



Keeping Claims on Track During COVID-19

Helen Froehlich, CRC | Senior VP, Utilization Management

Mariellen Blue, RN, CCM | National Director of Case Management Services

Bobbie Doyle, RN, BSN, CCM | Case Management Regional Director

Moderated by Tom Kerr, Director of Communications



Today's Webinar Panel



Helen Froehlich, CRC

Senior VP, Utilization
Management



Mariellen Blue, RN, CCM

National Director of
Case Management
Services



Bobbie Doyle, RN, BSN, CCM

Case Management
Regional Director



Tom Kerr

Director of
Communications



Helen Froehlich, CRC

How has the role of case managers shifted since the COVID-19 pandemic began?



Mariellen Blue, RN, CCM

How are field case managers handling claims while adhering to social distancing policies and regulations?



Mariellen Blue, RN, CCM

How does telehealth fit
into the new considerations
field case managers are facing?



Helen Froehlich, CRC

How has the telephonic case management role been adapted to meet COVID-19?



Bobbie Doyle, RN, BSN, CCM

How have field and telephonic case managers adapted their roles to best serve injured employees during COVID-19?



Bobbie Doyle, RN, BSN, CCM

Are there any other new or adaptive things case managers are doing to support injured employees during this time?



Mariellen Blue, RN, CCM

What does case management intervention look like for a COVID-19 positive claim?

Questions and Answers

Still have questions?
Email marketing@genexservices.com



Thanks for joining us!

Stay safe!