

Active Trip Monitoring & Issue Prevention

One Call's dedicated Relay Transportation team monitors rides in real time, on behalf of their customers. Through this active monitoring, One Call is alerted to potential issues and can take proactive action to address transportation issues that historically resulted in missed appointments. This real-time visibility allows One Call to immediately notify the medical provider if a late arrival is anticipated or take steps to reschedule the appointment if the injured worker is a "no-show." This reduces the administrative burden of your staff following up and making multiple outbound calls.

Call Center and 24/7 Support

One Call offers its customers 24/7 call center support for scheduling trips based on availability in the market, general inquiries, and issue resolution, ensuring their team is available when you and your employees need them most.

SMS/Text Messaging

Once a ride has been scheduled through Relay Transportation, One Call initiates a series of text messages to keep the injured worker informed of their transportation arrangements. These text messages are designed to offer injured workers greater peace of mind by providing them with details about their upcoming ride, their driver, the vehicle, and ride tracking. These text messages also enable injured workers to request a return ride with the press of a button on their phone, and allow them to provide instant feedback by rating their ride experience and driver.

HITRUST Certification

One Call recently earned HITRUST Common Security Framework (CSF) Certified status for high security standards in the protection of health information. Achieving HITRUST compliance makes One Call a leader in data security within the health care industry and a trusted partner that takes the confidentiality of injured workers' sensitive information seriously.

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.

Relay Transportation Sample Messages

Patient Reminder

Your transportation's been arranged by One Call. You'll receive the driver details when they're on the way to pick you up. Questions? Call 1-866-835-8889.

Arrived/Ride Rating

You have arrived! Please rate your ride by replying with 1-5. (5 = best, 1 = worst)

Driver Details

Your Lyft driver <driver first name> <star rating >/5 stars> <phone #> will be arriving in a <color, car make, model>, with license plate <license #> to pick you up in <ETA> mins. **Track your ride.**

Driver Arrived

Your driver <driver first name> in a <color, car make, model> has arrived at <origin address> to take you to <destination address> ETA <eta> mins.

Return Request

When you're ready to be picked up from this location, reply "N" and your next ride will be requested.

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 clinic to request transportation. When they call, they'll need to provide:
 - Employee name
 - Employee/supervisor phone number
 - Pick-up location
4. Employee/supervisor will get an SMS text message letting them know they're getting a ride.
5. When the driver is on the way, the employee will get another SMS message with the ride details. (See first page for example text.)
6. Driver arrives at scheduled pick-up location to take employee to the nearest Concentra medical center, then drops them off for care.
7. Concentra will arrange the employee's return transportation.

Mitigate Fraud, Waste, and Abuse

When using Relay Transportation, the driver and injured worker can only contact each other through masked phone numbers that are only valid for the duration of each specific trip. Phone numbers are masked to protect the privacy of injured workers and the drivers, while ensuring that they cannot arrange for transportation outside of One Call and without specific authorization. Entry of multiple stops outside designated pick up and drop off addresses or unauthorized locations are prohibited through the Relay Transportation platform.

Insurance and Liability

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 an additional 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 obtained contractual guarantees of Lyft's commercial liability insurance. Lyft carries additional commercial liability insurance of \$5,000,000.

Relay Transportation driver requirements include:

- Licensing verification, including validation of a valid commercial transport license
- Vehicle registration
- Verification of driving record (7 years)
- Clean background checks (7 years criminal and DMV background check)
- 5 panel drug test
- Vehicle licensing to operate as a passenger transport vehicle
- Operating condition including passing required inspections mandated by Department of Transportation (DOT) or as specified in transportation network company requirements
- Additional local requirements (if applicable)