



INTEGRATED ABSENCE APPROACH HELPED CURE HOSPITAL SYSTEM GROWING PAINS

After consolidations and acquisitions, benefit administration costs at a multi-state health care system were rising in step with its rapid growth. It needed a coordinated approach to managing leave and disability programs among its large, disparate network of facilities.

- ★ Rapid growth placed stress on absence processes
- ★ Separate disability and leave management systems were no longer viable
- ★ Productivity was threatened by high leave approval rates and long leave durations

How Unum helped

By bringing its FMLA and disability management programs together under Unum's stewardship, this employer saved time and money, while improving workforce productivity.



3,600 fewer lost work days with 6% reduction in STD claim duration



\$638,000 cost savings from increased employee productivity



2:1 return on investment via more accurate FMLA approval processing



9-day reduction in FMLA employee claim submission timeframes



30% fewer STD claims that needed to transition to LTD



1 integrated platform created for benefits and FMLA administration



Employer overview

INDUSTRY

Large health care system including hospitals, diagnostic centers and clinical practices

LOCATION

U.S.-based with several facilities located in multiple states

EMPLOYEES

15,000 exempt and non-exempt employees, hourly wage to high-income earners

UNUM BENEFITS & SERVICES

Short and Long Term Disability (STD/LTD), Life Insurance, Leave & Absence Management services

SOLUTIONS SUMMARY

Unum partnered with the employer to implement a fully integrated absence and disability solution that helped save time and money while providing equitable and consistent absence coverage and practices for all employees. We:

- ★ Took over the administration of the company's FMLA services, providing a fully integrated benefits platform
- ★ Recommended new, consistent leave services and protocols that merged acquired companies' disparate cultures and practices into a fair and coherent approach
- ★ Partnered with the employer for ongoing training and employee communications
- ★ Initiated quarterly meetings to review and refine service delivery

What Unum can do for you

Our Leave and Absence Management team offers expert assistance to help you:



EXCEL AT COMPLIANCE,

with direct access to our employment attorneys and a 100% compliance guarantee



MAKE YOUR WORKFORCE MORE PRODUCTIVE,

with custom plans for absence management and reduction



IMPROVE EMPLOYEE RETENTION AND RECRUITING,

with a leave plan tailored for your industry and your HR needs

"The benefit of outsourcing is that we take on the compliance and administrative burden, leaving the employer to focus on running their business."

Ellen McCann

Assistant Vice President
& Special Counsel, Unum



To learn more or to connect with a Unum representative, go to **www.unum.com**

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