Workers' Comp

5 Ways Apricus Referrals Help Adjusters Move Specialty Claims Forward

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2 MIN READ

Specialty referrals can slow a claim when each service requires a different vendor, contact, update and bill. For adjusters managing high caseloads, those handoffs add time and uncertainty. Apricus Specialty Solutions gives you one coordinated referral path for many specialty needs, helping reduce follow-up work, speed coordination and keep the claim moving.

1. **Manage more specialty needs in one place.**
   Injured employees rarely need just one service. Apricus coordinates durable medical equipment (DME), diagnostics, home health, home and vehicle modifications, prosthetics and orthotics, transportation and translation, physical medicine, and more. That gives you one place to send and manage referrals when a claim involves multiple specialty needs.
2. **Reduce vendor chasing with one point of contact.**
   Instead of tracking separate vendors for each service, you get dedicated intake and care coordinators who help manage the referral from start to finish. They identify appropriate providers, coordinate with injured employees and case managers, schedule products and services, manage billing, and keep you updated through completion.
3. **Keep referrals moving with fast coordination.**
   Delays between the order, appointment and service can affect recovery timelines and add more work to your desk. Apricus benchmarks include a 10-second average call-wait time to speak with a coordinator, one hour from referral to care coordination, and two days from referral to scheduling and delivery. That speed helps protect claim momentum when timing matters.
4. **Keep physical medicine referrals on track.**
   Physical therapy is one of the most common specialty services adjusters manage. Added visits can increase claim costs when they don’t support recovery. Apricus Physical Medicine helps route injured employees to therapy that fits the injury. Licensed clinicians provide no-charge oversight to monitor progress, review compliance and appropriateness of care, and support evidence-based recommendations. That gives you another layer of insight when therapy needs closer review.
5. **Get time back in your day.**
   Every extra phone call, vendor handoff and unanswered status request takes time away from the rest of your claims. Apricus helps reduce that administrative lift with one referral path, dedicated coordinators, unified scheduling and regular updates from referral through completion. The result is a simpler specialty referral process that helps you stay informed without managing every step.

When your next claim needs specialty support, refer it to Apricus. You get one coordinated path for services, scheduling, updates and billing, with the support to manage complex needs without adding more work to your desk.



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