on your ride and information about their driver, and they can also request return rides and provide feedback about the driver and ride experience.

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

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

### Who can use it?

Injured employees. This includes initial injuries, and therapy or recheck visits associated with that injury. At this time, Concentra will not provide transportation for other occupational health services, like drug screens, physicals, and pre-placement exams.

### How does it work?

After an employee is injured and their supervisor has filled out an incident report and treatment authorization, the employee or supervisor can call their local Concentra medical center to request a ride. A few minutes later, the employee will get a text message telling them that their driver is on the way and giving them an ETA for pickup. The driver will pick-up the employee and drop them off at the Concentra medical center.

During check-out, our center staff members will arrange another ride for the employee. The driver may take them back to work or to their home, depending on how severe their injury is and what the treating physician recommends.

### How much does a ride cost?

It's free for initial injuries or follow-up care related to that injury. Concentra absorbs the cost of the ride as a complimentary service to our customers.

### Is there a maximum distance for requesting a ride?

It varies by market, but we generally limit this service to a 25-mile radius from any of our medical centers. If you want to know the specifics in your area, call your local center for details.

### What if my employee has a severe injury?

Any injury that is severe or life-threatening should be sent to the nearest emergency room. If you're a Concentra client and use our transportation service, we can provide you with guidelines to help know when an injury is too severe to be sent to Concentra.

### What happens if a driver cancels a ride?

We'll schedule another ride and send your employee a text message to let them know that the driver has canceled and a new driver is on their way.

### Who provides the rides?

To provide this service, Concentra has partnered with One Call Care Management, the leading provider of specialized solutions in the workers' compensation industry. One Call provides transportation using their own transportation network, and also partners with transportation network companies like Lyft and Uber.

### Who is One Call Care Management?

One Call is the nation's leading provider of specialized solutions to the workers' compensation industry. One Call has six locations across the United States with its corporate headquarters located in Jacksonville, Florida. One Call's solutions enable faster, more efficient and more cost-effective claims resolution with a focus on injured workers' needs across the continuum of care. One Call provides reliable, consistent connections to care with expertise in high-end diagnostics, physical therapy and transportation services, post-discharge home care and durable medical equipment, dental and doctor specialty services, complex care management, and the language services required for today's multicultural workforce.

### Who do I contact if I have an issue?

Call **1-866-835-8889**. We'll be able to help with general inquiries and resolve any issues you might have.