Workers' Comp

Empowering Excellence: How Our Dedicated Team Elevates Care for Injured Employees

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4 MIN READ

Our employees' unwavering dedication to continuous improvement and quality assurance lies at the heart of our customer-centric approach, utilizing data to enhance outcomes for injured employees. They leverage every tool and resource to ensure each client receives the highest standard of care.

Additionally, our commitment to providing 24/7 support exemplifies our dedication to meeting clients' needs at any time. Through our extensive network, our team delivers cost-effective, high-quality care. Ultimately, it's our employees' expertise, compassion and commitment to excellence that empower Apricus Specialty Solutions to achieve its goals and elevate the standard of care for injured employees.

Read Insights From Our Team:

"We're dedicated to innovative and thoughtful solutions that improve outcomes for our clients and injured employees. Utilizing years of industry knowledge, we are constantly generating new practices to transform how we can move the industry forward and shape the future of specialty solutions."

"For technology advancements, we've put in place guidelines that are able to adapt to each client's needs while still applying parameters that ensure clients aren't overspending for specialty services, injured employees' needs aren't being delayed and our network providers are being held accountable. Our system provides significant improvements in the referral and order fulfillment process with overall efficiency throughout the lifecycle of an order. As far as platforms working seamlessly with each other, I believe Enlyte is at the forefront because of the numerous product platforms we have today across all businesses. We have and will continue to develop various avenues these platforms can work with each other to enhance our clients' results."

—Ted Smith, Senior Vice President, National Sales

"From the time Apricus receives a referral and throughout the life cycle of that referral the focus is quality and service excellence. This is achieved by a combination of contributing factors, such as robust systems, agile workflows, skilled, dedicated care coordinators, and feedback mechanisms that help to drive efficiency and effectiveness in the process. Our customer centric service executes a model that really focuses on a solution defined by data driven measures and results. This is what keeps Apricus unique to

drive better outcomes for injured employees."

—Ebonee Hunter-Goldsby, Senior Manager, Customer Service

"One thing I tell all my agents is they need to put themselves in the injured employee's shoes because they just went to work one day and their life has changed. Sometimes they change forever; sometimes they change for a year because of their injury, so they are going to be upset. They are going to be mad. They're going to be frustrated and are not going to want to talk to you. We must give them that grace. We need to give them empathy and ensure that they know we are here to help them. And that is all we are here to do."

—Fabian Romo-Romero, Operations Supervisor

"We will be the middleman. The injured employee does not have to communicate with all the vendors. We are going to be the only person that they need to speak with regarding all their services. We try to make our client, the injured employee, feel that they can rely on us."

—Martha Gutierrez, Medical Service Support

"With the use of technology here at Apricus, we have been able to increase productivity and efficiency at a rapid pace. Processes that were once manual and time consuming have been achieved in a quick and efficient manner with digital tools such as provider and client portals, SMS texting and the use of the Salesforce platform where we're able to make customizations to our clients and injured employees' needs."

—Tanisha Dilbert, Manager, Operations

"We have a responsibility to show empathy, along with delivering exceptional care. In the work comp space, there can be multiple parties involved in which we need to coordinate. This can include a claims adjuster, case manager, physician, attorney, as well as the hospital discharge planner. Our team is available 24/7 and will serve as a single point of contact throughout the life of the claim. They'll provide ongoing communication across all parties and manage the claim for the initial receipt of the referral to billing. Omitting these tasks from the claims examiner so they can focus on other things."

"Our role is to provide a comprehensive, all-inclusive experience. Our goal is to ensure the injured employee gets what they need when they need it. Our team works closely with case managers to ensure clinical oversight when appropriate. We also utilize our expansive network, both local and national to coordinate multiple products and services, all while providing cost savings and in-network penetration for our client and delivering quality care for the injured employee."

—Donita Stacker, Director, Operations

Whether it's home health, durable medical equipment, diagnostics or another specialty service, Apricus Specialty Solutions offer a one-stop-shop experience to make sure those recovering from an injury get what they need, when they need it.

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