

Choosing an Automated Absence Management Solution: **21 Points to Consider**

Absence Management: A Complex Problem Requires a Simple Solution

Are you looking for a way to streamline the absence management process and eliminate the guesswork involved in ensuring compliance?

If so, you already know how complicated it can be to manage FMLA leaves, workers' compensation, sick days and other absences, while simultaneously trying to run the rest of your business. Federal and state compliance laws continue to evolve and change, leaving employers worried and wondering whether they're meeting regulatory compliance.

If you're managing continuous, intermittent and reduced schedule leaves – including FMLA, and sick days – you need a solution that automatically keeps up to speed with ever-changing regulations.

For employers still relying on outdated legacy systems and clunky manual processes to track changing regulations, rules and policies, the net result is a waterwheel of stress, inefficient workflows, and significant time and resources wasted trying to manage employee leaves of absence. The growing complexity of absence management has generated a clear need in the market for a dynamic, yet simple, solution that offers accessibility, reliability and easy integration with external systems to meet a business' unique needs.

Key Features of a Winning Absence Management Solution

When considering a best-in-class automated absence management solution, employers should keep in mind the functionality it offers throughout the life cycle of an absence claim. [For sustained ease-of-use and optimal results, employers should seek a platform that not only tracks employee leave, but also determines eligibility based on both federal and state FMLA, administers paid family leave, and allows you to manage additional corporate leaves.](#) We have developed this in-depth checklist for use in evaluating a solution's functionality throughout the absence management life cycle.

Intake > Approval > Process Management > Return to Work Function

Intake

- ▶ Accepts Leave Requests up to 30 Days in Advance of Leave?
- ▶ Supports more than one intake option?
- ▶ Eligibility file includes prior work to provide eligibility and entitlement?
- ▶ Supports continuous, intermittent and reduced schedule leaves?
- ▶ Supports automatic email notification to client designees (i.e. HR Managers or Supervisors)
- ▶ Retains eligibility and historical data?
- ▶ Determines and assigns the right person to handle the right claim based on complexity?
- ▶ Establishes automated workflow based on leave type (i.e. FMLA or State)

Approval

- ▶ Includes automated eligibility, compliance and admin rules to minimise human resources?
- ▶ Generates administration system input via electronic feeds?
- ▶ Communicates expected frequency/duration of absences to client designee?
- ▶ Communicates expectations continuously to employee or employer?
- ▶ Automatically programmed to perform follow-up tasks based on event triggers?
- ▶ Automatically updates status changes (i.e. approval or denial) and sends a notification to HR and managers?
- ▶ Supports correspondence scanning and task retrieval?

Process Management

- ▶ Provides automated leave validation guidelines?
- ▶ Confirms start and end dates of State leaves at appropriate times in conjunction with FMLA?
- ▶ Captures intermittent time used?
- ▶ Effectively notifies if and when absence exceeds frequency and/or duration?
- ▶ Ability to be run by your team/accessible via any web connection?

Return to Work Function

- ▶ Configurable work rules?
- ▶ Provides an automated notification to the team lead and HR on the FMLA end date?

Another feature you should consider is a solution's accessibility and protection of private business data. ClaimVantage's automated absence management solution is built on the Salesforce Lightning Platform, the industry-leader for security and reliability, to ensure an easy-to-use, access-anywhere system.

Designed to save time and ensure peace of mind, our software is equipped to automatically run claim intake, determine eligibility, adjudication, generate correspondence and develop reports for every applicable leave type.

What Advantages Does ClaimVantage Offer?

Speed: Our absence solution can be implemented within a matter of days. Within a month after implementation, all customised reporting, intake forms and customer portals are added to help customers soar right from the start.

Convenience: Agile implementation allows you to experience the benefits of the solution right away, without any internal IT holdup.

Collaboration: Your team works directly with ClaimVantage experts, which, according to our customers, optimises results and leads for smooth sailing during integration and configuration.

Cloud-Based Platform = Easy Access: The ClaimVantage platform is ready accessibility from any Internet connection and runs on most popular browsers (Chrome, Firefox, Safari, etc.), giving you access anywhere, anytime.

Customer Portal: Our mobile-enabled portal makes it easier than ever to manage absence cases on-the-go.

Intuitive Integration: We make it easy to integrate our best-in-class workflow procedures with your existing external systems to meet your unique business needs.

Security: We partner with the industry-leading Salesforce Lightning Platform, to ensure your information is securely protected in the cloud.

Usability: The platform is equipped with all the available Salesforce platform best-practice user interfaces to create a seamless, intuitive user experience.

Cost Savings: Our customers report exponential savings not only in time and opportunity cost, but over 50% of financial savings compared to traditional costs for software installation, configuration, upgrades, system requirements, and internal support.

Always Up-To-Date: Our cloud-based software solution includes continual innovation and automation as part of the core package. System upgrades are not batched together and sold as a new version.

Analytics & Benchmarking: Analytics and benchmarking functionality measures and assesses your internal data and compares it against industry best practices to continually refine your practices.

Interested to Learn More?

We'd love to talk with you. If you're ready to replace a legacy or manual system, dramatically increase your capacity to manage leaves, and looking for a reliable, flexible, state-of-the-art cloud-based solution, we've got you covered. Contact our team today to set up a time for us to look at your project requirements and suggest an automated solution to meet your unique needs.

About ClaimVantage

ClaimVantage is the leading international provider of automated, cloud-based Life, Health, and Absence claim management software solutions for insurance carriers, Third-Party-Administrators (TPAs), and employers.

Our Software-as-a-Service (SaaS) solutions are designed to revolutionise claims processing by providing a robust system capable of integrating with your current business and workflow processes to drive efficient and accurate claims decisions with streamlined operations.