



HBT POLICY:
 Collaboration with Great-West Life (GWL)
 and Employers
 Rehabilitation Services A-2.2
 Policy Number OC-11-2-v1

Policy Statement:

This policy outlines the protocol for collaboration and sharing expertise among Great-West Life, Rehabilitation Services and the employer in order to promote best practices in Rehabilitation to resolve barriers to Gainful Employment for individual Employees.

Principles

- Collaboration and sharing expertise is essential in developing Rehabilitation Plans that are cost-effective and coordinated to benefit all Stakeholders
- Rehabilitation is provided to resolve barriers to Gainful Employment

Guidelines

1. Rehabilitation Services requests input and promotes the sharing of information and expertise from the employer and Great-West Life (GWL) in developing Employee Rehabilitation Plans. Information is shared as authorized by the Employee (Policy B-3.1 Privacy). This collaboration is to:
 - Provide a forum for sharing expertise and integrating service delivery for complex files with multifactor barriers to Employability
 - Develop Rehabilitation Plans according to best practice
 - Determine trends and protocols for Rehabilitation Plans
 - Recommend changes in policy and practice as required
 - Provide Rehabilitation to Employees that enhances Employability
2. Rehabilitation Services works with GWL on all files and provides the relevant and necessary information for GWL to manage the master files for all Long Term Disability (LTD) claimants and applicants
3. Roles and responsibilities are clearly outlined in the Rehabilitation Plan

Practice

- 1) Rehabilitation Services, GWL, and the employer establish regular meetings to discuss strategies to:

- a) Resolve or mitigate barriers to Gainful Employment for individual Employees
 - b) Create an individualized Rehabilitation Plan for the Employee that is:
 - i) Consistent
 - ii) Consensual
 - iii) Highly integrated
 - iv) Cost-effective
 - c) Integrate service delivery
 - d) Enable the earliest possible claim closure resulting in:
 - i) Time efficiencies
 - ii) Cost reduction to the LTD plan
- 2) Rehabilitation Services shares relevant information with the employer to:
- a) Develop effective Rehabilitation Plans to resolve barriers to Gainful Employment for individual Employees
 - b) Support effective disability management strategies for the employer organization
- 3) When disagreements arise, Rehabilitation Services has an escalation and appeal process (Policy A-1.2 Problem Solving/Escalation of Concerns)

Definitions

- **Employability** – The ability to perform Gainful Employment
- **Employee** – Employees of HBT’s member employers who are covered by the HBT LTD Plan (plus the HSA LTD Trusts)
- **Gainful Employment** – Occupation for which the Employee has the education, training and/or experience at a rate of pay defined by the Employee’s LTD plan (see Collective Agreements: Long Term Disability Insurance Plans in *Relevant Documents/Links*)
- **Rehabilitation**
 1. **Medical Rehabilitation** – Treatment designed to facilitate recovery from injury, illness, or disease and to restore sufficient physical, sensory, and mental functions to enable Gainful Employment. Treatment also includes assisting the Employee to compensate for deficits that cannot be reversed medically.
 2. **Vocational Rehabilitation** – Services offered to enable Employees with mental or physical disabilities to attain skills, resources, attitudes, and expectations needed to achieve Gainful Employment. Services offered may include skills enhancement or retraining.
- **Rehabilitation Plan** – Documentation of Medical and Vocational Rehabilitation required to resolve barriers to Gainful Employment including outcome measures and a timeline
- **Stakeholders** – Includes anyone who has an interest in managing LTD including the Employee, employer, GWL, HBT and Union

Relevant Documents / Links

- A: Collective Agreements: Long Term Disability Insurance Plans
<http://www.heabc.bc.ca/Page20.aspx>
http://www.cssea.bc.ca/public_documents.php

Rehabilitation Services Policy: OC-11-2-v1 A-2.2 Collaboration with GWL and Employers	Page: 2	Date: March 7, 2011
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Audit and Compliance

1. All documentation is copied to GWL as authorized by the Employee