



# Disability Services

Social Security Representation Services

Medical and Vocational Case Management



# The Genex Difference

Genex's Disability Services' award-winning reputation for disability case management is based on a high level of knowledge and expertise that helps companies reduce claims liability and contain disability costs. We are the only national case management company that offers both disability case management and Social Security representation services, ensuring that your cases are managed appropriately and effectively to achieve the best outcomes and reduce overall costs.

## Social Security Representation Services

Genex's Social Security Representation Services help companies realize faster offsets, improve overpayment recovery, and reduce claims liability while ensuring claimants receive superior customer service and guidance. We provide representation throughout the Social Security process, starting with focused early intervention to ensure the majority of cases are won without a hearing. Our overpayment recovery service ensures a consistently high return to our customers. Genex also offers free Medicare counseling to ensure claimants understand their options and choices related to appropriate future medical coverage.

### Nationwide Representation

Contain disability costs while improving services to your claimants with representation of cases throughout all steps of the appeal process. Our attorney model provides experienced representation and visibility in all Social Security offices throughout the United States and Puerto Rico.

### Early Intervention

Our team of Social Security lawyers and specialized claims staff takes early intervention action to help you realize faster offsets and reduce claims liability. We are constantly improving our strategy, continuing to decrease the time to award. Genex's focus on early intervention action has proven results. On average, 80% of cases are awarded without having to go to a hearing, resulting in improved days to award and smaller overpayments.

### Medicare Planning and Counseling

Genex provides a comprehensive review of the individual's circumstances to help select the best plan for Medicare and insurance options. With no administrative burden on you, we ensure your employees receive appropriate coverage that is tailored to their treatment profile and financial needs.

### Key Features

- › Overall 97% award rate
- › 80% of cases awarded with no need for hearing
- › Overpayment recovery assistance
- › Accelerated medical development
- › Same-day electronic case filing
- › Reduced waiting periods
- › Real-time access to status updates
- › Sustaining member NOSSCR and NADR
- › Social Security Advisory Board participant

# Disability Case Management Services

## Disability Case Management Expertise

As the most experienced case management company in the nation, we provide a full range of field and telephonic case management services to help you effectively manage your disability claims to optimal outcomes. Genex's specialized Disability Case Management gives you needed transparency into a claim to ensure it is being managed on the right path with a focus on accelerated return to work and expense control. Our staff provides clinical confirmations of impairment, validates restrictions and limitations against benchmark disability durations, and acts as patient advocates to accelerate return to work.

## Specialized Onsite Capabilities

Supplement your employee benefit management of claims and reduce your administrative costs by leveraging onsite vocational and medical disability case management expertise. Furthermore, onsite ergonomic specialists can evaluate and provide solutions for modifying the job site to enable safe and sustained return to work.

## Customized Disability Claims Management Programs

Genex delivers program resources tailored to your company's needs and preferences. Our expert consultants take a complete look at your company to customize your program design and provide the most appropriate level of intervention to reduce claims costs and increase employee and employer satisfaction.

## Key Features

- › Disability assessment
- › Vocational assessment
- › Ergonomic consulting and job accommodation
- › Forensic-level transferable skills analysis and labor market surveys
- › Job-seeking skill training
- › Job development and placement
- › Medical support for FMLA
- › Outsources, in-house, or hybrid resources
- › Consulting for all STD and LTD support needs



# Our Mission

To provide exceptional health care and disability management solutions to our customers, to be a strategically important business partner, and through our competitive spirit and unsurpassed delivery of innovative services, to create a brighter future for those we serve.



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& WORKERS'  
COMPENSATION  
UTILIZATION MANAGEMENT