



# Catastrophic Injury Management





Genex manages more than  
1,200 catastrophic cases annually

## Specialized Service. Anytime. Anywhere.

Catastrophic injuries present immediate and long-term cost risks for a business. Without proper management, recovery can be prolonged and costs can increase exponentially. Genex offers a specialized Catastrophic Injury Management Program that mitigates these risks with nationwide expert CAT nurse case managers who have local knowledge, relationships and access to regional trauma centers and centers of excellence.

Our expertise in catastrophic case management comes from many years of managing high-risk claims. We customize our cost-effective program to fit your business's needs. Only Genex gives you nationwide access to highly-trained and experienced catastrophic case managers who utilize best practices and industry and proprietary guidelines to deliver the best outcomes.

### Catastrophic injuries requiring emergent care and potential for sub-acute care:

- › Spinal cord injury
- › Traumatic brain injury (closed)
- › Head injury (open)
- › Burns (life threatening):  
electrical, thermal or chemical
- › Electrical shock, including  
lightning injury
- › Traumatic eye injury or other  
sensory deficits
- › Crush injuries
- › Gunshot wounds
- › Multiple trauma
- › Traumatic amputation of limb
- › Occupational radiation or  
chemical exposure
- › Fall from height/ladder

# Features

## Highest-quality service

- › Proprietary best practices drive best solutions for catastrophic cases
- › Dedicated catastrophic injury management oversight
- › Critical pathways for recovery ensure efficient and appropriate medical care

## Nationwide access, 24/7 availability


- › Nationwide access to highly-experienced catastrophic case managers
- › 24/7 referrals receive a live answer and same-day catastrophic case manager dispatch to trauma center
- › Assessment of severity of injury and appropriateness of transfer to level I-II trauma center and center of excellence
- › Detailed communication and reporting provided to all parties in a timely manner
- › Written reporting of complete status update occurs immediately following each visit, with formal reporting every two weeks

## Specialized expertise

- › Stringent catastrophic case manager requirements
- › Extensive experience managing catastrophic claims
- › Proprietary catastrophic injury management training
- › National certification or eligibility in case management or rehabilitation (CCM, CRRN)
- › Established relationships with leading centers of excellence and regional trauma centers

## How it works

A catastrophic supervisor coordinates a telephonic assessment while dispatching a catastrophic case manager to the trauma center or facility to ensure a swift onsite assessment and report to the customer. Our catastrophic case managers ensure appropriate and timely care for the injured worker, while providing support and guidance to the patient and family throughout the treatment and recovery process.



For immediate  
catastrophic response  
call 877.391.2255, 24/7

## 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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