



DISABILITY MANAGEMENT

Sun Life’s brand of case management is guided by our belief that **Work is Healthy**. For most people, work provides a sense of identity and self-worth, as well as structure to their lives. Sun Life helps return people to health and work readiness as quickly as possible.

We can identify both medical and non-medical issues influencing return-to-work and treat each absence as a unique event. We provide the right resources at the right time, so plan members can get on with their lives.

| FEATURES | ADVANTAGES | BENEFITS |
|--|---|---|
| <p>Team of highly skilled people</p> <p>Our Abilities Case Managers (ACMs) are responsible for the initial absence assessment and for ongoing case management.</p> | <p>We train our Abilities Case Managers to assess and manage holistically – taking into account the medical diagnosis, as well as any other influencing factors.</p> <p>We surround ACMs with specialists such as: Health Partners, Health Management Consultants, Organizational Health Consultants, Client Consultant Abilities Managers, and the Health Management Team.</p> | <p>This makes us better at resolving issues once they’ve been identified, resulting in market-leading return-to-work results.</p> |
| <p>Distinctive and successful Techniques</p> | <p>Our duration management approach focuses on prognosis, i.e. recovery within an expected time frame, rather than diagnosis, and allows us to provide the right resource at the right time. We work collaboratively with the plan member and plan sponsor, and assess and manage holistically.</p> | <p>Results are achieved in a cost-effective, structured way because we allocate resources where they’re needed, instead of across the board.</p> <p>Focus is on a timely return to health and work readiness.</p> |

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| <p>Tools and resources</p> <p>FastForward Disability Technology scans and stores case management files electronically so that each plan member's information can be securely viewed by everyone on the case management team.</p> | <p>Part of the <i>FastForward</i> family of innovative products, a particular strength of this system is that it structures work. Abilities Case Managers use the work flow management system to document their case management plan and record ongoing communications. Future follow-ups are automatically triggered by the system.</p> | <p>This structured approach promotes completeness and consistency in documentation across all absences. It ensures critical issues are addressed and supports excellence in decision-making. It also offers a disciplined approach to quality assurance programs.</p> <p>Finally, the system allows for a smooth transition from short- to long-term disability – when Sun Life manages both – because all of the details from the Short-term disability file are easily accessible electronically.</p> |
| <p>Tools and resources</p> <p>Portfolio Management is a way for us to assess and manage absences based on prognosis, not just diagnosis.</p> | <p>Absences are categorized based on the person's likelihood of recovery within a given time frame.</p> <p>This categorization drives the decisions when it comes to case management planning.</p> | <p>Assists to determine the level of intervention needed in order to allocate resources more efficiently and effectively – saving time and money.</p> |
| <p>Tools and resources</p> <p>Our sophisticated Predictive Modeling tools score approved absences based on nine years of recovery and trends data from over 200,000 absences.</p> | <p>In scoring, we analyze 30 data points including primary and secondary diagnosis, age, sex, elimination period, and province of residence.</p> <p>Predictive modeling adds precision to case management planning by supporting the Abilities Case Manager's judgement.</p> | <p>An advantage in terms of claims resolutions which enables us to allocate resources more effectively and allows you a better result.</p> |

WHY SUN LIFE?

- We are focused on returning people to health and work readiness.
- We have adopted techniques such as duration management and we work collaboratively with plan members – treating them with respect and focusing on their abilities.
- Our team of case managers has strong experience and leading-edge technology tools at their fingertips.

For more information please speak to your Sun Life Financial Group Benefits representative.

Life's brighter under the sun

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