

IMPROVING WORKPLACE DISABILITY OUTCOMES:

Digital disability at work

Faster triage and information exchange means quicker support for a plan member's recovery. That's why we're making digital information exchanges between you, your plan members, medical professionals, and us even easier. We're focused on:

- getting plan members on the right treatment and recovery plan, and
- keeping you up to date on their progress.



Our enhanced case management platform

Optimizing our workflow and systems brings exceptional service to you and your plan members. It also helps shape and enhance our reporting and analytic capabilities over time. The enhanced structure of our platform will help:

- determine the best pathway to optimal recovery and outcome,
- reduce the risk of errors,
- ensure consistency, and
- make administrative tasks easier and more efficient.

Resulting in more time for Disability Case Managers to effectively work with plan members.



Breaking down barriers – inclusive, value-driven digital disability solutions

Video-based assessments, and/or rehabilitation support helps plan members without them needing to leave home. They also provide a more inclusive approach by helping overcome barriers such as availability, mobility issues, cost, and stigma:



Rehabilitation consultants

- Provide virtual face-to-face support for plan members with complex challenges in their recovery or return-to-work



Musculoskeletal (MSK) assessments and treatments

- Access to experts in physiotherapy, kinesiology, and office ergonomics



Video-based cognitive-behavioural therapy (CBT)

- Face-to-face counselling



Virtual independent medical examination (IME)

- Faster, less stressful mental health assessments



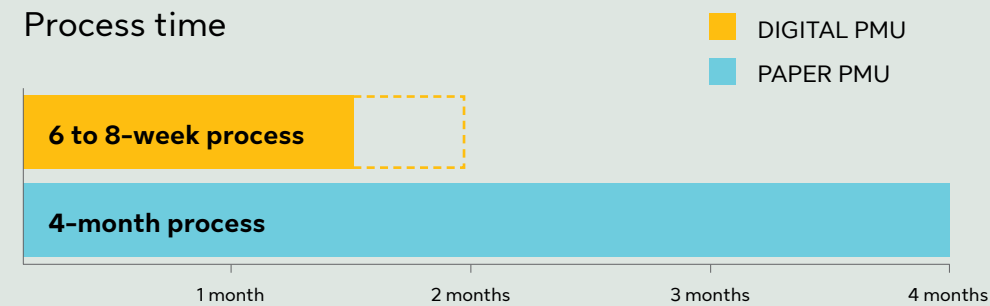
Support your plan members by creating a strategic MSK prevention plan. It can help those challenged while at work or returning from disability leave. Learn how to create a strategy for your workplace using our **MSK health strategy toolkit**.

Applying new approaches

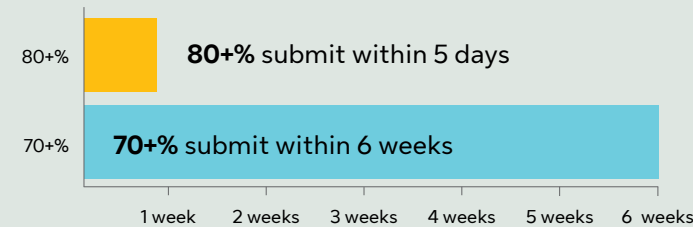
Digitizing the Plan Member Update (PMU) form¹

- Makes it easier for plan members on long duration disability to provide updates.
- Reduces administrative work for plan sponsors.
- Provides us with deeper insights to better support them.

What we're seeing so far:



Submission time



Enabling easier and faster information transfer through bulk electronic data file feeds

We're testing a new and faster way to receive claim information from our Clients:

- This can replace the need to fill out Plan Sponsor's Statement and Part-Time Earnings claim forms.
- We expect to gather information more quickly and with better accuracy to:
 - assess claims,
 - make decisions, and
 - update you and your plan members faster!

What we're seeing so far:



1 less business day to process this information.



improved accuracy of the information we're receiving.

Partnering with a digital health platform leader

In March 2023 we started testing how to streamline the process of gathering clinical records through digital means.

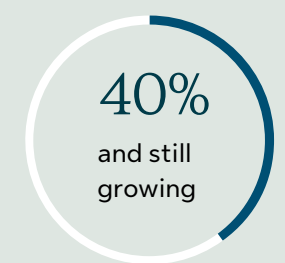
- Enabling faster, more cost-effective information exchange between us and health-care providers.
- Allows us to assess a claim, make decisions, and update you and plan members faster.

What we're seeing to date from clinicians:

Information request completion time



Digital adoption rate



¹ PMU form used annually for Long Duration claims to capture changes in health, function, and income. Sun Life data April 2023 to June 2023
² Sun Life historical data 2022



Looking ahead

Our digital roadmap guides our focus toward the best opportunities to support you and your plan members. We're exploring ways to:

- digitize plan member journeys to make the experience easier, faster, and more empowering;
- provide richer insights in the future,
- provide improved self-serve tools that deliver timely updates,
- connect plan members with a larger network of providers able to support their recovery through a new digitized provider model, and
- integrate enhanced predictive analytics in our case management tools.



Questions?

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

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