Workers' Comp

Harnessing the Power of Case Management to Succeed in 2021

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As you may be aware, Mitchell, Genex 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. A key benefit is the opportunity to collaborate and share thought leadership across the organization.

A summary of trends affecting workers' comp clinical delivery for 2021

The past year upended many of the longstanding practices in workers' comp case management. The coronavirus pandemic shuttered businesses, closed provider offices, delayed treatments, postponed surgeries, and brought telemedicine and telehealth front and center. It permeated all aspects of our industry and our lives, both at work and home.

Issues such as opioids and mental health remained at the forefront of the workers' comp industry in 2020. COVID-19, the disease caused by the virus, exacerbated the severity of these and other challenges and underscored the importance of focusing on advocacy and engagement to connect with injured employees. The pandemic will continue to magnify such issues as we enter the new year, and, as a result, these trends will persist into 2021. Others will emerge with new significance and impact on the workers' comp industry. The most pressing are listing in the graphic below.

Dive deeper

The recent whitepaper, "Harnessing the Power of Case Management to Succeed in the Year Ahead," spotlights these six trends and discusses how payors and employers can successfully address these challenges while managing return-to-work outcomes and keeping workers' comp costs in line. Learn more by reading the full whitepaper here.

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