



Return to Work

Immediate Case Management

Return to Work is the third pillar in WMC's Absence Management approach. By facilitating a timely response to managing short and long term absence, both occupational and non-occupational in nature, our clients gain significant cost savings as well as benefit from a more productive and effective workforce.

The Conference Board of Canada reports that absenteeism costs the Canadian economy \$16 billion in 2012 with an average of 9.3 days (12.9 days in public sector, 8.2 days in private sector) employee absences per year. Absenteeism contributes to a substantial amount of cost for organizations in Canada with rippling effects on lost productivity and revenue.

Over and above the direct costs of absenteeism, indirect costs (i.e. replacement and productivity costs) are equally significant: for every dollar of direct cost of an absence, organizations can attribute \$0.70 to \$1.50 in indirect costs.

The WMC Solution

WMC delivers a truly unique service during the critical period at the beginning of the process with Day "0" notification allowing our Case Manager to immediately contact your employee to validate the medical necessity for their absence. Our infrastructure supports both regional as well as national clients across both unionized and non-unionized employers.

How an absence is managed within the first few days has a dramatic impact on the entire duration of the absence. Our claims and disability management program is designed to ensure each claim is properly managed and administered regardless if the payer is the Workers Compensation Board, your insurance company or your own company if you are self insured. The goal is the same – the early and safe return to work of your employee with the oversight to ensure the related costs are minimized and a consistent process is implemented to restore productivity and efficiency utilizing WMC's support.





The WMC Case Management Difference

- Experienced and knowledgeable Case Managers with minimum of 10 years industry experience
- Low ratio of claims per Case Manager
- Elimination of common delays with Day “0” intervention of all new claims
- Robust IT platform submission enables Day “0” action on the case
- Corporate real time dashboard reporting
- WSIB Claim Management Support by our Paralegal partner
- Integration with our 24/7 Absence Call Center and Attendance Management System software

Expedited and Effective Medical Intervention Remove Delays

- Our “Doctor-to-Doctor Teleconference” with the treating physician obtains required medical information
- Fast track medical assessment with WMC’s Occupational Health Physician “Time Loss Review” (TLR)

Effective Managed RTW Process Model

WMC knows that RTW planning is most successful when the employee is engaged in the process. The

Case Manager manages expectations for a return to work at the outset of each absence typically during the first call with the employee.

Working with the Employer

Immediate RTW date notification and RTW Planning with Supervisors monitored through to case closure

Working with the Treating Provider

When complex cases arise, WMC may hold a Doctor-to-Doctor Conference between the employee’s physician and the WMC Occupational Health Physician. This physician peer discussion typically eliminates the barriers which may be in place preventing the treating physician’s support of the RTW plan.

Expedited Medical Case Support

In some complex cases, the facilitation of additional diagnostic tests or services may accelerate the case progress. Our network of physicians and clinicians will provide expedited access for:

- Independent Medical Exams
- Ergonomic Assessments
- Physical and Cognitive Demands Analysis
- Functional Abilities Evaluations



Let’s keep Canada *working*

