



Confessions of a Disability & Leave Administrator

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Wednesday, August 7th – 4:30-5:30 PM



Leave Administration – Through the Years

- Comparing Leave administration today vs. 90s and 2000s....
- Statutory and federal regulations impacting absence today vs. then:
 - PWFA
 - COVID-19 impact
 - So many state leaves – and more are coming!
- Macroeconomic factors like:
 - Growing dissatisfaction as a society
 - Customer Service is waning.....
 - Generational changes:
 - texting vs. phone conversations (calendar scheduling)
 - overall phone management (receiving and responding to v/ms)
 - Short content attention (TikTok world)
 - Conflict between driving business performance and more and more leave options
 - Instantaneous demand vs. reality of absence process (reaching out to doctors, getting paperwork filled out, etc.)



Polling Question:

- What is the most important for you to see from your Leave Administration?
 - More Tech
 - Better Communication
 - Embedded Benefits
 - Something else.



Polling Question:

- What is the biggest factor in your mind in securing administration services for your company/employees?
 - Price, price, and everything about price
 - Service balanced by price
 - I want add-ons to provide a service level that includes other services like mental health support, musculoskeletal support, etc.
 - White glove service should cost more – and that is what we want!

Pricing & Performance

- “Best and Final” to ensure that competition drives lowest prices
- Intent is to secure best in class service
- There is a claim and administrative component to every absence – but there is further impact/support that can be provided
 - Healthcare
 - Caregiving
 - Financial Wellness
- How to drive greater value through additional services in today’s market?
- What are the risks that should be considered from a Compliance standpoint?



Polling Question:

- What would be your preferred timeline for having a team in place prior to go-live?
 - 8 AM on go-live day
 - 30 days prior
 - 90 days prior
 - 3-6 months
 - Not sure

Succeeding in Today's Complex Landscape

- Keys for success
 - Investment in Pre-Implementation Claims Handling:
 - mock scenarios
 - call calibrations
 - end-to-end real-time sample communications to show what is being communicated and how it is being triggered through every step of the claim
 - dashboard and portal connections
 - Realistic expectations
 - Timeframe to Business as Usual
 - Pivots, reassessments, and change management, oh my!

Technology

- Technology advancements
 - AI, RPA, etc.
 - Best experiences still involve the human touch at some point in the equation – in almost all scenarios
 - When people are on leave, they want to be reassured that everything is all set – but they want that confirmation from a person.
- A combination of Technology and Human Touch creates a great Employee Experience
 - How best to provide that Human Touch – one Administrator source or a variety of other value-added support options?
- What was your most game-changing technology advancement that has helped in your leave administration?



THANK YOU

Now.....LETS PARTY!

“Slip on Up to the Oasis”
with DMEC!!