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ESIS Integrated Absence Management

Our holistic approach to managing occupational and non-occupational leaves of absence
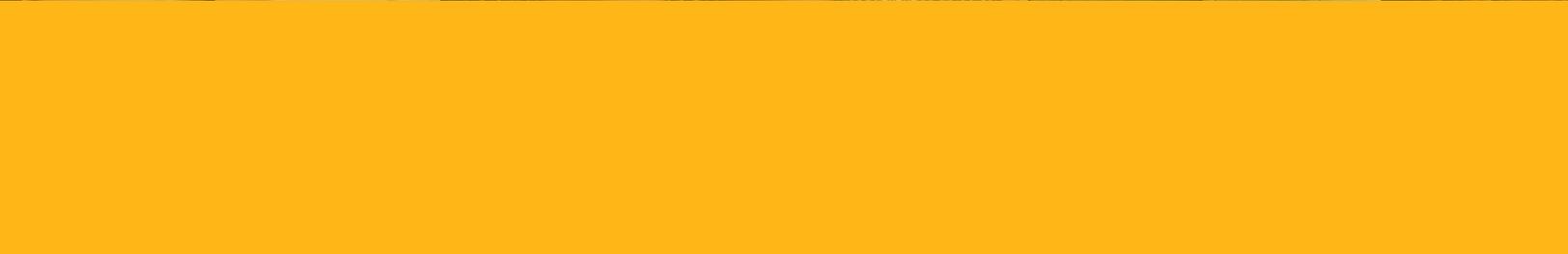
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As an employer, you understand the value of decreasing absence occurrence and/or duration, increasing productivity, and ultimately improving your employees' experiences. Our approach is designed to help you promote a positive work environment and ensure the best care and service is provided for your employees.

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What is Integrated Absence Management?

Integrated Absence Management (IAM) is a process that benefits employers and employees by taking a comprehensive view of occupational and non-occupational absence in order to maximize productivity and employee health.

More employers have been outsourcing their claims administration in order to improve absence coordination, gain efficiencies, maximize productivity, and mitigate their overall costs. This is a result of the combined effect of absence stemming from paid benefit programs such as workers compensation, Short-Term Disability (STD), and Long-Term Disability (LTD), integrated with other state and federal leave programs including the Family and Medical Leave Act (FMLA) and the Americans with Disabilities Act/ADA Amendments Act of 2008 (ADA/ADAAA).

ESIS Integrated Absence Management Solution enhances our service capabilities by leveraging our long-standing expertise in handling workers compensation claims — along with our experience managing benefit cases — to incorporate a more streamlined approach and sophisticated technology platform. This helps to improve the overall case management process, increase efficiencies, and mitigate costs.

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We take a comprehensive view of absence by combining the efforts of claims and case management to maximize productivity and employee health

Reasons to Integrate

- Four generations in the workplace
- Avoid potential for overpayments / underpayments of employee benefits
- Daily worker absence is 25 to 30 percent of an employer's workforce
- Absence leads to indirect costs to employers due to losses in productivity, as well as expenses attributed to overtime, recruiting, and replacing employees
- Exposure to penalties and fines due to improper administration of benefits
- Improve employer and employee experiences

Benefits of Integration

- Opportunity to be more efficient and effective
- Ability to trend root causes of absence
- Produce reports and metrics to understand outcomes and trends
- Reduce absence, decrease duration, and improve productivity
- Help reduce overall bottom line cost of absence in both workers compensation and benefits
- Promote employees' overall health and well-being
- Provide employee with an understandable and streamlined process when out of work

Why ESIS Integrated Absence Management Solution?

Our solution's core value proposition is based on the concept of integrating disability management to achieve optimal results. Key benefits of our customized approach include:

- A single-source solution that provides for a streamlined process and better results
- Sophisticated systems that allow ease of use for the employee and employer, along with understandable and meaningful reporting

- Efficient methodologies that help improve employee and employer experiences
- An integrated approach that helps drive optimal outcomes
- Proactive clinical case management to confirm absence duration

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Benefits

- Our solution helps reduce costs, redundancies, duration, and levels of complexity, in order to achieve and efficiently align corporate objectives

  — A one-touch intake process enables employees to interact with one individual, limiting the amount of questions and parties involved

  — Provides for distinct and more efficient claim intake, available 24 hours a day, 7 days a week via telephonic, web, and mobile device options, including employee access to report, check, and update Leave of Absence (LOA), as needed

- Coordination of occupational and non-occupational disability helps reduce employee confusion regarding where to seek assistance, and helps prevent redundancy and misguided attempts of inappropriate benefits utilization

- Offers a comprehensive view of total absence through integrated data and analysis to maximize individual and organizational productivity

- Collaborative approach delivers a customized solution based on specific business needs and program goals

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Employer and Employee Benefits

- Helps decrease absence occurrence and/or duration by leveraging best-in-class approaches from both occupational and non-occupational disability management
- Customer advocacy
  - "Ask a Nurse" provides employees with comfort and guidance, as well as answers to medical, disability, or other process-related questions
  - Helps support morale, productivity, a positive work environment, and establishes trust among employees and employers

Organizational Benefits

- Helps decrease overall cost of absence for occupational and non-occupational claims and benefits
  - Promotes return-to-work and stay-at-work
  - Helps employers gain control over costs resulting from absenteeism
- Sophisticated compliance-related technology ensures adherence to government and state regulations
- Effective alignment of claim and medical case management to drive optimal outcomes for claims that run concurrently
- Enables a greater understanding of trends and results via useful report production and metric analysis
  - Self-service portal contains pertinent information related to absence and disability, along with workers compensation
  - Ability to trend root causes of absence

Stand-Alone and Integrated Absence Management Solutions

Stand-Alone Disability Management Solutions

- FMLA/LOA
- STD
- ADA/ADAAA administration and process tracking
- Company Leaves
- State Leaves
- Return to Work
- Pregnant Workers Fairness Act

Self-Service Solutions

- MyView, self-service portal
- Absence tracking
- Comprehensive reports
- ADA/ADAAA process tracking
- Return-to-Work Solution

Integrated Disability Management Solutions

- Workers compensation
- FMLA/LOA
- STD
- ADA/ADAAA administration and process tracking
- Return to Work

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