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Genex's Catastrophic Injury Management and Crisis Response Program Brings Together Two Leading Programs in Case Management Excellence

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WAYNE, PA – April 11, 2022 – When a catastrophic event occurs in the workplace, it is critical to have reliable resources available to care for those with physical injuries as well as those who have witnessed the traumatic event.

That is why Genex's [Catastrophic Injury Management and Crisis Response programs](#) are critical to addressing both the physical as well as mental needs of affected employees. The program combines the best of two industry-leading catastrophic care programs, Coventry and Genex, under their parent brand, Enlyte, to enable immediate response when critical events occur in the workplace.

“An early advantage associated with the organizational alignment of Genex and Coventry is the integration of our two catastrophic programs,” said Tim Howard, Senior Vice President, Field Case Management. “The combined programs enable us to provide 870 catastrophic case managers nationally, led by a tenured management team with decades of clinical expertise. In addition, the Crisis Response program is an excellent complement to our catastrophic program.”

When a critical workplace accident occurs, Genex is available 24 hours a day, 365 days a year, to receive calls and deploy a catastrophic triage team to complete an onsite assessment and assign appropriate onsite catastrophic case managers to the scene. Genex has assisted in managing care for those affected by catastrophic incidents including helicopter crashes, train derailments, severe automobile accidents and natural disasters.

When an incident occurs, Genex catastrophic case managers arrive within hours and coordinate with employers or other designated oversight agencies to assist in the emergency response plan. This type of response requires frequent strategic communication and reporting channels to ensure timely provision of services and updates to involved parties. Case managers remain with injured employees and their families throughout their recovery, coordinating care, navigating complex health systems, and advocating for the injured employee, all while providing ongoing support during what could be a highly involved recovery.

Traumatic workplace events often cause ripple effects also affecting those not physically injured but who have witnessed them. Unfortunately, the post-traumatic stress and mental hardships these individuals experience are

often overlooked. Crisis intervention addresses the needs of those exposed to a critical event, with the goal of mitigating the effects of the incident and assisting employees in recovering as quickly as possible.

Often referred to as psychological first aid, crisis intervention can be administered with small groups (e.g., debriefings) or with individuals to provide support and resources to help them cope with anxiety, depression and post-traumatic stress disorder to accelerate recovery. Doing so is not only the right thing to do but can also mitigate losses to productivity at an individual and organizational level.

“Catastrophic injury management and crisis response services complement one another and ensure we are managing care for both the physically injured and those who may be suffering emotionally” said Tammy Bradley, Enlyte Senior Director, Clinical Product Marketing. “Our expertise in catastrophic injury management and crisis response comes from many years of managing high-risk claims and helping individuals on their journey to recovery and optimal function.”

Customers interested in learning more about Genex catastrophic case management programs may contact Tammy Bradley, Senior Director, Clinical Product Marketing, at tammy.bradly@enlyte.com or 205-382-7691, for more information.

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 employees. Genex, a clinical management leader throughout North America, serves top underwriters of employees’ 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 employees’ 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.

About Enlyte

Enlyte (www.enlyte.com) is the parent brand of Mitchell | Genex | Coventry, a leader in cost - containment technology, independent medical exams (IME), provider and specialty networks, case management services, pharmacy benefit and disability management. The three businesses have recently aligned their joint industry expertise and advanced technology solutions into a combined organization of nearly 6,000 associates committed to simplifying and optimizing property, casualty and disability claims processes and services.



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