genex
AN ENLYTE COMPANY

Genex **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.

Superior 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 over payments.

Overpayment Recovery Services

Our overpayment recovery service ensures a consistently high return to our customers. Genex's claimant participation rates and successful recovery rates are well above industry standards due to our continued customer education regarding their LTD obligations and our overpayment recovery services.

Acceptance rate: 97%

Conversion rate: 95%

Initial award rate: 65%

Awards with no hearing: 80%

Overall award rate: 96%

Key Features

- Enhanced technology
  - » Smart Score predictive analytics
  - » Bot automation
  - » 24/7 access to Genna, the Social Security virtual agent
  - » Real-time access to status updates
- Staff attorneys in addition to extensive independent local council network
- Superior customer experience