



GENEX PROVIDER PATHWAY USER GUIDE APRIL 2022

USER REFERENCE GUIDE

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OVERVIEW

Please send any comments, suggestions, and corrections to:
Genex Network Management
440 E. Swedesford Road
Suite 1000
Wayne, PA 19087

GenexProviderPathway@genexservices.com

*To protect the privacy of our customers, patients, and providers, all screen illustrations show fictional data.

WHAT IS GENEX PROVIDER PATHWAY?

Genex Provider Pathway is an advanced, web-based provider access tool that allows users to quickly and easily identify the closest in-network provider to a particular address.

What Are the Benefits?

- Tab-based menu for easy navigation
- Sort results by distance, name, or specialty
- Simplified specialty searches with pre-defined specialty categories
- View provider results as a list or map
- Verified data logic for panel card production
- Send individual provider information to a mobile phone directly from search results
- Produce and send driving directions to a mobile phone directly from search results
- Select or de-select specific providers for panel card and directory production
- Ability to create a single panel card or panel cards for multiple locations
- State-compliant panel card formats
- Panel card output in English and Spanish
- Panel card projects for up to two years for easy retrieval, editing, or re-printing
- Electronically send panel card and directory outputs
- Online submission of provider information concerns
- Make tier changes and rank providers on the returned search results page. This allows the user to move a provider UP or DOWN per customer preference

GENEX PROVIDER PATHWAY ICONS

	<p>Contact card: links to provider info page</p>			<p>Provider appears on previous panel</p>
	<p>Provider has been verified (hover over to see the date)</p>			<p>Envelope: notify network of provider information change</p>
	<p>User submitted provider verifications (green checkmark for positive verifications, red x for negative, question mark for none). Click to bring up window to verify info</p>			<p>Previous network notification exists (within 6 months or client-defined threshold)</p>
	<p>Comments: user submitted provider notes (blue if notes already exist, gray if none/none approved)</p>			<p>Suppress/unsuppress provider</p>
	<p>Genex icon to identify Genex preferred providers</p>			<p>Re-order providers on a panel</p>
	<p>Provider satisfaction survey</p>			<p>Customer preferred icon customer tier changes up/down</p>

ACCESSING THE CHANNELING SITE

- > Go to the following Internet address (URL): www.genexservices.com
- > Click Find a Provider/Genex Provider Pathway

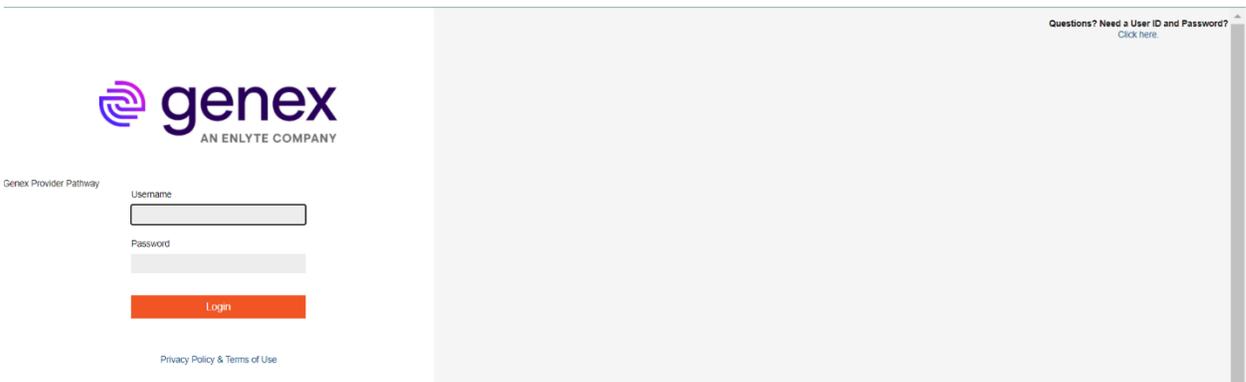


Contact Us Careers Refer a Case Refer an IME [Find a Provider](#) 
[Solutions](#) [Insights](#) [Adjuster Tools](#) [Client Tools](#) [About Genex](#)

P&C INDUSTRY LEADERS

Helping Injured Employees Get Better, Faster

- > Enter Username: **WCC**
- > Enter Password: **Claims**



The login screen is password protected.

Contact your account manager for the appropriate information

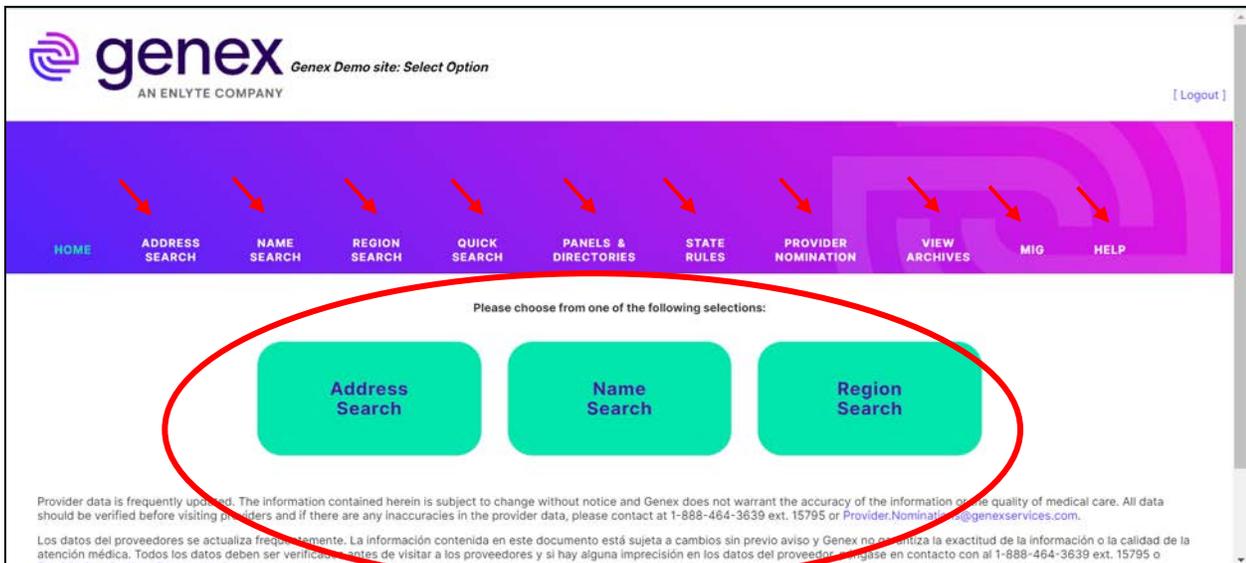
HOME TAB

The home page is the first screen upon entry to the site.

To start using the site:

- > Click once on one of the Navigation buttons (circled in red).
- OR
- > Click once on one of the tabs across the top of the page (arrows in red).

When you hover your cursor over each tab, a description will appear that explains the function of each tab.



Once in the site, you will be able to perform any of the following:

- > **Address Search:** Search for providers closest to an address.
- > **Name Search:** Search for providers by their name (individual or group) or phone number.
- > **Region Search:** Search for providers in geographic regions, such as city, county, zip code.
- > **Quick Search:** Search using a limited number of specialties for providers who provide initial treatment of WC injuries only to a maximum radius of 30 miles from an address. Creates output to a custom panel card or directory, map listing, or Excel spreadsheet.
- > **Panels and Directories:** Create a single or batch panel card, directory, or Excel Spreadsheet using preformatted criteria that adheres to state specific rules. Excel spreadsheets can be uploaded on this tab.
- > **State Rules:** View requirements for each state.
- > **Provider Nominations:** Submit information to nominate out-of-network providers.
- > **View Archives:** Search for previously generated directories, panel cards, and other information.
- > **Help:** Tutorial on how the channeling site works, including screen shots.
- > **Email Search Results:** After performing a search, email the results.
- > **Get Provider Information, Map, and Driving Directions:** By using the search results generated by the online channeling tool, you can view a map and detailed driving directions to a selected provider or clinic/hospital. The provider information, map, and driving directions can then be emailed or sent to a mobile phone directly from the online channeling tool. If sent via mobile phone, the user's mapping app will open up and give detailed driving directions to the selected provider.
- > **Texting Provider Information to Mobile Phone:** After performing a search, text directions or provider information to a mobile phone.

ADDRESS SEARCH

The Address Search tab allows for a search to be based from a specific address. This is the main lookup screen for the online channeling tool.

How to use:

- › Click once on the *Address Search* navigation tab
- › Enter the starting address in the *Address, City, State* and/or *zip* fields
- › Select the appropriate network from the *Networks* drop-down box (if applicable)
- › If you are in a certified plan, such as an MPN, MCO or HCN, you will see a drop-down listing for these networks, such as CA MPN, CT MCO, TX HCN
- › In non-certified states, you will use the *Genex PPO Network* default which displays the providers in the standard network offering for each state
- › Select the *Search Distance* or leave default
- › Select the *Sort Results By* or leave default
- › Select the *Providers Per Page* or leave default and then click *Continue*
- › Select the appropriate *Provider Type* and *Specialties* to minimize search time
- › Click on as many specialties as you would like to access
- › Click *Refresh Provider Count* to view counts of each specialty listed within the search criteria entered
- › Click the *Find Providers* button

The screenshot shows the 'ADDRESS SEARCH' tab selected in the navigation bar. Below the navigation bar, there are input fields for 'Address', 'City', 'State', and 'Zip'. A red error message states: 'You must enter a valid zip code or city and state.' Below these fields is a 'Networks' dropdown menu. Further down are radio buttons for 'Search Distance (miles):' with options 1, 2, 5 (selected), 10, 25, 50, 75, and 100. There are also radio buttons for 'Sort Results By:' with options Distance (selected), Name, and Specialty. Below that are radio buttons for 'Providers per Page:' with options 10, 25 (selected), 50, 100, and 250. A section titled 'Select Provider Type/Specialty' includes a note: 'If you don't select a type or specialty, you will get all providers. Hold the CTRL key down to select multiple elements with the mouse.' This section contains two scrollable lists: 'Provider Types' (Initial Care, Telemedicine, General Medicine, Hospitals, Physical Medicine & Rehabilitation, Orthopedics, Surgery, Chiropractic Medicine) and 'Specialties' (Acupuncture, Aerospace Medicine, Allergy and Immunology, Ambulatory Surgery Center (Foot), Ambulatory Surgery Center, Anesthesiology/Pain Management, Anesthesiology, Audiology). At the bottom of the form are three buttons: 'Find Providers', 'Display Provider Count', and 'New Search'.

IMPORTANT NOTE

It is important to use addresses that are as complete and accurate as possible. P.O. Boxes and vague addresses will return less accurate results than a complete street address. However, the site will work using only a city name or a zip code. In those cases, search results will be generated using the approximate center of the city or zip code area.

Search Results Screen

The results page summarizes the search criteria, total number of providers found within selected mileage and panel card instructions.

Features:

- > Skip through multiple pages to view results
- > Create directories, map listings, panels, and Excel spreadsheets
- > View search results as a listing or map view
- > Click on *Provider Name* link to view additional information about the provider and additional features
- > Submit provider updates directly to Genex for changes and updates

You Searched For: 440 E Swedesford Rd, Ste 1000
Wayne, PA 19087

We Found: 30 providers found within 10 miles.

Select: **This Page** None Create: **Directory** Map Listing Panel Excel View: **List** Map

<input type="checkbox"/>	Provider	Address	Miles ▲	Phone	Specialty	☆	📄	👤	🗺️	📧	⌵	⌶	⌴
<input type="checkbox"/>	 Concentra Telemedicine	*Available Statewide PA Patient access: www.concentratelemed.com Employer resources: www.concentra.com/telemedicine	n/a	855-835-6337	Initial Care - Telemedicine Telemedicine	☆	📄	👤	🗺️	📧	⌵	⌶	⌴
<input type="checkbox"/>	 Concentra Medical Center	850 Germantown Pike Plymouth Meeting, PA 19462 www.concentratelemed.com	8.52	610-275-3884	Occupational Medicine Occupational Medicine Clinic Urgent Care Clinic Walk-In Clinic	☆	📄	👤	🗺️	📧	⌵	⌶	⌴
<input type="checkbox"/>	 Hennelly, Michael M. Concentra Medical Center	850 Germantown Pike Plymouth Meeting, PA 19462	8.52	610-275-3884	Occupational Medicine	☆	📄	👤	🗺️	📧	⌵	⌶	⌴
<input type="checkbox"/>	 Wolfe, Ronald D. Concentra Medical Center	850 Germantown Pike Plymouth Meeting, PA 19462	8.52	610-275-3884	Occupational Medicine	☆	📄	👤	🗺️	📧	⌵	⌶	⌴

NAME SEARCH

The Name Search tab allows for a specific provider or group/facility to be looked up by name or phone number.

How to use:

- > Click on the *Name Search* navigation tab
- > Enter the *Provider name, Group name, Tax Identification Number (TIN), or Phone Number*
- > Select your *Provider State*
- > Select *Sort by* or leave default
- > Select *Providers Per Page* or leave default
- > Click *Find Providers*

HOME ADDRESS SEARCH **NAME SEARCH** REGION SEARCH QUICK SEARCH PANELS & DIRECTORIES STATE RULES PROVIDER NOMINATION VIEW ARCHIVES MIG

Searching for common words may be slow - (Wildcard Help)

Provider Name

Group Affiliation

Phone

TIN

National Provider Identifier

State

City

County

Networks:

Sort Results By: Name Address Specialty

Providers per Page: 10 25 50 100 250

[Find Providers](#) [New Search](#)

IMPORTANT NOTE

To improve chances of a match, enter the provider's name or group/facility name in the *Provider Name AND Group Name* fields.

Search Results Screen

The results page summarizes the search criteria and total number of providers found.

You Searched For

Provider Name: PAOLI HOSPITAL
 Group Affiliation: PAOLI HOSPITAL
 State: PA

We Found

13 providers matching your search criteria.

Select: This Page None Create: Directory Map Listing Panel Excel View: List Map

<input type="checkbox"/>	Provider ▲	Address	Phone	Specialty	☆ ⓧ ⓧ ? 🗺️ 👤 ✉️ ⚠️ ⌵
<input type="checkbox"/>	📍 Paoli Memorial Hospital	255 W Lancaster Ave Paoli, PA 19301	484-565-1000	Hospital Radiology: CT Scan Radiology: Diagnostic Radiology: Mammography Ultrasound Urgent Care Clinic	☆ ⓧ ⓧ ? 🗺️ ✉️ ⌵
<input type="checkbox"/>	👤 Szarka, Christine E., MD Main Line HealthCare-Hematology Oncology Associates Pain and Palliative Care at Paoli Hospital	255 W Lancaster Ave Paoli, PA 19301	484-565-1600	Internal Medicine	☆ ⓧ ⓧ ? 🗺️ ✉️ ⌵
<input type="checkbox"/>	👤 Avellino, Cynthia W., CRNP Main Line HealthCare-Hematology Oncology Associates Pain and Palliative Care at Paoli Hospital	255 W Lancaster Ave Paoli, PA 19301	484-565-1600	Nurse Practitioner	☆ ⓧ ⓧ ? 🗺️ ✉️ ⌵
<input type="checkbox"/>	👤 Bonella, Dawn R., CRNP Pain and Palliative Care at Paoli Hospital	255 W Lancaster Ave Paoli, PA 19301	484-337-4286	Nurse Practitioner	☆ ⓧ ⓧ ? 🗺️ ✉️ ⌵
<input type="checkbox"/>	👤 Holman, Teresa A., CRNP Pain and Palliative Care at Paoli Hospital	255 W Lancaster Ave Paoli, PA 19301	484-565-2580	Nurse Practitioner	☆ ⓧ ⓧ ? 🗺️ ✉️ ⌵
<input type="checkbox"/>	👤 Lapham, David E., MD, DO Paoli Hospital Trauma Center	225 W Lancaster Ave Mob #3 Ste 331 Paoli, PA 19301	484-527-2232	Surgery: General Surgery	☆ ⓧ ⓧ ? 🗺️ ✉️ ⌵
<input type="checkbox"/>	👤 Lerro, Desiree, DO Paoli Memorial Hospital Out Patient	491 John Young Way Exton, PA 19341	610-280-1500	Radiology: Diagnostic	☆ ⓧ ⓧ ? 🗺️ ✉️ ⌵

REGION SEARCH

The *Region Search* tab allows searches to be done by any of these different ways or a combination of them:

- > State
- > County
- > City
- > Zip code

How to use:

- > Click once on the *Region Search* navigation tab
- > Select *State*
- > Enter the search criteria (for example, state, county, city, zip code)
- > Select the *Sort Results By* **OR** leave default
- > Select the *Providers Per Page* **OR** leave default
- > To search by *Provider Type*
- > Click on as many provider types as you would like to access
- > Click on as many specialties as you would like to access
- > Click *Refresh Provider Count* to view counts of each specialty listed within the search criteria entered
- > Click the *Find Providers* button

The screenshot shows the 'REGION SEARCH' tab selected in a navigation bar. Below the navigation bar, there are several search filters: 'State', 'County', 'City', and 'Zip Code', each with a dropdown menu. A 'Networks' dropdown is also present. Under 'Sort Results By', 'County' is selected with a radio button. 'Providers per Page' has radio buttons for 10, 25 (selected), 50, 100, and 250. A section titled 'Select Provider Type/Specialty' includes a note: 'If you don't select a type or specialty, you will get all providers. Hold the CTRL key down to select multiple elements with the mouse.' Below this are two scrollable lists: 'Provider Types' (Initial Care, Telemedicine, General Medicine, Hospitals, Physical Medicine & Rehabilitation, Orthopedics, Surgery, Chiropractic Medicine) and 'Specialties' (Acupuncture, Aerospace Medicine, Allergy and Immunology, Ambulatory Surgery Center (Foot), Ambulatory Surgery Center, Anesthesiology/Pain Management, Anesthesiology, Audiology). At the bottom, there are three buttons: 'Find Providers', 'Display Provider Count', and 'New Search'.

IMPORTANT NOTE

DO NOT use this function to search for a Provider or Group Affiliation by Name. To search for a Provider or Group Affiliation by Name, use the Name Search tab.

Working with Search Results

Address Search and Quick Search have additional options to choose from.

Create a directory of some or all the search results by choosing one of the following:

- > Check the box next to the provider(s) name(s) to appear in the directory
- > Click the box titled *This Page* to include providers on current page
- > Click the box titled *All Pages* to include all providers on every page

You Searched For: 440 E Swedesford Rd, Ste 1000
Wayne, PA 19087

We Found: 30 providers found within 10 miles.

Select: **This Page** **None** Create: **Directory** **Map Listing** **Panel** **Excel** View: **List** **Map**

<input type="checkbox"/>	Provider	Address	Miles ▲	Phone	Specialty	☆	📄	📍	👤	📧	⚠️	✕	↑	↓
<input type="checkbox"/>	 Concentra Telemedicine	*Available Statewide PA Patient access: www.concentratelemed.com Employer resources: www.concentra.com/telemedicine	n/a	855-835-6337	Initial Care - Telemedicine Telemedicine	☆	📄	📍	👤	📧	⚠️	✕	↑	↓
<input type="checkbox"/>	 Concentra Medical Center	850 Germantown Pike Plymouth Meeting, PA 19462 www.concentratelemed.com	8.52	610-275-3884	Occupational Medicine Occupational Medicine Clinic Urgent Care Clinic Walk-In Clinic	☆	📄	📍	👤	📧	⚠️	✕	↑	↓
<input type="checkbox"/>	 Hennelly, Michael M. Concentra Medical Center	850 Germantown Pike Plymouth Meeting, PA 19462	8.52	610-275-3884	Occupational Medicine	☆	📄	📍	👤	📧	⚠️	✕	↑	↓
<input type="checkbox"/>	 Wolfe, Ronald D. Concentra Medical Center	850 Germantown Pike Plymouth Meeting, PA 19462	8.52	610-275-3884	Occupational Medicine	☆	📄	📍	👤	📧	⚠️	✕	↑	↓

CREATE A DIRECTORY

- > Click the *Directory* button to see a preview of the directory cover page
- > Select *Include Table of Content and/or Index*, if applicable
- > Enter the *Employer/Customer Name/Store number* in the *Name* field
 - o This is important for retrieving archived documents
- > Click *Directory* to view final formatting

Provider Directory

Below, you will see a preview of your directory cover page. (Note, final formatting is not shown here). To continue, please complete all necessary information in the entry fields below and then click on **Create Directory** at the top or bottom of the screen. In some instances, there may be no option to enter additional data.

[Create Directory](#)

Include Table of Contents (where applicable)? Include Index?

If you wish to save your document or print a prepared for, please add a name for your document:

Name Optional, use to save your Directory to archives.

Address

City, ST Zip PA

 [Upload a client logo](#)
 No file chosen

A DIRECTORY OF PARTICIPATING PROVIDERS FOR WORKERS' COMPENSATION

02/22/2022

Location
PA

Search Criteria
Name Search

Attached is a directory of physicians and medical facilities for your use in obtaining workers' compensation medical care for your employees. The physicians and medical facilities listed in this directory are independent contractors and are not the agents or employees of Genex Services, LLC. The attached physician and medical facility information is intended to assist in directing the medical care of employees with workers' compensation claims where allowed by state law. The information contained herein is subject to change without notice and Genex does not warrant the accuracy of the information or the quality of the medical care. Provider information is subject to change. When making appointments, please confirm the provider's information. Use of a network provider does not confirm or verify compensability under the Workers' Compensation Act. Your employer or your employer's claims administrator makes that determination.

CREATE A PANEL CARD

- › Check the box next to the provider(s) name(s) to appear on the placard
 - OR
- › Check the box next to *Select all providers* on the page
- › Click the *Panel* button
- › You can *Edit* the panel to update provider demographic info such as name, address, or phone number
- › You can *Remove* a provider so that it does not appear on your panel
- › You can *Add Custom Provider* to be included on the panel
 - Only in-network providers should be included on panel cards
- › Enter the *Employer/Customer Name/Store number* in the *Name* field
 - This is important for retrieving archived documents
- › Click *Approve Final Panel* to view the final formatting, (NOTE: additional fields in the **CA MPN, CO, and GA** you must enter the insurance company providing coverage for this business under Workers' Compensation Law per state rules
 - Click *OK* to Approve this change, then save or print if needed
- › If you click on the *Contact Card*, you can see the provider's details
- › If you click on the *Envelope*, you can send any provider changes directly to Genex's networks

Create Panel

Below, you will see a preview of your Panel. (Note, final formatting is not shown here.) To continue, please complete all necessary information in the entry fields below and then click on **Create Panel**.

[Create Panel](#)

If you wish to save your document or print a prepared for, please add a name for your document:

Name: Optional, use to save your Panel to archives.

Address:

City, ST Zip:

NOTICE TO EMPLOYEES

Your employer has provided for the payment of
Benefits under the Workers' Compensation Act of this State

IN CASE OF WORK-RELATED INJURY

IN THE EVENT OF AN EMERGENCY, PLEASE GO TO THE NEAREST HOSPITAL FOR TREATMENT.

• If you suffer a work-related injury, your employer or its insurance company must pay for reasonable surgical and medical services, including transportation and prosthetics, including training in their use.
• In order to ensure that your medical treatment will be paid for by your employer or the insurance company, you must immediately notify (advise) your supervisor of your injury, and be treated by one of the licensed physicians or practitioners of the healing arts listed below.

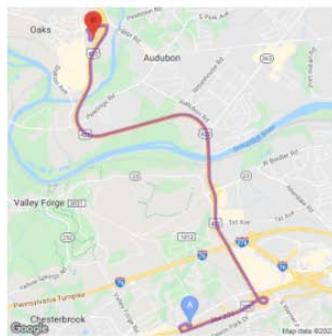
DESIGNATED PHYSICIANS
(including address, telephone number, and area of medical specialty)

<p>1. Sharky, Peter F., MD Reconstructive Orthopaedic Associates II PC General Practice 234 Mall Blvd The Atrium Bldg Ste G10 King of Prussia, PA 19406 610-755-3080, 800-321-9999 Est Dist: 1.9 mi</p> <p style="text-align: right;">Edit Replace Remove</p>	<p>2. WORKNET Occupational Medicine Occupational Medicine Clinic 170 N Henderson Rd Suite 306 King of Prussia, PA 19406 610-337-1558, 856-435-2680 Est Dist: 3.5 mi</p> <p style="text-align: right;">Edit Replace Remove</p>	<p>3. Tower Health Urgent Care Urgent Care Clinic 450 Cresson Blvd Suite 110 Oaks, PA 19456 610-728-6100 Est Dist: 4.3 mi</p> <p style="text-align: right;">Edit Replace Remove</p>
--	--	--

[Add Custom Provider](#) [Add Network Provider](#)

CREATE MAPS AND DRIVING DIRECTIONS

- > Click the provider name to get to the *Provider Information* page
- > Click on the map to get Driving Directions from the address you entered to the provider's office
- > To receive driving directions via text, enter your mobile phone number
- > Hit the *Send* button



Driving Directions

From: 440 E Swedesford Rd, Ste 1000
Wayne, PA 19087
New Start Address

To: 450 Cresson Blvd Suite 110
Oaks, PA 19456

1. Head west toward Swedesford Rd	233 ft
2. Turn right toward Swedesford Rd	249 ft
3. Turn left onto Swedesford Rd	0.1 mi
4. Turn left onto W Valley Rd	410 ft
5. Turn left to merge onto US-202 N	1.2 mi
6. Take the US-422 W exit toward Pottstown	0.6 mi
7. Continue onto US-422 W	5.2 mi
8. Take the exit toward Oaks	0.4 mi
9. Turn left onto Egypt Rd / SR 4002 / State Rte 4002	0.3 mi
10. Turn left onto Cresson Blvd	0.2 mi
11. Turn left	174 ft
12. Turn right	46 ft

Destination will be on the left
Estimated driving time: 12 minutes
8.1 mi

Text Driving Directions To Mobile Phone

Type a phone number

Print a label

SEND PROVIDER INFORMATION TO MOBILE PHONE

- > Click the provider name to get to the *Provider Information* page
- > Click on *Text Provider Info to Mobile Phone*
- > Enter your mobile phone number
- > Hit the *Send* button

ON THIS PAGE: [Provider Information](#), [Provider Comments](#), [Text Provider Information](#), [Create Letter](#), [Map](#), [Driving Directions](#)

Provider Information

Provider	Tower Health Urgent Care
Address	450 Cresson Blvd Suite 110 Oaks, PA 19456
Specialty	Urgent Care Clinic
Phone	610-728-6100
Fax	610-728-6071
Hours	Monday:9AM-9PM, Tuesday:9AM-9PM, Wednesday:9AM-9PM, Thursday:9AM-9PM, Friday:9AM-9PM
Accepting New WorkComp Patients?	Y
Accepting WorkComp Patients?	Y
Provider Type	A

Provider Comments [Submit Provider Comment](#)

This provider has no comments yet.

Text Provider Info To Mobile Phone

Type a phone number [Send](#)

I'm not a robot 

Create Letter

Nomination Form [Create](#)

 [CLICK FOR MAP + DIRECTIONS](#)

Text Provider Info To Mobile Phone

Type a phone number [Send](#)

I'm not a robot 

CREATE MAP LISTING OF PROVIDER RESULTS

- > Select up to 9 providers to include on a map listing by clicking the box to the right of the provider listing
- > Select *Map Listing*
- > If you wish to save your map listing, you must enter the information:
 - o Enter a name for this document to save into archives
 - o Prepare For (Enter the *Employer/Customer Name/Store number* in the *Name* field)
 - **This is important for retrieving archived documents**
 - o Address
 - o City, ST and Zip
- > Click *Map Listing*

Create Map Listing

To continue, please complete all necessary information in the entry fields below and then click on **Create Map Listing** at the bottom of the screen.

[Create Map Listing](#)

If you wish to save your document or print a prepared for, please add a name for your document:

Name: (Optional, use to save your Map Listing to archives)

Address:

City, ST Zip:

 Upload a client logo
 | No file chosen

[Create Map Listing](#) **Map Listing**

[Privacy Policy](#)

The map listing will display all 9 locations with a map plotting each provider location, as well as the originating search location.


Map Listing



Patient First Devon
Urgent Care Clinic
111 Lancaster Ave
Devon, PA 19333
484-881-2992
Est. Oct. 14, 2011

WORKNET Occupational Medicine
Occupational Medicine Clinic
2100 Lancaster Rd, Suite 300
King of Prussia, PA 19406
610-261-1888, 800-453-0885
Est. Dec. 27, 2011

Tower Health Urgent Care
Urgent Care Clinic
225 S. Front St, Ste 100
Conshohocken, PA 19428
484-243-8822
Est. Dec. 14, 2011

Business Health Services Inc
Occupational Medicine Clinic
2700 Chestnut Pike, Ste 101
Northbrook, PA 19401
610-279-3231
Est. Dec. 27, 2011

Tower Health Urgent Care
Urgent Care Clinic
101 W. Broad St, Suite 110
Coraopolis, PA 15065
610-268-8100
Est. Dec. 14, 2011

Concorra Medical Center
Occupational Medicine
Urgent Care Clinic
1000 E. Chester Pike
Plymouth Meeting, PA 19442
610-273-0888
Est. Dec. 8, 2011

SFC Urgent Care
Urgent Care Clinic
225 S. Front St
Conshohocken, PA 19428
610-268-4740
Est. Dec. 7, 2011

Urgent Care
Urgent Care Clinic
100 W. Chester Pike
Haverstown, PA 19033
610-464-4910
Est. Dec. 9, 2011

Genex Customer
440 E Swedesford Rd, Ste 1000
Wayne, PA 19087

GENERATE PROVIDER CHANGE E-MAILS

Use this form to report provider information concerns, such as incorrect provider address, phone number, or a provider who indicates he/she no longer accepts workers' compensation.

- > Click on *Provider Update* to get to the Provider Letter page
- > Enter appropriate information in the free-text box
- > Check the box next to the appropriate data integrity issue
- > Click Send *E-mail*

You Searched For: 440 E Swedesford Rd, Ste 1000 Wayne, PA 19087

We Found: 30 providers found within 10 miles.

Select: This Page NONE Create: Directory Map Listing Panel Excel View: List Map

<input type="checkbox"/>	Provider	Address	Miles	Phone	Specialty	☆	📧	📞	📍	📧	📞	📍	⌵
<input type="checkbox"/>	Concentra Telemedicine	*Available Statewide PA Patient access: www.concentratelemed.com Employer resources: www.concentra.com/telemedicine	n/a	855-835-6337	Initial Care - Telemedicine Telemedicine	☆	📧	📞	📍	📧	📞	📍	⌵
<input type="checkbox"/>	Concentra Medical Center	850 Germantown Pike Plymouth Meeting, PA 19462 www.concentratelemed.com	8.52	610-275-3884	Occupational Medicine Occupational Medicine Clinic Urgent Care Clinic Walk-In Clinic	☆	📧	📞	📍	📧	📞	📍	⌵
<input type="checkbox"/>	Hennelly, Michael M. Concentra Medical Center	850 Germantown Pike Plymouth Meeting, PA 19462	8.52	610-275-3884	Occupational Medicine	☆	📧	📞	📍	📧	📞	📍	⌵
<input type="checkbox"/>	Wolfe, Ronald D. Concentra Medical Center	850 Germantown Pike Plymouth Meeting, PA 19462	8.52	610-275-3884	Occupational Medicine	☆	📧	📞	📍	📧	📞	📍	⌵

CC: Provider.Nominations@genexservices.com

Subject: Notification of Provider Status Change, CorVal National Database ID: C-1034393

Notification of Provider Status Change ◆ Indicates a required input

February 23, 2022

610-337-1558, 856-435-2680
CorVal National Database ID: C-1034393

Enter your name ◆ found that the following information changed.

Please complete all appropriate sections.

Provider

retired/deceased/no longer practicing

disputes network participation

is unable to accept a NEW Workers' Compensation patient at this time

is not accepting WC patients.

Provider phone number changed

From: 610-337-1558, 856-435-2680

To:

Provider has additional office location(s) at

Location 1:

Thank you.

Attach up to 4 pertinent files here:

No file chosen

No file chosen

No file chosen

No file chosen

Provider moved

From:

To:

Provider fax number changed

From: 610-337-5864

To:

Other

Send E-Mail

PROVIDER NOMINATION FORM

Use this form to nominate providers for network inclusion.

- > Click the *Provider Nomination* navigation tab
- OR**
- > Click *Nomination Form* in the drop-down box on the far right side of the Provider Information
- > Enter the required information
- > Click *Send E-mail* to automatically submit the nomination to Genex

Provider Letter

Below, you will see a preview of your E-Mail's content (note, final formatting is not shown here). To continue, please complete all necessary information in the entry fields below and then click on **Send E-Mail** at the top or bottom of the screen.

[Send E-Mail](#)

From: elbio.fauist@genexservices.com
 Send copy to self

CC:

Subject: Notification of Provider Status Change, Coventry Integrated Network ID C-067088

Notification of Provider Status Change • Indicates a required input

February 23, 2022

484-565-1000
Coventry Integrated Network ID: C-067088

Enter your name • Found that the following information changed.

Please complete all appropriate sections.

<p>Provider</p> <p><input type="checkbox"/> retired/deceased/no longer practicing</p> <p><input type="checkbox"/> disputes network participation</p> <p><input type="checkbox"/> is unable to accept a NEW Workers' Compensation patient at this time</p> <p><input type="checkbox"/> is not accepting WC patients</p>	<p>Provider moved</p> <p>From: <input type="text"/></p> <p>To: <input type="text"/></p> <p>Provider fax number changed</p> <p>From: <input type="text"/></p> <p>To: <input type="text"/></p>
---	--

Provider phone number changed

From: 484-565-1000

To:

Provider has additional office location(s) at

Location 1:

Thank you.

Attach up to 4 pertinent files here:

<input type="button" value="Choose File"/>	No file chosen
<input type="button" value="Choose File"/>	No file chosen
<input type="button" value="Choose File"/>	No file chosen
<input type="button" value="Choose File"/>	No file chosen

[Send E-Mail](#)

[Privacy Policy](#)

QUICK SEARCH

Similar to *Address Search*, this tab allows for a search to be based from a specific address, but with LIMITED search options. This tab narrows the search by identifying providers within a 30-mile radius from the starting address using pre-defined providers who provide initial treatment of WC injuries.

- > Click once on the *Quick Search* navigation tab
- > Enter the *Employer/Customer Name/Store number* in the *Name* field
 - o **This is important for retrieving archived documents**
- > Enter address information in the *Address, City, State* and *Zip* field to get the nearest providers
- > Select the appropriate network from the *Networks* drop-down box (if applicable)
 - o If you are in a certified plan, such as an MPN, MCO or HCN, you will see a drop-down listing for these networks, such as CA MPN, CT MCO, TX HCN
 - o In non-certified states, you will use the *Genex PPO Network* default which displays the providers in the standard network offering for each state
- > Click *Find Providers* to begin the search

PANELS AND DIRECTORIES

To create a panel card for an individual location

- > Select the *Panel & Directories* navigation tab
- > Enter *Employer/Customer Name/Store number* in the *Name* field
 - o This is important for retrieving archived documents
- > Enter address information in the *Address, City, State* and *Zip* field to get the nearest providers
- > Select the appropriate network from the *Networks* drop-down box (if applicable)
 - o If you are in a certified plan such as an MPN, MCO or HCN, you will see a drop-down listing for these networks, such as CA MPN, CT MCO, TX HCN
 - o In non-certified states, you will use the *Genex PPO Network* default which displays the providers in the standard network offering for each state
- > Based on the Jurisdiction selected, the Panel criteria will default to Genex/Customer standard (**Only change the number of providers for each specialty if any changes are needed**)
- > Select the number of providers for each specialty that you would like on the panel
- > Click *Create Document* to begin the search and review providers listed once the search results are returned and make changes if needed with icons listed below
- > Click *Approve Final Panel* to view the final formatting, (**NOTE: additional fields in the CA MPN, CO, and GA you must enter the insurance company providing coverage for this business under Workers' Compensation Law per state rules**)
 - o Click *OK* to Approve this change, then save or print if needed

The screenshot shows a web-based search interface for creating a panel card. It features several input fields: 'Name', 'Address', 'City', 'State', and 'Zip'. Below these are dropdown menus for 'Network', 'Document Output', and 'Search Path'. A 'Search Distance (miles)' section has radio buttons for 7, 15, 25, and 30. The 'Search Criteria' section is expanded, displaying a list of medical specialties such as 'Nearest Chiropractor', 'Nearest General Medicine', 'Nearest General Surgery', 'Nearest Hand Surgery', 'Nearest Hospitals', 'Nearest Inpatient Care Clinics', 'Nearest Neurology', 'Nearest Ophthalmology', 'Nearest Orthopedic Surgery', 'Nearest Physical Therapy', 'Nearest Sports Medicine', and 'Nearest Training Providers'. Each specialty has a dropdown menu. To the right, a 'Batch Menu' contains 'New Batch' and 'Load Batch' buttons. At the bottom of the form are 'Create Document' and 'New Address' buttons. A small note at the bottom of the search criteria list reads: 'Note: depend on the state, please enter the address first'.

Additional icons listed and options:

- > *Edit* the panel, to update provider demographic info such as name, address, or phone number
- > *Remove* a provider so that it does not appear on your panel (**if needed**)
- > *Add Custom Provider* to be included on the panel
 - o **Only in-network providers should be included on panel cards**
- > *Contact Card* shows the provider's details
- > *Envelope* under provider info sends any provider changes directly to Genex's networks
- > *Approve Final Panel* to view the final formatting
 - o Click *OK* to Approve this change, then save or print if needed
- > *Envelope* at the bottom of the page file sends the completed panel to an email address
- > *Printer* prints the panel
- > Left and Right *Arrows* move the providers listed by preference

Batch Job: To create panel cards for multiple locations at once

- › Select the *Panel & Directories* navigation tab
- › Click *New Batch* button located on the right side of the screen
- › Enter *Batch Name*
 - This is important for retrieving archived panel cards
- › Enter E-mail address(es)
- › Multiple e-mail addresses can be entered by using a comma to separate each address
- › Select *Panel, Directory, or Excel (csv)* document output
 - If no selection is made, the results will default to *Panel* document output
- › Select document sorting options: *Name, Address, City, Zip*, or by order of Input
 - If no selection is made, the results will default to sorting by Name
- › Click *Save Batch*

The screenshot shows a web interface for creating a batch job. On the left, the 'Batch Configuration' section includes fields for 'Batch Name', 'When Done, Email To', and a text area for 'Include message with Email'. Below these are dropdown menus for 'Document Output' (set to 'Panel'), 'Search Path' (set to 'Genex Custom'), and 'Document Sorting' (set to 'NAME'). A 'Choose File' button is present with the text 'No file chosen' and a red warning: 'Do not change the name or order of the columns in the excel template!'. At the bottom are 'Save Batch' and 'Cancel' buttons. On the right, the 'Batch Menu' section contains 'New Batch' and 'Load Batch' buttons, along with a list of instructions: 'To add a new set of addresses, press New Batch', 'To retrieve a previous set of addresses, press Load Batch', and 'To create a single document, press Cancel. Then enter name/address at the left and click Create Document.'

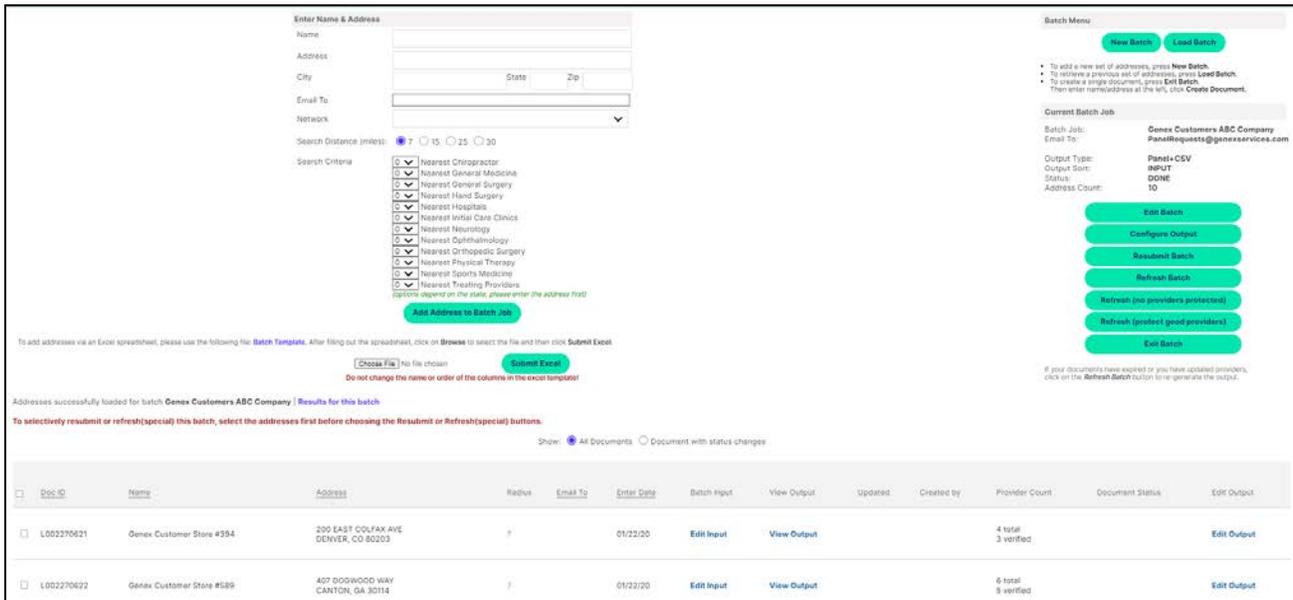
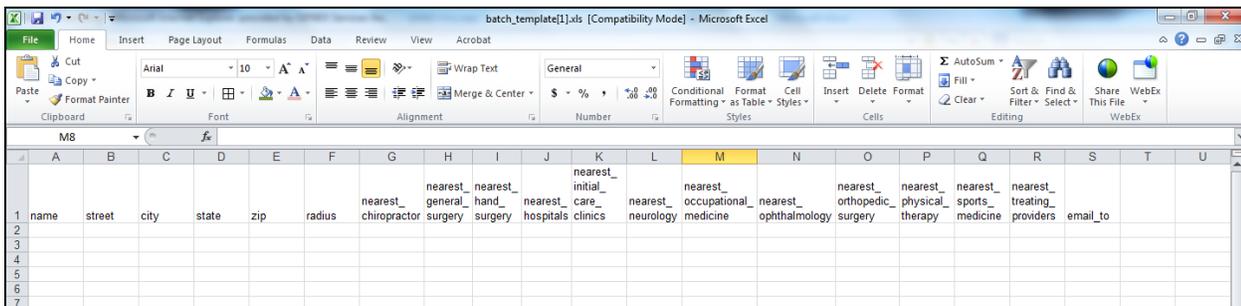
Submit Batch Locations by Loading Excel Spreadsheet

OR

Copy/Paste Panel Card information from Excel Spreadsheet to Batch Template

Loading Excel Spreadsheet

- › Select *Choose File* button
- › Locate the file in the pop-up box
- › Select the file (the Excel spreadsheet to be used to produce the panel cards), then click *Open*
- › Click *Save Batch* button
- › Click *Configure Output* to enter **additional fields in the CA MPN, CO, and GA** you must enter the **insurance company providing coverage for this business under Workers' Compensation Law per state rules**
- › Click *OK*



IMPORTANT NOTE

 ENTER ONE ADDRESS PER LINE AND ENSURE THE SPREADSHEET COLUMN HEADERS ARE NAME, STREET, LOCATION IDENTIFIER (IF APPLICABLE), CITY, STATE, AND ZIP.

Copying/Pasting Panel Card Information

1. Open the Excel spreadsheet to be used to produce the panel cards.
2. Copy the panel card information from an existing Excel spreadsheet.
3. Click the *Batch Template* link.
4. Paste the panel card information to the *Batch Template*.
5. Go to *File* on the Toolbar.
6. Click *Save As*.
7. Type in the file name with the following naming convention: Customer Name_Employer Name_Date (MMDDYYYY).
8. Select the drive/folder where the file is to be saved on the desktop.
9. Click *Save*.
10. Click twice on “back” Arrow button to return to *Batch Job* Screen.
11. Click on *Browse* button.
12. Locate the file in the new pop-up box.
13. Select the file (the saved Excel spreadsheet).
14. Click *Open* and the file will appear in the blank fill box.
15. Click the *Submit Excel* button.
16. The batch is now queued to process.
17. To verify, review the status column below the output section for the word, “queued.”

Once the batch request has processed, an e-mail will be sent to the e-mail address entered at the beginning of the request along with a link.

To obtain the batch after receipt of the e-mail:

1. Click on the link in the e-mail notification.
2. The final document(s) will open on the screen.
3. E-mail the document(s) as appropriate.

How to Retrieve Existing Batch Panel Cards:

1. Click *Load Batch* on the Batch Menu box.
2. Click *Load* under Action on the panel job to view.
3. Click *Results* for this batch located above *Available Batch Job* list.

PENDING PANELS

The system now requires you to approve all panels in case the panel needs/requires edits due to state requirements (ie for GA, PA, TN or VA) or provider removals. Pending panels have *DO NOT USE* logo's on panels.

For individual panels:

- › Click *Approve Final Panel* to view the final formatting
 - Click *OK* to approve this change, then save or print if needed

For batch panels once you receive email with completed panels

- › Log back into the system and pull up the batch
- › Select empty box next to *Doc ID* scroll down to the bottom
- › Click *Approve Selected Addresses*
- › Click on *Refresh Batch*
- › The system will send you completed panels without *DO NO USE* logo's.

SEE NEXT PAGE FOR EXAPLE OF SCREENSHOTS

IMPORTANT NOTE

CHECK COLUMN WITH STATUS TO ENSURE PANEL IS NOT *PENDING* BUT IN *FINAL* STATUS.

To verify, refresh your page by right clicking on any white space (be sure you do not select blue text) and selecting Reload/Refresh depending on your internet provider. **DO NOT HIT THE REFRESH BUTTON UNTIL YOU HAVE FINALIZED ALL PANELS OTHERWISE YOU WILL HAVE TO REPEAT THE PROCESS ONCE THE PANELS HAVE BEEN RESENT TO YOU.**

SCREENSHOTS

Screenshot of Do Not Use panels:



Screenshot with Doc ID, Pending VS Final Status, and Approved Selected Addresses:

Addresses successfully loaded for batch **Genex Customers ABC Company** | Results for this batch

To selectively resubmit or refresh(special) this batch, select the addresses first before choosing the Resubmit or Refresh(special) buttons.

Show: All Documents Document with status changes

<input type="checkbox"/> Doc ID	Name	Address	Radius	Email To	Enter Date	Batch Input	View Output	Updated	Created by	Provider Count	Document Status	Edit Output
<input type="checkbox"/> L002270621	Genex Customer Store #394	200 EAST COLFAX AVE DENVER, CO 80203	7		01/22/20	Edit Input	View Output	02/23/22	UPDATE: Elbia Faust, 02/23/22 07:22 CREATE: Elbia Faust, 02/23/22 06:21	4 total 3 verified		Edit Output
<input type="checkbox"/> L002270622	Genex Customer Store #589	407 DOGWOOD WAY CANTON, GA 30114	7		01/22/20	Edit Input	View Output		CREATE: Elbia Faust, 02/23/22 06:21	6 total 2 verified		Edit Output
<input type="checkbox"/> L002270630	Genex Customer Store #1917	7127 LINEWEAVER ROAD WARRENTON, VA 20187	7		01/22/20	Edit Input	View Output		CREATE: Elbia Faust, 02/23/22 06:26	3 total 0 verified		Edit Output

Screenshot of Reload website:

Choose File No file chosen

Do not change the name or order of the columns in the excel template!

Addresses successfully loaded for batch **Genex Customers ABC Company** | Results for this batch

To selectively resubmit or refresh(special) this batch, select the addresses first before choosing the Resubmit or Refresh(special) buttons.

Show: All Documents Document with status changes

<input type="checkbox"/> Doc ID	Name	Address	Radius	Email To	Enter Date	Batch Input	View Output	Updated	Created by	Provider Count	Document Status	Edit Output
<input type="checkbox"/> L002270621	Genex Customer Store #394	200 EAST COLFAX AVE DENVER, CO 80203	7		01/22/20	Edit Input	View Output					Edit Output
<input type="checkbox"/> L002270622	Genex Customer Store #589	407 DOGWOOD WAY CANTON, GA 30114	7		01/22/20	Edit Input	View Output					Edit Output
<input type="checkbox"/> L002270623	Genex Customer Store #265	7802 TWISTING CREEK LANE OOLTEWAH, TN 37363	7		01/22/20	Edit Input	View Output		CREATE: Elbia Faust, 02/23/22 06:22	3 total 2 verified		Edit Output

Back Alt+Left Arrow

Forward Alt+Right Arrow

Reload Ctrl+R

Save as... Ctrl+S

Print... Ctrl+P

Cast...

Search images with Google Lens

Create QR Code for this page

Translate to English

View page source Ctrl+U

Inspect

STATE RULES

This tab shows the requirements for each state.

Genex provides as a general resource guide to certain information regarding state workers' compensation laws. It should not be relied upon as a complete reference source for such laws. The contents of this document were compiled by Genex staff based in part upon information obtained directly from state agencies, statutes and available publications. No assurance can be made as to the accuracy or completeness thereof. The information is not to be construed as legal advice or opinion. You are urged to consult an attorney to respond to any questions you may have regarding any aspect of the workers' compensation laws covered in this document.

COMMENTS & PROVIDER SATISFACTION SURVEY

Evaluate a provider and staff satisfaction within a healthcare practice.

Genex gives users the option to rate a provider using a 5-Star quality rating system with an additional comments section. The information will then be sent to and gathered by Genex.

Can be viewed via the results page.

Provider Survey

WORKNET Occupational Medicine
170 N Henderson Rd Suite 306
King of Prussia, PA 19406
610-337-1558, 856-435-2680
TalisPoint ID: 7709262

1) Quality of overall care received	☆☆☆☆☆
2) Level of trust in providers capabilities	☆☆☆☆☆
3) Provider meticulously explains medical condition(s), listens, and answers questions	☆☆☆☆☆
4) Easy to schedule appointments - i.e. convenience of office hours and getting through by phone	☆☆☆☆☆
5) Staff demonstrated friendliness and courteousness	☆☆☆☆☆
6) Total wait time is appropriate	☆☆☆☆☆
7) Provider is easy to work with	☆☆☆☆☆
8) Office environment, cleanliness, comfort, etc.	☆☆☆☆☆
9) Ease of seeing doctor of your choice	☆☆☆☆☆
10) Appropriate time between making an appointment and visit date	☆☆☆☆☆

Additional Comments

[Send E-Mail](#) [Return to Results](#)

MEDICAL INFORMATION GUIDE (MIG)

The Medical Information Guide (MIG) is a one-page resource of the worker's compensation coverage for an injured worker.

This guide should be presented to any medical provider that is treating the employee for a work-related illness or injury. The MIG is customizable, any medical information presented is dependent upon customer preference and network configuration.



genex
AN ENLYTE COMPANY

DEMO Workers' Comp Medical Information Guide

Dear Employee:

This document shall act as your Identification Card for your worker's compensation insurance coverage. It is important to present this document upon arrival to any pharmacy or medical provider that is treating you for your work related illness or injury. If you have any questions regarding your workers compensation coverage or seeking care from a medical provider, please contact your DEMO Adjuster at (800) 111-2222. THIS DOES NOT CERTIFY COMPENSABILITY OR GUARANTEE PAYMENT

First Initial and Last Name:
J Smith

Employer:
Genex Customer Test

Claim #:
WC000000Test02222022

Adjuster Name and Phone #:
Jane Smith 888-888-8888

Event Date:
02/22/2022

State of Jurisdiction: PA

Providers Send Bills To:
PO Box 1
No City, PA 19000

Please contact your employer to determine if modified duty is available.

Providers:
GENEX provider relations (800) 822-6099

Employee:
Questions or concerns, please contact your DEMO Claim Adjuster at (800) 222-3333

Card Valid for Event Date Only

Card Created On: 02/23/2022

Pharmacy Information

DEMO Pharmacy

800-333-4444

Bin #: #010101

Group: #11111111

PCN: Pharmacy

Participating pharmacies include:

CVS Food Lion Harvest Foods

Kmart Rite Aid Sam's Club

Target Walgreens Walmart

The pharmacy benefit card is only to be used for medications prescribed for your work related injury. In using this card, you acknowledge and accept financial responsibility for any prescriptions billed under this card that are later found to be unrelated to your injury.

PreAuthorization Requirements

DEMO claims adjuster should be contacted for preauthorization of any treatment requests at (800) 111-2222.

Scheduling Services

If the patient requires any of the following services/treatments, scheduling can be provided by calling the following:

DEMO Durable Medical Equipment (800) 111-2222

DEMO Diagnostic Imaging (800) 111-2222

DEMO Physical Therapy (800) 111-2222

DEMO Transportation and Language (800) 111-2222

THIS CARD DOES NOT CERTIFY COMPENSABILITY OR GUARANTEE PAYMENT

VIEW ARCHIVES

This tab allows for a search of previously generated directories, panel cards, and other information.

- > Click once on the *View Archives Search* navigation tab
- > Enter the *Employer/Customer Name/Store number* in the *Search for* field
- > You can change *Results per Page* from 10 to 250
- > Click on *Find Archive Documents*

Name	Address	Location	Panels, Directories, Medical Information Guides, Map Listings	Created by	Document Status	Action
<input type="checkbox"/> Genex Customer	440 E Swedesford Rd, Ste 1000 Wayne, PA 19087	Panel • GENEX Created: 02/23/2022 • 06:48PST		Genex Genex - External Client Sites Genex Demo site		Edit
<input type="checkbox"/> Genex Customer Store #1917	7127 Lineweaver Road Warrenton, VA 20187	Panel • GENEX Created: 02/23/2022 • 06:26PST		CREATE: Elbia Faust, 02/23/22 06:26		Edit

- > Click on *Edit* to make changes to the panel or Panel to see what providers are currently listed
- > You can *Edit* the panel, to update provider demographic info such as name, address, or phone number
- > *Remove or Replace* a provider so that it does not appear on your panel
- > *Add Custom Provider* to be included on the panel
 - o *Only in-network providers should be included on panel cards*
- > *Contact Card* shows the provider's details
- > *Envelope* under provider info sends any provider changes directly to Genex's networks
- > Click *Approve Final Panel* to view the final formatting
 - o Click *OK* to Approve this change, then save or print if needed
- > *Envelope* at the bottom of the page file sends the completed panel to an email address
- > *Printer* prints the panel
- > Left and Right *Arrows* move the providers listed by preference

TIPS AND SUGGESTIONS

Here are some tips on how to make the online channeling tool work best for you.

- › **Select a product:** This page directs you to the appropriate network; certified managed care programs, such as California MPN, or standard PPO network access.
- › **Use complete addresses:** The more complete the address you enter, the better the results will be.
- › **Select an appropriate search distance:** In major metropolitan areas, 1-, 2-, or 5-mile searches will usually return more than enough providers. In less densely populated areas, try searching 5, 10, or more miles from your starting point.
- › **Pick the specialties you are looking for before doing a search:** Otherwise, you will get all specialties and facilities within your search area, which can be thousands of results.
- › **Use the Search by Specialty function:** This function is best if you are searching for more than one specialty type in a single search. With *Search by Specialty*, you will see the types and numbers of specialty types that are within the search area. From here, you can refine your search based on what is available and obtain more accurate results.
- › **Remember to use your browser's tools:** The Back, Forward and Print buttons on your browser toolbar all work with the online channeling tool.
- › **Leave your browser open and minimized during the day:** You can open your browser to the online channeling tool and then minimize the browser so it is available on your screen (bottom toolbar) when you need it. Your browser will use the Internet only when sending or receiving information.
- › **Be specific when searching by provider name:** When searching common words, such as “medical” or “group,” you might get back a larger list of results.
- › **It's OK to practice and experiment:** The more comfortable and proficient you become in using the online channeling tool, the more effective it will be for you. One option is to try different addresses, or looking for different kinds of providers and facilities. Another suggestion is to use the different buttons on the online channeling tool screen and on your browser.

INFORMATION AT-A-GLANCE

Channeling tool URL: Genex Provider Pathway at www.talispoint.com/genex/login/

Login Name: WCC

Login Password: Claims

Problems accessing the site: Email GenexProviderPathway@genexservices.com

Search Functionality

Users can:

- > Search by address
- > Search by name
- > Search by region (for example, county)
- > Produce individual and batch panel cards
- > Produce provider directories

Incorrect Provider Information: Report it to Genex with the online “Provider Update” form.

Quick Search: Uses pre-defined specialty and mileage criteria.

Batch Jobs: No restriction on number of locations.

Questions/Concerns: Refer to the Reference Guide or contact your account manager.

