Outsourcing Leave Management

Occupational and Non-Occupational Clinical Case Management

FMLA and Absence Tracking

Solutions from Dr. Presley Reed
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Reed Group is a URAC-Accredited provider of medical case management services
Workplace absence is an issue faced by all employers. It is costly, and has a daily impact on a company’s efficiency and productivity.

At Reed Group, we believe that healthy, valued and productive employees are a company’s most valuable resource.

By providing comprehensive, absence management solutions for our client-partners, we are able to ameliorate the burden of employee absence for both the company and its employees.

Presley Reed, MD
Founder, Chairman & CEO
Reed Group
Outsourcing Leave Management. New thinking from the industry pioneer.

Unscheduled employee absence can have many negative effects on a company, including reduced productivity, lower profits, and employee dissatisfaction. According to the Integrated Benefits Institute, lost productivity alone can amount to eighty percent of a company's total health-associated costs, yet the same study found that many employers do not track these losses.

With our industry standard *The Medical Disability Advisor*, Reed Group has been helping companies manage employee disability for a decade. Now, we partner with companies to proactively address a spectrum of absence issues, thereby curbing productivity and profit losses while improving employee retention in the workplace.

Partnering with Reed Group

Reed Group has unparalleled experience, with twenty years of research and client service in absence management. We host industry-leading seminars for clinicians and corporate executives. We developed and use our own absence management software to automate and accelerate improvements.

We literally wrote the book on the subject of disability management, when in 1991 we published the first of several editions of *The Medical Disability Advisor*. This reference is the industry standard. Today, thousands of human resource professionals, insurance companies, doctors and nurses use its helpful guidelines and duration timetables.

That's why Reed Group can make these promises:

- We will treat your ill or injured employees with dignity.
- We will make employee advocacy and patient confidentiality our highest priorities.
- We will work closely with employees' physicians and specialists to ensure full cooperation.
- We will return your healthy employees to work sooner and reduce your expenses.
The survey “Improving Workforce Productivity Through Integrated Disability Management,” compiled by Watson Wyatt Worldwide and the Washington Business Group for the year 2000/2001, shows that organizations who implement case management with the involvement of supervisors and human resource departments have a seventy-four percent lower absence rate than those that do not.

Reed Group has created a cost-effective, outsourced case management program that will win acceptance and cooperation from your employees, their physicians, your insurance provider, and state and federal agencies by:

- Reducing short-and long-term disability and workers’ compensation expenses and premiums through more efficient, automated administration.
- Keeping close communication with employees, health providers and administrators throughout diagnosis, treatment and recovery.
- Focusing on employees’ abilities rather than their medical disabilities.
- Accurately tracking lost work time, costs and savings.
- Seamlessly integrating our software and databases with your company’s existing accounting and Human Resources information systems.
The Reed Group Approach.

Your solution will begin with a visit from Reed Group’s Implementation Team, comprised of nurses, a physician and your Account Manager. Your team will assume full responsibility for your account and remain on call and on task to ensure your complete satisfaction.

With the help and suggestions of your HR and other employee communications staff, your Reed Group team will:

- Learn about your company’s business plan, HR department, health benefits, personnel policies and practices, and information technology to determine how our capabilities best suit your company’s absence management needs.
- Design, plan and implement our cost-effective outsourced absence management program to fit your company’s needs and objectives.
- Invest time throughout our partnership with you to establish a good working relationship with your HR and employee communications staffs.
- Contact you regularly to report on our operational performance and progress to gain your feedback.
- Contact healthcare providers to ensure accuracy of diagnosis, treatment and the earliest return to work of employees who are ill or injured.

As a pioneer in disability management, Reed Group can deliver effective coordination and ensure the full cooperation of healthcare providers because we are well recognized by and enjoy an uncommonly cordial relationship with the physician community.
The Reed Group Advantage.

In close consultation with employers, employees and their physicians, Reed Group will monitor and measure both the administrative and clinical components of absence and lost time from work. Reed Group will:

- Emphasize early notification, intervention, and case management that is in accordance with your company’s medical plan to reduce the duration of employee illnesses and injuries.

- Determine how long disabled employees should be absent from work based on our The Medical Disability Advisor guidelines and clinical expertise.

- Identify factors that could influence disability duration, such as the employee’s motivation, clinical complications, medications and the availability of effective treatment.

- Verify appropriate treatments and treatment durations.

- Validate and monitor medically necessary work restrictions and accommodations.

- Store and track information on all employee absence, both incidental and health-related, in a single system.

- Schedule and execute daily tasks associated with each employee absence such as: employee notification, physician consultation, and calls to insurance claims workers.

- Use standard and electronic methods to contact and coordinate all parties associated with an employee absence.


- Measure absence outcomes with customizable reports.

- Track and report lost time and associated costs.
A credentialed and experienced team from Reed Group will administer your company’s absence management program using our suite of industry-standard resources that are respected and used broadly throughout the healthcare and corporate communities.

**The Medical Disability Advisor**

*The Medical Disability Advisor* guidelines provide disability duration standards that help companies make better, more informed benefits and personnel decisions. The current, Fourth Edition of the MDA was published following three years of research and work by more than one hundred clinicians and writers, as well as a review by a medical advisory board comprised of eighty-five physicians and occupational health nurses.

The American College of Occupational and Environmental Medicine, American Association of Disability Evaluating Physicians, and American Association of Occupational and Health Nurses recommend the MDA to their members.

Based on the collection, cleansing and analysis of a database of over 3.5 million disability cases, the MDA and its normal expectancy for recovery duration tables and guidelines will help you by:

- Establishing a timeline for employees’ return to work.
- Streamlining coordination with health care providers, insurance companies and government agencies.
- Identifying potential treatment protocols, possible complications, and prognosis.
- Suggesting work restrictions and accommodations.
- Explaining treatments and therapies.
- Providing lists of healthcare specialists.

Now in its Fourth Edition, *The Medical Disability Advisor*, has been used by more than ten thousand disability management practitioners over the last decade, including managed care companies, insurance carriers, physicians, disability determination companies and third-party administrators. This invaluable reference is available in CD-ROM and Web-enabled formats for easy integration with claims software.

**The duration tables in The Medical Disability Advisor are based on the collection, cleansing and analysis of a database of over 3.5 million disability cases.**
Absence Management Software.

Your Reed Group team will employ our absence management software to capture and track data on employee absences and disability cases in a single system, including:

- Short-term disability
- Long-term disability
- Workers’ compensation
- FMLA
- Paid time off
- Sick leave
- Vacation

The guidelines found in *The Medical Disability Advisor* are integrated into our software in order to automate absence management and keep your administrative costs down. The software enables easy-to-use reporting, measurement and evaluation, assignment of modified work duties, and monitoring of work restrictions.


Open communication and employee education are key. With absence management by Reed Group, your employees can tap into easy-to-understand explanations of their medical conditions and find answers to their questions. This Web site repository of 5,000 illnesses and injuries includes practical information on diagnoses, treatments, possible complications, predicted outcomes for recovery, lists of appropriate specialists, and helpful illustrations of the anatomy of various disabilities.
Our customized approach to client service.

Reed Group provides truly customized client service. We recognize that each of our clients is unique and faces unique challenges. Our customized solutions to these challenges are guided by our four-step methodology.
**Design**
We carefully listen to you to develop a shared understanding of the problem and the most sensible, cost-effective solution.

**Implementation**
We customize our absence management program to integrate smoothly with your HR and accounting departments and information systems.

**Evaluation**
We monitor our performance and capture meaningful data that permits periodic evaluation of our leave management versus your expectations.

**Administration**
We administer the program to ensure results that are on time, on strategy and within budget.
Within our four-step methodology, Reed Group develops customized solutions to the following:

**Short Term Disability (STD)**
Reed Group provides clinical case management from the first day of absence. Each case is managed by a Registered Nurse professional as a medical event. We interface with your payroll system or STD payment unit providing “advice-to-pay” in any required format, including electronic submission directly to your payroll system.

**Family Medical Leave Act (FMLA)**
Our FMLA administrative services relieve you of the administrative, legal and regulatory burden of complying with this complex and costly legal requirement. We provide a broad range of solutions including:

- Full outsourced management of your FMLA program including all administrative functions, eligibility determinations, gathering and review of medical documentation, denials and monitoring of FMLA compliance.

- Software solutions for self-administration of FMLA events. Our FMLA software provides the tracking tools you need to determine eligibility, benefits, required notices and paperwork as well as experience reports. Our clinical staff acts as an impartial and confidential resource to help you ensure full compliance by your employees and their covered family members within the legal requirements.

- Concurrent tracking of disability related FMLA absences in coordination with your in-house or outsourced, workers’ comp, STD, LTD and occupational disability providers.

**Long Term Disability (LTD)**
Our clinically based case management services focus on those events that could become long-term absences and the related LTD claim. We provide two distinct LTD programs:

- Our LTD Coordinated Service program works with your self-insured LTD plan claims administrator or in-house payments unit. We assume responsibility for all communication with and management of the care of each disabled employee while providing your claims payment unit or administrator with “advice-to-pay” or other action recommendation.

- Our LTD Integration Service program is a product that links a claims payment-processing partner with our front-end clinical staff in a seamless program. We can provide this service either in a self-insured or fully insured structure.

**Occupational Disabilities**
Workers’ Compensation related absences are the most difficult and complex events from an employee, employer and physician perspective. We can manage, on an outsourced basis, the lost time component of your self-insured or self-administered workers’ compensation program. This can optimize the employee/employer and claims adjuster relationships.

Our nurse case managers provide early and ongoing assessments of injured or ill workers. We strive to develop, implement and monitor individual specific return-to-work programs using all appropriate tools, including:

- Second Opinions and Independent Medical Examinations.

- Disability/Vocational Assessments including visits with the disabled employee.

- Transferable Skills Analysis of the employee’s potential for gainful employment based upon defined capabilities and demonstrated skills.

- Job Analysis, Vocational Testing and Job-seeking Skills.
Reed Group, Ltd.

Presley Reed, MD, founder of Reed Group, Ltd. has been aware of the need for better absence management solutions for two decades. In 1981, while working in psychiatric practice, Dr. Reed accepted an invitation to serve as a consultant to a pain-control center. During the course of this work, he became fascinated with individuals who were away from work on extended leaves of disability resulting from only minor illness or injury, with few or no positive findings of organic pathology. This experience inspired Dr. Reed to found Reed Group to help corporations manage medical absence more cost-effectively and return their disabled employees to productive, rewarding work more quickly and when medically appropriate. In 1991 Reed Group published the first edition of the industry standard resource, The Medical Disability Advisor.

In answer to the growing demand for more humanistic and financially sound leave management, Reed Group has continually updated and improved on the MDA, as well as expanded our services to include absence management software, AnswerMed.com, and our customized outsourcing systems.

We also continue to conduct highly regarded seminars for clinicians and corporate HR executives. These educational programs provide practical tools and information for enhanced absence management skills like collecting, disseminating and using clinical information to speed the return of your healthy employees for greater productivity and lower costs.

As additional economic and social pressures are placed on employers, it is becoming more apparent that a major benefit to successful business is successful disability management, which will save in lost revenue and health associated expenditures, increase productivity and improve employee satisfaction. As an unbiased third party, our interests encompass those of the employee, employer, insurance company and physician, as is evident in our employee-friendly, cost-effective management systems.

We have had over a decade to develop and improve upon our systems to match the ever-changing needs of today’s and tomorrow’s management. Our experience, expertise and overall knowledge of leave management are unparalleled. Let us help your company effectively deal with the issues facing your budget, Human Resources Department, and employees.
“In all that we do, our primary mission is to help people. By defining shared objectives between the caregiver, the employee and the employer, we will enhance the productivity and health of corporations and the men and women who work for them, delivering the very best absence management.”

— Presley Reed, MD
Reed Group’s Leave Management Solutions reduce lost work time & costs, increase productivity.

Case Study #1. Managing Short-Term Disability in a Unified Program Framework.

The very best absence management was exactly what Client #1 sought and received from Reed Group during a pilot outsourcing program in FY 2000.

Client #1 creates leading-edge technologies for the fastest-growing markets of the world’s economy.

Client #1 has an excellent reputation for treating its people well. The company has been named by Computerworld as “One of the 100 Best Places to Work in IS,” by Women Engineer as one of the “Top 50 Companies” to work for and by Working Mother magazine as a “Top 50 Company” for family-friendly benefits.

Small wonder, then, that Client #1 engaged Reed Group to manage its short-term disability program within an integrated disability management structure.

Reed Group met with Client #1’s HR department in October 1999 to clarify needs and develop plans for the program. Then, beginning in January 2000, we worked closely with the manager of Client #1’s Disability Claims Division and the client’s Benefits Consulting Firm, to begin implementation. During the launch and in the months that followed, we coordinated our efforts with Client #1’s employee communications group to ensure the company’s workforce understood the important improvements that were under way.

“We really appreciated the effort by everyone at Reed Group to work closely with us to customize the program to meet our needs and expectations.”

Under the new program, Reed Group consulted with treating physicians and the firm’s industry-standard duration tables to determine how long disabled employees would be absent from work and to empower Client #1 to make the very best staffing decisions. Using Reed Group’s absence management software, we carefully tracked and reported lost work time and costs due to illnesses, injuries and surgical procedures such as Caesarean section childbirths. Our methodology of ongoing Three-Point Contact – with Client #1, with its disabled workers and with treating physicians – confirmed treatment plans, monitored progress, measured outcomes and provided much appreciated support for the employees. Most importantly, we helped Client #1 manage absence more effectively.

How much more effectively? Sixteen percent more cases were closed under Reed Group’s program, as compared to the in-house program previously used by the company, due in large part to the clinical expertise and experience that we brought to the engagement. That’s more employees healthy and back to work contributing to Client #1’s continued success. And many of those employees – more than 40 percent, in fact – returned to work sooner than expected, saving Client #1 nearly 4,000 workdays of temp help, training and reduced productivity. Further, Client #1 saved an estimated $1.6 million in benefits, lost wages and other expenses – a nearly 15 to 1 return on the company’s investment in absence management outsourcing from Reed Group.
Managing employee absence and lost work time had become increasingly difficult for Client #2. With several U.S. businesses and expanding international operations in Canada, Mexico, China and Europe, the process had become overly decentralized. Also, the company had concluded that absence management required outside expertise—an efficient, clinically based approach that only Reed Group could deliver.

So Reed Group met with Client #2's corporate benefits and payroll groups. We also visited with union representatives throughout the company to explain the new program, including Reed Group’s non-adversarial, employee-centered approach.

“Reed Group was extremely responsive throughout planning and implementation,” recalls the director of Integrated Disability Management at Client #2. “Their case management nurses were very helpful and supportive of the employees who struggled with illnesses and injuries, and we know that their ongoing communication made a big difference.”

Actual implementation began with Client #2 transferring to Reed Group its many cases-in-progress, including some 50 to 60 incidents of long-term disability. Reed Group established a standardized, centralized eligibility file of demographic and employment data for every employee. We worked with corporate benefits to create forms for employee and physician statements and letters authorizing the release of medical information. Client #2 assigned a point person from HR to each division of the company to serve as the daily liaison to Reed Group.

Reed Group’s case management was guided by the principles of early notification and ongoing Three-Point Contact with employer, employee and treating physician. Using our industry-standard Medical Disability Advisor reference, we determined how long each employee would be absent due to illness, injury or surgical procedure and consulted to confirm an appropriate treatment plan. Using our absence management software, we stored and tracked complete information, including lost work time and associated costs on each employee’s absence.

We scheduled and executed daily tasks and evaluated results, including recovery, duration and return to work—with customized reports.

And those results were impressive. An unprecedented 85 percent of the absence cases were closed by Reed Group during the period of April to November 2000. With so many employees fully recovered and back to work—many of them sooner than expected—Client #2 saved 2,166 lost workdays within the first six months. This translated to nearly $1 million in estimated savings in temp labor, benefits, lost wages and other expenses of lost work time. And that equated to an impressive ROI of about five to one for Client #2.
Innovation in
Leave Management

- Disability Duration Guidelines
- Clinical Case Management Services
- FMLA Administration
- Guidelines Data Integration
- Case Management Software
- Data Analysis
- Partnerships

About Reed Group

Reed Group leads the industry with its return-to-work information and service solutions. As a pioneer in disability management for the last 20 years, Reed Group literally wrote the book, publishing the first edition of the seminal reference, *The Medical Disability Advisor*, in May 1991. Founded by Dr. Presley Reed, Reed Group provides its products and services to national clientele in all 50 states, as well as in over 30 other countries. For information about *The Medical Disability Advisor* for your organization, or for more information regarding the services, FMLA administration, and case management software products Reed Group can provide, please contact us at 800.347.7443. Or visit us at www.rgl.net.