

Polling

- •Do you\$
 - Insource
 - Co-Source
 - Outsource



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Polling

- •What is the size of your company?
 - ∙Under 5k
 - -5k-10k
 - -10k+



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Current state assessment

How is data currently reported and tracked? How many employees utilize leaves and for how long?



Employee Experience
What is the experience for the
internal team managing leave
of absence? What is end-toend experience for employees
using leave?

Process Review

How are programs currently
being managed – medical
management, forms,
customizations, etc.?



Pain Points / Wish List
What works well today and
what could be improved?
What is the ideal future state?

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Outsourcing Considerations

Advantages:

- Better ensure regulatory compliance
- Improved consistency in administration (process and decisions)
- Access to expert resources (legal, clinical, vocational, etc.)
- The ability to implement best-in-class options that an employer may not be able to offer, including telephonic or web intoke, automatic notifications, online access to information/reporting
- Better outcomes, including reduced absenteeism

Limitations

- Potentially higher administrative costs
- Less flexibility to support customized processes and/or program design
- May be more employee "noise" when employees interacting with a vendor vs. internal staff (may be higher denial rates, fewer exceptions, vendor less familiar with employer culture and offerings)



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Who are the stakeholders?



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Stakeholder Matrix



Interest of stakeholders

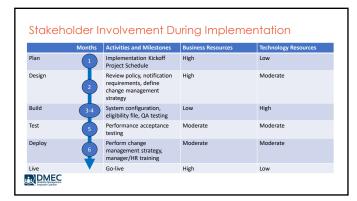
High Power. Low Interest

Employees
 Executive Leadership

High Power, High Interest Director of Absence Benefits LOA Team

Low Power, High Interest

- Project Manager
 Consultants
- **DMEC**



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Engagement Strategy

- PartnershipInclude them in the decision making
- Participation
 - Give them specific tasks
- Consultation
- Collect feedback Push Communications
- Keep informed through email
- Pull Communications
- Inform Passively

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