



Genex Services, LLC  
North Carolina Preauthorization Program

An established national industry leader in utilization review (UR), Genex Services, LLCs URAC accredited, best-practice utilization program is one of the most comprehensive, customer-focused processes for reviewing workers' compensation treatment requests. With a wide range of clinical and technical resources, we provide consistent, fair, and clinically sound determinations that comply with North Carolina state regulations.

This plan is intended to outline the policies and procedures of Genex's North Carolina Preauthorization Program for any workers' compensation insurance carrier, third party administrator and/or self-insured employer which utilizes Genex Services, LLC as their Utilization Review Agent.

In accordance with 04 NCAC 10A.1001 all surgeries and all inpatient treatments are subject to the preauthorization process. A request for authorization of any surgery or any inpatient treatments is classified as a 'mandatory request' under Genex's program.

Although North Carolina does not require preauthorization for outpatient services, Genex will perform preauthorization and retrospective reviews at the direction of the insurance carrier, third party administrator and/or self-insured employer. This type of request is classified as a 'voluntary request' under Genex's plan.

The process as described in this program, shall apply to both mandatory requests and voluntary requests.

I. Organizational Demographics

- A. Name of UR Agent: Genex Services, LLC
- B. Name of Program: Genex North Carolina Pre-Authorization Review Program
- C. UR Agent Contact: Genex Services, LLC  
Utilization Review  
2555 Townsgate Road, Suite 125  
Westlake Village, CA 91361  
Phone: (800) 844-4235, Option 2  
Fax: (855) 287-4028  
Email: [urinquiries@genexservices.com](mailto:urinquiries@genexservices.com)  
Hours of Operation: 8AM – 8PM EST

II. Designated Medical Director

The UR Program has a designated Medical Director who holds an unrestricted license to practice medicine in Tennessee. The Medical Director is responsible for all UR and ensures the review



process for approvals, modifications and/or denials comply with the requirements of 04 NCAC 10A.1001:

- A. Robert G. Winans, MD  
Diplomate, American Board of Orthopaedic Surgery  
Genex North Carolina UR Plan Medical Director  
2555 Townsgate Road, Suite 125  
Westlake Village, CA 91361  
Tennessee License Number: MD0000045896

### III. Treatment Guidelines and Review Criteria

Genex will primarily use the most current edition of the Official Disability Guidelines Treatment in Workers' Compensation (ODG) which are available at [www.mcg.com/odg](http://www.mcg.com/odg). The American College of Occupational and Environmental Medicine (ACOEM) Practice Guidelines are utilized as a secondary source of guidelines which are available at [www.mdguidelines.com](http://www.mdguidelines.com). If the most recent version of ODG and ACOEM are not applicable, reviewers shall make note and search other clinical review criteria approved by the Clinical Review Criteria Committee and Medical Director.

### IV. Medical Director Oversight

- A. Peer Reviewer Physicians  
The Medical Director ensures that all Peer Reviewer Physicians are currently licensed in North Carolina, South Carolina, Georgia, Virginia, or Tennessee and maintain a valid unrestricted active license. This is required as a new hire and annually as needed throughout employment with Genex. See Appendix A for the name, licensure, and specialty of Genex's Peer Reviewer Physicians.  
(04 NCAC 10A.1001(i))
- B. Initial Reviewers  
Initial Reviewers are physicians or nurses. The Medical Director ensures that Genex's Initial Reviewers are currently licensed by a state or the District of Columbia and maintain a valid unrestricted active license. This is required as a new hire and annually as needed throughout employment with Genex.
- C. Quality Assurance
  - 1. The Medical Director, Branch Manager and/or his/her designee performs monthly formal quality case review audits to assure the established policies and procedures and quality standards are maintained. A random sampling of closed cases is reviewed.
  - 2. Monthly audit results are discussed at the UM Quality Committee meeting.
    - i. Improvement plans are developed and implemented when scores fall below the minimal standard of 90 percent.
    - ii. Monthly feedback of audit results is given to the employee by the Medical Director, Branch Manager and/or designee.



- D. Policy and Procedures are reviewed annually by the Medical Director and the Policy and Procedure Committee.
  
- V. Genex North Carolina Utilization Review Process Policy and Procedure
  - A. Initiation of Initial Pre-authorization Request
    1. All requests for preauthorization can be made by health care providers, claimant's attorneys, or unrepresented claimants, and all preauthorization determinations made by insurers. The preauthorization requests shall be submitted on the Industrial Commission Form 25PR. The form can be obtained on the North Carolina web site at [www.ic.nc.gov/forms/form25pr.pdf](http://www.ic.nc.gov/forms/form25pr.pdf). (04 NCAC 10A.1001(k))
    2. The Form 25PR shall be transmitted to Genex either by email at [urinquiries@genexservices.com](mailto:urinquiries@genexservices.com) or faxed to (855) 287-4028.
    3. Genex will send acknowledgement of the request to the requesting entity and insurer/adjustor within 2 business days of receipt of the Form 25PR. (04 NCAC 10A.1001(k))
    4. Genex is available for communication via telephone, fax, and/or email on a pending request for preauthorization (including Peer Reviewer Physicians) on a continuous basis on every business day (which excludes weekends and holidays) between the hours of 8:00 AM and 8:00 PM Eastern Standard Time. (04 NCAC 10A.1001(e)(2))
    5. After hours communication is accessible via phone mail between the hours of 8:00 PM and 8:00 AM Eastern Standard Time Monday through Friday and weekends and holidays. All calls received after hours will be responded to on the next business day.
    6. All requests for services are registered into the Genex computer system by the Genex Support Staff who verify appropriate carrier, claim, and injured worker demographics; and then forwards the case to the Genex Initial Reviewer for review. They are restricted from interpreting clinical information or making clinical decisions.
  
  - B. Initial Review Process by Initial Reviewer
    1. A Genex Initial Reviewer is a physician or nurse who holds a current, unrestricted license in their state of residence.
    2. Upon receipt of the clinical information, the Initial Reviewer evaluates the requested services for medical necessity of procedure/treatment and inpatient admissions, duration of care, and appropriateness of services and makes authorization decisions using specified criteria as previously stated. The Initial Reviewer has electronic and phone access to consult with an MD/DO or licensed health professional in the same licensure category and/or specialty as the requesting provider.
    3. If the Initial Reviewer can authorize the request, they will notify the appropriate entities as outlined in section D 'Time Frame Requirements.'



4. If the Initial Reviewer is unable to authorize the request in its entirety, the request will be forwarded to a Peer Reviewer Physician. Only Peer Reviewer Physicians may modify or deny treatment requests.
5. No denial is based on initial review.

C. Review Process by Peer Reviewer Physician

1. Clinical reviews are conducted by a Genex Peer Reviewer Physician on all cases where an authorization is not issued through the initial review.
2. The Genex Peer Reviewer Physician is a medical doctor, doctor of osteopathy, psychiatry, psychologist, acupuncturist, optometrist, dentist, podiatrist, or chiropractic practitioner who is currently licensed by North Carolina, South Carolina, Georgia, Virginia or Tennessee and shall hold professional qualifications, certifications, and fellowship training in a like specialty that is at least equal to that of the treating provider who is requesting preauthorization of surgery or inpatient treatment.  
(04 NCAC 10A.1001(i))
3. An opportunity for a peer-to-peer discussion is offered to the requesting provider prior to the determination being made. The Peer Reviewer Physician is available to discuss the determination with the requesting provider at (800) 844-4235, Option 2, on any business day between 8:00 AM and 8:00 PM Eastern Standard Time (04 NCAC 10A.1001(h)). In the event the reviewer is unavailable, the requesting physician may discuss the request with another Peer Reviewer Physician who is competent to evaluate the specific clinical issues involved in the medical treatment services. In the event no peer-to-peer occurred, the Peer Reviewer Physician shall make the determination based on the information submitted.
4. Requests are not denied on the basis of lack of information without documentation reflecting an attempt to obtain the necessary information from the requesting physician.
5. Treatment is not denied on the sole basis that the treatment is not addressed by a guideline.

D. Time Frame Requirements

1. The first day in counting the timeframe requirement is the day after the receipt of the request.
2. The request determination shall be communicated to the requesting physician initially by telephone or fax within 7 business days of receipt of the request.  
(04 NCAC 10A.1001(l))
3. The communication by telephone/fax shall be followed by written notice and sent to the injured worker and/or the injured worker's representative, the insurer/adjuster, the requesting physician, and facility (if known).

- E. If a peer-to-peer discussion did not take place, Genex will accept a phone call from the requesting provider within 24 hours of an adverse determination.



F. Appeal

1. The requesting provider, claimant's attorneys, or unrepresented claimants have the right to submit a request for an appeal no later than the 30th calendar day after the date of the verbal or faxed notification of the modified or adverse determination. This is done by completing the 2<sup>nd</sup> page of Form 25PR and emailing or faxing along with any additional medical information to [urinquiries@genexservices.com](mailto:urinquiries@genexservices.com) or fax to (855) 287-4028.
2. Appeals will follow the initial workflow as outlined above for initial review.
3. The appealing party has the right to seek authorization for any denied treatment from the Commission.  
(04 NCAC 10A.1001(e)(6))

G. Approvals made by Claims Adjustor

The insurer's claims adjustor may give approval for any voluntary pre-authorization requests without formally referring the request to Genex.



### Genex Peer Reviewer Physicians

Last Name	First name	License Type	State License	Specialty
Alsafwah	Shadwan	M.D.	TN	Interventional Cardiology, Cardiovascular Disease
Arshat	Steven	M.D.	TN GA	Orthopedic Surgery, Sports Medicine
Ayyar	Siva	M.D.	TN	Occupational Medicine
Bandi	Gaurav	M.D.	VA	Urology
Barreto	William	M.D.	TN	PM&R, Pain Medicine
Bowman	Tamara	M.D.	NC	Internal Medicine
Bruse	Laura	M.D.	SC	Orthopedic Surgery
Carr	Ana	M.D.	GA NC SC TN VA	Family Medicine
Chin	Edward	M.D.	VA	Occupational Medicine
Clark	Tameta	M.D.	NC	Anesthesiology, Pain Medicine
Cohen	Lucy	M.D.	GA	PM&R
Conibear	Shirley	M.D.	SC	Occupational Medicine
Dean	Kristin	M.D.	NC GA TN VA SC	Family Medicine
Dublin	Kyna	D.D.S.	TN	Dentistry
Easterwood	Lee	M.D.	NC SC	General Surgery
Epps	William	M.D.	VA	General Surgery, Plastic Surgery
Fadul	Zaid	M.D.	GA NC	Family Medicine
Fadul	Rafid	M.D.	GA TN VA	Internal Medicine, Pulmonary Disease
Friedman	Mark	D.O.	GA NC SC TN	Internal Medicine, Neurology
Goins	Wendell	M.D.	NC SC	General Surgery, Family Medicine, Addiction Medicine, Surgical Critical Care
Goldsmith	Gregory	M.D.	TN	Orthopedic Surgery, Spinal Surgery
Grasso, Jr.	Anthony	M.D.	GA	PM&R



Last Name	First name	License Type	State License	Specialty
Grinman	Lev	M.D.	GA NC SC TN VA	Neurology, Sleep Medicine
Hamilton	Joy	M.D.	GA	PM&R
Herlong	Jason	M.D.	SC	Anesthesiology, Pain Medicine
Herzog	Joshua	M.D.	VA	Orthopedic Surgery, Sports Medicine
Hine	Matthew	M.D.	TN	Occupational Medicine
Janisse-McCarty	Donna	D.C.	TN	Chiropractic
Jasmin	Luc	M.D.	TN	Neurological Surgery
Johnson	Jeremy	M.D.	NC	Orthopedic Surgery
Joppich	Heather	Ph.D.	TN	Psychology
Kao	Cyrus	M.D.	TN	PM&R, Pain Medicine
Kulman	Tanzila	M.D.	TN	Neurology, Vascular Neurology
Lager	Sean	M.D.	GA TN	Orthopedic Surgery, Sports Medicine
Lazar	Alan	M.D.	NC	Orthopedic Surgery
Lee	Luke	M.D.	GA	Occupational Medicine
Loubser	Paul	M.D.	NC GA TN	Anesthesiology
Luchetti	Mary Ellen	M.D.	GA NC SC	Dermatology
Mahajan	Nakul	M.D.	NC TN	Anesthesiology, Pain Medicine
Mahajan	Jessica	M.D.	NC TN	Anesthesiology, Pediatric Anesthesiology, Pain Medicine
Marehbian	Jonathan	M.D.	GA TN VA	Neurology
Matthias	Heddy-Dale	M.D.	TN	Anesthesiology, Internal Medicine, Critical Care Medicine
McFarlane	Michelle	M.D.	VA	PM&R
Morgenstein	Aaron	M.D.	GA TN	Orthopedic Surgery
Mun	Sandra	M.D.	TN	Radiology
Owens	John	M.D.	TN	PM&R
Pandya	Avni	M.D.	NC GA SC	Family Medicine
Patel	Alpen	M.D.	VA	Otolaryngology-Head and Neck Surgery, Sleep Medicine
Patel	Lekhraj	M.D.	GA	Neurology



Last Name	First name	License Type	State License	Specialty
Pemmaraju	Sankar	D.O.	TN	PM&R
Reid	David	M.D.	TN	Anesthesiology
Rizzolo	Franco	D.C.	SC TN GA	Chiropractic
Roach	Christopher	M.D.	VA	Orthopedic Surgery, Sports Medicine
Saleem	Omar	M.D.	TN	Orthopedic Surgery
Sassoon	Eddie	M.D.	GA TN VA	PM&R
Satcher	Serena	M.D.	VA	PM&R, Internal Medicine, Sports Medicine
Serota	Marc	M.D.	TN	Dermatology, Allergy & Immunology, Pediatrics
Simon	Avrom	M.D.	TN	Occupational Medicine
Simon	Robin	D.O.	NC TN VA	Orthopedic Surgery, Gastroenterology
Stroud	Zachary	M.D.	GA NC SC VA	Psychiatry
Taner	Anil	M.D.	VA	Diagnostic Radiology
Terry	Kimberly	M.D.	NC VA SC GA TN	Neurological Surgery
Troutt	Terry	M.D.	SC TN	PM&R, Pain Medicine
Wang	Chun-ju	D.O.	VA	PM&R
Winans	Robert	M.D.	TN GA	Orthopedic Surgery
Wood	James	M.D.	NC GA SC VA	Internal Medicine, Nephrology