

Wednesday, October 1 at 4 p.m.

Tricks and Treats from the Field: Chilling Case Studies That Reshaped My Approach

Presenter: Lindsey Brennan, RN, BSN, CCM, Genex



Description: Not all the monsters in catastrophic claims are visible. Beneath the surface of serious injuries often lurk psychosocial “phantoms”—mental health challenges, social isolation, or emotional distress—that can quietly derail recovery and drive-up costs if left unchecked. In this session, we’ll explore real-life cases where these hidden haunts were successfully identified and addressed, preventing them from turning a claim into a true horror story. Learn how to recognize the early warning signs, engage the right resources, and bring these lurking issues into the light for better outcomes—for both the claimant and the plan.

Objective: To equip attendees with practical strategies for identifying and addressing the psychosocial factors that can haunt catastrophic claims—improving outcomes, reducing costs, and preventing these hidden issues from turning a challenging case into a claims nightmare.

Lindsey Brennan, RN, BSN, CCM

Genex Certified Catastrophic Case Manager

Genex Critical Response Case Manager

Medical Case Manager

Lindsey Brennan brings 17 years of extensive nursing experience spanning rehabilitation, hospice care, case management, and nursing management. As a Certified Case Manager (CCM), she specializes in catastrophic case management services and serves as a triage professional for the Genex Services National Catastrophic program.

Based on the Mississippi Gulf Coast where she has lived her entire life, Lindsey provides dedicated medical case management services throughout South Mississippi, Southeastern Louisiana, and Southwestern Alabama.

When not serving her clients, Lindsey enjoys spending quality time with her 15-year-old son, particularly boating on coastal waters, and cheering from the sidelines at his football games.