



MANULIFE DISABILITY MANAGEMENT – PILOT PROGRAM

Direct access to virtual cognitive behavioural therapy to help make it easier for plan members to cope with their mental health struggles

Discovering new ways to improve recovery times and plan member outcomes

TREATMENT FOCUS

Early intervention and access to virtual cognitive behavioural therapy, and support from a Care Coordinator

PARTNER

A leading Canadian virtual cognitive behavioural therapy provider

PILOT START DATE

Winter 2018

The importance of mental health issues

30%

of Manulife disability claims are related to mental health issues¹

#1

cost in disability management plans²

70%

of disability absence costs are mental health-related²

Care access made simple

TREATMENT APPROACH

- Provide plan members with expedited access to mental health professionals, who provide cognitive behavioural therapy, remotely, via secure video communication technology
- Care Coordinator guides plan members through this program towards recovery
- Services are available Canada-wide, and are conveniently accessible through a computer, tablet or mobile phone via a secure video

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

² Benefits Canada: Workplace mental health articles/resources.

Expected key outcomes of the pilot

FOR MEMBERS

- 1.Reduced stigma and barriers for individuals who may struggle with obtaining appointments with care professionals
- 2.Improved health outcomes by receiving care more quickly, online
- 3.Feelings of empowerment and ownership in their recovery by having a better understanding of their condition

FOR SPONSORS

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

