



# EARLY INTERVENTION

BILLING INSERT

May 2009

## ATTENTION PLAN ADMINISTRATORS

### The Value of Early Intervention:

When an employee is absent from work due to illness or injury, RWAM Disability Management's proactive Early Intervention program gathers relevant information from three parties: the employer, the employee and the employee's physician. All parties play an active role in the management of an employee's absence.

Some of the advantages of RWAM Disability Management's Early Intervention program are:

- Provides proactive solutions for modified duties or hours, or gradual re-entry plans for a safe and sustained return to work full-time. Provides advice and support to the employee during their absence.
- Early Intervention often results in the prevention or reduction of the duration of an employee's LTD claim, as well as avoiding the potential for late filing of the employee's LTD claim.
- With completion and submission of the physician's statement and the employee's consent, RWAM Disability Management gathers and provides expert review of the employee's confidential medical information. There is no release of personal medical information to the employer. However the employer is entitled to certain basic information such as the ability of your employee to perform their own occupation, if modifications to your employee's duties and/or hours are required, and an estimate of your employee's return to work date.
- Provides an opinion on total disability based on the early medical information gathered and the applicable insurance contract wording.

To provide you with the best possible Early Intervention service, **we remind you of the following:**

- When any employee is absent due to illness or injury for more than 10 days, complete and submit to RWAM Disability Management your 'Application for Early Intervention Services - Report of Absence' forms. These three forms (Report of Absence/Employer, Report of Absence/Employee, and Report of Absence/Physician) are attached to your 'Guide to Requesting Early Intervention Services'. A small supply of these application forms should be found in your Group Administration Manual.
- If your group does *not* have a supply of these 'Application for Early Intervention Services' forms, please contact RWAM's Group Administration department to request a supply (Form RDM043).
- If you have an *old* supply of one page forms labeled 'Notice of Absence' or 'Notification of Absence', please purge these and destroy them, as they are no longer in use.
- When completing the Employer Statement form, be sure to include your employee's current salary information as directed, and attach a copy of your employee's job description or PDA (if available).
- Use the 'Application for Early Intervention Services - Report of Absence' forms even if your employee is claiming under auto insurance for a MVA, or claiming WSIB/WCB benefits for a work related injury.

The comprehensive information provided will help RWAM Disability Management provide the best service and outcome in returning your injured/ill employees back to work in a safe and timely manner.

Should you have any further questions about the Early Intervention Program, please ask for RWAM Disability Management at 1-877-888-7926 or 519-669-5694 – **ext. 208**.