



Integrated Disability and It's Role in Workers' Compensation

2016 - National Council Of Self Insurers

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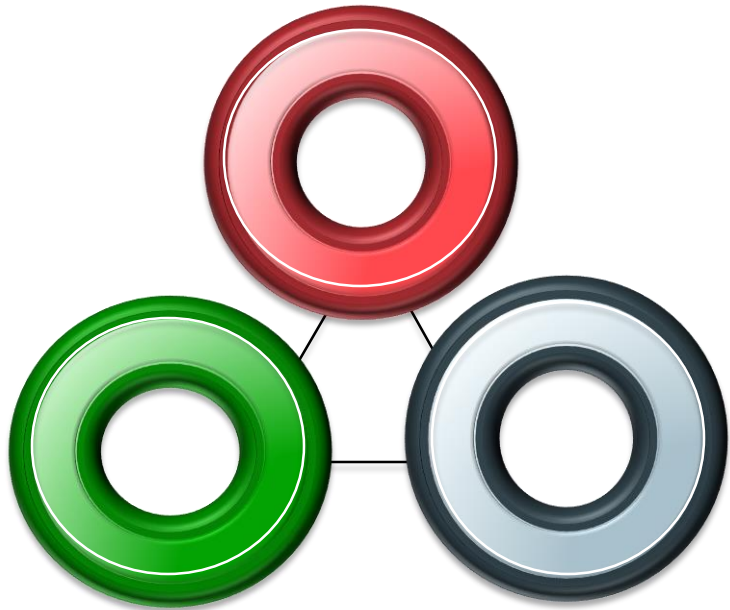
Role: Manager, Integrated Disability & Absence

- ▶ Responsibilities: Design solutions to improve experience, solve problems, create alignment, yield data, and gets results
- ▶ Supports: 18,000 US in 12 states
- ▶ Products: Workers Comp, Leaves and STD (all types), LTD, Military leaves, parental benefits, accommodations
- ▶ Models: Works with primarily in-source, some outsourced, and some co-sourced models for self-insured products
- ▶ Vendors: CCMSI, East Cost Risk Management, Prudential
- ▶ Team Size: 14 AEP employees / 30 Vendor FTE Headcount
- ▶ Annual Transaction Activities:
 - ▶ 6699# of Sick leaves
 - ▶ #507 workers' compensation claims
 - ▶ #789 non employee FMLA Absences
 - ▶ #97 Military Leaves
 - ▶ Employee experience rating: 4.3 out of 5 or 86% approval rate

What is Integrated Disability

- Approach to manage absence and disability
- Unifies strategy and tactics with a common vision
- Ties the process tools, plan designs, policies and practices of the employer
- Adheres to laws, regulations and guidelines
- Delivers company-provided benefits for qualifying situations
- Maximizes investment on dollars spent, increases productivity, and boosts morale

Coordinated



vs.

Integrated



Integrate the Knowledge!

- ▶ Knowing each program and being a subject matter expert is very important

- Federal FMLA
- Federal FMLA-military component
- Federal Jury Duty
- **Federal Workers' Compensation Programs**
- Federal SSDI Program Federal Medicare
- Federal Set Asides / SCHIP
- Federal Americans with Disability Act (ADA/AA)
- Federal ERISA
- Federal COBRA
- Federal HIPAA
- **State Workers' Compensation Programs**
- State Leave Programs
(i.e., OFLA, CFRA-CA Family Rights Act, PDL, CT)
- State Disability Programs
(SDI programs in NY, NJ, HI, RI, PR, CA)
- State Disability (ADA)
- State Fair Employment Housing Act (FEHA)—CA only
- State Military Leave (Indiana)
- Employment EEOC Employment BOLI
- Employment Title VII
- Employment Union Agreements Prevention
- Reporting, Federal, State, Municipal, Company
- Prevention Safety
- Prevention Ergonomics
- Prevention Wellness
- Company Short Term Disability (STD)
- Company Long Term Disability (LTD)
- Company Life Insurance
- Company Accidental Death & Dismemberment (AD&D)
- Company Employee Assistance Program (EAP)
- Company Salary Continuation
- Company Paid Time accruals - PTO or PDO
- Company Paid Time accruals -Vacation
- Company Paid Time accruals - i.e., Sick pay
- Company Pension Company Retirement
- Company On-Boarding
- Occupational Health Exams at Hire
- Company Drug and Alcohol Testing
- Company Pay Coordination
- Company Health Care (HMO, PPO)
- Company Coordination of Care and Payment
- Company Disease Management
- Company Voluntary Benefits
- Re-employment Occupational Return to Work program (RTW) & Transitional Duty (TD) programs
- Re-employment Non Occupational Return to Work program (RTW) & Transitional Duty (TD) programs
- Re-employment Vocational Rehab Re-employment Employer Injury Program (OR) Federal

Foundations of Integrated Disability

▶ Repeatable Excellence

- ▶ The key to any program is doing the little things right, if you can't do the little things then you spend too much time and effort fixing the mistakes and explaining why the mistakes occurred.
 - ▶ Pay employee's, vendors etc.
 - ▶ Process paperwork
 - ▶ Update claims notes
 - ▶ Complete data fields
 - ▶ Follow up when you are suppose too.
- ▶ The foundation of any program is doing the day to day activities correctly!

Integrate Your People

- ▶ Employees will talk to other teams
- ▶ Unifies message and support
- ▶ Eliminates working at cross-purposes
- ▶ Understand roles and responsibilities
- ▶ Allows for partnership if teams are under different leaders
- ▶ Case Study: Illustrates the value of people integration
 - EE has benefits, file paperwork, WC, and needs to RTW with restrictions

Integrate Your Processes

- ▶ Employees will talk to other teams
- ▶ Unifies message and support
- ▶ Eliminates working at cross-purposes
- ▶ Understand roles and responsibilities
- ▶ Allows for partnership if teams are under different leaders
- ▶ Promotes continual improvement
- ▶ Case Study: Illustrates the value of people integration
 - EE has benefits, file paperwork, WC, and needs to RTW with restrictions

Integrate Your Communication

- ▶ All need to 'speak' the same message related to time off, benefits, what to expect, and what is required of me
- ▶ Keep the message simple
- ▶ Case Study: Illustrates the value of people integration
EE has benefits, file paperwork, WC, and needs to RTW with restrictions

Integrate Your Story and Data

- ▶ Bring all your disability data together.
 - ▶ Executives like hearing the entire story not just a piece of the story.
 - ▶ Bigger numbers get more attention
 - ▶ What gets measured gets managed
 - ▶ Data helps tell your story
- ▶ If you can't tell your story you can't:
 - ▶ Prove your value to the organization
 - ▶ Build support based upon past success

AEP Story

- ▶ Our story is a story of change management.
 - ▶ Siloes vs. Coordinated vs. Integrated



**WC
Management**



**Absence & Pay
Management**



**Leave
Management**

Outsourced

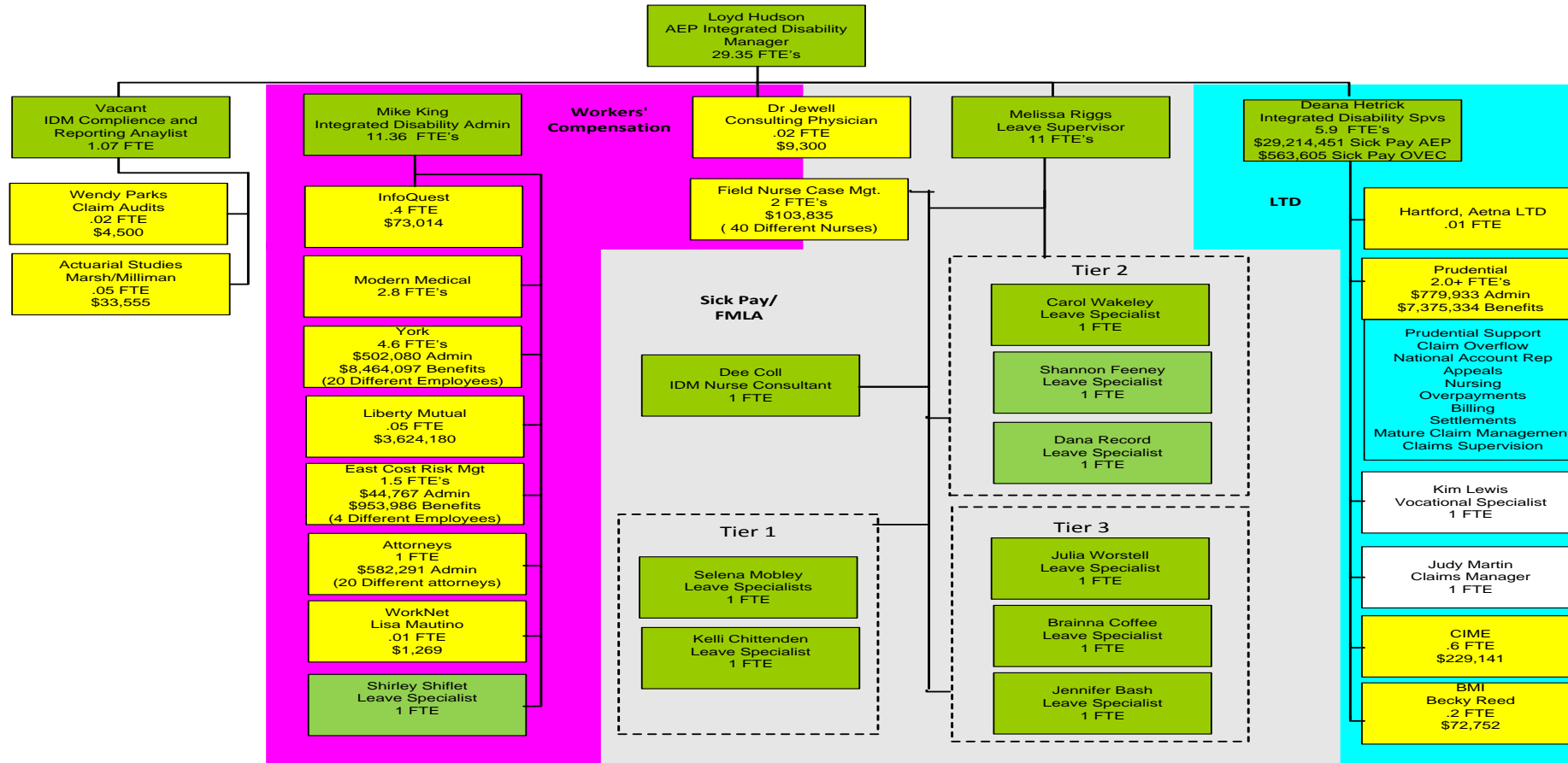
vs.

Insources

- ▶ Bill Re-pricing
- ▶ Networks
- ▶ IMEs
- ▶ Medical only WC
- ▶ Surveillance
- ▶ Long Term Disability
 - ▶ Onsite adjusters

- ▶ Lost Time Claims Managing - WC
(first six month or longer)
- ▶ Sick Leave
- ▶ FMLA
- ▶ Return to Work
- ▶ Reporting
- ▶ Compliance

AEP IDM Structure/Staffing (Integrating People)



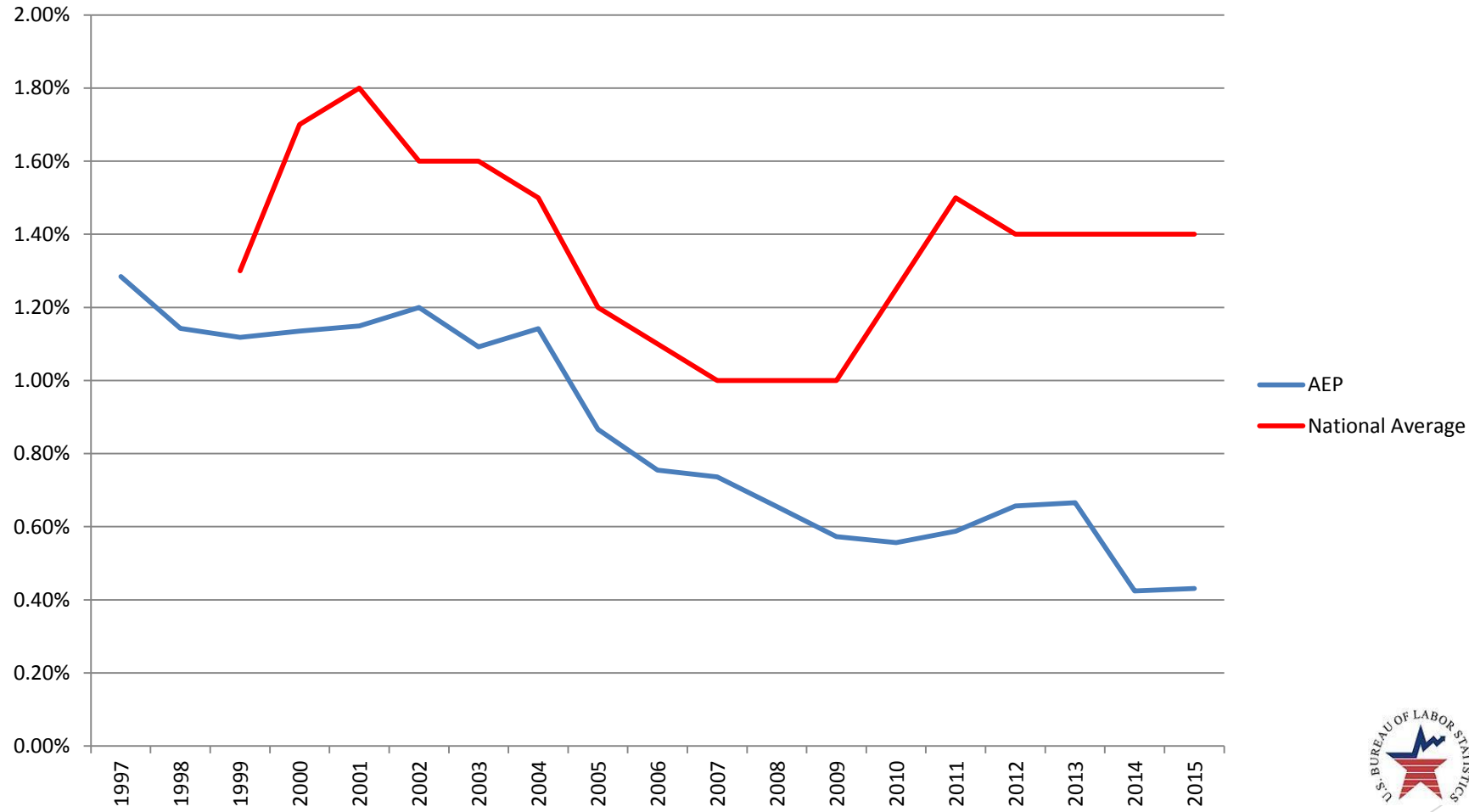
What we do well!

- ▶ Integrating Knowledge
 - ▶ Understand the Programs. We are views as subject matter experts.
- ▶ Day to day operations:
 - ▶ Notifications, emails, pay, documentation and contacts.
- ▶ Integrated our processes
 - ▶ Workers' Compensation, FMLA, Sick Time, LTD and Return to work
 - ▶ Continual Improvement
- ▶ Integrated our Communication and Message
 - ▶ Employee's
 - ▶ Management
 - ▶ Leadership
 - ▶ Vendors
 - ▶ Lobbyists

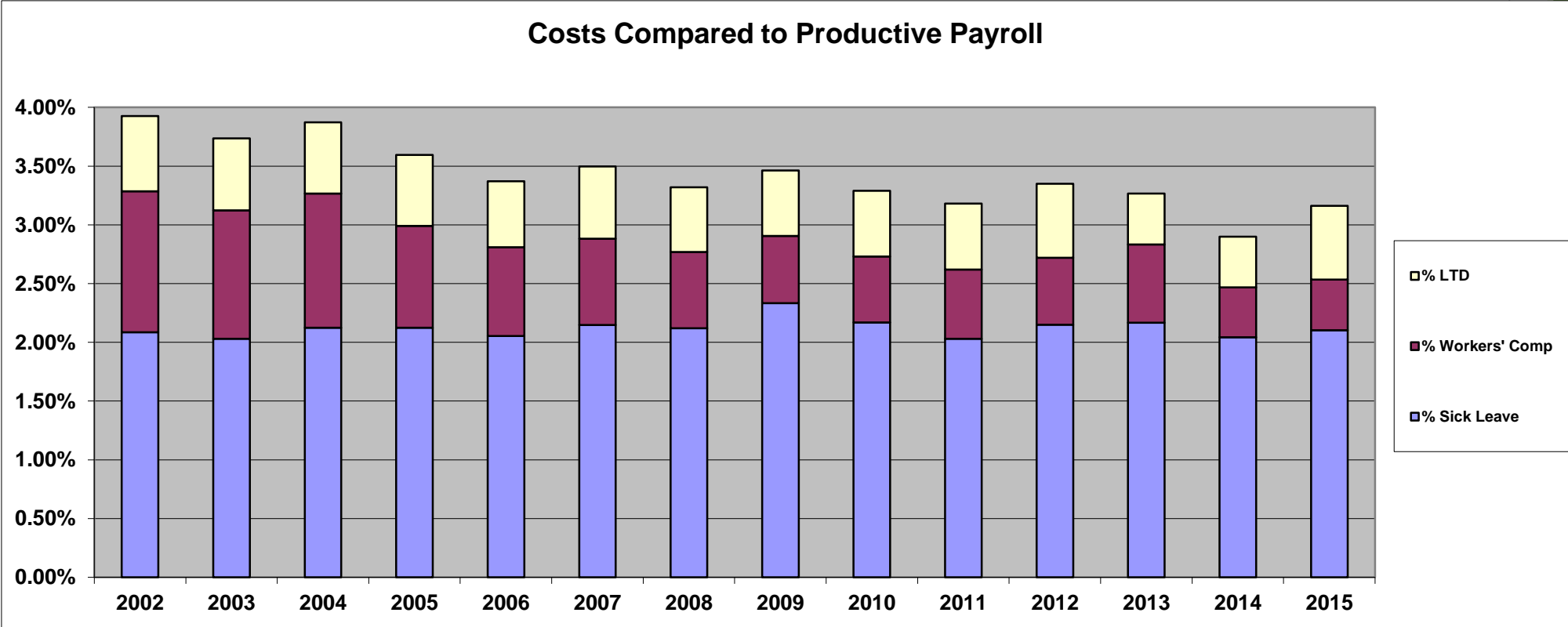
What we do well!

- ▶ Integrated our Data
 - ▶ Lost time
 - ▶ Costs
 - ▶ Return to Work
 - ▶ Showing Value

Workers' Compensation

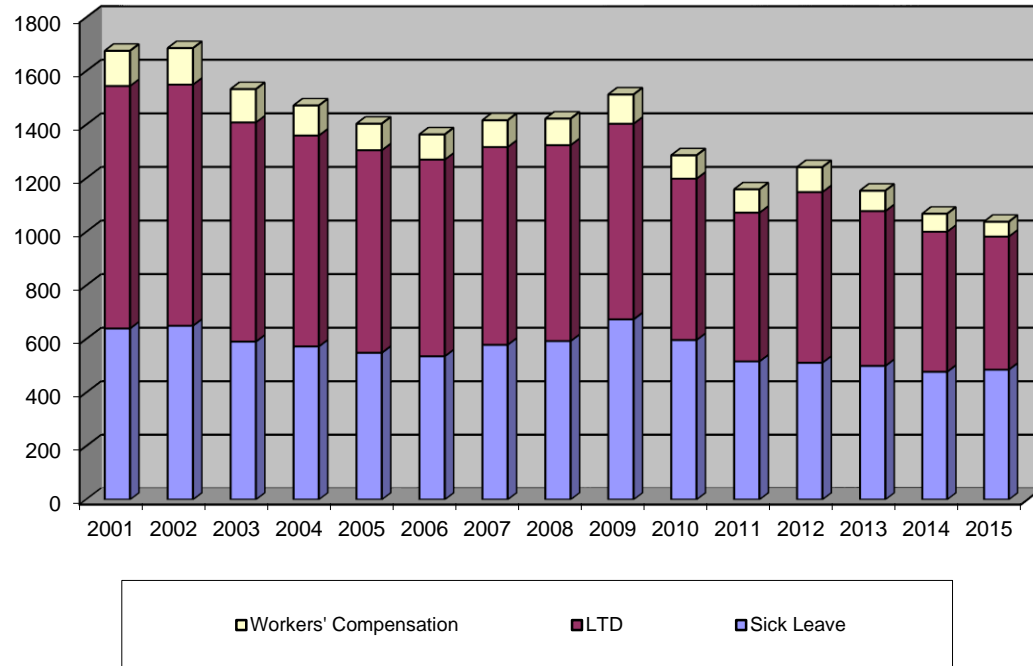


Costs Compared to Productive Payroll



Absent Non-Productive Full Time Employees (FTE)

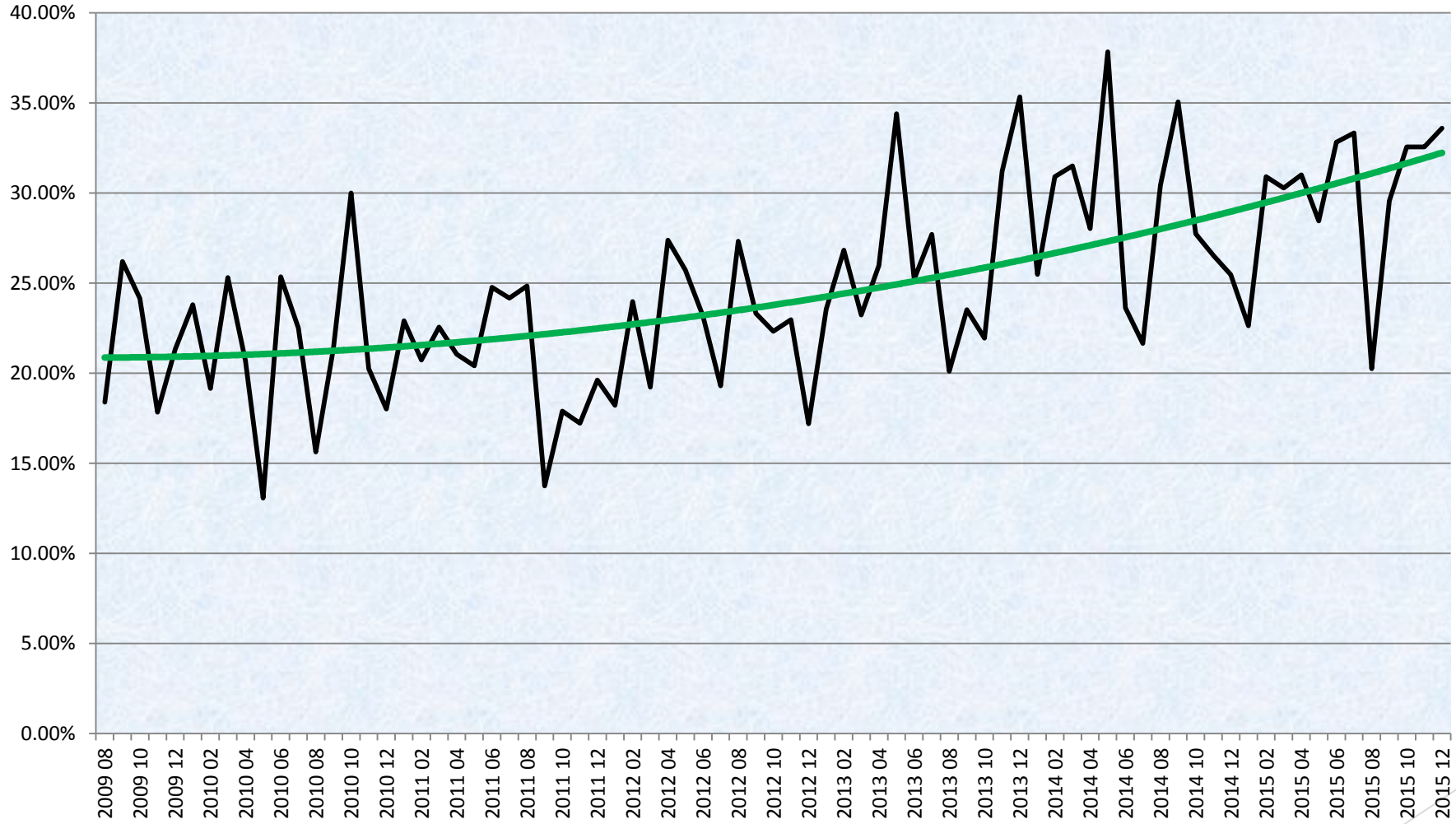
Absent Non-Productive FTEs by Leave Type



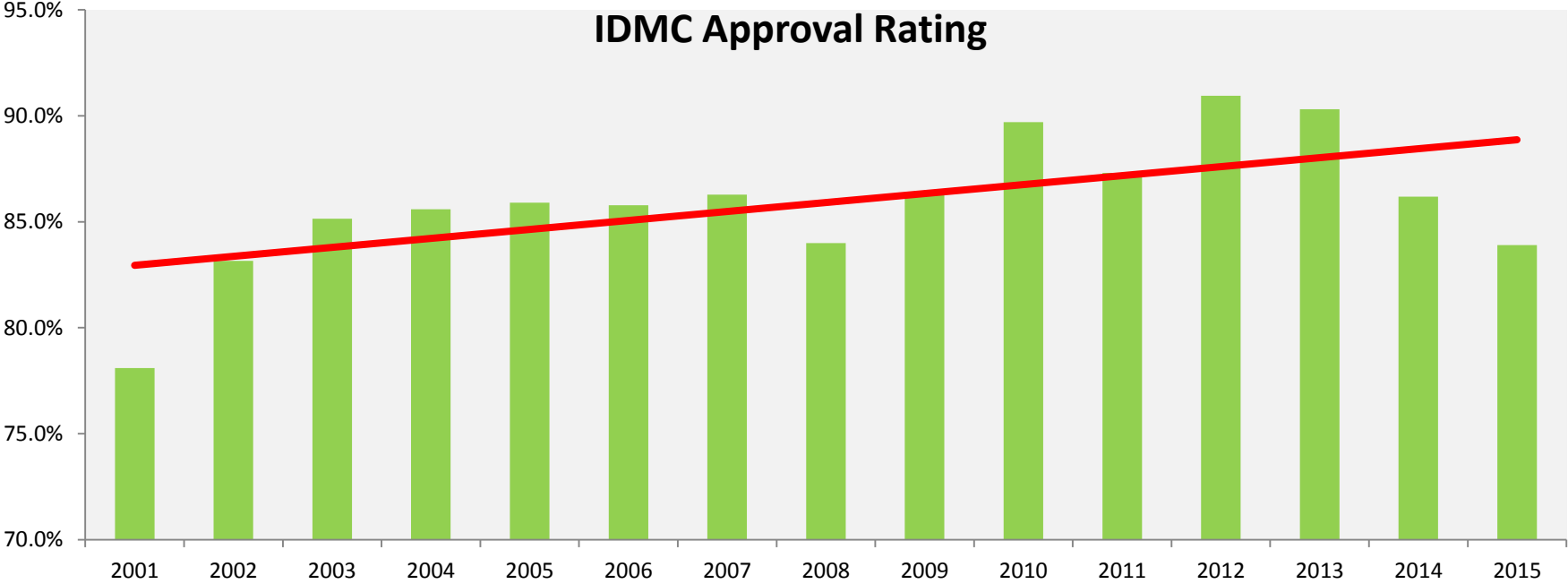
Compared to 2002, 638 non-productive full time employees have been made available for productive employment in this past year

The Recovery Center's Integrated Disability Program has resulted in a cumulative 4,705 FTEs since 2002

% of Restricted Duty Claims Based upon Total Cases greater than 21 days River excluded



Recovery Center Survey 2001-2015

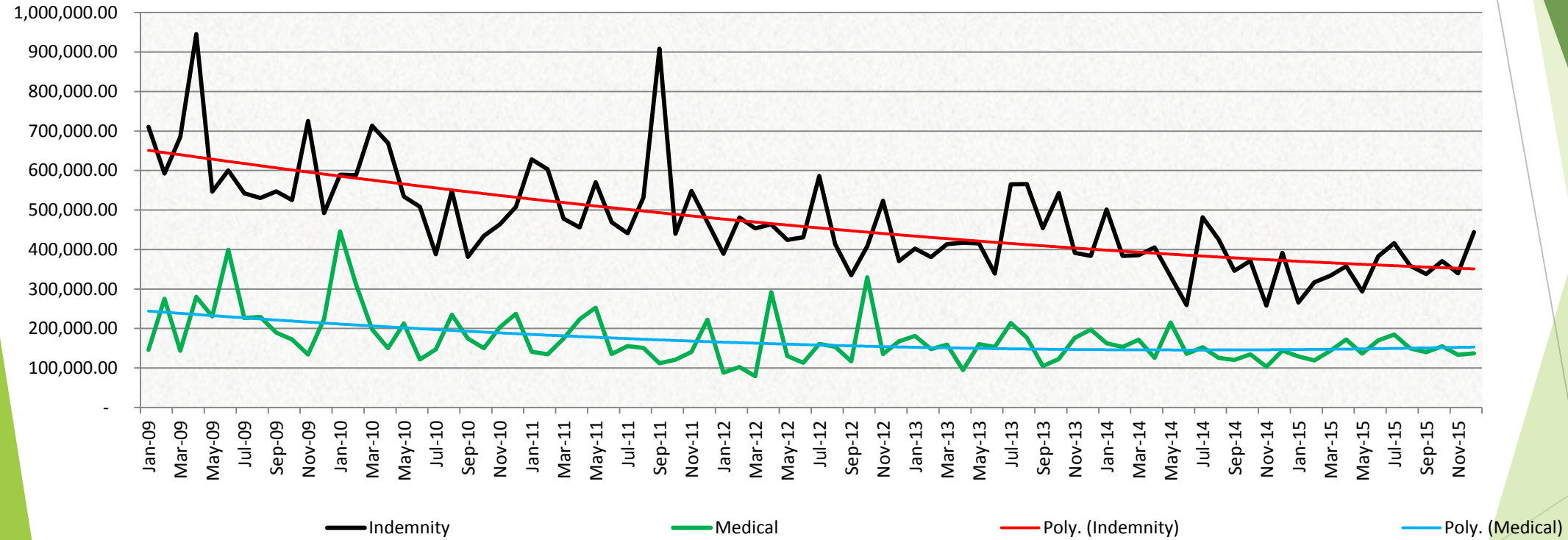


The Recovery Center has proven and maintained its ability to manage the company's programs with high employee satisfaction

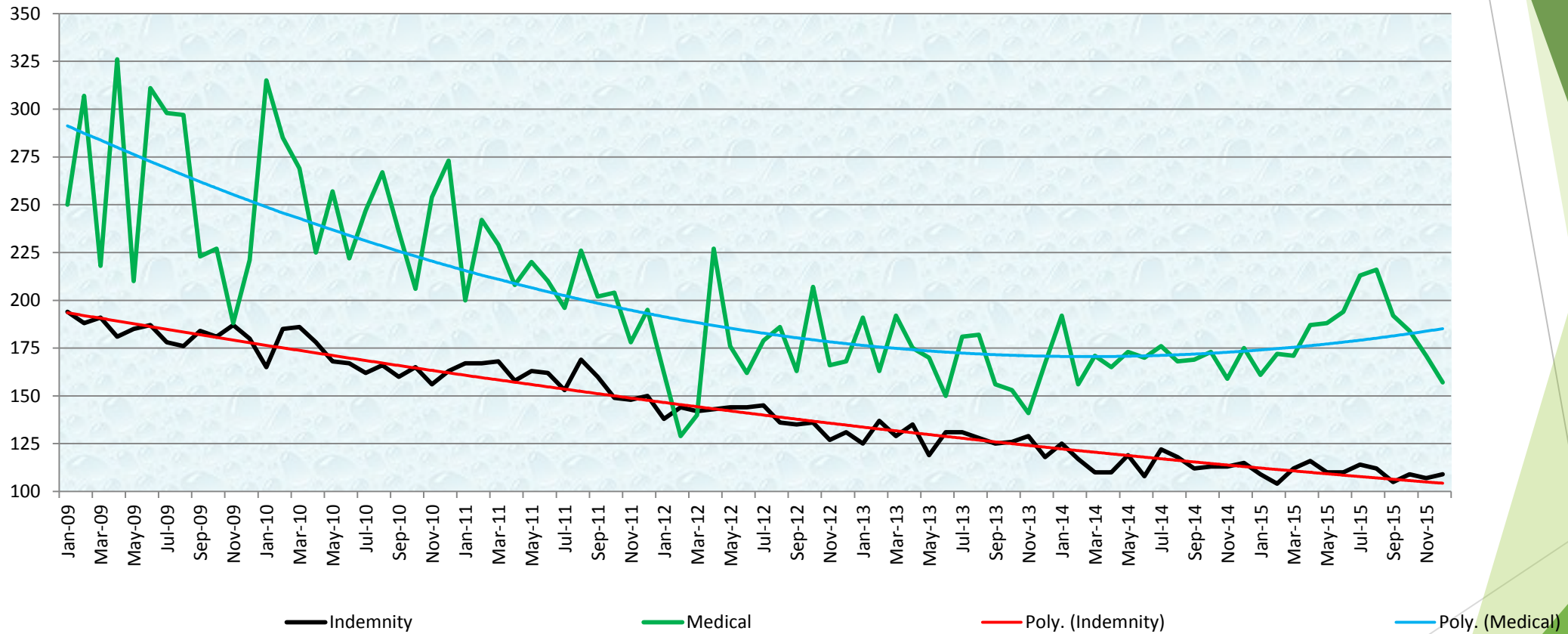
Questions?



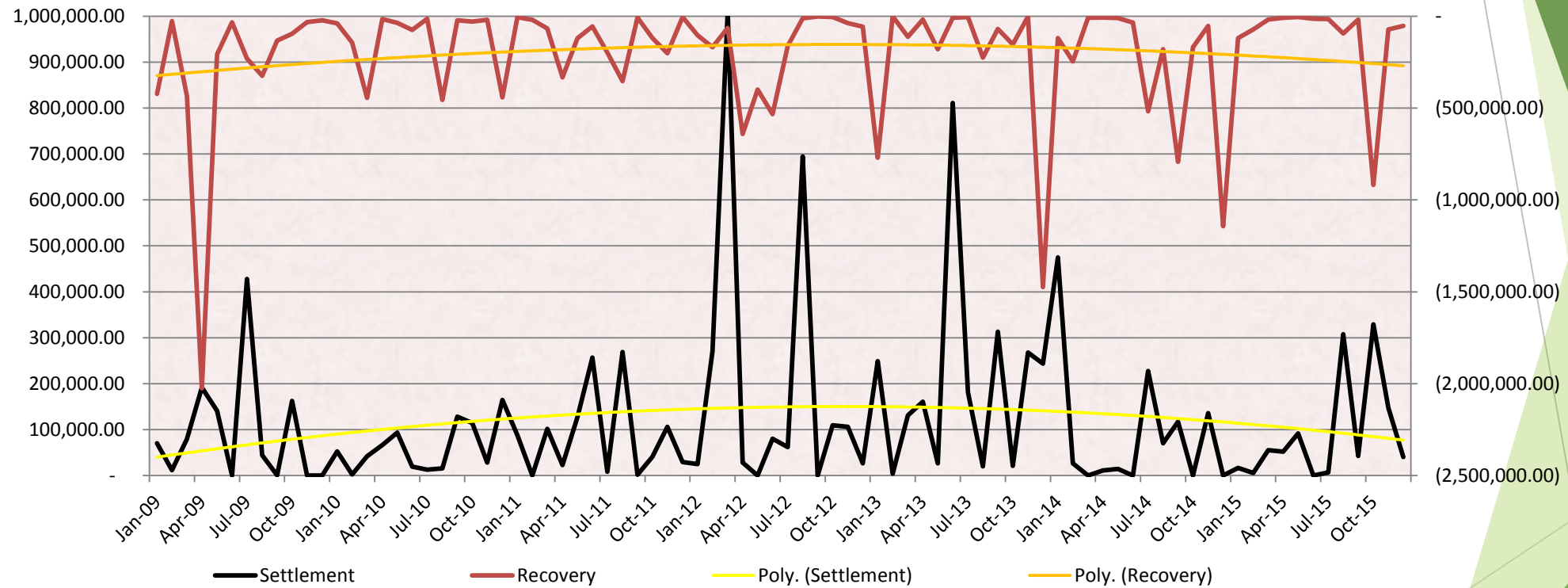
2009-2015 by month York Indemnity and Medical Payment amounts



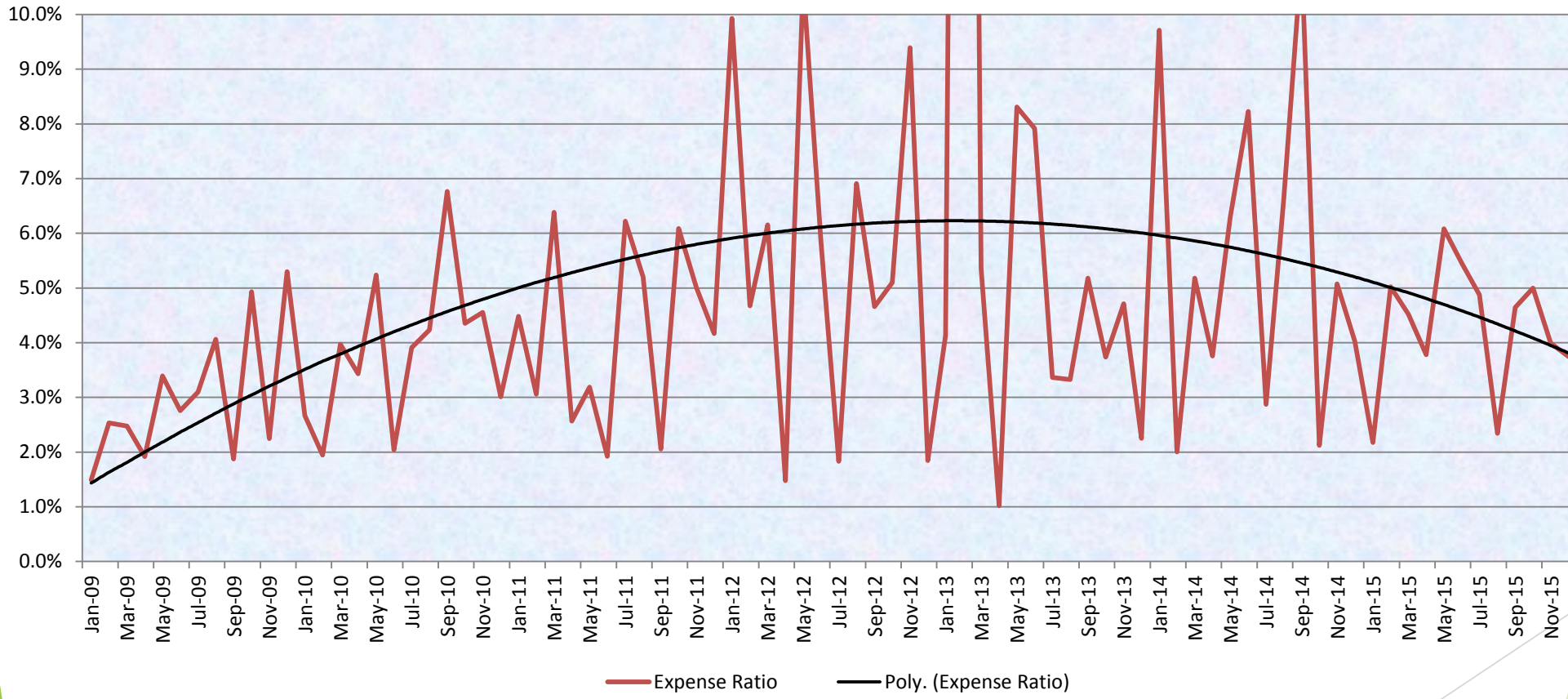
2009-2015 by month York Indemnity and Medical Payment counts



2009-2015 by month York Recovery and Settlement Payments

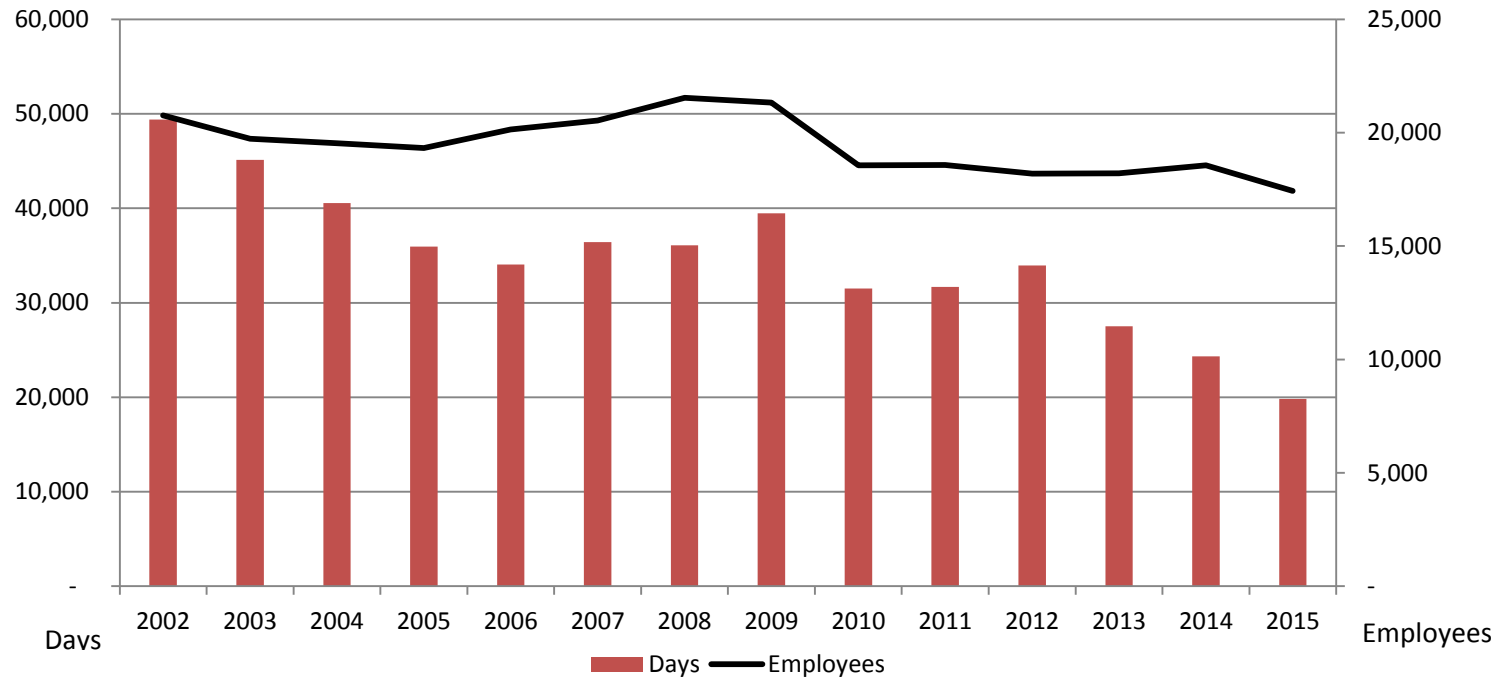


2009-2015 by month Expense Ratio



Workers' Compensation Non-Productive Full Time Employees

Days of Lost Time Indemnity Payments with Employee Count Each Year



Lost time due to workers' compensation injuries continue to decline, resulting in 81 non-productive full time equivalent employees being made available for productive employment compared to 2002.