

The whirlpool of late disability claims submission

Late submission triggers a series of negative outcomes

Employee

FINANCIAL AND SOCIAL PRESSURES

- No opportunity for early intervention and rehabilitation, causing lasting complications which impacts on ability to work.
- Once sick leave finished, no income until delayed claim is paid, impacting on employee's ability to cover other commitments.
- No money for adequate treatment while waiting for payment.
- Inability to work and earn a living leads to loss of identity and purpose, which can cause stress and poor mental health.
- Drop in status and financial wellness can create secondary disability drivers and higher mortality rates.

RESULT: Loss of ability to work + increased financial pressures + loss of purpose + increased poor health = secondary disability and increased mortality.

Employer

FINANCIAL AND RESOURCE PRESSURE

- Loss of skilled, productive workforce.
- High costs of replacement and training.
- Negative impact on insurance rates.

RESULT: Increased absenteeism + increased costs + reduced productivity = company's bottom line suffers.

South Africa

ECONOMIC PRESSURES

- Increased levels of disability reduces the number of economically active contributors causing a drop in nation-wide productivity.
- Burden to provide an income shifts to family members and State.
- Sustainability of business may be affected causing fewer employment opportunities.
- Negative impact on economy heightens overall risk of employee disability.

RESULT: Increased disability burden + lower productivity + negative impact on businesses = economic pressures.

Who should submit the claim?

As the policyholder, **the employer** needs to notify Momentum **immediately** of a potential claim. Most policies require:

- Claims must be submitted within 3 months of the employee's last day of normal work duty.
- Employer must inform Momentum if the employee is continuing in an alternative position.

Failure to adhere to policy requirements may result in the claim being denied!

Indicators of a potential disability claim

- Illness/injury.
- Absent from work for 10 or more consecutive working days.
- Extensive and regular sick leave requests.
- Significant reduction in productivity due to a medical condition.
- Inability to cope despite accommodations / adaptations made.

LATE SUBMISSIONS

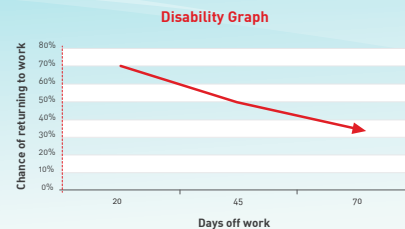
Financial adviser

TIME AND FINANCIAL PRESSURES

- Spike in queries and loss of productive sales time.
- Client frustration and dissatisfaction with the process of resolving late submissions, exacerbated by lost productivity, higher costs and increasing disability insurance rates.

RESULT: Harder work to keep client and difficulty in getting good rates for a scheme with poor claims experience.

Return to work reality



Late submission prevents proactive management and reduces chances of recovery and return to work. This contributes to poor claims experience and possible increase in rates.

On-time submission enhances Financial Wellness

ON TIME

DISABILITY CLAIMS

How we can help:

Employer and Financial Adviser training

Assist with collating all information and documents for on-time submission

Our nurses can help secure hospital information

Access to our doctor network for assessments and reports

Appropriate treatment and rehabilitation