



MANULIFE DISABILITY MANAGEMENT – PILOT PROGRAM

Earlier, intensive treatment to help plan members with recovery

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

MUSCULOSKELETAL DISORDERS

Injuries or pain, such as low back pain, neck strain or carpal tunnel, caused by repetitive movements, uncomfortable posture or from carrying heavy loads.

TREATMENT FOCUS

Early intervention, personalized multi-disciplinary assessment and treatment and support of a Care Coordinator

PARTNER

Altum Health™

PILOT START DATE

April 2017

The prevalence of musculoskeletal disorders

28%

of Manulife disability claims are for musculoskeletal disorders¹

Musculoskeletal disorders are likely to affect men and women in different ways

38.5%

of Manulife's musculoskeletal disorders claims are from women¹

61.5%

of Manulife's musculoskeletal disorders claims are from men¹

48 years old

the average age of claims received from both men and women¹

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

PILOT OVERVIEW

- Provide plan members with earlier access to intensive, multi-disciplinary assessment and treatment
- Focus on identifying the root cause of plan member symptoms and barriers for recovery through a personalized care approach
- Evidence-based assessment and treatment program focuses on return to work
- Care Coordinator helps plan members keep on track during their recovery journey
- Target conditions for pilot study include lower back, neck and shoulder strains

ASSESSMENT AND TREATMENT APPROACH IS PATIENT/PLAN MEMBER-CENTERED AND INCLUDES THE PLAN MEMBER'S DOCTOR

- The plan member receives:
 - Early access to an evidence-based assessment
 - Timely, more intensive, evidence-based, personalized and outcome-focused treatment for their specific condition
- As part of this pilot, services are provided throughout Ontario

Expected key outcomes of the pilot

FOR MEMBERS

1. Earlier, more intensive and targeted treatment for their specific condition and needs
2. Support from a multi-disciplinary team working to act quickly and collaboratively to fully integrate the various treatment recommendations and remove barriers to recovery
3. Timely treatment and support resulting in safe and sustainable return to work

FOR SPONSORS:

1. Return of valued employees to the workplace
2. Shorter absence duration for employees
3. Reduced backfill costs, with less disruption to the workplace
4. Reduced relapse rate for employees
5. Reduced long-term disability incidence, durations and disability-related absence costs

ABOUT ALTUM HEALTH™

Based in Ontario, Altum Health™, a division of the University Health Network (UHN)™, provides quality health care and medical services. All services are founded on principles of early intervention, integrated care delivery and elimination of unnecessary care. Altum Health experts deliver clear and objective recommendations for employers and insurers, proven to address and improve customers' workplace reintegration and sustained productivity.

