



# STD/LTD Case Management Services



For over 30 years, Genex has been the recognized industry leader for managing disabilities. Based on our experience, we know which conditions will benefit from traditional case management, which may need more intense services, and which require only targeted task intervention. Our highly credentialed national network of case managers provides an unmatched level of knowledge and experience.

## Solutions for all your case management needs

No matter what your specific case management needs may be — clinical, return-to-work, or vocational rehabilitation — Genex has the solution. Genex's full range of services, custom delivery options, and network of skilled professionals help you effectively manage each disability claim to its optimal outcome. Our nationally-recognized case management practices have been validated over time and are supported by superior clinical and duration guidelines, as well as integrated systems capabilities.

## Look to the leader for maximum impact

Your claims need focused solutions supported by experts — and who better to handle your disability claims than Genex, the industry leader? Whether you have a clinical, return-to-work, or vocational rehabilitation case; rely on our experienced staff and integrated systems. Our specialty case management and targeted task services provide the most appropriate level of intervention to reduce claims costs and increase employee and employer satisfaction.

## Targeted task interventions

**Disability Assessment** — Includes a visit with the claimant and the provider to review the relevant medical information and clarify the diagnosis and treatment plan within the context of their impact upon the employee's anticipated recovery and return-to-work. All findings are documented in a comprehensive report.

**Vocational Assessment** — Includes an onsite interview with the employee to accumulate a summary of his or her education, interests, work history, physical capacity for work, job readiness, and motivation. A comprehensive plan is formulated based upon analysis of transferable skills to outline goals for return to work. Findings and recommendations are documented in a comprehensive vocational report.

**Job Analysis** — Includes a work site visit to complete one to four job analyses. The job analysis is a delineation of the various components of the job the employee performed and/or job(s) that may be considered as alternative return-to-work options. The physical and cognitive requirements of the work are analyzed.

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**Job Modification** — Includes altering a workplace or specific job function temporarily or permanently so that the work is compatible with the employee’s functional capabilities.

**Alternative Duty** — Includes working with the existing employer to identify suitable work, compatible with the employee’s physical capabilities and transferable skills, to create an employment opportunity within the same company. This can include a light-duty position. The alternative or light-duty job can be permanent or transitional.

**Transferable Skills Analysis** — Includes an automated transferable skills analysis. This analysis yields a comprehensive summary of an employee’s residual functional capacity, educational and vocational history, and a worker traits evaluation.

**Labor Market Survey** — Determines the employment opportunities associated with a particular job goal within a defined geographic area. The survey serves three purposes: first, to document the feasibility of the vocational goal(s); second, to document the openings and hiring trends for targeted jobs within the employee’s local labor market; third, to confirm the claimant’s reemployment potential. Typically, the specialist locates five to ten suitable jobs, pending specific claim strategy and customer requirements. The service includes a summary report.

**Job Goal Identification and Return-to-Work (RTW) Plan** — Includes visit(s) with the employee to establish a realistic and appropriate job goal. During visit(s) with the employee, the vocational specialist reviews all findings from the vocational assessment, transferable skill analysis, or vocational testing to establish job goal(s) and RTW objectives. This service can proceed to job placement activities.

**Job Seeking Skill Training** — Assesses the claimant’s job-seeking skills to determine if he/she is ready to seek employment effectively. Such skills include finding sources for job leads, developing resumes, handling an interview, and completing job applications.

**Job Development and Placement** — Finds and follows up with potential employers to locate available positions that accommodate the employee’s physical capacity for work within the defined level of skill. The vocational specialist communicates all appropriate opportunities to the employee, while supporting the employee’s personal job search.

**Training Program Coordination** — Assumes testing completed, transferable skill analysis completed, and job goal identified. Involves identification of one or two qualified training facilities. Secures cost (tuition) and time frame and assesses access to transportation (considering claimant’s physical capabilities).

