Workers' Comp

# Specialty Solutions Spotlight: Cut Delays and Rework With Early DME Coordination

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**What's the fastest way to keep workers' compensation DME on schedule and within budget?**

Durable Medical Equipment (DME) requests can look simple at first, but the details get complex fast. Product categories overlap, models vary in small but important ways, and prices range widely. Miscellaneous codes for products not easily categorized add confusion. The result is uncertain approvals, rework, and delays that stretch claim duration. You can avoid these common slowdowns by bringing in a coordinator early to turn clinical needs into the right item, delivered on time at the right price.

Partner with a specialty coordinator experienced in workers' compensation, like Apricus, to simplify the process, increase transparency, and keep each order aligned on clear milestones that control scope, cost, and timelines. You gain access to a broad, credentialed provider network, flexible rental or purchase options and clinical oversight that keeps delivery reliable and cost-effective.

#### When To Involve a Coordinator

Engage a coordinator any time you see brand-only referrals, tight discharge timing, or orders with rentals, accessories or maintenance that need follow-through. A brief early review can surface clinically equivalent and less expensive options, set realistic delivery windows, and plan training and support. You keep the claim on schedule and reduce the back-and-forth.

*Here's an example of how coordinator involvement streamlines challenging orders:* A brand-only TENS unit is ordered late on the day of discharge. A coordinator reviews the injury, proposes a clinically equivalent option that can ship the same day, schedules training at delivery and confirms arrival and use within 48 hours. You avoid a weekend scramble and keep recovery on track.

#### Three Obstacles a Coordinator Removes

- Clarifying vague orders to match diagnosis, home setup and budget while preserving clinical benefit
- Routing orders in network to improve predictability and control costs
- Confirming delivery and fit-and-use to prevent nonuse, returns and reorders

#### Ask for a Plan Before You Issue a PO

Before you issue a purchase order (PO), request a short plan that lists the recommended item and a clinically equivalent alternative, the in-network vendor, expected cost and delivery window. This small step prevents unauthorized orders and keeps the claim moving. It also makes approval decisions faster because options and timelines are clear up front.

#### The Cost Conversation That Supports Recovery

Cost control isn't pushing back on the physician. It's protecting the intended clinical outcomes while removing common failure points.

- Convert rentals when monthly fees approach the purchase price
- Assign warranty and maintenance to a single owner to avoid duplicate charges and repeat service calls

#### What You Get with Apricus DME Coordination

- Tap more than 10,000 trusted providers for DME across the country
- Choose flexible rental or purchase options tailored to the injured employee's needs
- Save an average of 35% below fee schedule or usual and customary fees
- Rely on clinical appropriateness reviews, rush or weekend delivery when needed, and a single point of contact who coordinates related specialty services like physical therapy, diagnostics and transportation

Early coordination turns a complex process with lots of variables into a predictable workflow. You reduce change orders and reauthorizations, prevent delays at discharge, and protect your claim's bottom line while supporting a safer, more efficient recovery for the injured employee. You get fewer surprises, faster decisions and measurable savings, all without adding to your workload.

This information is meant to serve as a general overview, and any specific questions should be fully reviewed with a health care professional or specialty service provider.

To make a referral for durable medical equipment, diagnostics and other services, call us today at 877.203.9899 or send an email to apricus.referrals@enlyte.com.

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