



[Workers' Comp](#)

# Moving claims forward during COVID-19 - Guidelines

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In the face of a crisis, the workers' comp community has historically pulled together to overcome whatever obstacle that's come our way. Though the COVID-19 pandemic has presented us with a similar challenge, rest assured that your partners at Genex Services are prepared to meet the needs of your workers' comp program and your injured employees.

For this reason, we've developed a weekly series called "Genex Works: Moving claims forward during COVID-19," that is designed to provide you with updates on how Genex is working with companies like yours to continue claims progression during this unprecedented time. We hope this series helps you better address claims challenges due to COVID-19 and provides continual assurance that your injured employees are receiving the services they need during this crisis.

Today we introduce you to Mariellen Blue, Director, Product Management, who shares how Genex has been proactively preparing for the spread of the coronavirus through development of our COVID-19 clinical guidelines.

## **Staying One Step Ahead of COVID-19: Proprietary Clinical Guidelines**

As the world struggles to meet the demands of the COVID-19 pandemic, Team Genex has been working diligently for months to ensure our case managers and customers have the tools needed to keep injured employees healthy and ensure claims continue to progress in the face of the current situation.

The day after the World Health Organization (WHO) declared the COVID-19 outbreak a public health emergency of international concern, our Clinical Guidelines Team, under the leadership of Leanne Bronold, Clinical Guidelines Manager, immediately began working on a coronavirus guideline specific to directing the care and treatment of injured employees.

The guideline was published in under two weeks, and since then our team has been monitoring and updating it as new clinical information becomes available. Our proprietary 16-page, extensive COVID treatment guidance tool is uniquely designed for workers' compensation. It incorporates extensive materials from expert sources such as the CDC and WHO and provides complete diagnostic and treatment protocols, duration of treatment timelines, DME suggestions and red flags to look for that may delay return to work.

Armed with this one-of-a-kind guideline, our nurse case managers have an exceptional resource at their disposal to meet this crisis and ensure injured employees entrusted in their care get the services they need.

The guideline has also been used as a foundation for our internal training and recommendations to our case management and utilization review staff. Customers who have purchased our clinical guidelines have access to the complete coronavirus/COVID-19 Guidelines Tool. All customers who use the Genex customer portal also have access to the shorter version of the guideline for easy reference.

Genex is committed to ensuring that your injured employees receive the best care to help them not only return to work, but remain healthy during this crisis.

**For further questions on how Genex is moving your claims forward, contact your account manager.**



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