



# Physician Advisor Services



Genex has provided prospective, concurrent, and retrospective physician advisor review throughout our history. Our physician advisors utilize the Genex Case Management System (CMS), the same system used by our case managers, utilization review nurses, and customers, seamlessly linking all clinical resources.

## Genex's physician advisor services include:

- › Initial and appeal certification review
- › Complex medical records file review
- › Clinical and disability/RTW consultations
- › Impairment rating review

## Staff

Genex has seven board-certified physicians on staff and 70 contracted physicians nationally with specialties tailored to meet the following types of disability management needs:

- › Orthopedic (spine, hand, and foot sub specialties)
- › Occupational medicine
- › Internal medicine
- › Physical medicine and rehabilitation
- › Emergency medicine
- › Psychiatric
- › Chiropractic
- › Pain management

Additionally, we have access to over 500 external physicians nationwide, all of whom are credentialed through a professional credentialing organization. All of our physicians are based in the United States.

## Review process

Cases are assigned to physician advisors of the same or similar specialty as the provider who managed the medical condition, procedure, or treatment in question. The requesting physician is provided an opportunity to hold a peer-to-peer discussion with the Genex physician advisor before we render a final determination.

## Defensible decisions

All review decisions leverage evidence-based practice guidelines. Less than one percent of reviews are overturned upon appeal unless additional information is received.