

SOMERSET COUNTY JOINT INSURANCE FUND

Telemedicine Process

**When a work injury occurs, call the First MCO Injury Hotline 24/7
800-831-9531**

The First MCO Team will obtain all necessary information such as claimant name, DOB, social security number, address, injury information, etc.

Should the injured employee be a candidate for telemedicine, First MCO will alert our Telemedicine Partner, Concentra, of the new referral.

Upon completion of the initial call with First MCO, injured employee will be transferred to Concentra Telemedicine and then provided with step-by-step guidelines on the telemedicine process which includes:

- Securing a private location for the telemedicine encounter
- Availability of Photo ID
- Need for Smartphone or computer with webcam and microphone
- For Smartphones, download Concentra Telemedicine App
- For Computers, using your internet browser, go to <https://concentratelemed.com>
- Click on “Sign Up” if this is your first visit, or “Log In” if you have utilized telemedicine before
- First time users will need to create a password and provide some basic personal information before talking to a Clinician
- After signing in, click on “Available Care Coordinator”
- The Care Coordinator will check you in to prepare you to see the Clinician
- After you’re done checking in, the Care Coordinator will connect you with the Clinician for evaluation, diagnosis, and treatment
- Upon completion of the telemedicine encounter, Concentra will provide a transcript of the visit to First MCO

Get Injury Care Where You Are, When You Need It!