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Matt Burke is responsible for client implementation and for onboarding new Integrated Absence Management (IAM) clients, ensuring that the ESIS absence management system supports each client's specific needs and leave programs, and serves as the system administrator, facilitates enhancements to the system itself. Matt also manages process mapping for ESIS Spherical™, the company's total absence management solution and envisions and builds ad hoc and custom reporting solutions.

500+
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5 Things to Know About How Technology Can Improve Absence Management

Managing absence can be challenging. Mathew Burke, Implementation Leader, ESIS Integrated Absence Management, shares five things that a good absence management system can do to improve access to important information, support compliance and consistency, and create a better user experience for employers and employees.

1 Make Information Readily Accessible to Improve the User Experience

Making it easy for employees to quickly find the forms they need – as well as critical information about their application and leave – removes a key friction point, keeps employees engaged in the process, and can reduce litigation. It's when employees are confused or can't get information that they may turn to an attorney.

A good absence management system will also provide real-time access to claim-related communications such as what leave has been approved, start and end dates, payments, required documents, and necessary steps. The system should also detail what information is needed to adjudicate the claim, such as a disability claim form or certification, as well whether all required documentation has been provided.

Another important feature is an overview of all leaves and the voluntary benefits that employees may be eligible for and/or entitled to. This overview can help employees make appropriate use of leave programs.

2 Support Compliance

Federal, state, paid family, and municipal leave programs account for more than 500 leave laws today – and that number is growing. This can make it difficult to ensure compliance and a consistent application of relevant leave laws across multiple locations.

A good absence management system will support compliance in several ways, including providing the employee with the jurisdictionally appropriate forms needed for the type of leave they are seeking and for the jurisdiction in which they are applying. The system can also provide fast access to key information about employee rights and responsibilities, state-specific fraud statements that employees must acknowledge, and processes that must be followed. Automatic notifications about missing information or upcoming deadlines is another important component. The system should also accurately track leave taken, both intermittent and continuous, as well as time remaining, which can help prevent abuse of leave programs.



ESIS Spherical, our integrated absence management solution offers:

- Single-source intake
- Effective and timely communication
- Integrated coverage lines
 - Short-Term Disability (STD)
 - Family and Medical Leave Act (FMLA)
 - Workers Compensation (WC)
 - Americans with Disabilities Act (ADA/ADAAA)
 - Voluntary Benefits
- RTW and SAW strategies
- Holistic management of absence across the organization
- Integrated data capabilities
- Customer advocacy

3 Gather and Leverage Data

[Employee absence can affect productivity, safety, and morale.](#) HR and risk management professionals can manage absence holistically and more effectively when all leaves – occupational and non-occupational – are reported and managed through a single system. Further, an enterprise-level view of absence helps the employer understand the overall need for and cost of temporary employees or overtime due to absence, which helps the organization plan and budget more accurately.

It also helps HR professionals determine patterns – perhaps a rising number of leave requests in a particular location or during a particular season – and determine what action may be needed.

4 Tailor the View to the User

Custom views of system data for employees, supervisors, human resource professionals, and case managers can help keep everyone on the same page, reduce administrative time, eliminate requests for basic information about a leave, and protect employee privacy. For example, employees would have access to information and forms needed to request and manage their leave(s). Supervisors would see basic information about leaves for their direct reports, such as status and dates, but not medical information. HR professionals would be able to see a broad view of absence across the enterprise, as well as information about individual leaves. Only case managers would be able to see medical information to ensure compliance with HIPAA.

5 Incorporate the Human Element

As much as the right technology can improve absence management, it is important to give employees – as well as other parties involved in managing leave – a way to connect to an expert in real time. Whether it's via chat or phone, an absence management system should make it easy to reach a specialist who can answer questions and provide guidance. For employees, one-on-one communications can help ensure their concerns are being heard and addressed or can help them overcome concerns about returning to work following a leave. HR professionals and managers can get expert answers to questions about specific accommodations and how to facilitate return to work.

To learn more about how our integrated absence management solution and technology can help reduce the impact of absence on your bottom line, connect with us today.

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For more insights on how we can help you reduce your total cost of risk, connect with us on [LinkedIn](#)

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