Workers' Comp

Genex's Sue Ann Knoblauch Wins Platinum Award for Case Management

May 16, 2018
3 MIN READ

Two additional Genex case managers recognized as finalists

WAYNE, PA – May 17, 2018 – Genex Services' case manager **Sue Ann Knoblauch, RN, BSN, CCM, CNLCP, MSCC**, has been recognized as one of the top case managers in the country after recently winning the **Platinum Award for Workers' Compensation Case Management**. Genex Services is one of the nation's largest providers of managed care services to the **workers' compensation, disability,** and **automobile insurance** markets.

The Platinum Awards Program is designed to recognize leaders in case management who are improving the delivery of care in the areas they serve. Processes such as transition of care, disease management, behavioral health and other creative strategies are making a difference as the industry works to improve quality of care, while at the same time lowering health care costs, officials said.



Knoblauch, a case manager at Genex's San Antonio branch, won for helping an employee who sustained a serious leg-crush injury avoid a lower extremity amputation and return to work. Knoblauch sourced the best physicians in collaboration with the injured employee, educating and advocating for him to make his own health decisions. He chose to have the knee fusion procedure done as his best chance to increase function and decrease pain. The injured employee was also coping with a history of substance abuse and pre-existing psychological issues. He would often refuse treatment, so Knoblauch established behavioral boundaries that facilitated appropriate care and services in a timely and cost-effective manner, redirecting his behavior into positive needs requests. Since the man had no personal health plan and his mental health treatment wasn't covered under the claim, Knoblauch obtained services through state and federal funding agencies. During this process, she worked with the employer and physicians to obtain a release to transitional duty work. When such a job could not be accommodated with his employer, Knoblauch worked with a local food bank to find a suitable position that fit his abilities. This provided the injured worker

with a sense of purpose while he also attended physical therapy for continued improvement.

Two additional Genex case managers, Kristy Glavan, RN, CCM, Northern California branch, and Lisa Armstrong, BSN, CRRN, RN-BC, Pennsylvania, were also recognized as Platinum Award finalists in this year's contest.

###

About Genex Services, LLC
Genex Services (www.genexservices.com) is the trusted provider of managed care services enabling clients to transform their bottom lines while enhancing the lives of injured and disabled workers. Genex is a managed care leader with more than 2,900 employees and 41 service locations throughout North America. The company serves the top underwriters of workers' compensation, automobile, disability insurance, third-party administrators and a significant number of Fortune 500 employers. In addition, Genex is the only company that delivers high-quality clinical services enhanced by intelligent systems and 360-degree data analysis. The company 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.



©2022 Enlyte Group, LLC.

mitchell | genex | coventry