Absence & Disability Management

Family Medical Leave Administration

PRESENTATION TO:

CareWorks Absence Management™
A York Risk Services Company

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Presentation
Absence & Disability Management

Family and Medical Leave Act Administration Services

The CareWorks Family of Companies

A Growing Success Story
More than 1,000 associates delivering customer-focused cost control services to 200,000 business customers, with a 98 percent annual customer retention rate.
Introduction

The CareWorks Family of Companies

- CareWorks is a world-class disability management and managed care organization dedicated to consistently exceeding customer expectations.
- CareWorks Absence Management is the York division focuses on total absence management, serving as a truly integrated partner to help you get people back to work.
- Our goal is to develop long-term relationships with our customers, building strong business partnerships.

The Cost of Absences

- Costs (direct and indirect) of unscheduled absences can add up to 8% of payroll. *(Source: Mercer Survey on Absence & Disability Management 2010)*

- According to the Society for Human Resource Management, the average cost to defend a FMLA lawsuit is $78,000, regardless of the outcome.

- Overall direct costs of FMLA nationally was $21 billion. *(Source: Employment Policy Foundation Analysis ’05)*
  - Lost productivity due to FMLA cost employers $4.8 billion in profit.
  - Employers paid $10.3 billion to replace workers who took FMLA and paid $5.9 billion in healthcare coverage for employees on FMLA.
The Cost of Absences

- Employees who successfully sued for wrongful termination based on FMLA Absence received on average between $87,500 - $450,000 in damages. *(Source: EEOC)*

- According to the U.S. Department of Labor, managers and supervisors can be sued directly and held personally liable for paying damages. *(Narodetsky v Cardone Industries, Inc., et. al., Haybarger v. Lawrence County Adult Probation et. al)*

- A federal jury recently awarded a Chase Manhattan regional manager more than $2.2 Million for violations of the FMLA. *(Source: Lore v. Chase Manhattan Mortgage Corp.)*

Our Philosophy

- The value of people or human capital is critical to driving productivity and ultimately your bottom line.

- We believe absences and disability should be managed through early, aggressive claims and case management.

- Work is rehabilitative following a disability; early return to work is critical to the overall recovery from a disability.

- **One size does not fit all** - our programs are customized and tailored to fit each client’s program to ensure optimal outcomes.
Integrated Disability Management

Administration Services

- Can be provided stand alone or integrated.
- CareWorks Absence Management requires NO Minimum employee count.
- Model Based on Industry Best Practices.
- Designated Absence Management Specialist and Nurse Case Manager.
- Legal Services and Support provided by in-house counsel to ensure compliance with Federal and State Regulations.

Integrated Disability Management

Administration Capabilities

- Family and Medical Leave Act
- State Mandated Leave
- Non-FMLA Medical Leave
- Short Term Disability
- Long Term Disability
- Personal Leave
- Premium Payment Notifications
Integrated Disability Management

Seamless Coordination of Services

CareWorks Absence Management highly recommends coordination of benefits and services to ensure timely and safe return to work for your employees and **avoidance of benefit stacking**. We will provide seamless coordination of services to provide your employees with the optimum level of benefits available to them while on leave and to ensure all protected leaves are being administered as appropriate:

- Employee Assistance Programs
- Short Term Disability Coordination
- Early Identification of Long Term Disability
- Workers’ Compensation

Program Model

Four Key Components
Built on Best Practices

- 24/7 Centralized Reporting.
- Designated Clinical Management and Claim Administration Teams.
- Return to Work Coordination.
- Data and Reporting via a state of the art Web-Based Claim System.
Program Model

Centralized Intake

Medical Management

Employee & Employer

Claim Administration

Return to Work

How Does the Program Work?

Implementation

- 60 to 90 Day Process
- Program Kick-Off Meeting
- Outline Account Specific Handling Instructions
- Determine Claims Handling Workflow
- Customization of Program Materials
- Develop Education and Training
- Eligibility File Transfer and Test Reporting
- Collection of Tail Claims and Tail Claim Staffing
- Historical Load of Claim Data
- Program Roll-Out
Training & Education

Training
- Human Resources Staff
- Supervisors
- Employees
- Web-Based or Onsite

Educational Program
Materials
- I.D. Card
- Tri-fold Brochures
- Worksite Posters
- Frequently Asked Questions (FAQ)

Reporting

Real Time Reporting

Fiscally conscious clients demand access to real-time data, in multiple formats. CareWorks Absence Management recognizes access to real time data is key to companies seeking to make positive economic impacts to their bottom line through outsourcing their Absence Management Program. To meet these demands CareWorks Absence Management provides:

- Automatic electronic notifications for all absences and claim status changes.
- Client Self-Run Reporting on real time data through CaseWorks.
- Transaction and Trend Reporting.
- Benchmark Reporting.
- Raw Data Reporting.
- Case Studies/Impact and Return on Investment (ROI) Reporting.
CaseWorks ~ Online Claim System

24/7 Real-time Access to Claim Files

- CaseWorks houses your files electronically.
- Real time data.
- Access to claim information based on user authority, location.
- Claim file includes:
  - Claim status.
  - Benefit Usage; including calendar view.
  - Remaining Benefit.
  - Nurse Case Management determinations/clinical notes.
  - Claim notes, documents and medical information.
  - Return to work information.
- Reporting function allows client to self-run reports based on multiple criteria.
- Allows for entry of benefits types and calculates usage based on plan criteria so maximum benefits are not exceeded.
Why Partner With Us?

Average Return on Investment 4 to 1

- Reduced absence costs.
- Enhanced information collection.
- Consistency among multiple locations.
- Seamless coordination with other benefits.
- On-demand reporting through CaseWorks.
- Increased employee morale - workforce stability.
- Better compliance with state and federal regulations.
- Reduction in opportunities for fraud and “double dipping.”
- Fully customized programs to meet individual employer needs.
- State of the Art Claim System with access to real time information.

Why Partner With Us?

Dedicated Consultant
- Examines current leave program for potential areas of risk.
- Provides ongoing recommendations.

Dedicated Account Executive
- Ensure customer service satisfaction beyond expectations.
- Program implementation and ongoing account management.

Dedicated Absence Management Team
- Nurse Case Manager – Registered Nurse trained in occupational and non-occupational disability management.
- Absence Management Specialist with Human Resources and Customer Service background.
- Integrated approach to leave administration.
Absence Management Solutions

Centralized Intake for All Workplace Absences
- 24/7 Toll-Free Reporting.

Customized Workflow
- Seamless coordination with benefits not administered by CareWorks Absence Management.
- Account specific handling instructions.

Tracking & Reporting
- Automated tracking; in any increments of your payroll system.
- On-demand reporting; self-run reporting.
- Specific location and metric abilities.

Return to Work Coordination
- Proactive management of return to work focused on outcomes.
- Review of job descriptions, appropriate use of modified duty, fitness for duty and ADAAA considerations.

Thank You!

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Thank You!