

Minimize the Costs, Lost Productivity, and Risk Associated with all Forms of Absence

Absence Management Solutions

Integrated data, analytics, case management, and communications

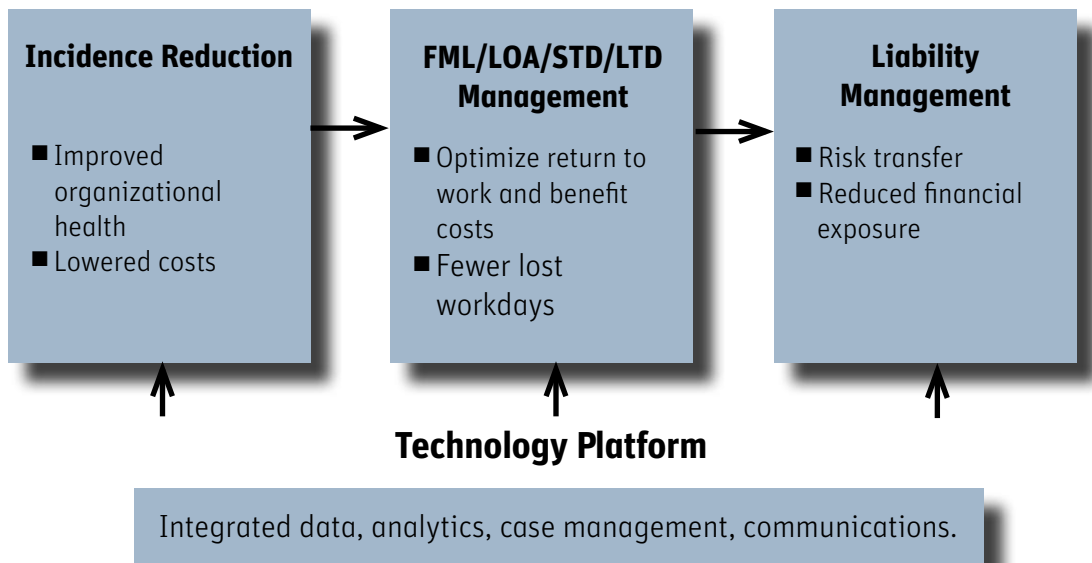
In response to increasing health costs, employers in recent years have focused their cost management strategies on direct medical benefits by reducing the level of employer-provided health coverage and increasing employee cost sharing. However, absenteeism, due to acute and chronic illness, disability, and medically-related leaves, also has a significant impact on total costs. A study by The Commonwealth Fund estimates approximately \$260 billion in lost productivity each year in the U.S. due to illness, chronic conditions, disability, and presenteeism (where employees are at work but less productive because they are ill).

While employers must continue to address rising medical costs, this evidence shows that curbing total benefits costs by shifting focus to absence management—in conjunction with health risk management—may serve as a more effective, long-term solution for reducing costs.

Hewitt helps employers improve financial and operational performance by minimizing the costs, productivity impact, and risk associated with all forms of health-related absence. To do that, we integrate best-in-class competencies in disability and leave management, data, technology and analytics, reporting, and effective return-to-work programs that provide measurable, positive outcomes. This approach helps our customers implement sustainable long-term absence management strategies.

From claim management to web-based systems, data integration, and reporting, we can provide distinct, tailored solutions to specific absence and disability management problems today. With near-term needs addressed, Hewitt can help map out and implement a broader, long-term health and productivity solution.

Comprehensive absence, disability, and productivity solutions



Claim/Leave Management

We provide comprehensive, integrated Family Medical Leave (FML), Leave of Absence (LOA), Short-Term Disability (STD), and Long-Term Disability (LTD) claim and case management. We have a strong focus on clinical management, prevention, and communication, and successfully transitioning employees back to active employment. Hewitt sets itself apart with incidence reductions up to 30% and sustained short-term disability durations of 20%-40% below industry norms—all this with employee satisfaction rates of 90%.

By performing the fundamentals exceptionally well and providing enhanced capabilities to fit the particular needs of our clients, we deliver the superior claim and leave administration solution that employers require to successfully address total absence management including:

- High-touch, proactive customer service, focused on the needs of employees and employers.
- Highly effective return-to-work solutions.
- Proprietary web-based technology platform, supporting highly efficient claim and leave management, enabling integration of multiple data sources, comprehensive EMPAQ[®]-compliant reporting, and self-service analytics.

Traditional TPA Capabilities

1. Leave *tracking* and claim *processing* model.
2. Difficulty integrating disparate absence and health-related data.
3. Limited reporting and analytical capabilities.
4. Difficulty conforming to unique employer requirements.
5. Isolated claim processing model lacking total absence management capabilities.
6. Inexperienced staff, coupled with high turnover rates.
7. Limited, traditional return-to-work capabilities.
8. Inefficient distribution of information, tasks, and activities.

The Hewitt Difference

1. Fully integrated claim and leave *management* model.
2. Web-based data integration and analytics: FML, LOA, STD, WC, HRIS, payroll/timekeeping and health-related data.
3. EMPAQ®-complaint reporting and robust analytics.
4. Open architecture and claim and leave model easily customized to employers' needs.
5. Claim and leave management fully integrated with Hewitt's total absence management platform.
6. Experienced, integrated, multi-disciplinary teams.
7. Highly effective return-to-work solutions.
8. Proprietary web-based technology platform enables secure, highly efficient communication of tasks and activities. Facilitates multi-vendor coordinated case management, including Occupational Health, Employee Assistance, Disease Management, and Behavioral Health resources.

Uncover Where Absence is Occurring

Understand why and where absences are occurring and what you can do to optimally manage them through:

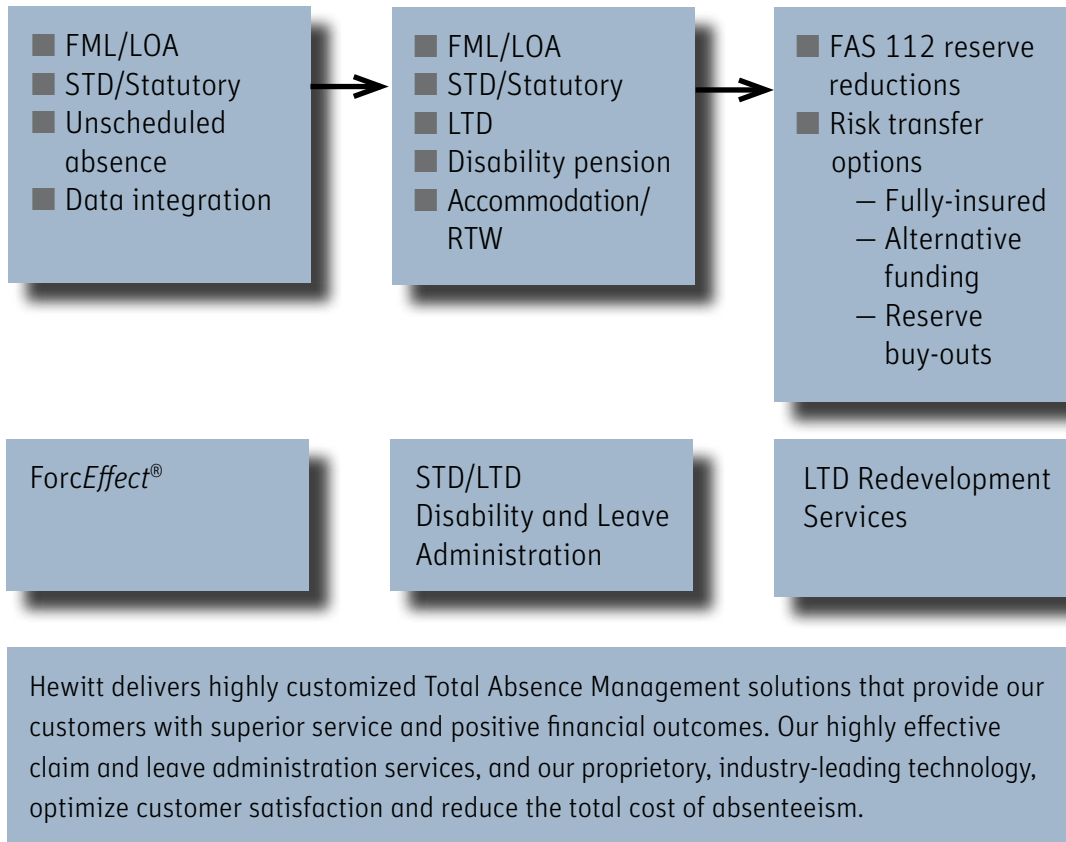
- robust reporting and analytics;
- ad-hoc reporting; and
- data integration and reporting for all absence types, including STD, LTD, workers' compensation, incidental absence, continuous and intermittent FMLA, and all other leaves.

Understand What's Driving Absence

We can help you reduce the incidence of absence through:

- **Root Cause Diagnostics:** Quantitative and qualitative analysis that identifies the leading, root cause organizational factors that drive absence in the workplace.
- **Decision Support Intelligence:** Data mining, analysis and statistical services for customized business needs.
- **Operational and Financial Measurement:** Provide robust data analysis and analytics for lost time events, health care utilization, employee demographics, and business performance.

Hewitt services



About Hewitt Associates

Hewitt Associates (NYSE: HEW) provides leading organizations around the world with expert human resources consulting and outsourcing solutions to help them anticipate and solve their most complex benefits, talent, and related financial challenges. Hewitt consults with companies to design and implement a wide range of human resources, retirement, investment management, health management, compensation, and talent management strategies. As a leading outsourcing provider, Hewitt administers health care, retirement, payroll, and other HR programs to millions of employees, their families, and retirees. With a history of exceptional client service since 1940, Hewitt has offices in 33 countries and employs approximately 23,000 associates who are helping make the world a better place to work. For more information, please visit www.hewitt.com.