Workers' Comp

# Specialty Solutions Spotlight: Expert Care Coordination for Catastrophic Claims

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**How can working with a specialty solutions provider ensure the best possible results on a catastrophic injury claim?**

Workers' compensation catastrophic injuries occur with relatively low frequency. However, when they do happen, you want a partner who can holistically address the needs of the claim. Catastrophic claims require coordination of sophisticated medical care, rehabilitation, specialty services, home care and even personal assistance when the injured employee returns home. When your specialty solutions provider works hand in hand with your catastrophic case manager, open communication and seamless care can directly impact a better outcome.

A sophisticated specialty service provider will have experienced catastrophic care coordinators with in-depth knowledge and expertise in coordinating the right specialty services at the right time for these complicated cases, including:

- Transition from hospital to skilled nursing facility or rehabilitation facility, as well as the transition to home
- Home health services, such as skilled home nursing and home health aides
- Durable medical equipment and supplies, including custom wheelchairs and specialty beds
- Transportation and translation services
- Home and vehicle modifications
- Advanced diagnostic services, such as MRIs and other scans
- Physical and occupational therapy

You want to work with a specialty solutions provider who take a patient-centric approach to coordinating these services. Apricus' care coordinators proactively work with adjusters and case managers and put the injured employee's needs first. Specifically, specialty care coordinators communicate with the adjuster, catastrophic case manager and treatment team, as necessary, to understand the injured employee's specialty solutions needs; especially as the injured employee makes critical transitions in the continuum of care, like from hospital to facility or facility to home.

Seamless coordination and communication ensure injured employees have the essentials at each stage of their recovery. This involves expert-level engagement from the start of the claim. The earlier a specialty solutions provider can be brought on to a catastrophic injury case, the earlier specialty care coordinators can begin their expert and often time-sensitive coordination.

Utilizing Apricus for your catastrophic claims simplifies the process by providing a single point of contact to access an established national program with extensive provider relationships for all necessary equipment and services. Each claim's products and services requirements, scheduling and oversight are managed from one source, reducing administrative burden on adjusters and accelerating recovery care for the injured employee.

To learn more about Apricus specialty services for catastrophic claims, please visit www.apricusinc.com. To make a referral for specialty solutions services, call us today at 877.203.9899 or send an email to referrals@apricusinc.com.




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