



## SUMMARY NOTE

**iFHP Big Ideas Week Connect | 19 – 23 June 2023**

### **‘Return to Health, Return to Work: A Focused Approach to Disability Management’**

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Medavie**



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Medavie presented on their “return to health, return to work” disability management programme, focusing on mental health, and the importance of early intervention and an integrated approach to disability management.

The rising usage of short-term and long-term disability benefits is driven by mental health claims. These often coexist with other health issues.

Medavie’s framework for addressing the direct and indirect cost to employers is based on a comprehensive and holistic approach that includes prevention, early intervention, and personalized care at every stage of disability.

Employers play a crucial role addressing mental health by collaborating with insurers and disability management providers. Trust, understanding, and a shared goal of employee well-being and organizational bottom-line improvement are essential.

Medavie’s framework for action emphasizes proactive case management, healthcare navigation, flexibility, monitoring progress, and timely intervention.

Early data analysis indicates a reduction in both incidence and duration of mental health-related disability.

Specific attention is given to the role of virtual care and technology in the context of disability management and return to work strategies. The industry should consider new technologies and tools such as text therapy and cognitive therapy provided through text messages. Other useful accommodations are highlighted in the presentation.

The role of communication is highlighted. Managers play a key role and need to be equipped with the necessary knowledge and skills to support employees and create a more accommodating work environment, thereby reducing anxiety-related claims and absences.

Five KPI's support Medavie's "return-to-health, return-to-work" framework.

- frequency of communication between the disability service case manager and the claim member
- availability of integrated digital health and wellness support
- early mental health intervention during the disability stage
- transition rate from short-term disability to long-term disability
- number of cases in rehabilitation with a proper support plan.

The overall transition rate from short-term to long-term disability serves as an ultimate indicator of success and informs the duration of claims.

The future of absence and disability management lies in leveraging flexibility, enabling employees to contribute to work while receiving necessary treatment. By providing employees with the tools and resources to actively participate in their healthcare decisions, employers can support their well-being and performance.

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For further information about the programmes at iFHP, and how you can join, please reach out to [hello@ifhp.com](mailto:hello@ifhp.com).