



MANULIFE DISABILITY MANAGEMENT – PILOT PROGRAM

In-person and digitally-delivered therapy to help plan members dealing with mental health issues

Discovering new ways to improve recovery times and plan member health outcomes

TREATMENT FOCUS

Face-to-face therapy, secure tele-psychology or therapist-assisted digital cognitive behavioural therapy

PARTNERS

CBT Associates™ and BEACON™

PILOT START DATE

Winter 2018

The magnitude of mental health issues

1 in 5

Canadians experiences a mental health problem in any given year¹

#1

long-term disability claim for Manulife²

Therapy options to meet a variety of needs

TREATMENT APPROACH

- Provides plan members with timely access to care including face-to-face or secure tele-psychology treatment
- By starting with a web-based diagnostic assessment, access is provided to best-in-class therapists or therapist-assisted digital cognitive behavioural therapy
- The digital therapy approach is app-based and includes electronic education/homework modules for self-help care, guided by an eTherapist
- Confidential services are available 24/7 through a computer, tablet or mobile phone. In-person treatment is available six days a week through six Ontario-based clinics
- Members will work with the same therapist from the start of their treatment until after their return to work
- A stepped care approach is used when more intensive intervention is required. This approach starts by using the least invasive treatment and working up to more intense treatment as needed
- Ongoing assessment of risk and progress is performed using validated measures, satisfaction rates, tracking and reporting
- Evidence based therapy is supplemented with work-focused content for better return to work outcomes

¹ Smetanin et al. (2011). The life and economic impact of major mental illnesses in Canada: 2011-2041. Prepared for the Mental Health Commission of Canada. Toronto: RiskAnalytica.

² Analysis of Manulife's disability claims from January 1st to October 31, 2017.

Expected key outcomes of the pilot

FOR MEMBERS

1. Barriers to treatment are removed for members who are impacted by stigma or unable to travel
2. Improved health outcomes through early intervention and quick online support
3. Members are engaged in their recovery by using various resources such as education and homework modules to better understand their condition
4. No wait list and a triage approach helps ensure the member is matched with an appropriate therapist who can has expertise in their specific issues

FOR SPONSORS

1. May help shorten absence duration and achieve sustainable return to work for employees
2. Potentially reduced overall disability-related absence costs

About CBT Associates™ and BEACON™

CBT Associates™ is a large Ontario-based, well-established network of clinics that provides evidence-based psychological services to children, adolescents, adults of all ages, and couples. They are a highly-qualified group of over 70 psychologists, psychological associates and MA level providers who provide personalized, compassionate, respectful and discreet treatment with the highest level of professional care. CBT Associates focuses on leading-edge, evidence-based cognitive behavioural therapy. BEACON™ is a proprietary platform designed to make evidence based care more accessible at a lower cost for improved outcomes for plan members and sponsors. BEACON users are supported by regulated eTherapists who are specially trained on providing online support and guidance.

