

Leave Management Administrator II

*Integrating Family Medical Leave, Leave of Absence And
Short Term Disability Claims Administration*



THE ABSENCE MANAGEMENT SOLUTION!



CUSTOM DISABILITY SOLUTIONS

A Division of Reliance Standard Life Insurance Company

Leave Management Administrator II

Are your clients feeling overwhelmed with the procedures and processes needed to administer leave management issues?

Managing intermittent leaves, interpreting serious health conditions, recordkeeping and coordination with other plans are just a few of the challenges that Human Resources (HR) Departments across the country face every day.

In an effort to help Human Resources professionals overcome these issues, Custom Disability Solutions (CDS) and a leading Family Medical Leave Act (FMLA) management service company, Reed Group, have partnered to provide a comprehensive, web-based Leave Management Administrator service - **Leave Management Administrator II**.

Did you know?

The Family Medical Leave Act (FMLA) of 1993 was designed to help employees balance their work and family responsibilities by allowing them to take reasonable unpaid leave for certain family and medical reasons. The FMLA provides certain employees with up to 12 weeks of unpaid, job-protected leave per year. The employee's group health benefits must be maintained during that leave.

However, the greatest challenge Human Resources professionals face today are finding effective absence management solutions that will minimize the cost, lost productivity and risks associated with other absences.

TOP 5 FMLA ADMINISTRATIVE PROBLEMS¹

- » Managing intermittent leave
- » Recordkeeping/tracking use of leave
- » Timely notification of employee rights
- » Coordination with other time-off plans
- » Coordination with clinical management

1. Mercer Human Resources Consulting, *Time-off and Disability Programs*, February, 2003

Through our product, **Leave Management Administrator II**, Custom Disability Solutions and Reed Group help HR professionals meet the challenges of managing and coordinating employee absences. Our multi-disciplinary approach to clinical case management engages all parties, including the physician, employee and employer. We provide each employer group with a comprehensive, effective and clinically focused method for managing their disability claims as well as monitoring and tracking the FMLA and other leaves.

Why Market? Who Benefits?

Adding **Leave Administrator II** to your overall benefits portfolio provides key market advantages because it:

Attracts New Customers

Enhances Your Competitiveness

Diversifies Your Product Offering

Requires No Additional Administration

Provides Solutions To Difficult Problems

HR professionals and department heads as well as CFO's will benefit from this service. Our administrators are **properly trained** and **up-to-date** on FMLA issues and our services are best suited for companies that see absence and disability management as a strategic asset for employee retention and recruitment.

All customer-facing staff - Intake Specialists, Leave Specialists and Nurse Case Managers - are specifically trained to treat all employees as if they were members of their own families.

Every employee is treated with respect.

Product Features and Benefits

REVERSE TRIAGE

This initial, **non-intrusive, non-adversarial**, yet extremely **results-oriented** assessment is designed to streamline claims administration while driving cost savings throughout the process and establishing a solid foundation of work.

- 100% of cases are reviewed by a nurse
- Cases are assigned based on clinical complexity
- Emphasizes early intervention
- Focus on return to work

THREE POINT CONTACT

- Initial Clinical Assessment with employee
- Notify employer of request
- Engage the Healthcare Provider

ONE POINT OF CONTACT

All leave intakes are conducted by our service center representatives who will verify eligibility, make necessary notification and render determinations in regard to FMLA and other leaves of absence while complying with company policy and applicable state and federal laws. Also provides a resource for employee, supervisor and HR for inquiries about leave policies.



DEDICATED, TOLL FREE NUMBER

Call center available 7:00a.m. to 7:00p.m. MST. Clinical staff services provided from 7:00a.m. to 5:00p.m. MST.

WEB BASED INTAKE AND INQUIRY

Available 24 hours a day. Real-time online access for submitting claims. Improves productivity by limiting FMLA usage to only those employees who have legitimate qualifying absences.



INNOVATIVE SOFTWARE AND TECHNOLOGY

The industry's most sophisticated absence management systems. Customized levels of clinical intervention and program integration and an intuitive user interface for case management.

Product Features and Benefits



RETURN-TO-WORK MANAGEMENT

Assists employees' return-to-work sooner and promotes balanced productivity and morale through fair, uniform application of FMLA requirements.

COMPREHENSIVE AUDIT TRAIL

Helps maintain compliance with Federal FMLA and Department of Labor wages and hour regulations.

INCORPORATES REED GROUP'S MDGuidelines

Reed Group Guidelines are evidence-based and physician reviewed for quality and accuracy, providing the foundation for superior return-to-work outcomes and predictive modeling capabilities for customized recommendations.

CLINICAL CASE MANAGEMENT AND COMPLIANCE

Raising the bar in the administration of FMLA and STD claims with compliance assurance.

ONLINE ACCESS: STANDARD AD HOC REPORTING

Reports library for STD and FMLA. Adds flexibility in meeting any organization's needs. Available to authorized client supervisors and managers to view claims data in real-time, 24/7, via secure web.

Streamlined. Managed. Administered.

Every client is treated with respect.

Service Options

Our customized service options allow you to choose a plan that fits within your client's business needs and size. Only available if sold with a reinsured LTD case.

OPTION 1

FMLA Stand Alone: Federal and State Mandated Leaves Only

50 to 2,499 lives, includes FMLA services

OPTION 2

FMLA Stand Alone: All Leaves

2,500+ lives, includes FMLA services

OPTION 3

Self-Funded STD Stand Alone: Advice to Pay (ATP) Basis Only

500+ lives, includes ATP Short Term Disability (STD) claims administration

OPTION 4

FMLA Federal and State Mandated Leaves Only with ATP STD

500 to 2,499 lives self-funded STD claims administration on an ATP basis (with or without calculations), sold with FMLA services - Combined

OPTION 5

Comprehensive

2,500+ lives self-funded STD claims administration on an ATP basis (with or without calculations), sold with FMLA services either with Federal and State mandated leaves only, or all leaves except PTO, Vacation, Sick tracking

OPTION 6

Comprehensive Plus

2,500+ lives self-funded STD claims administration on an ATP basis (with or without calculations), sold with FMLA services with Federal and State mandated leaves, and all leaves including PTO, Vacation, Sick tracking

Our Health-Centered Approach

Consistently outperforming “cost-centered” models of FMLA management, Reed Group makes sensitive determinations on medical needs without invading an employee’s privacy. By managing leave schedules and department workloads with little or no notice, they comply with cumbersome record keeping, training and communication requirements while coordinating FMLA leaves with other medical and non-medical absences to control escalating costs. In order to maintain this model, Reed Group:

- **Designs straight-forward, comprehensive proposals** that incorporate all the essential FMLA features so employers don’t get stuck with extra charges for standard features
- **Employs** rigorous, built-from-scratch **leave management software** that accurately **tracks and reports** lost work time and related costs
- **Takes respectful, non-confrontational approaches** to leave assessment and management. This approach engenders unusually **high levels of compliance** and **timely return-to-work**
- **Offers true, one-point call intake:** Employees supply information only once
- **Customizes** FMLA programs to **support** the unique culture, policies and business imperatives of **each employer**
- **Tracks changes in FMLA law** at federal and state levels. Most providers address only federal mandates
- **Understands** the **relationship between FMLA and disability leave** in order to **protect** the **employer’s interests**
- **Measures** appropriate periods for **an employee’s own disability** against Reed Group’s authored industry standard on disability durations, “*The Medical Disability Advisor*”

For more information on our Leave Management Administrator II, please contact Custom Disability Solutions at 1.877.646.8708.



CUSTOM DISABILITY SOLUTIONS

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