

Integrated Choice



Integrated Disability Management

What is it?

Integrated Choice uses a clinical case management model to deliver non-occupational disability management services (advise-to-pay) to the self-insured employer market. This includes STD, LTD, FMLA, and other leave programs, and can be integrated with workers' compensation disability. Behavioral health services are part of the offering. All these services are managed on our Advancer™ platform. Online inquiry and reporting services are provided through our InfolinkSM system.

The Integrated Choice line of products provides return to work (RTW) and productivity management solutions to return employees to "active" status after a disability/absence. Best practice metrics are the foundation for continuous loop analysis, consulting, and program improvement with the employer partner. Working with each employer's unique requirements, plan designs, and regulatory issues, we build a customized and efficient program to meet employer needs while supporting the employee during the disability/absence period.

The level of service, clinical involvement, and clinical decision-making is greater than in the traditional disability third-party administrator model. This results in reduced disability/absence durations that go directly to the employer's bottom line, yet consistently achieve high levels of employee/patient satisfaction.

Short-Term Disability (STD) and Salary Continuation

- Full advise-to-pay services
- Continuous loop disability certification
- Early intervention and transitional/modified RTW
- Integrated with FMLA, LTD, and/or WC

Long-Term Disability (LTD)

- Full advise-to-pay services
- Transferable skills analysis – transfer from own-occupation to any-occupation
- Social Security advocacy
- In house vocational service
- Integrated with STD and/or WC

Family Medical Leave Act (FMLA)

- Track federal, state, and employer specific family leave
- Authentication and medical clarification
- Coordinate second and third opinions as indicated and in compliance with regulations
- Maintain FMLA forms in compliance with the Department of Labor

What Does This Mean to Our Clients?

- Return on Investment 3:1 or more
- Our STD durations were 27% lower than published results for insured STD programs nationally in 2006
- Our customer satisfaction rate is 93%

Why Coventry?

- Clinically based program with a proven record of delivering high value services to employers since 1994
- Centralized telephonic and electronic claim intake services
- Continuous loop 3-point contact between the employee, employer, and the provider
- Experienced disability team with return to work experience
- Nationally recognized disability duration guidelines facilitating safe and early RTW
- Real-time Web reports via InfolinkSM
- Comprehensive outcomes reporting and analysis
- Offered on a bundled or unbundled basis
- Behavioral health carved in
- Single case management platform across all benefits
- Customization to fit each organization's culture
- Full integration with Coventry's workers' compensation programs
- Established Best Practices and Quality Assurance program



More Information?

Office | 866.445.7286
Fax | 952.544.6869
e-mail | referralsonline@cvty.com

www.coventrywcs.com