Return to Health, Return to Work: A Focused Approach to Disability Management

June 21, 2023

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LEADING
all-in-one carrier

$5 billion in claims

2,400 EMPLOYEES

SUCCESS THROUGH
partnerships, flexibility
& innovation

customer-focused,
DIGITAL FIRST
enterprise

3.5 million
cardholders
from coast
to coast

2021 INSURANCE BUSINESS CANADA AWARDS WINNER
THE ADVOCIS AWARD FOR LIFE & HEALTH INSURER OF THE YEAR

Waterstone CANADA'S MOST ADMIRED CORPORATE CULTURES HALL OF FAME

Canada's Top 100 Employers 2022

CARING COMPANY CERTIFIED IMAGINE CANADA

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Disability Claims & Workplace Absences

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PLAN SPONSORS

MAJOR CONCERNS ABOUT THE HEALTH BENEFITS PLAN

1	Competitiveness	37%
2	Overall sustainability	31%
3	Sustainability of drug plan	31%
4	Sustainability of the dental plan	31%
5	Use of paramedical services	26%
6	Levels of absence and disability	23%
7	Benefits fraud/misuse of benefits	22%
8	Lack of time for long-term strategy, opportunities, etc.	17%
9	Growing number of appeals or complaints	15%
10	Inability to make major changes due to collective bargaining agreements	14%

SOURCE: 2022 Benefits Canada Healthcare Survey. April 2022. BASE: Plan sponsors with at least one major concern (n=451)

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Leading Causes of Disability Claims

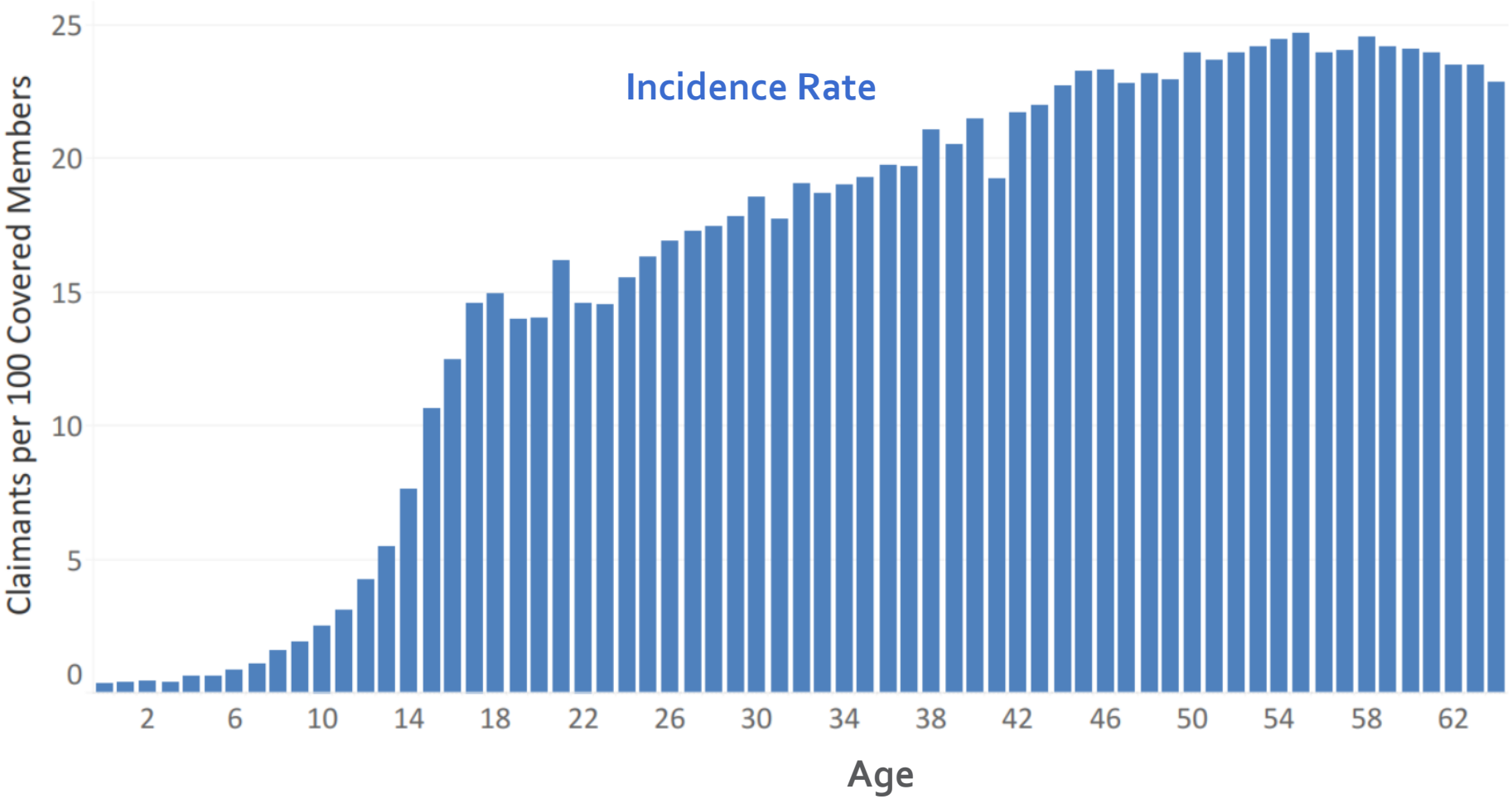
Mental health is the top driver of disability claims

Mental health problems account for approximately 30% of all short- and long-term disability claims and 70% of total disability costs in Canada*

Other leading causes include chronic diseases | musculoskeletal disorders | cardiovascular conditions |cancer | injuries/accidents | chronic pain | neurological and cognitive conditions | other

*Source: Mental Health Commission of Canada

Mental Health Statistics



Cost per Claimant

$357

Claimants per 100 Covered

18.9

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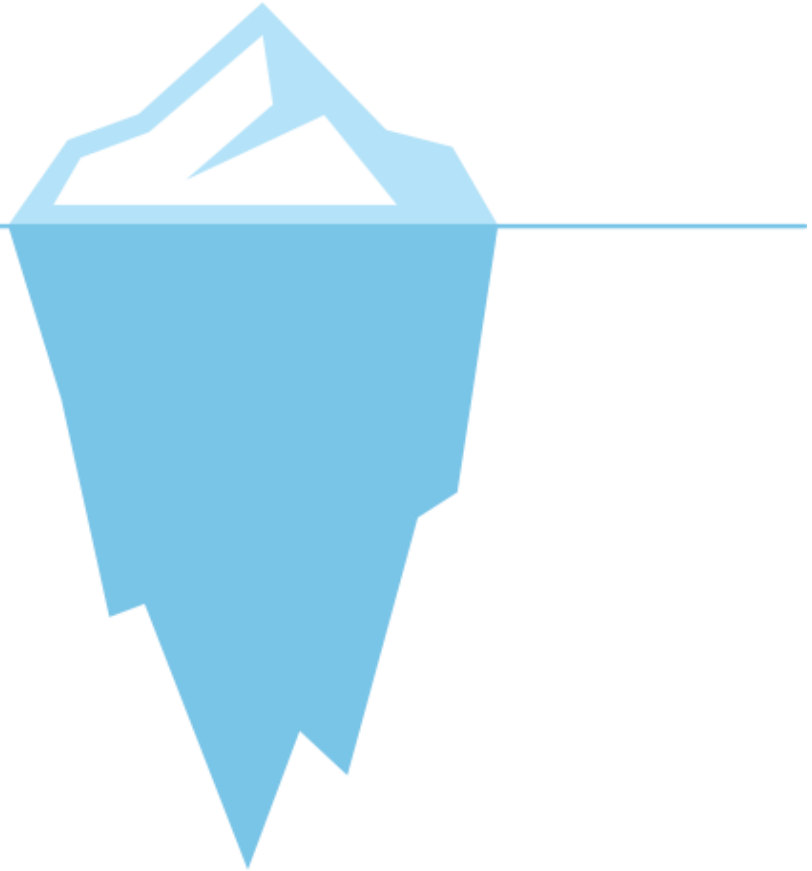
Direct and Indirect Impacts

- Short-term disability duration
- Long-term disability incidence



- Lost productivity
- Presenteeism
- Absenteeism
- Overtime to cover sick days
- Unrealized output
- Overstaffing
- Temporary workers
- Stress on team members
- Recruitment
- Hiring costs
- Retraining

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Increased Risk Factors for Developing Mental Illness

- Family conflict or violence
- Neglect in early childhood
- Living in inadequate or unsafe housing
- Unemployment or sudden job loss
- Drug or alcohol dependency
- Chronic medical conditions
- Genetics or predisposition
- Burnout or job stress
- Personal trauma
- Other

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Making a Difference

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More and more Canadian workplaces are setting up **accommodation** and **return-to-work (RTW) programs** to help ensure employees with work-related and non-work-related injuries and illnesses are able to remain at work or return to work as **quickly** as they are **safely** able to do so.

Institute for Work and Health

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Making a difference

Disability solutions that deliver long-term **financial sustainability** and positive member **outcomes** with:

Integration of Health, Drug and Disability benefits

Proactive **case management** services

Responsive and flexible **solutions**

Holistic **member support**/improved **health outcomes**

Market-leading **technology**

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Integrated Approach to Disability Management

EMPLOYEE ENGAGEMENT

PREVENTION
Education
Wellness and self-care resources
Employee assistance programs

TREATMENT/ACCOMMODATION
Extended health benefits
Early access to care and treatment
Robust health provider network
Flexible accommodations/working arrangements

RECOVERY
Early intervention
Active case management
Involvement of the treating physician in the treatment plan
Return to work plan
Monitoring of progress based on established prognosis and data

Healthy
Reacting
Injured
Ill

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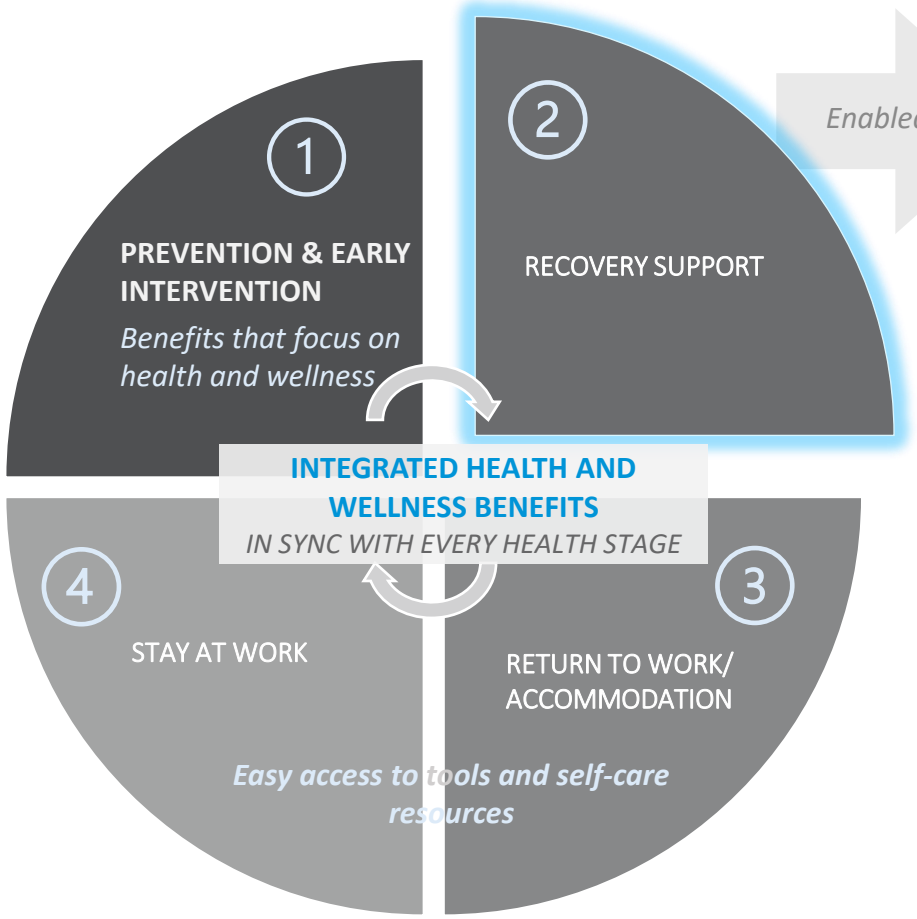
Proactive support with a commitment to sustainable recovery



Enabled by

Human-centred case management

Effective communication underlined by compassion and care

Healthcare Navigation Support

Flagship services that reduce wait times

Technological solutions in claims management

Driving efficiencies through innovation

Reporting and data analysis

Insights that support the right decisions

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Virtual Care to Support Return to Health

75%

of consumers surveyed said technology is important to **managing their health**

70%

of Canadians say they would **choose virtual health** visits if the option was available

70%

of Canadians are willing to trade off current benefits for **improved access to healthcare** professionals and technology-supported services like virtual care

70%

of Canadians believe that incorporating more technology into personal health care can help **prevent illnesses**

48%

of employees are **more confident in digital health solutions** promoted or sponsored by employers

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A Supportive Framework

- ✓ Build a supportive culture and increase engagement from leaders
- ✓ Equip employees with the tools and resources they need to take a direct and active role in their health and health care decisions
- ✓ Guide managers in having real conversations about individual employee supports
- ✓ Regular benefits evaluation
- ✓ Enable easy access to care and open communication/navigation support
- ✓ Allow for greater flexibility so employees can continue to work while receiving treatment (if applicable)
- ✓ Managed / active return to work focus

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Benchmarks of Success

Challenges

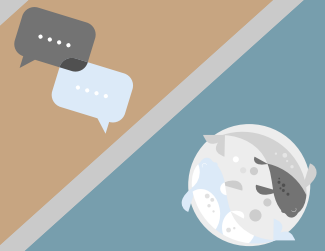
Limited or inconsistent communication

Partially integrated health and wellness with DI

Mental health STD claim will result in LTD by approx. 30%*

Rehab support geared toward LTD

In average, 20%-25% of every STD will result in LTD**



Value proposition

Member convenience & communication

Integrated and comprehensive benefits

Early mental health intervention

Effective and proactive STD support

Transition from STD to LTD

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*Transition STD to LTD Canadian disability trend report 2021
**2021 Canadian disability trend reports

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The **future** of absence and disability management lies in **leveraging flexibility** so employees **can continue to work** while receiving **treatment.**

Benefits Canada Healthcare Survey 2021

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Thank you

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