

EVALUATE YOUR PROVIDER'S ABSENCE MANAGEMENT SERVICE OFFERING

Use this checklist to determine if you're getting "best practice" absence management services.

CLAIM MANAGEMENT SERVICES:

- Single/Clinical intake for concurrent STD and Leave
- Single point of contact for concurrent STD and Claim Management
- Integrated correspondence for STD and Leave
- Exceptional customer service to support all absence-related questions
- RTW confirmation call to your employees

TECHNOLOGY & REPORTING:

- Rules-based leave management system with automated real-time communications
- Dedicated suite of online Absence tools, including:
 - ___ Program dashboards that show you high-level trends and impacts of absence
 - ___ A wide variety of integrated absence and leave specific reports
 - ___ Simple employee look-up capabilities that show all associated claims and leaves
- 24/7 online and mobile app access for your employees to report/request absence and check claim status
- Online access to ASO STD claim notes to help support RTW efforts
- Outbound file feed capabilities to HR and payroll systems

VALUE-ADD SERVICE OFFERINGS:

- Absence & Productivity Assessment** - A complimentary service that includes worksite visits by a professional Risk Engineering Consultant to help identify internal gaps and issues that could impact effectiveness in managing employee absence. Scope of evaluations can include:
 - ___ Absence prevention and management programs and policies
 - ___ Job descriptions
 - ___ ADA preparedness
 - ___ RTW/transitional duty programs
 - ___ Health and wellness programs
- Integrated Approach to Managing Work & Non-Work Related Absences**
- Employee Advocacy Program** - Clinical resources proactively reach out to your employees based on diagnoses and/or leave patterns to discuss all of the available health and wellness programs
- Day 1 Absence Solution** - An easy, simplified way for employees to report all incidence types, including: paid time off, vacation and sick time - all integrated with Leave and Disability
- ADA Assistance** - Help with requests for accommodation through intake, tracking and gathering medical documentation, to support interactive process between you and your employees

Need more facts? Just call your local Hartford representative.
 Visit our website at THEHARTFORD.COM/ABSENCE-MANAGEMENT.

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¹ This service is available to new customers who have both Leave Management services and Disability insurance coverage with The Hartford and have 1,000+ covered employees.

² This service is offered through ComPsych®. ComPsych is not affiliated with The Hartford and is not a provider of insurance services. The Hartford is not responsible and assumes no liability for the goods and services provided by ComPsych.

³ This service does not assure compliance with requirements for "reasonable accommodations" under the ADA.

⁴ The Hartford Disability Claimant Satisfaction Tracking Study, GfK custom Research North America, 2009-2015.

⁵ The Hartford Internal Claims Data as of 12/31/15.

⁶ Available only to Absence Management customers and for an additional fee.

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