

Faculty Common Disability Plan
Disability Management Process
Roles and Responsibilities of Key Stakeholders

Employee

- Notify HR administrator and supervisor of absence in a timely manner
- Complete claim form application(s) for sick leave, short and/or long term disability
- Confirm use of accrued sick leave
- Provide initial and ongoing proof of disability during sick leave, short and/or long term disability and in the event of his/her claim being denied
- Actively participate in the rehabilitation/modified work process
- Provide ongoing information on abilities and return to work information requested by HR administrator, rehabilitation committee and/or Manulife Financial
- Communicate any modified work problems which arises to supervisor, HR administrator and/or rehabilitation committee
- Ensure that employee's physician is aware of the full range of benefits, services, etc. provided by the plan
- Ensure that the physician provides the HR administrator, Manulife Financial and/or the rehabilitation committee with required information and that their physician responds in a timely manner
- Educate themselves on both of the range of services, benefits, etc. provided by the plan as well as the requirements of the plan
- Participate in claims appeal process by selecting an independent physician to review his/her case, attend hearing, go through additional medical review as required by the claims review committee

Supervisor

- Keep in touch with employee and HR during an employee's absence
- Provide appropriate modified return to work to temporarily/partially disabled employees
- Facilitate placement in other departments
- Monitor disabled employees progress in the modified return to work

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HR Administrator (Disability Management Coordinator)

- To fully understand the range of benefits available under the plan, the requirements of the plan, the disability management process, the rehabilitation process and claims review process
- Contact employee to initiate disability management process including providing and explaining claim form package for sick leave, short and/or long term disability and completing the employer portion of the claim forms prior to sending to employee
- Assist employee in completing CPP application form (after initiated by Manulife Financial)
- Assess an employee's condition, restrictions, and the accommodation required, in consultation with the supervisor
- Provide job description for physician
- Initiate contact with rehabilitation committee where an employee is expected to be disabled beyond 30 days and coordinate with the committee and Supervisor to develop and implement return to work program, work accommodation, etc.
- Liaison with employee / Manulife Financial/ rehabilitation committee / claims review committee / physician (for initial return to work only)
- Where necessary, serving as an advocate for employees, helping to remove roadblocks, etc.
- Liaison with physicians and, in particular, facilitate education of physicians with respect to the range of jobs available for rehabilitation and early return to work
- Obtain assistance from Manulife Financial with respect to difficult sick leave claims
- Maintain contact with employee while disabled
- Support and coach supervisors
- Coordinate claims appeal process involving the selection of a physician, requesting the required information from key stakeholders, preparing required employer information, ensuring the time line is adhered to and implementing final decision
- Educate employer on the importance of embracing employee return to work programs
- Disability/absentee data reporting
- Benefits administration
- Collective agreement interpretation and administration

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Rehabilitation Committee

- Direct contact with employee
- Initiate rehabilitation process with employee by forwarding application form package to employee and assisting him/her in completing the package
- Complete initial assessment of rehabilitation potential with assistance from Manulife Financial, as required
- Facilitate rehabilitation and return to work
- Liaison and facilitate communication with employee / disability management coordinator / supervisor / Manulife / physician
- Educational role of employees on the requirements and benefits of the plan liaison with medical practitioners

Insurance Carrier (Manulife Financial)

- Adjudicate all short term and long term disability claims in accordance with plan described in the collective agreement
- Assist in adjudicating difficult claims during the sick leave process
- Ensure that an employee is paid in accordance with the provisions of the plan and in a timely manner
- Effective, efficient, open communication with all players
- Assist the rehabilitation committee in determining appropriate medical and/or vocational rehabilitation
- Make recommendations to rehabilitation committee based on initial assessment of certain short and/or long term disability claims that have not already been identified by the committee
- Provide insurance
- Provide ongoing reporting with respect to the performance of the disability plans
- Develop and maintain plan documents (contract, electronic booklets, etc.)
- Accept and implement decision of claims review committee

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Physicians

- Provide complete medical information in a timely manner
- Ensure that all forms (i.e., work abilities form, short and/or long term disability physician form, rehabilitation form, etc.) are filled in correctly and completely
- Work with employees / disability management coordinator / rehabilitation committee / rehabilitation providers to assist the employee in returning to work
- Their responsibility does not include determining whether an employee is disabled within the definition of the plan but rather to provide all of the medical information required for the rehabilitation committee and/or Manulife Financial to make its determination under the plan (diagnosis, symptoms, prescribed treatment)
- Educate themselves with respect to the full range of benefits available to an employee under the plan
- Coordinate with employee, disability management coordinator, rehabilitation committee and Manulife Financial
- Integrate return to work and rehabilitation
- Participate on or cooperate with the claims review committee, if/when asked

Rehabilitation Service Provider(s)

- Third party providers of early intervention and return to work
- Coordinate with rehabilitation committee / disability management coordinator / Manulife Financial / physician / employee

Claims Review Committee

- Objective, third party responsible for coordinating the hearing process with the employee (appellant) in accordance with the Terms of Reference
- Educate themselves on both of the range of services, benefits, etc. provided by the plan as well as the requirements of the plan
- Coordinate with disability management coordinator / Manulife Financial / physician / employee / union
- Review claim file in detail as provided by Manulife Financial and the physicians, conduct their own medical review, arrive at a decision based on the information provided and submit a written and binding decision outlining their decision and the reasons behind it

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Unions

- Education, support employees throughout disability process
- Liase with HR as required
- Collective agreement administration and interpretation
- Employee advocacy
- Promote and support program
- Participate in return to work planning including being on the rehabilitation committee as required
- Initiate and participate in claims appeal process

Other Care Providers

- Outsourced providers (Employee Assistance Plan providers, Best Doctors)

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