

Trust Coventry when you need us most: Crisis Response Solution



Thousands of workers experience violence in their workplaces every year. In fact, workplace violence is the second leading cause of occupational injury.¹ When a traumatic workplace event occurs what can you do to help employees recover both emotionally and physically?

Coventry's Crisis Response Solution is a national disability prevention program that helps employers and payers support the victims and witnesses of traumatic workplace incidents, including robberies, assaults, deaths, severe injuries, and natural disasters.

Located across the United States, our team of over 140 Crisis Counselors is comprised of specially trained clinicians who are full-time Coventry employees. The team includes both nurses and Masters-level counselors and a licensed psychologist who supervises all crisis-related services.

Over 140
specially trained
Crisis Counselors
available nationwide

Crisis counselors work to provide "psychological first aid" to normalize the event and to identify individuals who may be at risk for psychological conditions. Counseling sessions usually take place face-to-face. Counselors generally follow the Critical Incident Stress Management protocols used by many police, fire, and EMS forces in the U.S. and recommended by the United Nations Secretariat, with adaptations for the specific population and situation. If necessary, our counselors will coordinate referrals for appropriate services to prevent the development of more chronic conditions.



Day 1
Referral received by phone



Same day
Counselor Assigned



24 – 48 hours
Meetings set with impacted individuals



24 – 48 hours
Counselor meets with impacted individuals



Day 7 or less
Counselor updates referral source



Day 10
Counselor provides final report

Continuous communication with referral source throughout entire process

Nurse Triage | Case Management
Utilization Review | Networks
Independent Medical Exams
DME | Ancillary Services
Pharmacy | Bill Review

**To submit a Crisis Response Referral
contact us at 888.552.5378**

For more information contact your
Coventry Account Manager

1. National Center for Victims of Crime (2013). 2013 NVVRW Crime Review. www.victimsofcime.org/docs/nvvrw2013/2013nvvrw_6_statisticaloverviews.pdf

Crisis Response in Action: Workplace Shooting

When Tragedy Occurs

We received a call to the crisis hotline following a fatal workplace shooting. An employee had entered his workplace and randomly shot a dozen of his co-workers. The victims were transported to several area hospitals and the employer was not able to locate all of their employees after the incident.

Jump into Action

We immediately dispatched three crisis counselors who were on site within 24 hours of the shooting. They worked in coordination with the employer's employee assistance program and, over the next three days, our crisis counselors met with and assisted over 80 employees, some in groups, others individually as warranted.

Support for the Victims

Because this was a crime scene, the police would not release the names of the injured victims. Our crisis counselors headed to each hospital and were able to locate and identify all of the hospitalized employees, providing important status reports to the claims manager and the employer. We assigned telephonic nurse case managers to oversee each victim's care while our local field case management team made daily visits to provide support to the victims and their families with daily communication to the claims manager and nurse case manager assigned to each case.

Code Red Alert Program

Our Code Red Alert Program provides a rapid response to mass casualty catastrophic events involving three or more impacted individuals. These events can include workplace shootings, explosions, and building/structural collapse. Our counselors are skilled at maintaining the anonymity of victims and managing the media inquiries that typically accompany these types of events. Features of the program include:

- Rapid response through early responder triage
- Early deployment of multiple Crisis Counselors and Case Managers
- Ability to set and provide intake for telephonic support line
- Infrastructure to support frequent strategic communication and reporting channels
- Family support services
- Identification of appropriate treatment centers



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