Why Disability Management?

• Philip Morris USA has an investment in each employee (training, experience, benefits, etc.), made more valuable by low attrition rates.
• Approximately 2000 employees each year use medical leave or workers’ compensation.
• The cost of an absent worker is at least $400.00 per day (replacement pay plus indemnity for absentee).
• The real question should be: “Why Not”?

Action Principles

• Resources are available for all employees.
• Treat participants as you would like to be treated if you were in their position.
• Educated employees make good consumers of the healthcare commodity.
• Managed care barriers can be overcome.
• Employment and activity barriers should not exist.
• Being productive is good for all of us.

Begin at the Beginning

Set Expectations Early

Employee Education Regarding:
- MLOA Program
  - Their Illness/Injury and Treatment Options
  - Return to work options
- Contact With HCP
  - Obtain Effective and Efficient Treatment
  - Establish Identity of Their Patient as Our Employee

Frequent Follow-up With Employee:
- Determine Progress
- Reinforce the Return to Work Plan
- Facilitation of Follow-up Evaluations

Frequent Issues

• Acceptance of program as beneficial:
  - Employees
  - Management
  - Bargaining units
• Concerns over change:
  - Accommodation will result in a flood of requests
  - Production and Quality
  - Safety and Responsibility
• Addressing “what if” situations

Success?

• As of 9/30/00:
  - 21 permanent accommodations, 10 pending
  - Trained 25 Human Resources Professionals in Disability Awareness
  - Developed Targeted Recruitment Program in Collaboration with the Virginia Department of Rehabilitative Services
  - Avoided 99.5 employee-years in absences through temporary and permanent accommodations (relative value is $8,756,000)

Conclusion

• Makes sense for the business
• Makes sense for our Diversity program

AND

• Wouldn’t you want this done for you?