

## Orchid Quick Facts



100% workers' compensation focused



Established in 2002.  
Privately held company



Headquarters  
in Orlando, FL



Nationwide reach



Integrated Solutions

- Comprehensive Ancillary Services
- SCCP®
- Urinary Drug Monitoring
- Retrospective DME



250+ valued clients



99% client retention rate



28% average  
annual growth rate



24/7/365 high-touch  
customer service

## Our Story

In 2002, Orchid began as a regional durable medical equipment (DME) provider. Today, we have evolved into a leading, nationwide provider of integrated ancillary and surgical cost containment solutions for the workers' compensation market.

## Our Mission

Our mission is to provide high-touch customer care while delivering quality products and services that expedite successful outcomes for injured workers and savings for our clients.

## Our Clients

Orchid provides medical management services to over 250 clients, nationwide. Our clients include insurance carriers, government agencies, third party administrators (TPAs), managed care organizations (MCOs) and self-insured employers.

## Our Difference

### **BACK TO LIFE. BACK TO WORK.**

At Orchid, we understand that injured workers are more than an injury. Our collaborative approach helps build a thriving 'back to work' mindset that shines a positive light on the injured worker. Together, we are committed to the collective goal of helping to ensure injured workers receive the appropriate care and services they need to get back to life and work as quickly and cost-efficiently as possible.

### **MOVING FORWARD. WORKING TOGETHER.**

In every step of the recovery process, we work collaboratively with claim professionals, case managers and provider partners to efficiently align and deliver an integrated solution that helps to achieve better outcomes for injured workers and lower costs for our clients.

**Together, we keep claims moving forward and injured workers toward recovery.**

## Contact Us

### **Corporate Office**

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A photograph of two women in business attire sitting at a table in a meeting room, engaged in a conversation. The woman on the right is gesturing with her hand while speaking. The background shows a large window with a view of a city skyline.

## MOVING FORWARD. WORKING TOGETHER.

### Our Solutions

At Orchid, we combine the expertise to manage with the efficiency to move forward. Orchid drives efficiency and control by being a single source solution for ancillary services. From catastrophic care to surgical implants, we cost-effectively manage and deliver the appropriate care and services injured workers need to get back to life and back to work.

**Comprehensive Ancillary Services** – Through our strong, national network of credentialed providers and our in-house clinical experts, we offer skillful service in providing injured workers with cost-effective services based on their unique needs. From referral intake to service delivery, Orchid offers high-touch service, reliability and quality care.

- DME & Supplies
- Orthotics & Prosthetics
- Hearing Aids
- Diagnostic Imaging
- Home Health & Complex Care
- Home & Vehicle Modifications
- Physical Medicine
- Transportation & Language
- Long Term Care

**Surgical Cost Containment Program®** – As a pioneer in the workers' compensation industry for implants cost management, our three-tiered Surgical Cost Containment Program® (SCCP) makes us one of the only providers that delivers a holistic approach to surgical cost containment. With an industry-leading success rate, SCCP produces savings as high as 50% below fee schedule for surgical implants.

**Urinary Drug Monitoring** – Orchid's urine drug testing (UDT) program monitors the use of prescribed and non-prescribed medications as well as the effectiveness and safety of drug therapies. Our program uses automated business rules to flag dangerous drug scenarios triggering a UDT regimen. The regimen identifies injured workers who are susceptible to long-term opioid addiction, medication abuse, misuse and/or diversion.

**Retrospective DME** – Rather than paying fee schedule for out-of-network durable medical equipment (DME) bills, discover more savings through our retrospective DME program. Our technology-driven program delivers savings, as high as 20%, beyond state fee schedules on out-of-network DME.

**Trust Orchid to provide injured workers with the right products and services at the right time and at the right cost. Contact us to learn more.**