



Leave Management Services

For nearly 15 years, UPMC WorkPartners has provided clients with outstanding results using a best-practice approach to our claims and case management services. We use this same approach for our Leave Management Services and save our clients millions every year.

Employers have struggled with managing the Family and Medical Leave Act since the law was enacted in 1993. Today, FMLA-related absences continue to rise while organizations try to cope with the increasing complexities of leave regulations. New and ever-changing state laws have added another layer of confusion, while intermittent leave requests are often granted with little or no medical verification. The result is a dramatic reduction in workplace productivity, an increase in employer liability, and deteriorating workplace morale.

WorkPartners' professional Leave Management Services offer employers peace of mind by reducing the fear of non-compliance and litigation through proven, effective management of all workplace-related leaves (FMLA, military, and other employer-sponsored leaves). We provide superior Leave Management Services with a dedicated claims professional working closely with your employees and supervisors through the leave process. Having one central point of contact promotes better communication, better program management, and, ultimately, decreased absence. In addition, our in-house staff of nurses and physicians reviews documentation to ensure medical support for leaves, where appropriate, and to put permanent restrictions in place, when needed, to ensure compliance.

Our state-of-the-art leave technology seamlessly adjusts to changing local, state, and federal regulations to keep you compliant. It also coordinates and credits concurrent workers' compensation and non-occupational/STD claims so they can be appropriately tracked and measured to decrease unnecessary time away from work.

Your employees will have convenient access and the flexibility of applying for leaves and reviewing application status via fax, online, or our live call center. Leaders and HR professionals will also find robust reporting tools via our online system, putting key information right at your fingertips.

WorkPartners reduced leave durations across our book of business by an average of 5 days per leave, which translates into a savings of nearly \$4 million per year in decreased absence and increased productivity.

The Power of Integration

Drawing on the expertise of world-class research, medical, and wellness professionals at UPMC and UPMC Health Plan, WorkPartners provides you with a depth of resources and expertise in leave management that few can match.

When our Leave Management Services are integrated with our workers' compensation, disability, employee assistance, and health management services, you'll achieve even greater returns on your investment. Our programs are designed to work together, reaching across normally siloed operations quickly and efficiently to provide faster, proactive response to your employee population needs. This comprehensive approach has a dramatic impact on your organization's bottom line – decreasing absence, cutting and controlling costs, and increasing productivity.

UPMC
WorkPartners

Providing Health & Productivity Solutions

Key Features and Benefits		
Compliance	<ul style="list-style-type: none"> Federal and state compliance, as well as individual employer-sponsored leave administration Applies laws automatically based on individual employee work locations 	Better compliance saves significant time and money and enhances productivity while reducing drain on internal resources.
Administration	<ul style="list-style-type: none"> Holistic program management approach Administration of continuous, intermittent, and reduced-schedule leave Call Center/online reporting 24/7 Secure, Web-deployed system Employee self-service Paperless claims process Customized leave correspondence Automatic e-mail notifications of leave request, approval, and status changes Provides thorough audit trail identifying all actions taken by leave administrators Records employee insurance premium payments Integrated intake and processing Attendance/absence policy review, recommendations, and administration Handles vacation/PTO accruals 	<p>Our holistic approach achieves better outcomes, reduces associated group health and other disability costs, cuts overall claim requests, and dramatically improves overall health and productivity ROI.</p> <p>Consistent policy application decreases abuse risk, reduces absence duration, cuts compliance costs, and increases overall employee productivity.</p> <p>Real-time access to critical information reduces administrative workload while identifying and reducing the potential for fraud and abuse.</p>
Medical Delivery	<ul style="list-style-type: none"> In-house medical director, physicians, and nurses Medical certification processing Escalated case review process Integration with health management and employee assistance programs Identifies physicians who continually approve chronic serious health conditions 	Immediate medical case review and physician-to-physician review as needed at no additional charge saves time and money on resources, accelerates case closure, and returns employees to work sooner.
Data Analysis	<ul style="list-style-type: none"> Coordinates data between multiple vendors and software platforms Robust reporting and customized analytics 	Custom interfaces and comprehensive reporting enable regular strategic analysis for better organizational health and productivity planning and outcomes.

Part of a world-renowned medical center, UPMC WorkPartners provides health and productivity solutions for high-performing companies throughout the United States. Our services provide comprehensive solutions to your productivity needs. They can also work seamlessly with your existing programs to maximize your results.

UPMC WorkPartners
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Insurance services are underwritten by UPMC Health Benefits, Inc.

Our suite of services includes:

- Commercial Workers' Compensation Services
- Absence Management Services (TPA Workers' Comp, Leave Management, Disability Management)
- Employee Assistance Services branded as *LifeSolutions*
- Health, Wellness, and Condition Management Services
- Employer On-Site Health Services and Mobile Services
- Consulting and Data Analysis Services

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