WORKERS’ COMPENSATION AND DISABILITY MANAGEMENT

HIGHEST-QUALITY CLINICAL SERVICES
INTELLIGENT SYSTEMS
360° DATA ANALYSIS
GENEX is the trusted provider of managed care services that enables workers’ compensation payors and risk managers to transform their bottom lines. We are the only company that delivers the highest-quality clinical services enhanced by intelligent systems and 360º data analysis to consistently drive superior results.

**Fast Facts**

- GENEX’s approach to managed care has been validated to improve return to work by 25%.
- GENEX reduces the average total cost of medical care on lost-time claims by 30%.
- 381 of Fortune 500 companies use GENEX’s services
- GENEX employs more than 1,500 case managers, including over 200 catastrophic case managers; more than 15% of GENEX’s case management staff is bilingual, representing over 20 languages

**Markets We Serve**

- Workers’ Compensation
- STD/LTD
- Auto
- Group Health Care

**Customers We Support**

- Self-Insured Employers
- Insurance Carriers
- Third-Party Administrators
- Managed Care Organizations
- Self-Administered Companies
- State Funds
- Reinsurers

**URAC Accreditation**

- WC Case Management
- WC Utilization Review
- Group Health
1,500 GENEX case managers are located across the U.S. and within an average of 10 miles of treating providers.

HIGHEST-QUALITY CLINICAL SERVICES

GENEX is committed to delivering the highest-quality clinical services and partnering with workers’ compensation payors to achieve superior results. Customers depend on GENEX to deliver specialized knowledge, assured quality, and responsive program design.

TELEPHONIC CASE MANAGEMENT
Promote optimal medical care at the onset of injury. Effective early intervention can expedite successful return to work and decrease medical disability and litigation costs.

FIELD CASE MANAGEMENT
Develop goal-directed plans that are delivered onsite to effectively return disabled employees to optimal functional capacity and work.

CATASTROPHIC CASE MANAGEMENT
Respond promptly to catastrophic needs to provide the injured employee with immediate access to case managers who are specially trained to handle life-threatening injuries.

VOCATIONAL CASE MANAGEMENT
Help disabled workers, who are unable to return to work at their original job, attain sufficient work skills to compete successfully in the labor market and to return to suitable, gainful employment.

UTILIZATION REVIEW
Meet utilization review regulatory requirements while reducing administrative costs, ensuring recommendations are defensible, streamlining the decision-making process, and accelerating the delivery of approved, appropriate medical care.

INDEPENDENT MEDICAL EXAMINATIONS
Ensure fair and objective reviews of clinical records, appropriate treatment, and minimal delays. When clinical and case issues arise, a consulting physician evaluates the medical condition and addresses claim concerns.

PHYSICIAN ADVISOR SERVICES
Address specific questions about preauthorization, medical treatment plans, disability durations, ability to return to work, pre-existing medical conditions, and causality of the condition.

WORKPLACE PRODUCTIVITY SERVICES
Optimize injury prevention and ensure sustained return to work with our comprehensive suite of services that includes in-house ergonomics consulting; detailed, onsite physical demands analysis; and seamless integration of return-to-work programs across the continuum of managed care services.

MEDICARE SET-ASIDE
Determine the appropriate Medicare Set-Aside (MSA) amount based on an expert analysis of the condition, current treatment, projected future treatment, and life expectancy. Medicare approval is secured through an MSA proposal submitted to the Centers for Medicare and Medicaid Services.
INTELLIGENT SYSTEMS

GENEX’s intelligent systems, paired with our clinical services, enable firms to eliminate unnecessary and unrelated treatment, identify and manage high-risk exposures, and ensure compliance with state laws and regulations. Our tools help identify top-performing providers at a reasonable cost, detect complex and high-risk cases that require clinical intervention, capture savings, and streamline processes.

91% of claimants state that GENEX assisted with their return-to-work efforts.

MEDICAL REVIEW SERVICES
Realize greater savings through the combination of streamlined paperless processing, experienced medical bill auditors and professional nursing staff. Medical bill review services are provided for all fee and UCR schedules across all jurisdictions nationwide.

LARGE BILL NEGOTIATION
Obtain substantial reductions on medical billing through the analysis of charges and medical stay against several data points, from which an appropriate and fair final bill can be negotiated.

BROAD-BASED PROVIDER NETWORKS
Reduce hospital and physician bills with access to the most comprehensive preferred provider networks in the country.

PHARMACY BENEFIT REVIEW
Balance drug price and utilization; identify cases at high risk for addiction; ensure only approved, appropriate drugs are dispensed; and proactively reduce narcotic use. This service helps control and contain medication costs while improving outcomes through maximum in- and out-of-network pharmacy unit cost and utilization, medication safety alerts, claim-level formulary enforcement, and comprehensive pharmacy review capabilities.
360° DATA ANALYSIS

GENEX’s 360° data analysis answers the “so what?” of Big Data. GENEX helps companies improve visibility into medical exposure and answer meaningful questions that impact workers’ compensation programs to ultimately optimize program design effectiveness and efficiency. Using comprehensive medical spend analytics that are synthesized by experienced data analysts and industry experts, we provide more than just reports—we deliver actionable decisions that lead to quality, performance, and cost improvements.

What does 360° data analysis mean for you?
• Quickly identify cases with potential for high loss
• Predict which claims would benefit from case management
• Minimize inappropriate utilization patterns
• Improve patient health and safety
• Directly tie information reporting to tangible goals
• Identify and quantify opportunities for workers’ compensation program improvement
• Reduce fraud

GENEX claimant satisfaction scores average 92%.

92% of GENEX’s top 150 clients have been referring to GENEX for more than five years.
OUR MISSION
To provide exceptional health care and disability management solutions to our customers, to be a strategically important business partner, and through our competitive spirit and unsurpassed delivery of innovative services, to create a brighter future for those we serve.

Citations:
1. As compared to data from WCRIB Comparative Health Check-up, June 2014.
2. As compared to the Workers’ Compensation Research Institute’s (WCRI) published study on national industry average medical costs.