



EDI vs API: both are ways of getting data from one place to another

Here are the five best practices that most often lead to positive absence management outcomes. How consistently employers follow them can help predict absence management success.¹

1 Centralize the intake process

A central portal to help employees and employers report short term disability (STD) leaves can also be used for other paid time off, such as paid company leaves. This can help streamline administration and promote a better employee experience.

2 Use the same resource for STD and other leaves

Integration helps ensure better outcomes, because it dramatically improves the employee leave experience while reducing administrative costs and inefficiencies for the employer. Outsourcing STD to a third party administrator can help to further maximize success.

3 Health management integration

As part of a disability process, a referral process can direct employees to the appropriate health management program, such as a company's Employee Assistance Program (EAP), designed to help employees deal with personal or medical problems that might adversely affect their work performance.



4 Reporting capability

The ability to generate and obtain reports allows an employer to keep track of every aspect of an employee's leave and see patterns, which can be used in subsequent return to work efforts. These reports should include as many of the following items as possible:

- Disability usage patterns
- Disability claimant status
- Disability costs

5 Active return to work (RTW) program

The program should include:

- A written RTW policy
- An interactive process in which the employee gets together with HR and the case manager to discuss ways in which the employee can return to work
- Transitional RTW plans designed to help disabled employees return to work safely and quickly. These might include accommodations, such as modified or alternate duties until the employee is ready to resume normal duties
- Guidelines for the duration of disability, which would be based on a physician's diagnosis

Contact your Guardian Group sales representative to learn more.

The Guardian Life Insurance
Company of America

guardianlife.com

¹2021 Guardian Absence Management Activity Index & Study. Guardian® is a registered trademark of The Guardian Life Insurance Company of America. ©Copyright 2023 The Guardian Life Insurance Company of America.

New York, NY

2023-150897 (2/25)