

Service Guarantee

- Genex will contact the employer, injured worker, and medical provider within 24 hours of receipt of a claim
- Genex will quickly and efficiently report claims to the BWC
- Genex will process the medical bills of injured workers quickly and accurately applying state fee schedule and any network provider discounts
- Genex will keep employers, injured workers, and medical providers informed on claim activity, every step of the way
- Genex will meet or exceed all BWC service benchmarks
- Genex will staff the MCO with knowledgeable, professional, and service-oriented managed care experts
- Genex will use our 30 years of disability management experience to maintain a program that focuses on the highest quality MCO services
- Genex will maintain an aggressive quality assurance program designed to continually explore ways to expand and improve the delivery of MCO services
- Genex will make an employer specific Case Management Team assignment to insure all claims will be handled by the same staff members
- Genex will assist employers with all aspects of the MCO program including employee education, claim summary data, provider network customization, injury data trend analysis, and any other matters of importance to the employer
- Genex will provide written statement of Release from MCO Assignment to any employer that is not 100% satisfied with our services