



# Improving workplace disability outcomes: early assessment and intervention

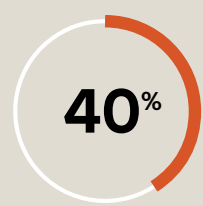


We know how challenging disability claims can be for any organization. We can help plan members on disability leave get back to health and work. Our personalized case management approach means we deliver the right early-stage resources for plan members who need them most. This can make a lasting impact on health and recovery.

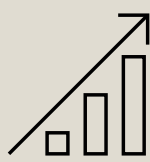
## Mental health: expanding resources for early interventions

Mental disorder claims continue to be the leading cause of long-term disability for most employers. We want to ensure you have access to best in health mental health supports, to help meet your evolving needs.

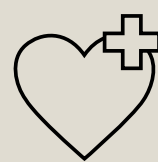
### What we're seeing



Mental disorders represent almost **40%** of all long-term disability claims.<sup>1</sup>



Claims have increased in complexity.

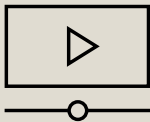


The right early interventions may promote a faster recovery.

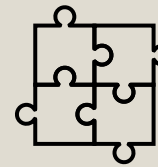
### How we're helping



Full-time, in-house mental health registered clinicians consult on complex claims.



We train our team to support complex claims through a comprehensive program that incorporates the latest evidence-based research and best-practice advances.



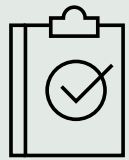
We're working with external partners and the broader community to create better partnerships, education, and collaboration for inclusive treatments.



## Digging deeper into influencing factors that impact a plan member's recovery

In 2022, we started using a psychosocial questionnaire for select disability claims. It provides additional information that helps guide questions to ask during functional telephone interviews.

Results help us identify case complexity and triage disability claims. Ensuring plan members get the timely, additional support they need. Early results show we are getting information not already on file in a timely manner.



## Inclusive, value-driven disability solutions – the right resources at work

Our personalized case management approach ensures that every plan member on disability receives the level of support they need. We take action to add value and make a difference. Our value-driven health solutions are the result of innovation and testing. These solutions work to help get plan members back to work – and optimum health – sooner.

### How we're helping



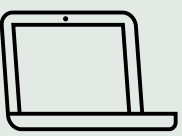
#### Faster access to specialists

Medical Confidence saves plan members an average of **216** wait days for specialist appointments.<sup>2</sup>



#### Finding the right drug treatment faster

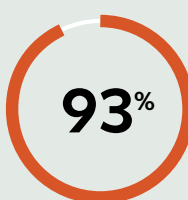
Pharmacogenomic testing can potentially eliminate or reduce the trial-and-error process of finding the right medication.



#### Expanding access to online assessments and treatments

This includes specialists for both musculoskeletal issues and mental disorders.

### What we're seeing



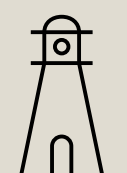
Over **93%** of participants who completed the Medical Confidence survey said they would recommend the service to others.<sup>2</sup>



Over **90%** of participants surveyed found the pharmacogenomic service valuable. Over half (**56%**) had a change to their medications after the test.<sup>3</sup>



Online assessments and treatments provide options for a faster, less stressful approach. Helping plan members overcome barriers like availability, cost, and stigma.



## Looking ahead

We're focused on finding new opportunities to promote early intervention and recovery. We're continuously reviewing and refining our model to address new trends and risks and improve plan member health.



## Questions?

For more information, please contact your Sun Life Group Benefits representative.

<sup>1</sup> Sun Life data 2022.

<sup>2</sup> Cumulative average for the 2021 and 2022 calendar years, as measured and reported by Medical Confidence.

<sup>3</sup> Results based on those who completed the survey in 2022.