Workers' Comp

Specialty Solutions Spotlight: Enhancing Collaboration Between Adjusters and Case Managers for Optimal Recovery

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Can one partner streamline coordination for both adjusters and case managers, especially when injuries are complex?

The cooperation between adjusters and case managers is pivotal to ensuring injured employees receive timely and effective care. When severe injuries occur, this collaboration becomes even more critical, often requiring intricate hospital discharge planning and comprehensive specialty solutions support.

Apricus stands as a dedicated partner to both adjusters and case managers, simplifying the complexities of specialty service coordination and ensuring a seamless transition from hospital to home or rehabilitation facility.

A Collaborative Approach to Complex Care

Managing specialty services across multiple vendors can drain valuable time and delay care especially when claims involve complex injuries and post-acute care planning.

Apricus streamlines coordination across all specialty service lines from a single platform to manage arrangements, communication and billing. Instead of adjusters and case managers having to make multiple calls to coordinate medical transportation, schedule diagnostics, secure durable medical equipment (DME), or arrange home health care, a single referral to a care coordinator ensures the timely handling of the entire process.

Whether the injured employee is in a major metropolitan area or a rural community, our national provider coverage ensures consistent service and quality. We remove the burden of researching local providers or evaluating unfamiliar capabilities and eliminate the need to learn different ordering protocols or navigate a patchwork of vendor requirements. Our knowledgeable care coordinators ensure the right products and services are provided to meet each injured employee's individual needs and recovery plan.

Apricus supports both roles by:

- Serving as a single point of contact for all specialty services.
- Managing vendor communication, documentation and follow-ups.
- Delivering real-time updates that keep everyone informed.
- Responding to emergencies with fast, flexible coordination.

This integrated approach allows adjusters and case managers to concentrate on their core responsibilities, confident that the logistical aspects are expertly managed.

Expertise in Hospital Discharge Planning

Hospital discharges, especially cases involving catastrophic injuries, require meticulous planning and coordination. Apricus excels in this area by offering smart support when it's needed most.

Our team acts as a valuable resource helping identify the right equipment, suggesting alternatives when brand-specifics aren't available, and stepping in to gather missing documentation or authorizations. Whether it's a same-day delivery, urgent transportation or after-hours support, we're built to respond fast and effectively, with internal escalation processes to resolve issues before they become delays.

Here's how we support seamless discharge planning:

- Collaborating closely with case managers to assess discharge needs and develop comprehensive care plans.
- Engaging with hospital staff to ensure all necessary services and equipment are in place prior to discharge.
- Managing last-minute changes and urgent requests with agility, ensuring no delays in injured employee care.

Proactive Communication and Support

Understanding the importance of timely information, Apricus maintains proactive communication channels:

- Acknowledging urgent requests within 2 hours and standard requests within 4 hours.
- Providing detailed service schedules, including delivery dates and appointment specifics.
- Offering after-hours support for emergency situations, ensuring continuous care without interruption.

This level of responsiveness ensures that both adjusters and case managers are always informed, reducing the administrative burden and enhancing the overall efficiency of the recovery process.

A Unified Team for Optimal Outcomes

By integrating services and fostering collaboration between adjusters, case managers and Apricus care coordinators, we contribute to:

- Improved injured employee satisfaction, through timely and coordinated care.
- Reduced risk of hospital readmissions by ensuring comprehensive post-discharge support.
- Streamlined claim resolutions, by minimizing delays and administrative hurdles.

At the end of the day, our goal is simple: to provide meaningful support and ensure consistent service quality. By taking on the complexities of specialty coordination, we help adjusters and case managers stay focused on recovery outcomes.

That leads to higher satisfaction for injured employees, faster claim resolution and more efficient workflows for everyone involved.

To make a referral for physical medicine, home health care and other services, call us today at 877.203.9899 or send an email to apricus.referrals@enlyte.com.



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