Workers' Comp

# Medical Expertise is Just a Call Away with Genex's ClinicalCare24

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**WAYNE, PA** —When a workplace injury or illness occurs, employees often don't know where to go, who to call or even if treatment is necessary. This can lead to confusion, frustration and inconsistent levels of treatment.

That's why Genex's ClinicalCare24™ nurse triage program is so vital to helping ensure employees injured on the job receive the right level of care at the right time. The program, administered by Genex under its parent brand, Enlyte, is designed to enable quick recognition of appropriate care when a workplace injury or illness occurs.

Combining the best of two industry-leading triage programs, Coventry's NT24 and Comp Alliance's Nurse Now, ClinicalCare24 provides employees with round-the-clock access 7 days a week, 365 days a year to expert nurses. The program is designed to help employers keep their team healthy and productive.

"An early advantage associated with the organizational alignment of Mitchell | Genex | Coventry is the integration of our two nurse triage programs," Helen Froehlich, Senior Vice President Utilization Management. "The strength and depth of expertise from these programs provide significant value to our customers through ClinicalCare24."

ClinicalCare24's triage process is easy to use. When a workplace injury occurs, a call is placed to the program's toll-free number. All calls are received by registered nurses (RNs) with current licensure and at least three years' recent clinical experience in a related field. Through a series of questions, a nurse assesses the injury and determines if it necessitates treatment or can be treated through self-care. In non-emergency situations, the nurse can recommend a plan of action ranging from simple first-aid, self-care instructions to being seen by a provider.

If the employee chooses self-care, which occurs in most cases, the nurse provides specific self-care instructions and a follow-up call or text to monitor if the condition is improving. If treatment is indicated, the employee can be referred (if jurisdictionally allowed), to a preferred provider in the employer's workers' comp network. This ensures the employee will be seen by a credentialed provider experienced in the treatment of work-related injuries.

To further meet the needs of employees, ClinicalCare24 is staffed by bilingual nurses and also supported by interpreters for non-English-speaking callers, as well as access to relay services for employees with hearing impairments, as part of the standard service.

“When workplace injuries occur, having a nurse available who speaks the same language as the employee goes a long way in establishing trust,” said Jennifer Stephens, Director, ClinicalCare24. “If that trust doesn’t begin during the onset, the employee can easily veer off course. This program helps employees recognize that their employer is invested in their wellbeing.”

Employers who have implemented nurse triage programs have seen significant decreases in the number of medical and indemnity claims and in workers’ comp-related medical costs. Employers interested in ClinicalCare24, can contact Tammy Bradly, Senior Director, Clinical Product Marketing, at tlbradly@cvty.us.com or 205-382-7691, for more information.

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## About Enlyte

Enlyte (www.enlyte.com) is the parent brand of Mitchell | Genex | Coventry, a leader in cost-containment technology, independent medical exams (IME), provider and specialty networks, case management services, pharmacy benefit and disability management. The three businesses have recently aligned their joint industry expertise and advanced technology solutions into a combined organization of nearly 6,000 associates committed to simplifying and optimizing property, casualty and disability claims processes and services.

## About Genex Services

Genex Services (www.genexservices.com) provides best-in-class clinical solutions that enable customers to transform their bottom lines while enhancing the lives of injured and disabled workers. Genex, a clinical management leader throughout North America, serves the top underwriters of workers’ compensation, automobile, disability insurance, third-party administrators and a significant number of Fortune 500 employers. In addition, Genex clinical services are enhanced by intelligent systems and 360-degree data analysis. Its clinical expertise consistently drives superior results related to medical, wage loss, and productivity costs associated with claims in the workers’ compensation, disability, automobile, and health care systems. Genex, Mitchell, and Coventry have recently combined their joint industry expertise and advanced technology solutions into one organization to simplify and optimize property, casualty and disability claims processes and services.




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