Workers' Comp

Genex Case Management Operations Moving Forward in Texas

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Genex

Process in place to keep services in place during massive power outage

WAYNE, PA – Feb. 18, 2021 – As millions of Texans cope with significant power outages throughout the state, Genex Services, a leader in medical cost-containment and disability management services, has initiated its disaster preparedness plan to ensure coverage for the injured workers and customers we serve.

Through our case management platform, Unity, Genex is well equipped to handle unexpected situations at a moment's notice, providing the right case manager at the right time. Our emergency case management plan is as follows:

Case management: Regional case managers will manage cases telephonically until normal field operations are feasible. Our case managers across the country are also ready to assist as necessary. This remote case manager will manage the file telephonically and will continue to update all parties.

Referrals: Referrals will be handled through Genex's Central Processing Department, with a remote professional handling the referrals. If the referral is a catastrophic or emergency case, case managers will be available telephonically until it's feasible for a local field case manager to assume management of the file.

Should situations change over the next few days, Genex will continue to provide updates as they develop. In the meantime, we encourage all those in the affected areas to follow their regional disaster plans and stay safe.

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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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