



Working together for better mental health

When it comes to the mental health and productivity of your plan members, a well laid out plan that uses the right tools and resources will help those struggling to feel supported and accepted.



+30% of
disability claims

and



70% of
disability costs



are **attributed to
mental illness¹**.

Our approach to supporting disability management claims



Early intervention – starting early matters. By engaging a Case Manager from the start to clearly identify your member's specific needs (medical, physical, and psychological), we can provide the member with the best course of action, care, and support. Case Managers can support members using an interviewing tool, a psychological assessment, and by referring members to other mental health professionals as needed.



Innovative approach – treatment for mental health is changing rapidly. Manulife is supporting emerging, virtual and therapist-assisted digital, evidence-based and multi-disciplinary treatments through pilot programs. Virtual and digital mental health therapy such as e-cognitive behavioural therapy (e-CBT) and therapist-assisted digital CBT supports members who may not be able to manage the travel and attend a therapist's office.

In addition, multi-disciplinary and return-to-work focused programs can help achieve shorter and sustainable recovery times. Your Manulife team targets innovative assessments and treatments and brings them to employees so they have access to effective options for recovery and return-to-work.



Individual treatment and support plan – a collaborative approach. Your Manulife support team, the member, and the member's treatment providers will work closely together to help ensure the success of the individualized recovery and treatment plan.



Return to work – a smooth transition. With aid from your Manulife support team you can implement any necessary changes to the member's work environment to help ease their return to work.



Relapse prevention and training – a work in progress. By identifying the triggers, boosting good self-care habits, and providing the resources to help avoid harmful behaviours you can foster an environment of acceptance, and reduce the stigma behind mental illness. The resources available to you include the *Mental Health Best Care Series²*, the *Return to Work Guides* and the *Workplace Solutions for Mental Health* website.

We've created a best practices program to help your members work through their mental health issues, and return to work feeling supported and accepted. Our Mental Health Case Management team, together with industry-leading professionals will work to understand your member's unique circumstances and prepare a custom return-to-work plan.

¹ <http://www.benefitscanada.com/benefits/health-wellness/looking-at-mental-health-in-the-workplace-52238> | <https://www.mentalhealthcommission.ca/English/media/3050> January 2012

² *Best Care Series* – a series of brochures on specific conditions, such as depression, anxiety, bipolar, and substance use, which all provide some information about signs, symptoms, and self-care strategies.

Introducing our disability support team



Case Manager

Communicates with plan members, guides them through their recovery plan and return to work, and works with treatment providers, the sponsor, external partners, and our internal support team.



Mental Health Specialist

Provides critical support and guidance to the disability support teams on the member's mental health condition, individualized recovery and return-to-work plans, and case management actions. They also provide mental health case management training, ongoing case management innovation, collaboration with treatment providers and plan sponsor mental health education.



Rehabilitation Specialist

Engaged by the disability support team and focuses on improving the member's level of cognitive and social function to facilitate a return to work. Also, supports treatment facilitation, coordinates accommodation discussions and aids with recovery goals concerning employment and education for members returning to different roles or employers.



Psychiatric Medical Consultant

Provides claims teams with their expert opinions on the medical information received for mental health claims. They look at all aspects including diagnosis, restrictions and limitations, appropriateness of treatment plan, in collaboration with claims support teams.



Our External Partners

Provide specialized services which include medical assessments, psychological treatments, and return to work-focused supports. These services complement the work that our Case Managers, Mental Health Specialists and Rehabilitation Specialists accomplish, to help a member recover and return to work safely and swiftly.

We reach out to our partners when we know their services will benefit the member and their return to work goals. For more information on our partner services and collaboration please visit manulife.ca/mentalhealth/partners.

To learn more, contact your Manulife representative
or visit manulife.ca/mentalhealth.

