Workers' Comp

Stop the Specialty Service Spiral

June 18, 2025
2 MIN READ

The ability to effectively manage specialty services across multiple vendors can significantly impact your workers' comp program's operational efficiency and employee satisfaction. However, many payers find themselves dealing with unnecessary time drains and administrative headaches caused by an outdated, fragmented approach to coordinating specialty care that risks both cost-effectiveness and quality.

Whether it's physical therapy, durable medical equipment (DME) or home health care, disjointed coordination creates delays, confusion and rising costs. Claims handlers are stuck juggling emails and vendor calls while injured employees wait. The good news? It doesn't have to be this way.

It's time to change frustration into opportunity by transforming siloed coordination into a centralized experience that benefits both your claims handlers and your injured employees.

Fragmented Care Costs Everyone

Every delay in care isn't just frustrating, it's expensive. Disorganized communication slows recovery, elevates claims costs and saps productivity.

But with a centralized solution, your team gains control. Processes become seamless. Injured employees get care faster. Claims move efficiently. Everyone wins.

When you choose to streamline specialty service referrals, you receive four immediate benefits:

1. **Single Point of Contact**
   Claims handlers can initiate all necessary specialty services with just one call, streamlining their workflow and reducing administrative burden.

2. **Rapid Scheduling, Faster Results**
   With an average 1-hour turnaround from referral to care coordination, injured employees receive the prompt attention they deserve without frustrating delays.

3. **Precision That Elevates Outcomes**
   Advanced insights match patients with accurately skilled providers with the correct frequency of care, to save you unnecessary expenses.

4. **Better Injured Employee Experiences**
   By reducing administrative touchpoints, we minimize confusion for injured employees. A single, compassionate point of contact helps them feel supported and less overwhelmed, leading to swifter recoveries and greater overall satisfaction.

If inefficient workflows, endless emails and vendor calls are dragging your team down, it’s time for a change. Discover how Apricus simplifies specialty care for claims teams and injured employees alike.



©2022 Enlyte Group, LLC.

mitchell | genex | coventry