



INTEGRATED  
BENEFITS  
INSTITUTE

2017 ANNUAL FORUM

## Absence Management and Employee Advocacy



## Welcome and introductions



**Scott Daniels**

Sr. Director of Disability



**Jennifer Beckermann**

*VP Client Services*

## The shift to advocacy

- **Focus** moves from process to the employee
- **Improved** communication
- **Fewer** handoffs
- **Focus** is on the employee level versus the claim level
- **Simplifies** the process
- **In understanding** of options and the process
- **Improved** employee experience

## Aspects of an employee advocacy model

- Greater **employee education**
- Referrals to other **benefits available**
- Caring for the **whole person**
- Streamlines the **claims process**
- Provides greater **support for the employee**



INTEGRATED  
BENEFITS  
INSTITUTE

2017 ANNUAL FORUM

## Outcome considerations

**Employee experience**

**Employee engagement**

**Durations**

**Costs**

## Making the case

---

- **Build** the business case internally
- **Engage** stakeholders, design collaboration
- **Communicate** expectations
- **Align** program goals with outcomes
- **Advocacy models** vary, know which is right for you



INTEGRATED  
BENEFITS  
INSTITUTE

2017 ANNUAL FORUM

**Questions?**

