Disability Management: A Global Perspective

Uncovering Best Practices from Around the World
Introduction

Disability insurance protects employees from the financial risk of losing their income in the event they are unable to work.

Comprehending disability insurance can be confusing and varies from country to country.

Growing number of employers are offering some form of income protection coverage.
Not a Simple Answer

Many variable factors:

- Mandatory requirements
- Industry type will often impact provision
- Length of Service
- Culture
100% of the countries surveyed provide some form of government regulated disability coverage through a social assistance or pension program.

Of the countries surveyed it is most common to offer supplemental disability through a rider on a group life insurance policy.

There are a few countries that provide a Short Term or Long Term Disability benefit that are paid out on a regular basis.
Disability in the Canadian Market

Lianne Clarke
Senior Consultant, Cowan Insurance Group
Panel Discussion: Absenteeism in the Workplace

This should be interesting!
Canadian Economic Cost of Absence

$16.6 Billion direct cost (2.4% of gross payroll)

$0.70 to $1.50 indirect cost to every dollar of direct cost

Yet

46% of companies track absence data

15% of companies track direct costs

Lost productivity from presenteeism is estimated to be 3x higher than from absenteeism.
Comprehensive Disability Management

Support Across the Health Continuum

- Prevention
  - At work healthy
- Presenteeism
  - At work possible health risk
- Disability Management
  - Off work illness/injury
  - Returning to work
Disability Insurance Overview

Definition of Disability
- Own or any occupation
- Under active continuous care of physician
Short-Term Absences

Sick Leave
• Banked hours

Salary Continuance
• Full or part salary

Short-Term Disability
• Insurance carrier or Third-party provider

Short Term Disability | EI Integrated Plans
• Top-up, Carve-out, Wrap-around
Long-Term Disability

• Most popular disability insurance in Canada
• Follows a standard qualifying period (17 weeks or 26 weeks)
• **Most common**: Fully insured and employee paid
• **Definition of disability**: Own occupation / 24 months
• Integrates with Canada / Quebec Pension Plan
## Average Work Days Missed | Fulltime Workers

<table>
<thead>
<tr>
<th>Industry/Category</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Days lost per worker/year – illness/disability</td>
<td>8.0</td>
<td>8.1</td>
</tr>
<tr>
<td>Males</td>
<td>6.7</td>
<td>6.8</td>
</tr>
<tr>
<td>Females</td>
<td>9.7</td>
<td>9.9</td>
</tr>
<tr>
<td>Highest Industry – Healthcare and Social Assistance</td>
<td>14.8</td>
<td>15.7</td>
</tr>
<tr>
<td>Lowest Industry – Professional/Technical services</td>
<td>6.7</td>
<td>7.1</td>
</tr>
<tr>
<td>Public Sector</td>
<td>13.5</td>
<td>14.6</td>
</tr>
<tr>
<td>Private Sector</td>
<td>8.4</td>
<td>8.6</td>
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Short-and Long-Term Disability in Canada

Top three diagnostic categories (2018):

1. **Short-Term Disability**
   - Mental Health – 21%
   - Musculoskeletal – 17%
   - Non-Occupational Accidents – 15%

2. **Long-Term Disability**
   - Mental Health – 32%
   - Musculoskeletal – 22%
   - Cancer – 11%

3. **Average Duration (2018)**
   - STD – 9.3 weeks
   - LTD – 18.6 months
     (excludes permanent claims)
Managing Disability Costs

Absence Management
Best Practices

Tracking & reporting
Policies & consistent processes
Early Intervention
Effective Communication & Manager Training
Accommodation & return to work
If you don’t invest in wellness, you’ll have to spend on illness.
### Did You Know?

#### Cost of chronic disease

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Figure</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>14%</td>
<td>190B</td>
<td>Annual increase in chronic disease rate</td>
</tr>
<tr>
<td>58%</td>
<td></td>
<td>Of direct healthcare costs result from chronic disease</td>
</tr>
<tr>
<td>60%</td>
<td></td>
<td>Of adults over age 20 have at least 1 common preventable chronic condition</td>
</tr>
</tbody>
</table>

Employees with multiple risk factors are absent **50% more days**
80% of chronic disease incidence and 70% of costs can be prevented through healthy lifestyle choices
Current Canadian Wellness Strategies

• Health risk assessments
• On-site fitness classes/fitness centre subsidies
• Flex time
• HCSA or Wellness Spending Account
• Financial wellness
• Employee and Family Assistance Program (EFAP)
What’s New in Wellness

- Mindfulness and Meditation
- Virtual HealthCare
- Telephonic Health Coaching
- Pharmacogenetics
- App-based counselling
- Peer Support
- Back to nature strategies
- Digital wellbeing platforms
Take care of your people and they will take care of your business.
Global Medical Advisor

Dr. Stella George

Head of Americas Care Management, Aetna International
About Aetna International
You get global expertise with a local touch

- 16 Countries where we have employees
- 160 Year heritage
- 1600 Aetna International employees
- 165,000 Medical providers in our network outside of the U.S.
- 800,000 Aetna International members worldwide
- 1.2m Medical providers in our U.S. network
The power of one

Member ID card for all your health care ... everywhere!

Secure member website for fast, easy access to your health and wellness information on any device — computer, phone or tablet

Member Services number for 24/7 support with claims, policy information, finding a doctor, and so much more

Personalized care with a clinician who provides one-on-one care addressing chronic and acute conditions
Our CARE Team
Our Clinical Staffing Model

Our people are the power behind everything we do. There’s no better example than our Aetna CARE Team.

Our team of clinicians are located across the globe

- Support members in the regions where they are located
- Provide culturally-appropriate care recommendations
- Support members in multiple languages
- Sensitive to international standards
Your personal health care support
Clinical touch points

AETNA CARE TEAM

- Pre-trip planning
- Care management (In Touch Care)
- Pharmacy management
- Maternity & chronic management
- Health & wellness programs
- Evacuation
Aetna In Touch Care
Personalized support when members need it most
Traditional case and disease management take a reactive approach to member health care. Aetna In Touch Care proactively helps identify issues before they begin.
A continuum of care finds, monitors and moves your employees as needed

CareEngine

Health Index: 10 dimensions

Multi-dimensional algorithms: Frequency/urgency/cost

RISK: LOW

RISK: HIGH

Keep me healthy

Promoting a healthier lifestyle

Health Actions

Well-being platform

Format: Digital

Get me healthy

Living with a condition

Well-being platform

Lifestyle and chronic condition coaching

Format: Digital

Help me heal

Living with co-morbidities and needing advanced situational support

Referral to care management program

Format: Digital

1:1 with nurse

Frequency/urgency/cost

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Aetna Inc.
Data driven care to find members early

We compile a massive amount of member data to predict issues early. This way, we not only support members today, but help them prepare for tomorrow.

Our multi-dimensional algorithm:

- Continually analyzes member data for changes in health with monthly updates and daily triggers
- Finds members who need clinical support before they know it
- Searches for clinical urgency, financial impact and clinical complexity

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Here to help every step of the way

Whether a member’s need is brief or ongoing, they will benefit from one-on-one nurse support and digital resources.

A nurse in the family

Digital health action plan

Member Health

Low risk  Moderate Low*  Moderate High  High risk

*Moderate members will also receive clinical nurse support.

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A nurse in the family

One-on-one personalized nurse support for members and their families.

- A trusted advisor for improving member health and receiving proper care

- Knows a member’s family and their medical history

- Monitors member health and intervenes to identify issues before they begin

- Provides a holistic approach to help members overcome daily stressors

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Aetna In Touch Care with Behavioral Health

Our integrated solution combines best-in-class care management services and innovative programs to help members achieve their optimal emotional health.
Digital health action plan

Online resources to help members achieve their health and fitness goals.

- **Personal health record** organizes and tracks member health history

- **Digital coaching programs** offer personalized support for care and treatment options

- **Hundreds of on-demand videos** for health and wellness
Thank you
Aetna International In Touch Care facts

- Study in 2017 showed savings of $800k per year
- Top 2 Diagnosis: Diabetes Mellitus and Breast Cancer
- 95% of members who talk to an ITC nurse engage in the program
- Rest of World Care Management engagement at 81%

Care management text message program

- We are on a journey to engage members in their digital health and improve overall health and productivity
- 43% Members said “Yes” to the program!
- 82% Overall member satisfaction (Based on member SMS survey)