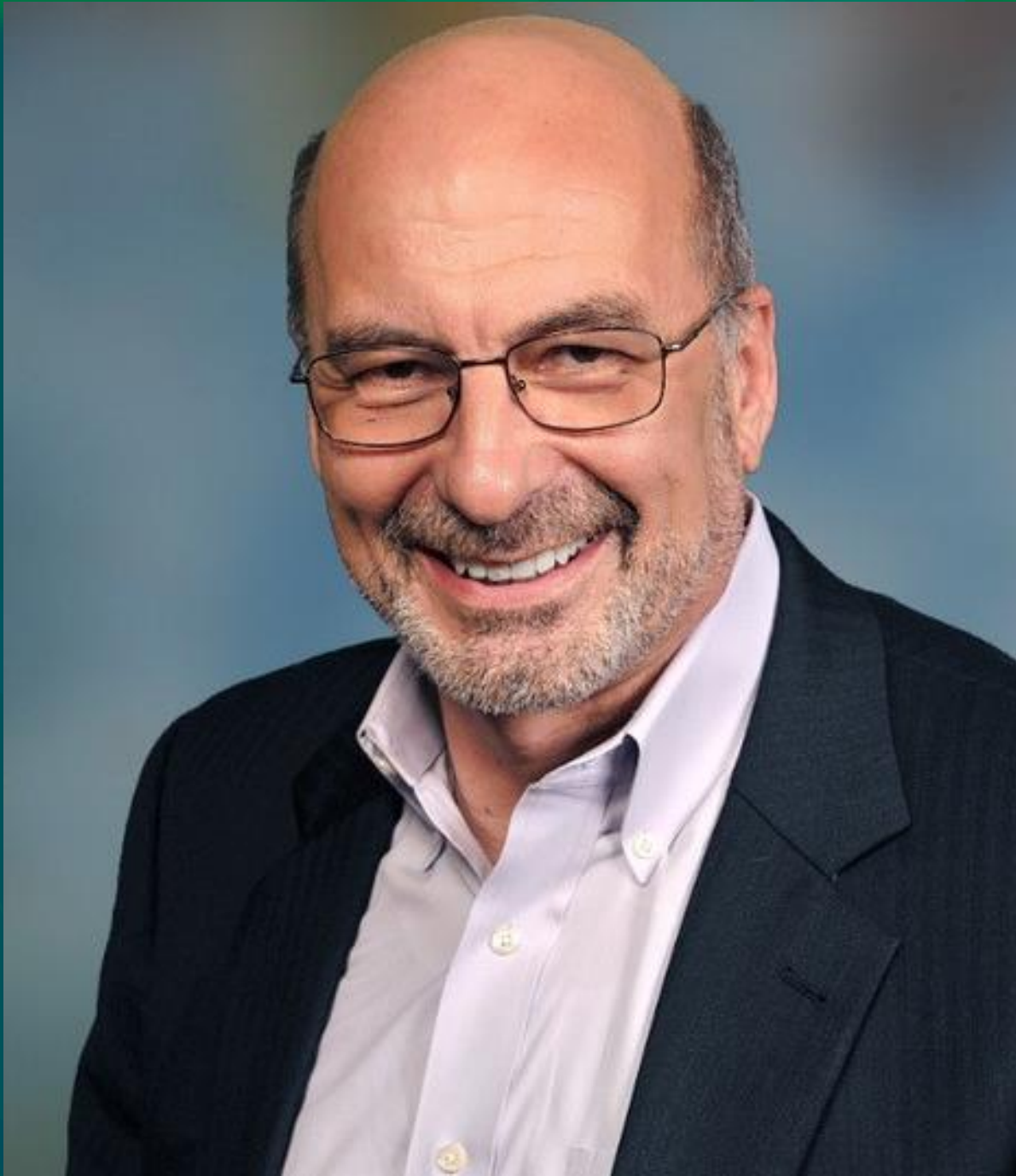


2024
**SUPPLEMENTAL
HEALTH, DI & LTC
CONFERENCE**

The Winning
Trifecta

**Why We Need to Change the Way
We Talk About Mental Health —
A DI Claims Perspective**





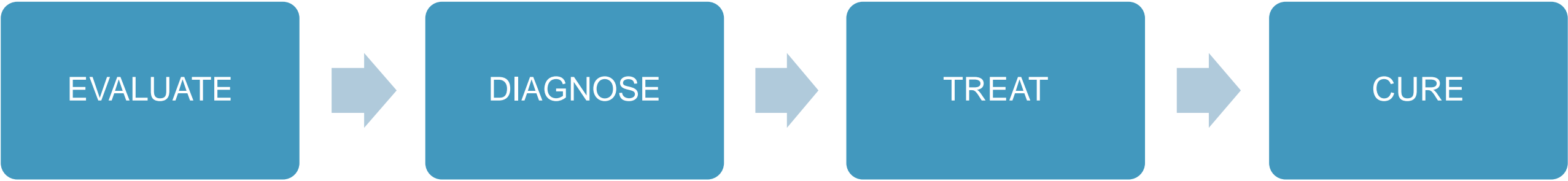
Dr. Les Kertay
Chief Psychologist
The Claim Lab

Source: Waddell, 2008.

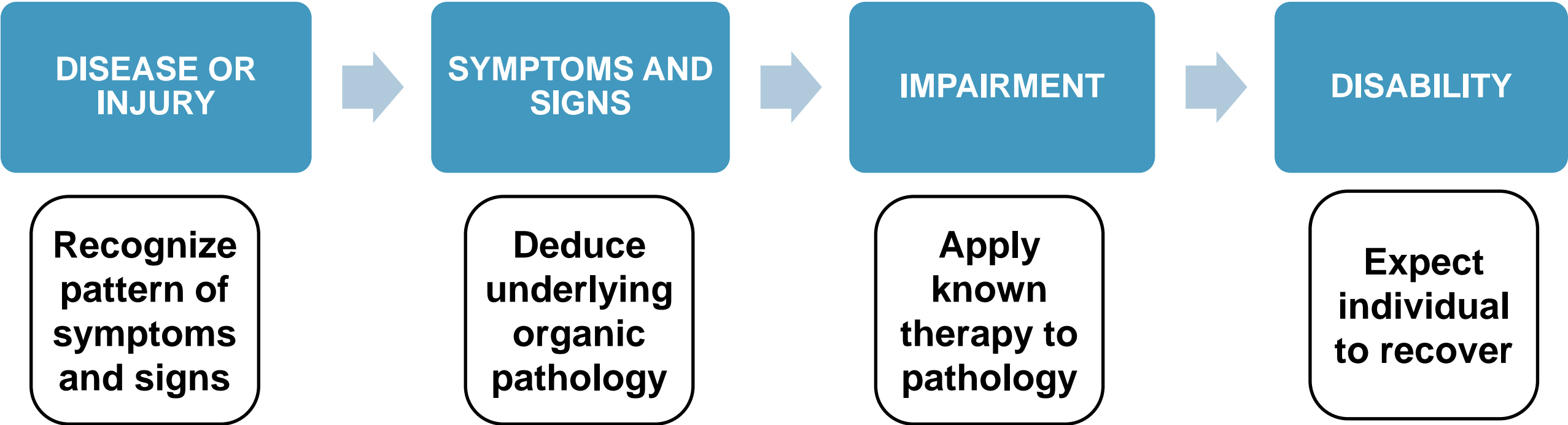


The Biomedical Model Is Tidy

Medical stages:

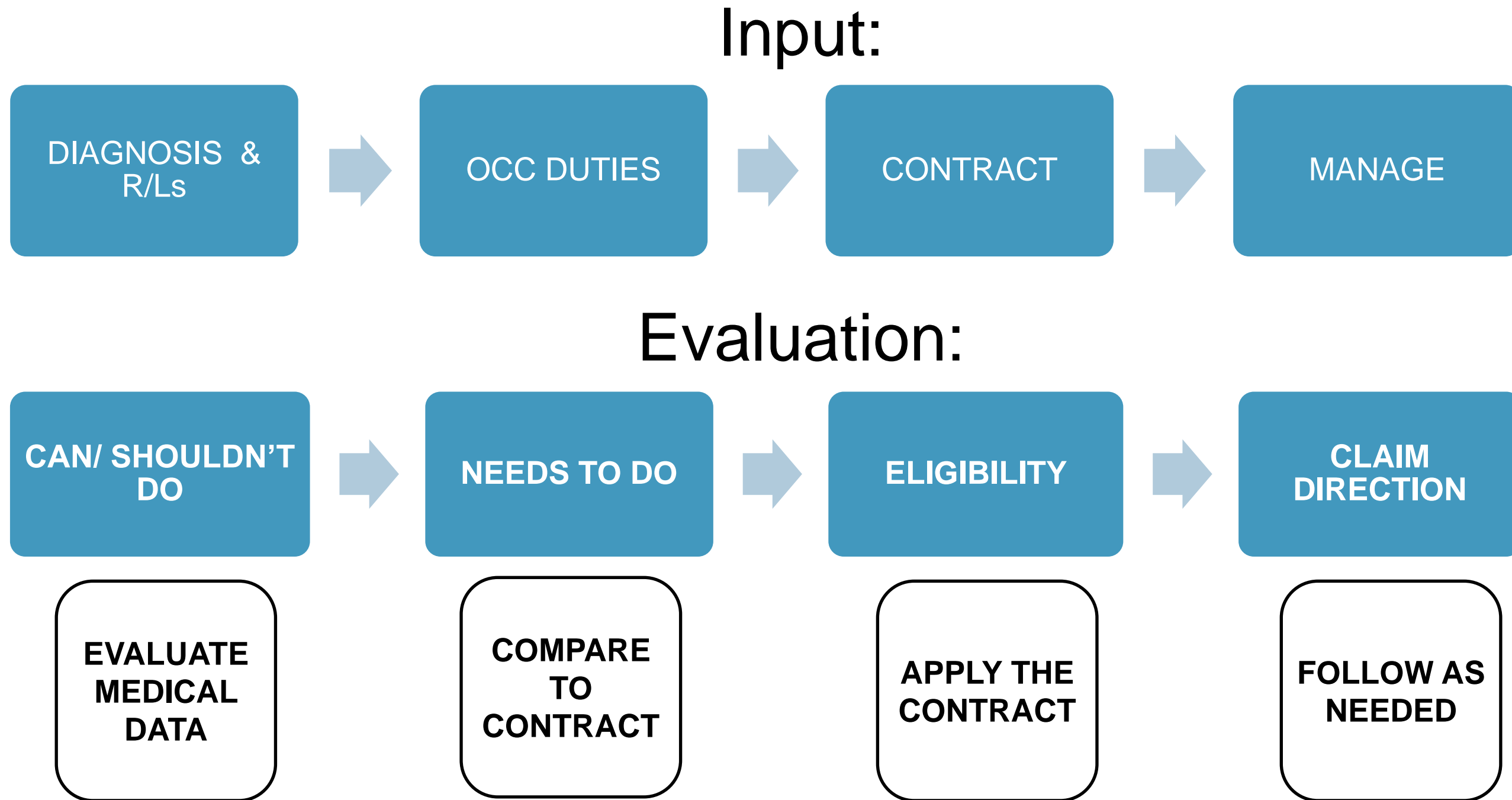


Medical determinations:



Source: Waddell, 2008.

Straightforward Claims Management



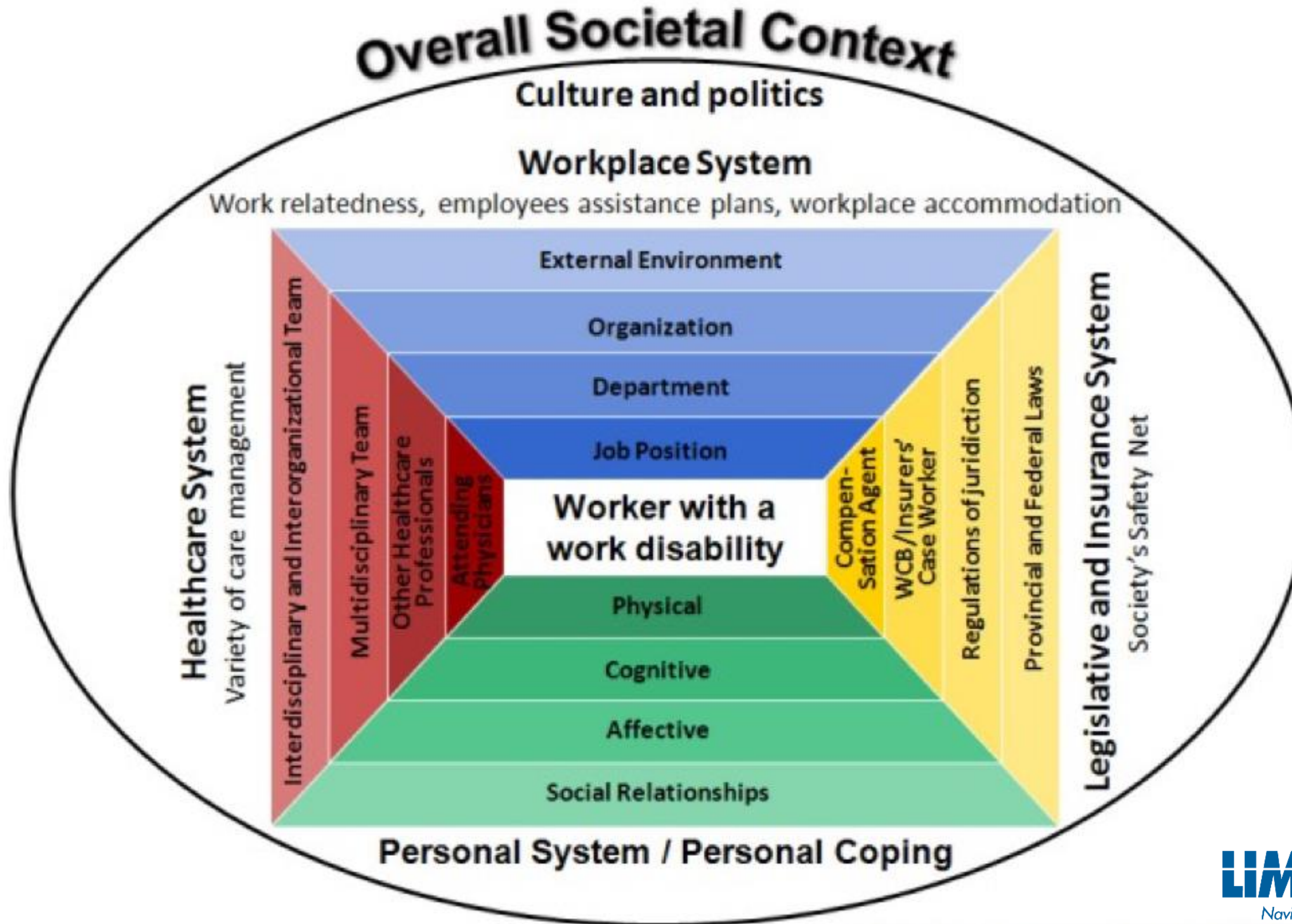
Can't do what, because of what, and so what?

Start Here



Get Treatment

Straightforward Claims Management



(Loisel et al, J Occup Rehabil, 2005)

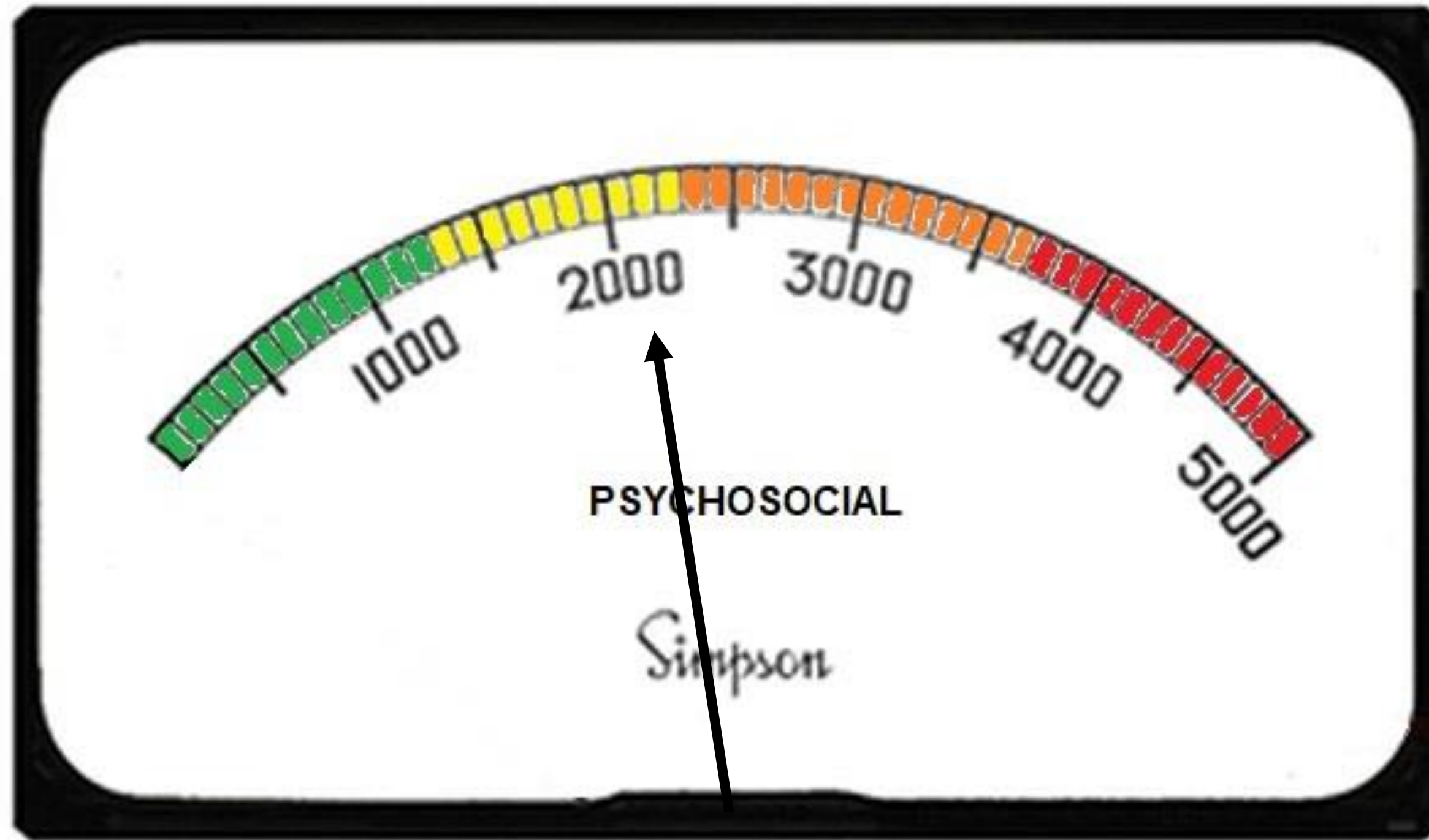


Ian Bridgman

Executive Director

The Claim Lab

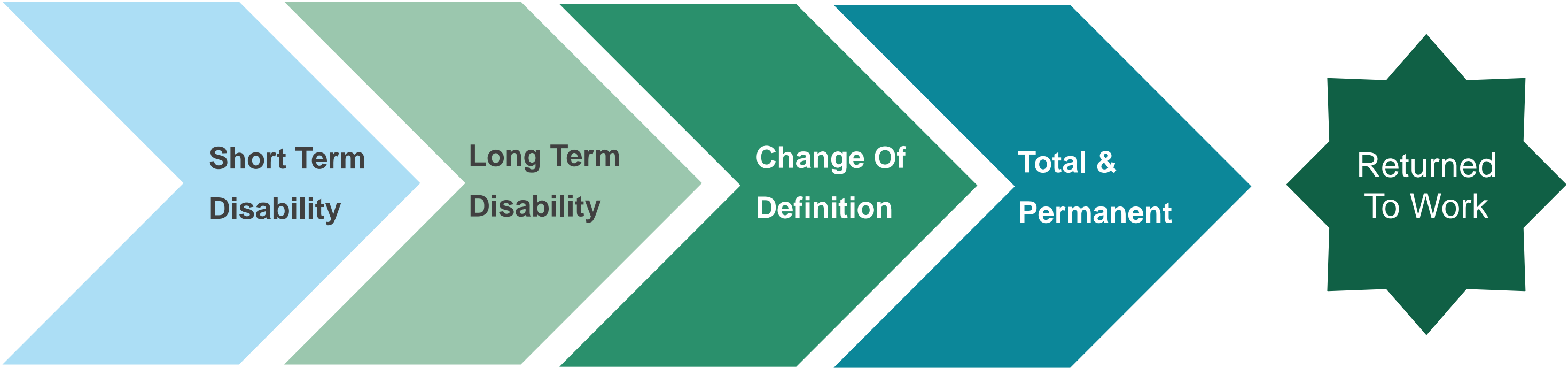
Measuring Psychosocial



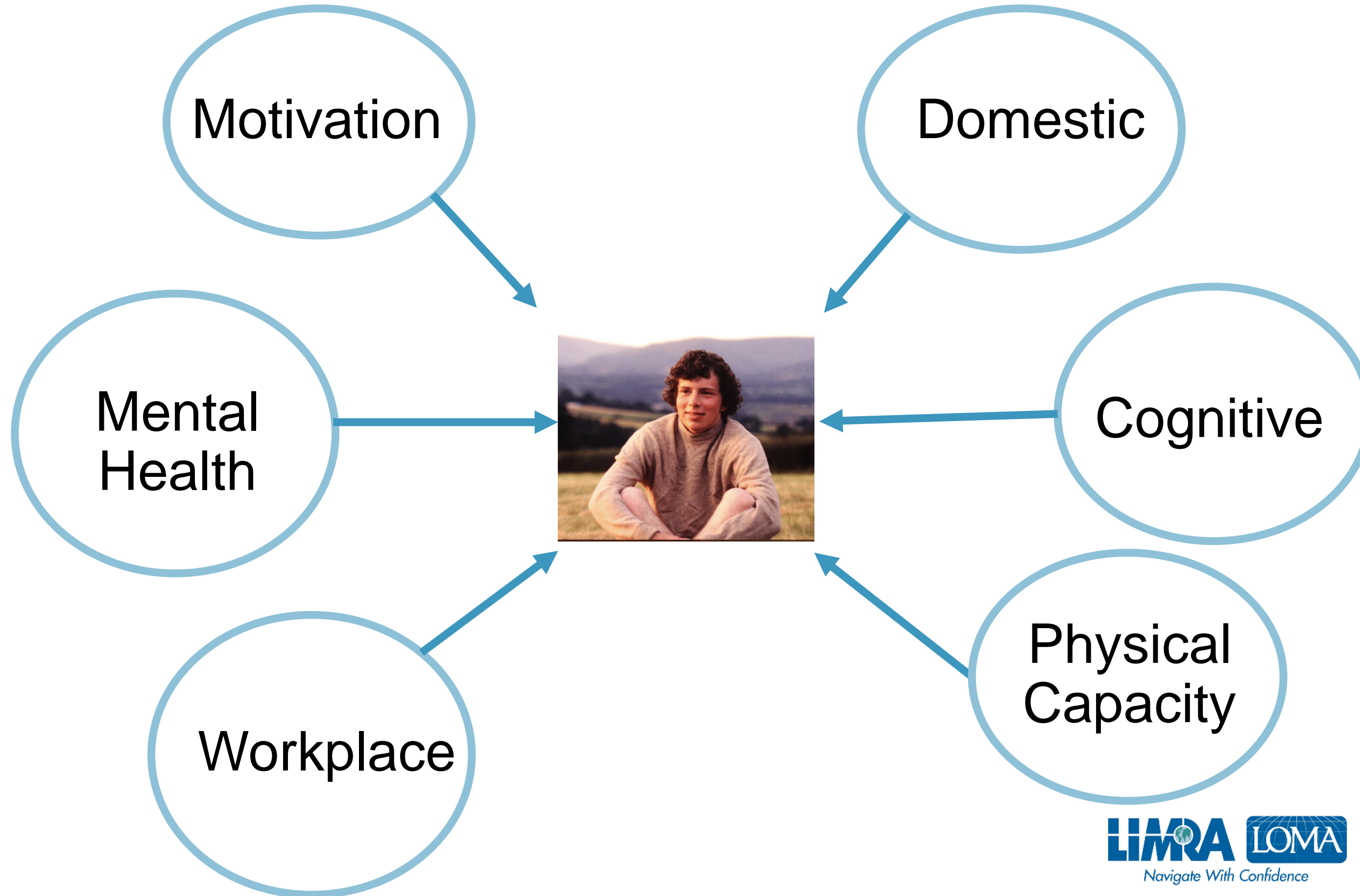


Questionnaires for the Whole Process

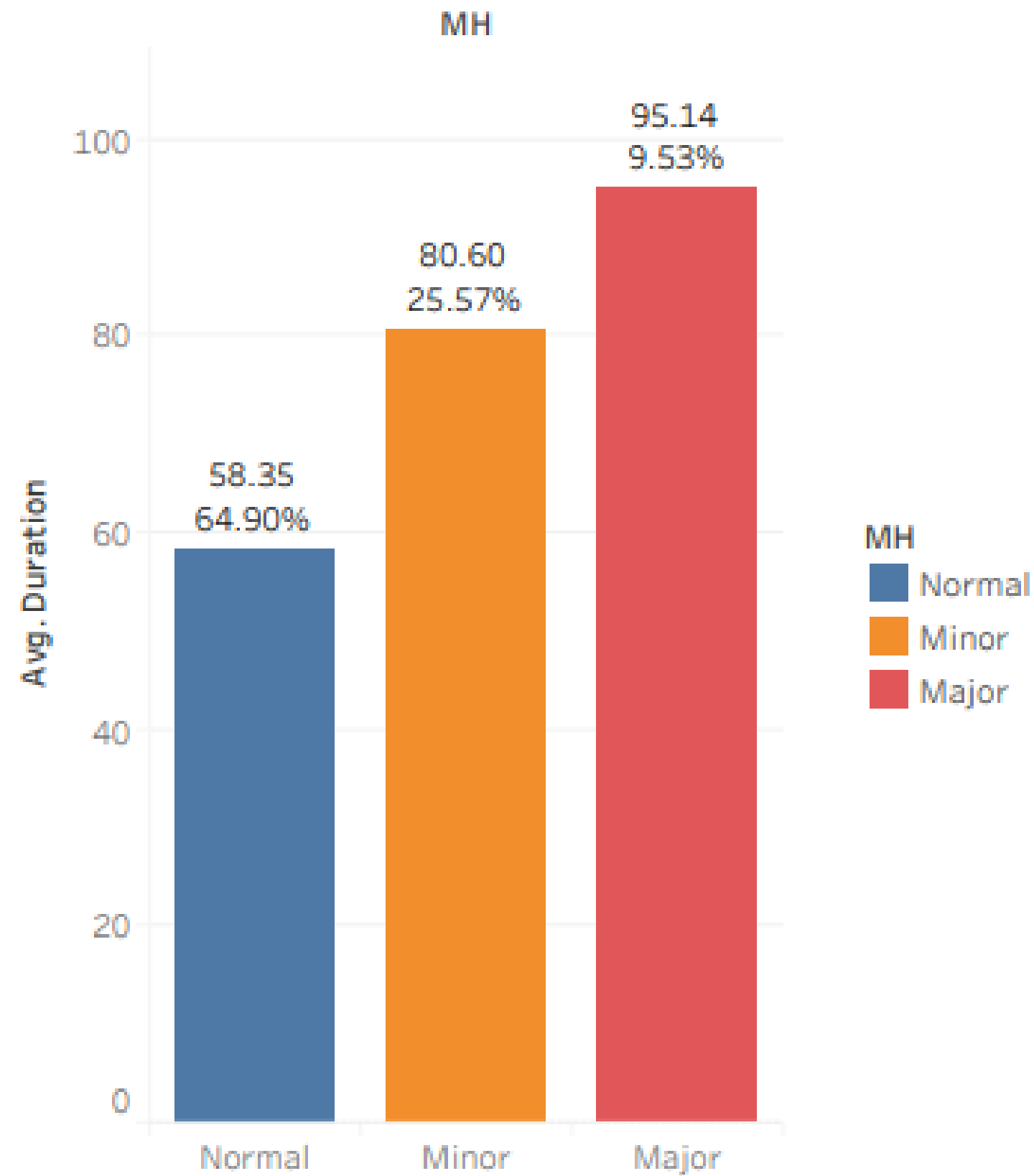
Psychosocial Factors
General Questions
Motivation
Mental Health
Capacity Matrix
Skills Assessment



The Individual

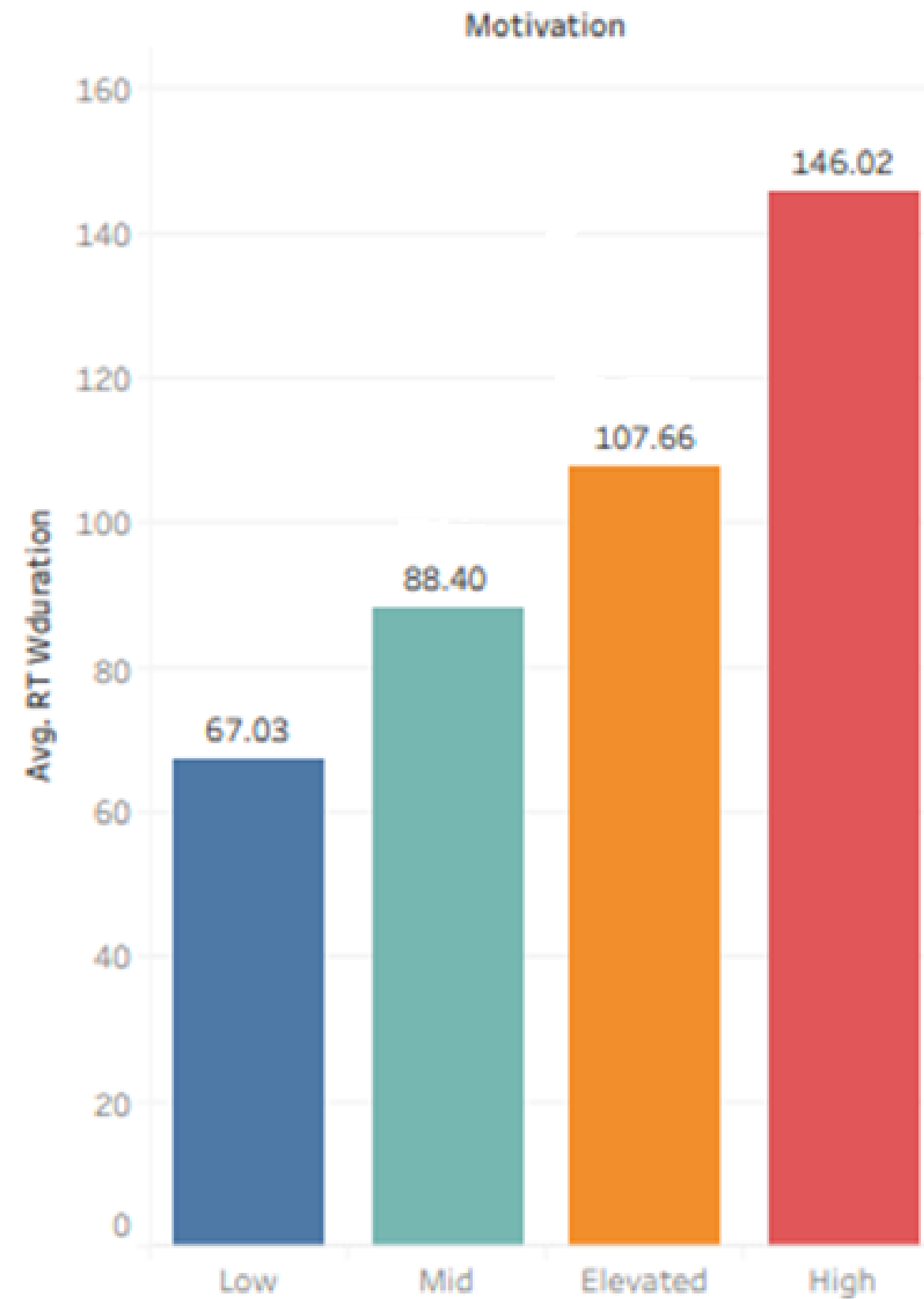


Mental Health



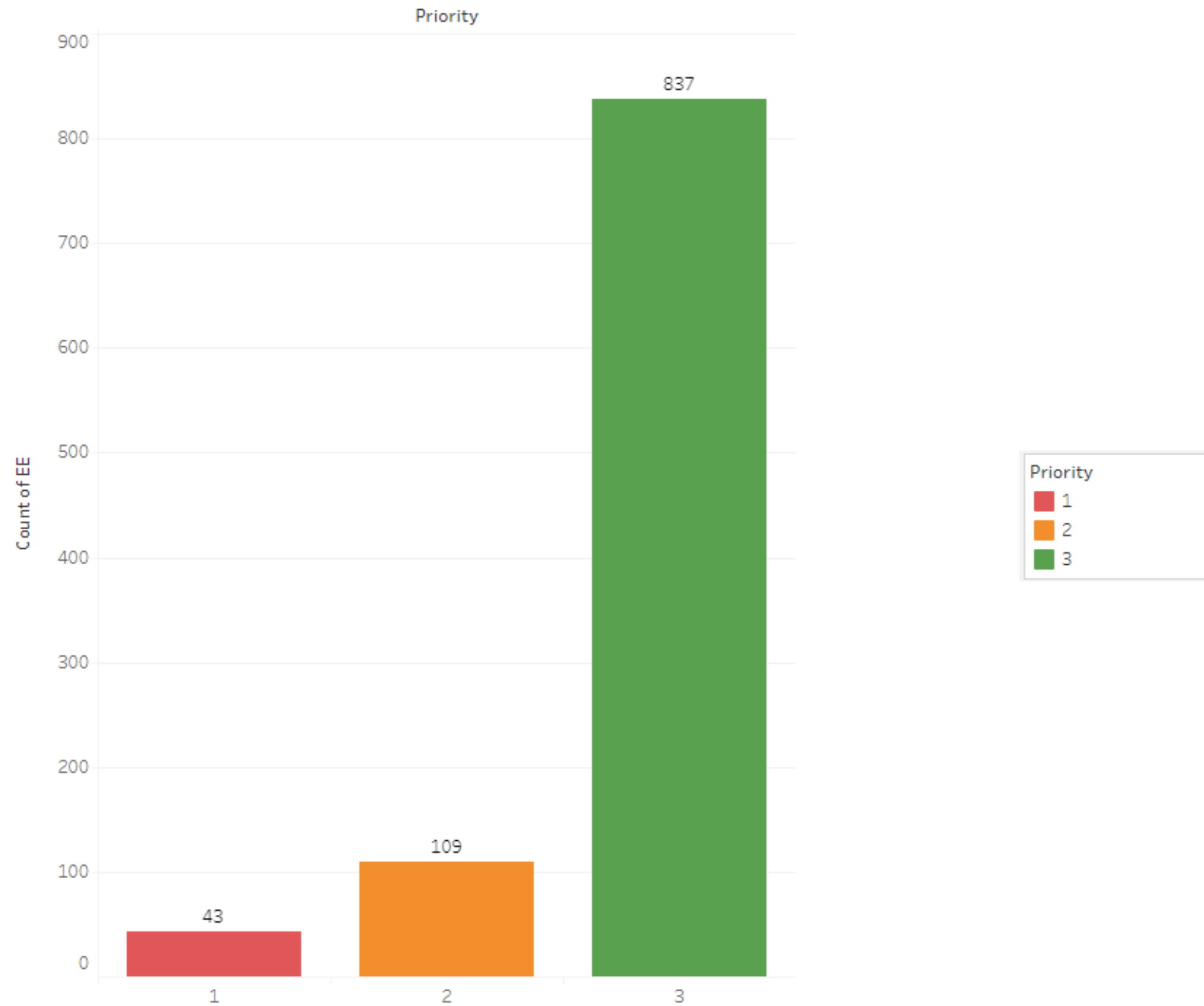
Motivation

Mot Levels with AVG. dur

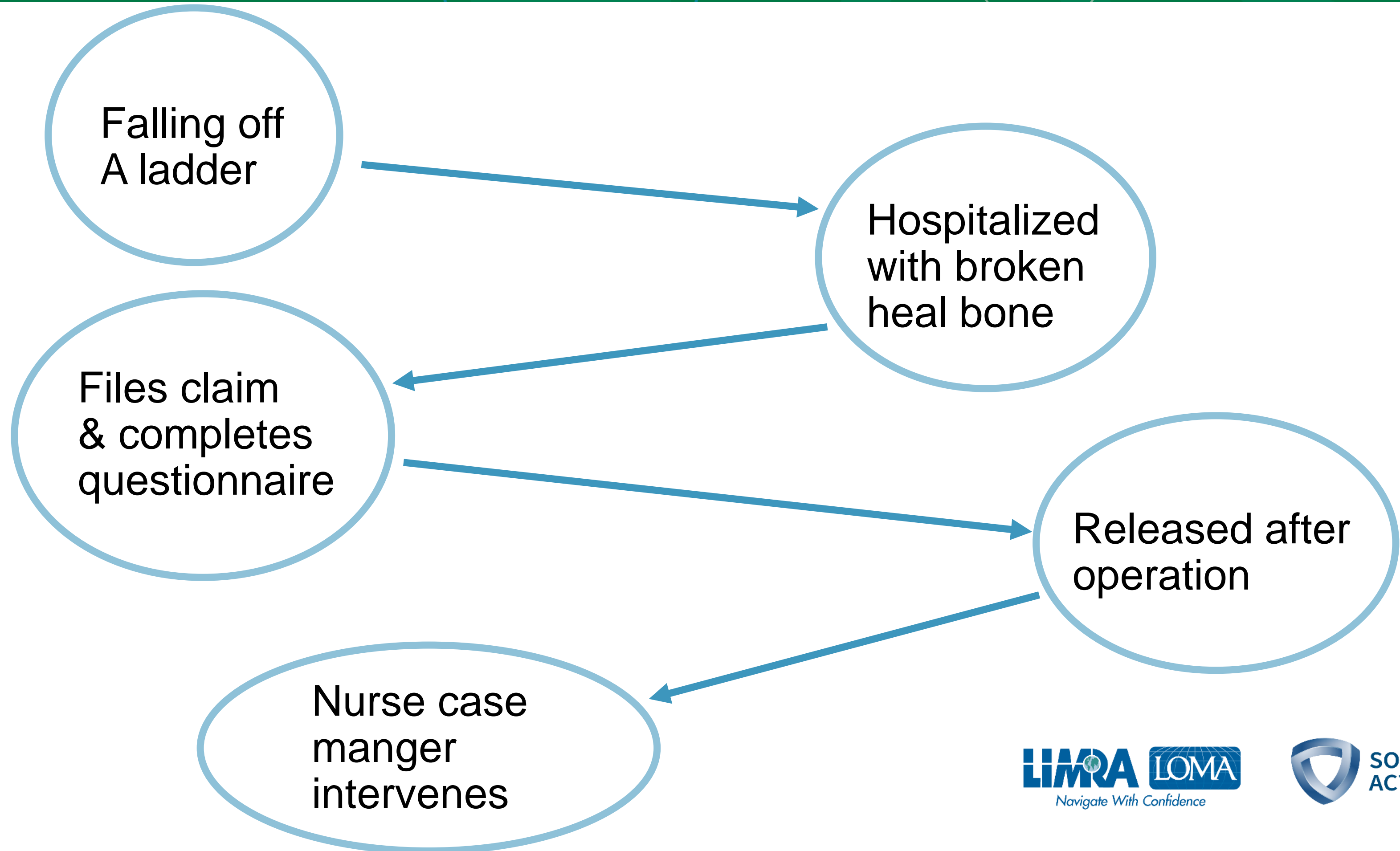


Data Driving Total & Permanent Claims

Permament LTD Claims



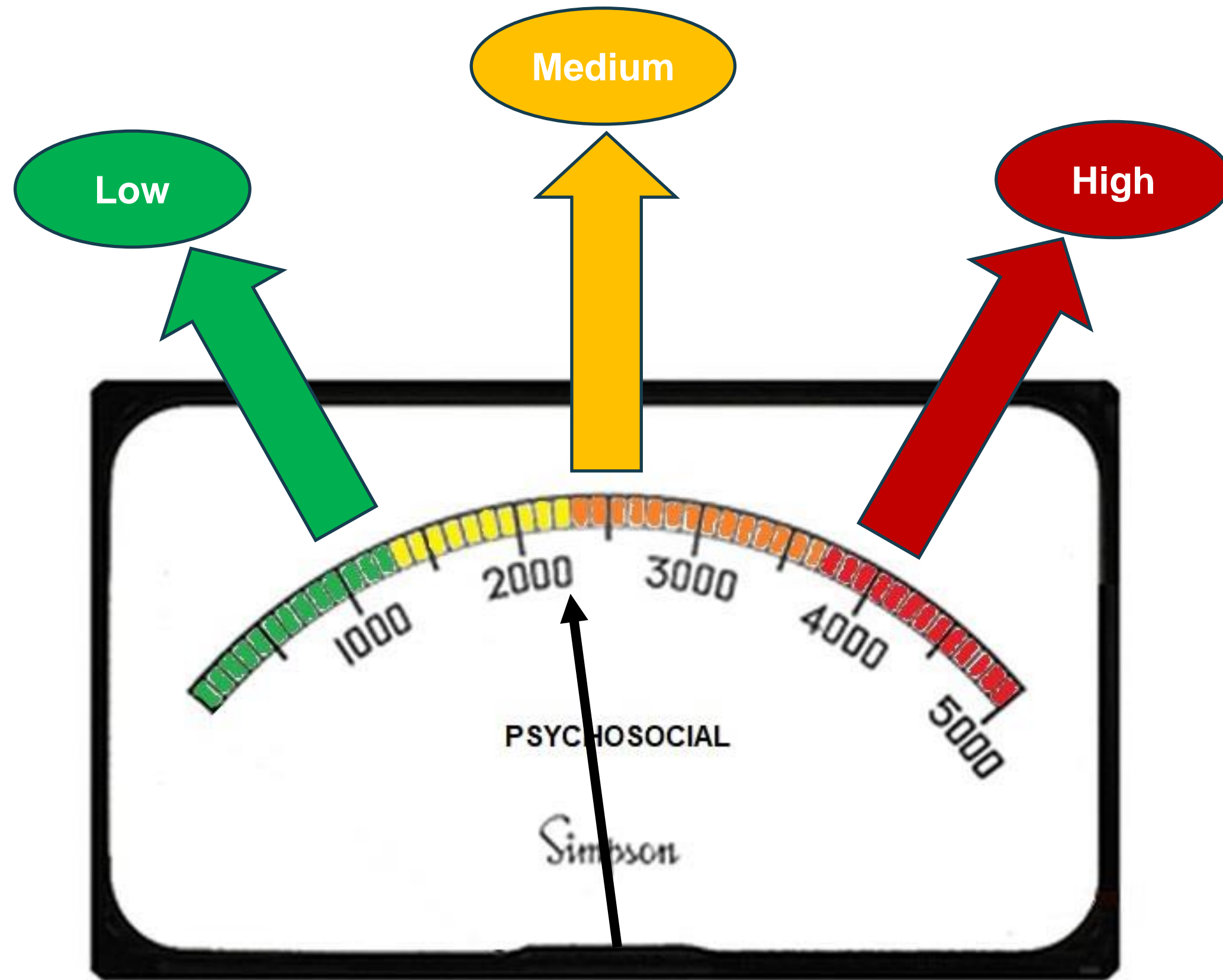
The Psychosocial Perspective



The Psychosocial Perspective

“How do we get the time for all this detail?”

Risk Segmentation



Loneliness Question

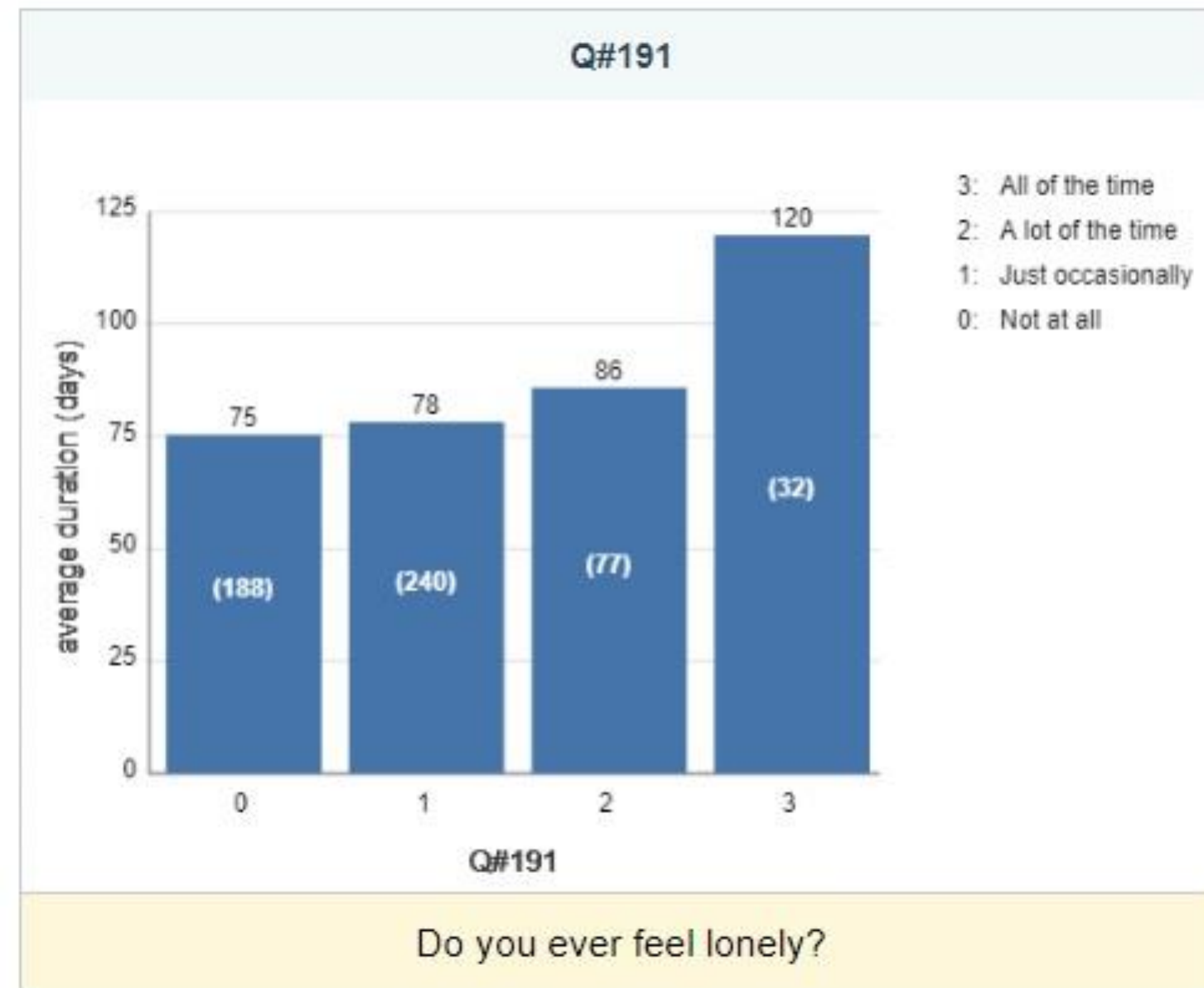


Do you ever feel lonely?

- Not at all
- Just occasionally
- A lot of the time
- All of the time

Loneliness

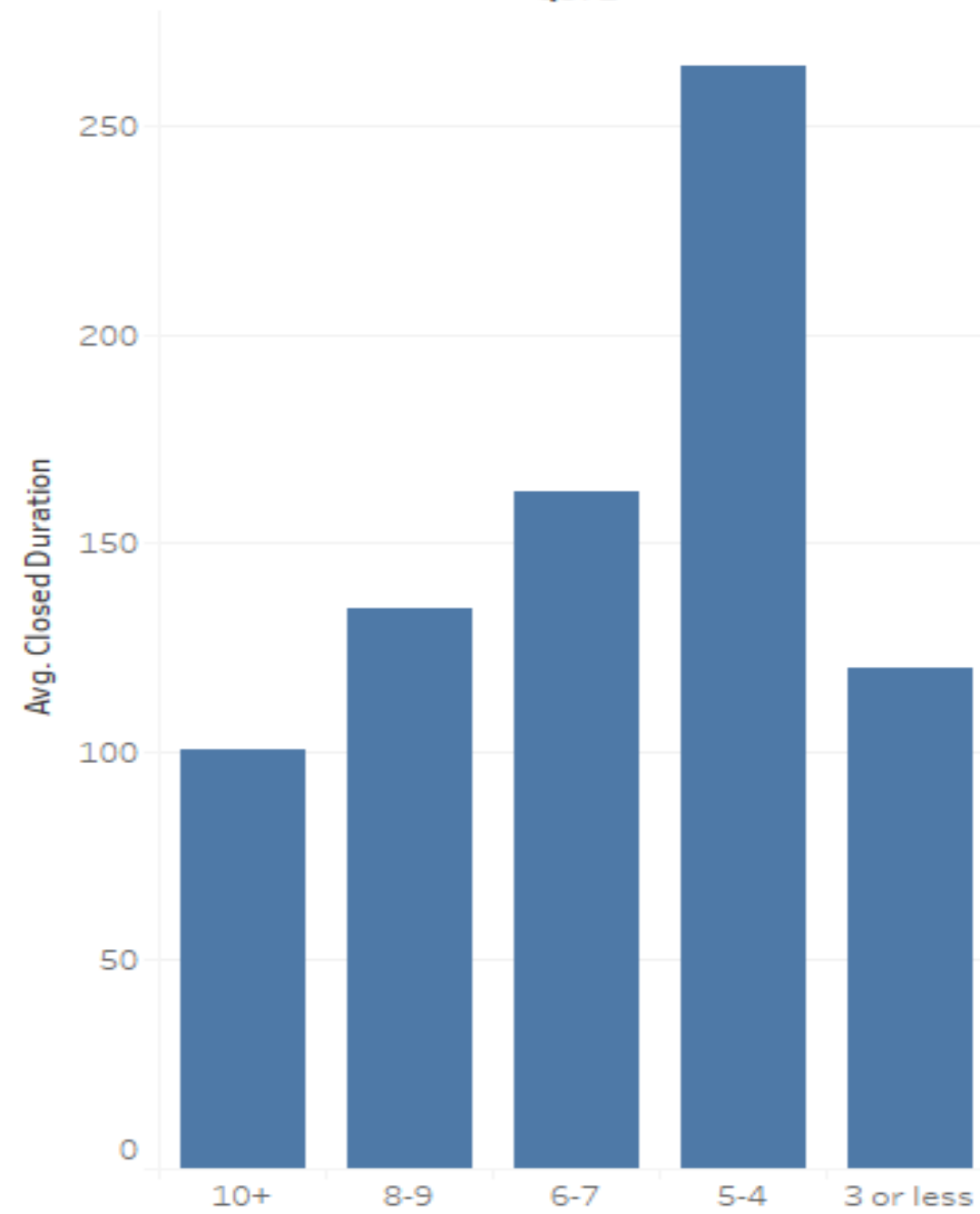
Loneliness influence on claim duration:



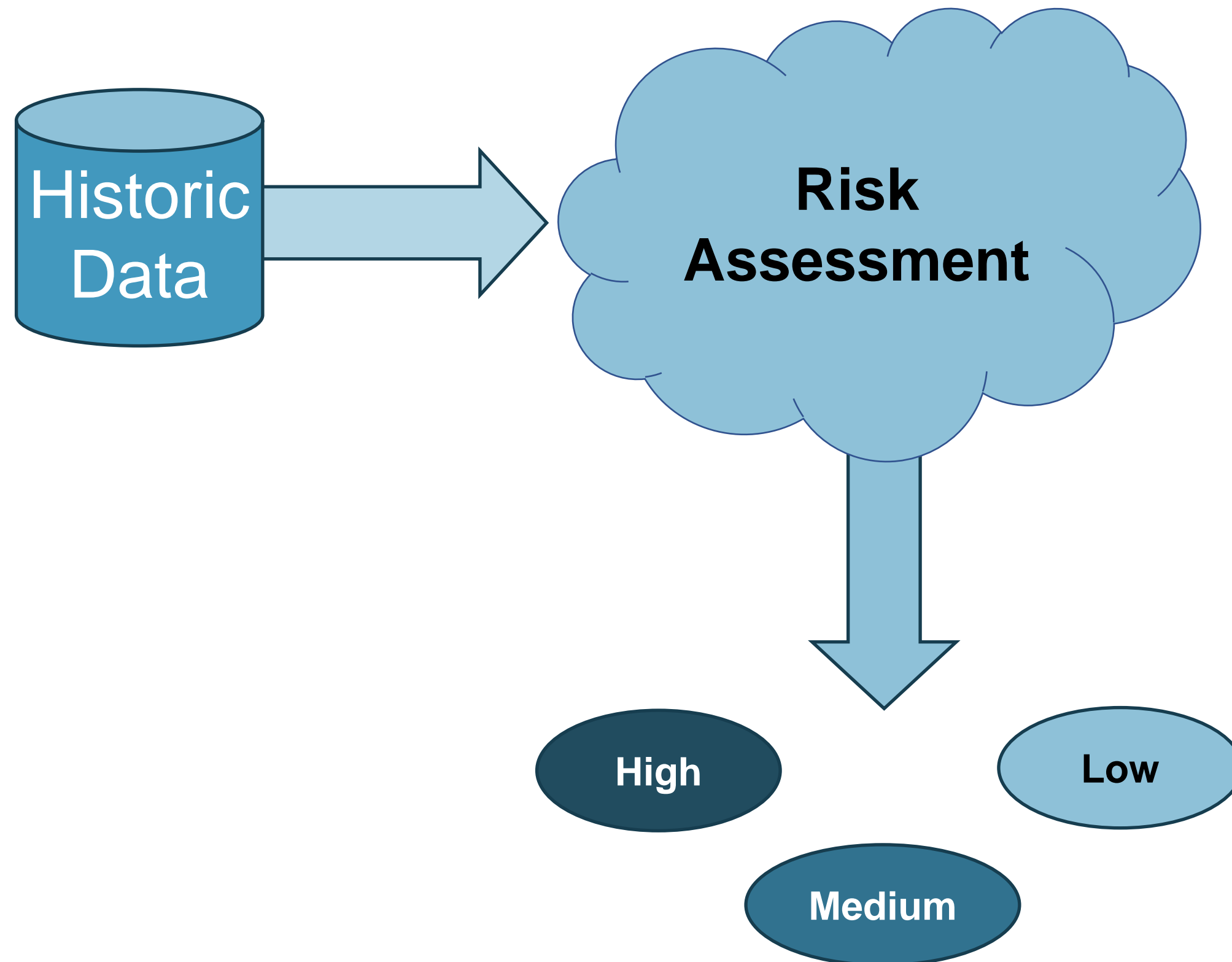
Hours of Sleep

Hours of Sleep per Night

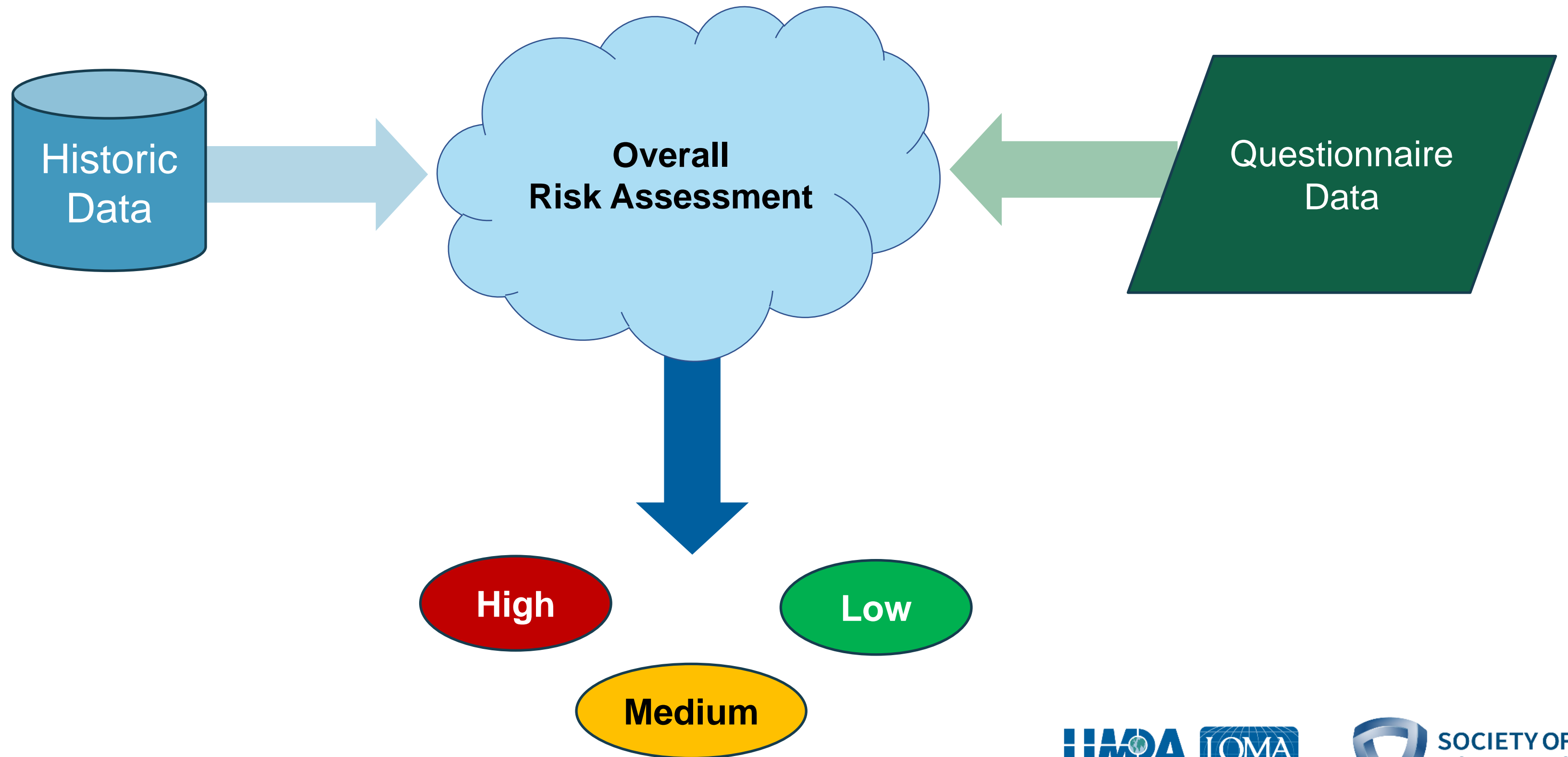
Q572



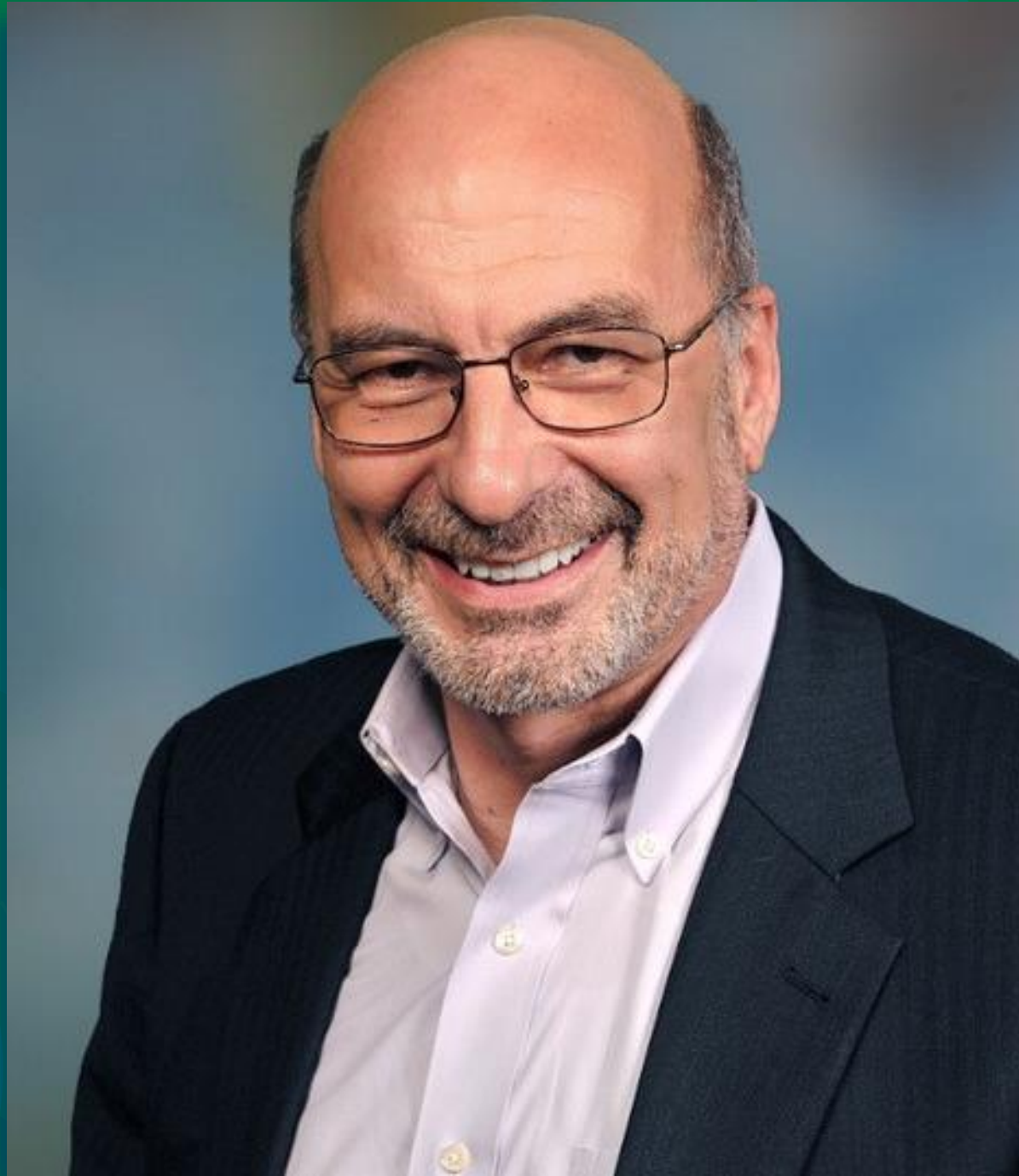
The Need For Fresh Data



Risk Segmentation of Claims



Understanding the Spectrum



Dr. Les Kertay
Chief Psychologist
The Claim Lab

Understanding the Spectrum

- Stress
- Psychosocial barriers to recovery and RTW
- Psychological symptoms
- Psychiatric diagnoses



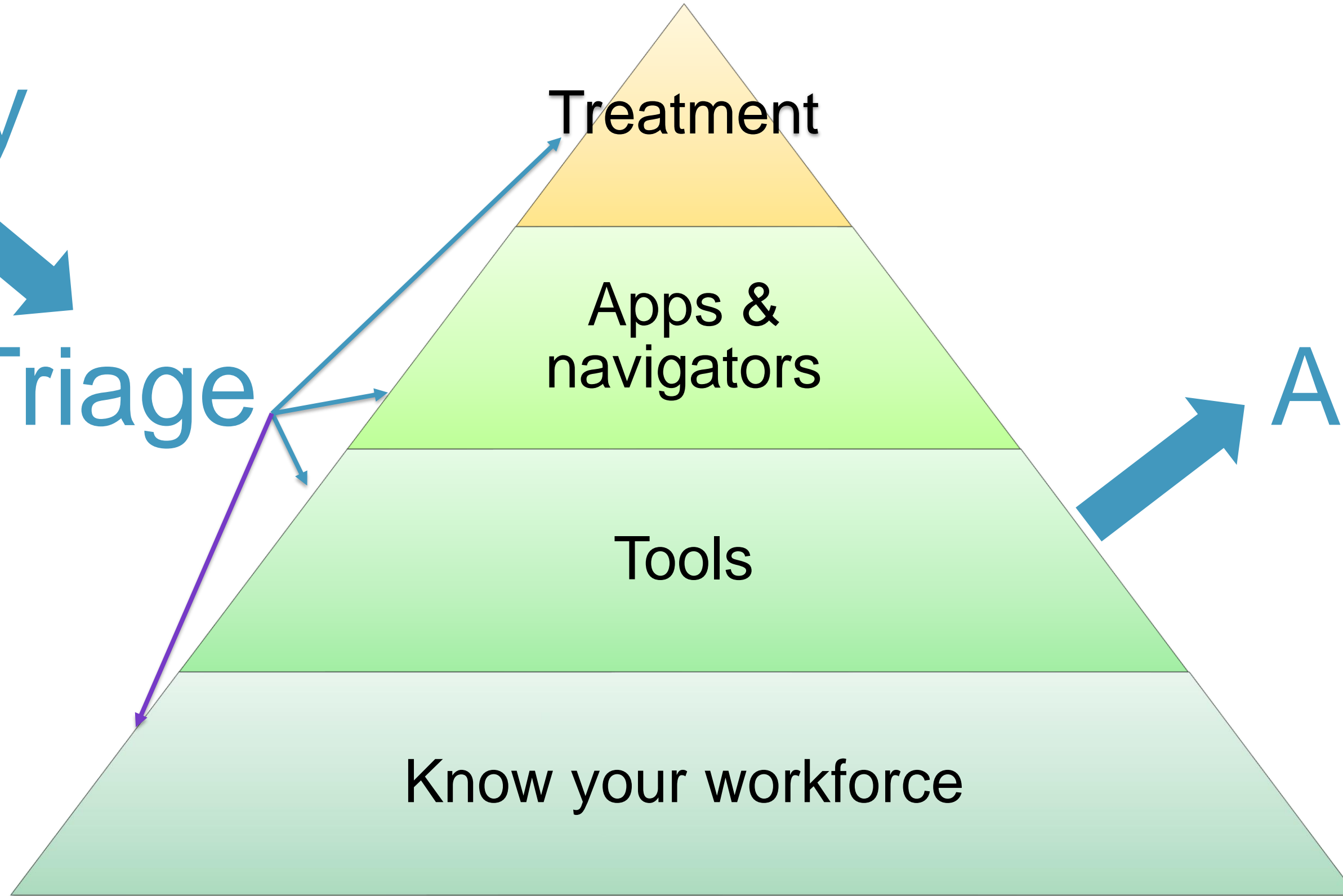
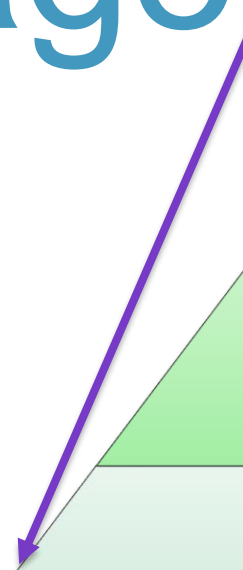
“We’re running a little behind, so I’d like each of you to ask yourself, ‘Am I really that sick, or would I just be wasting the doctor’s valuable time?’”

One Size Doesn't Fit All

Stratify



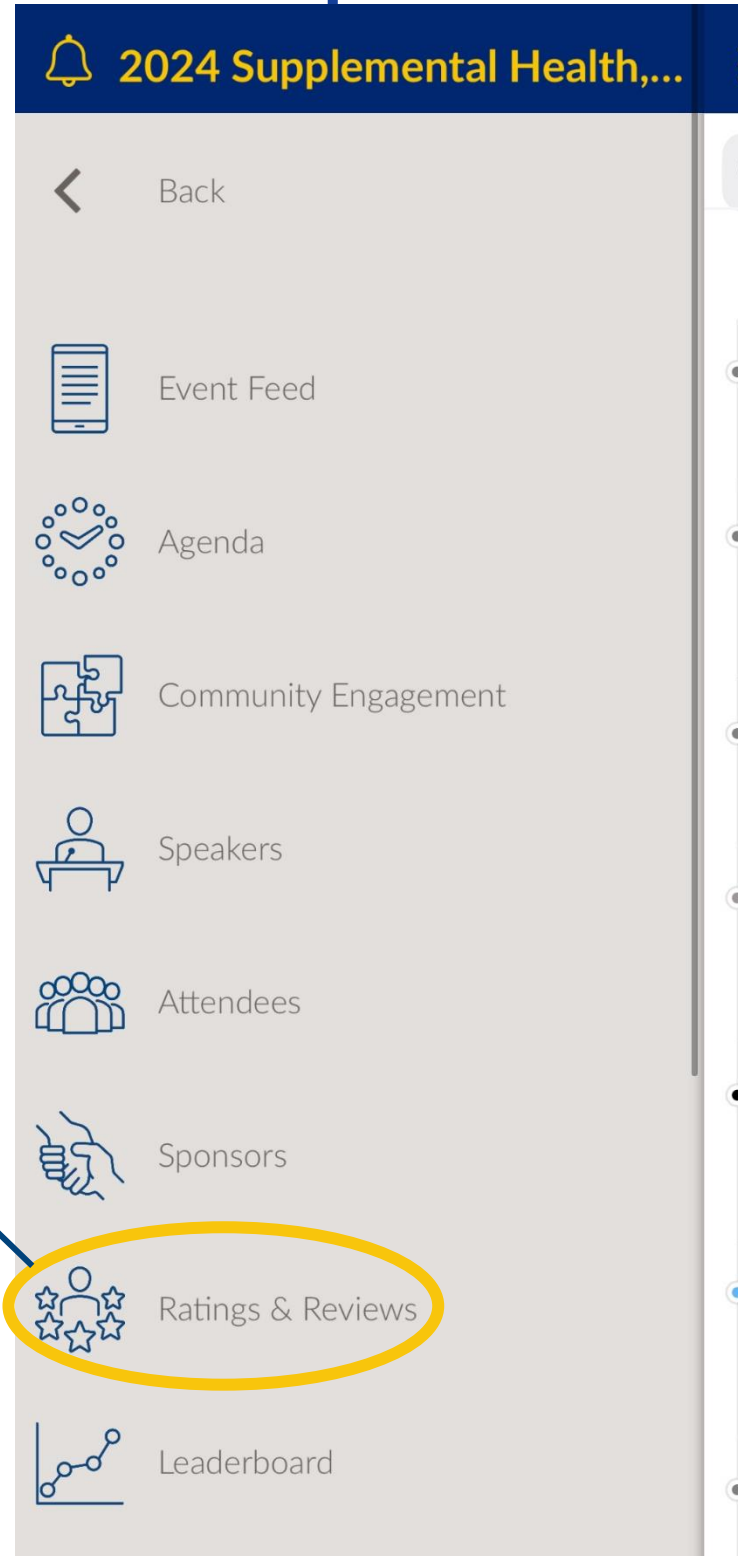
Triage



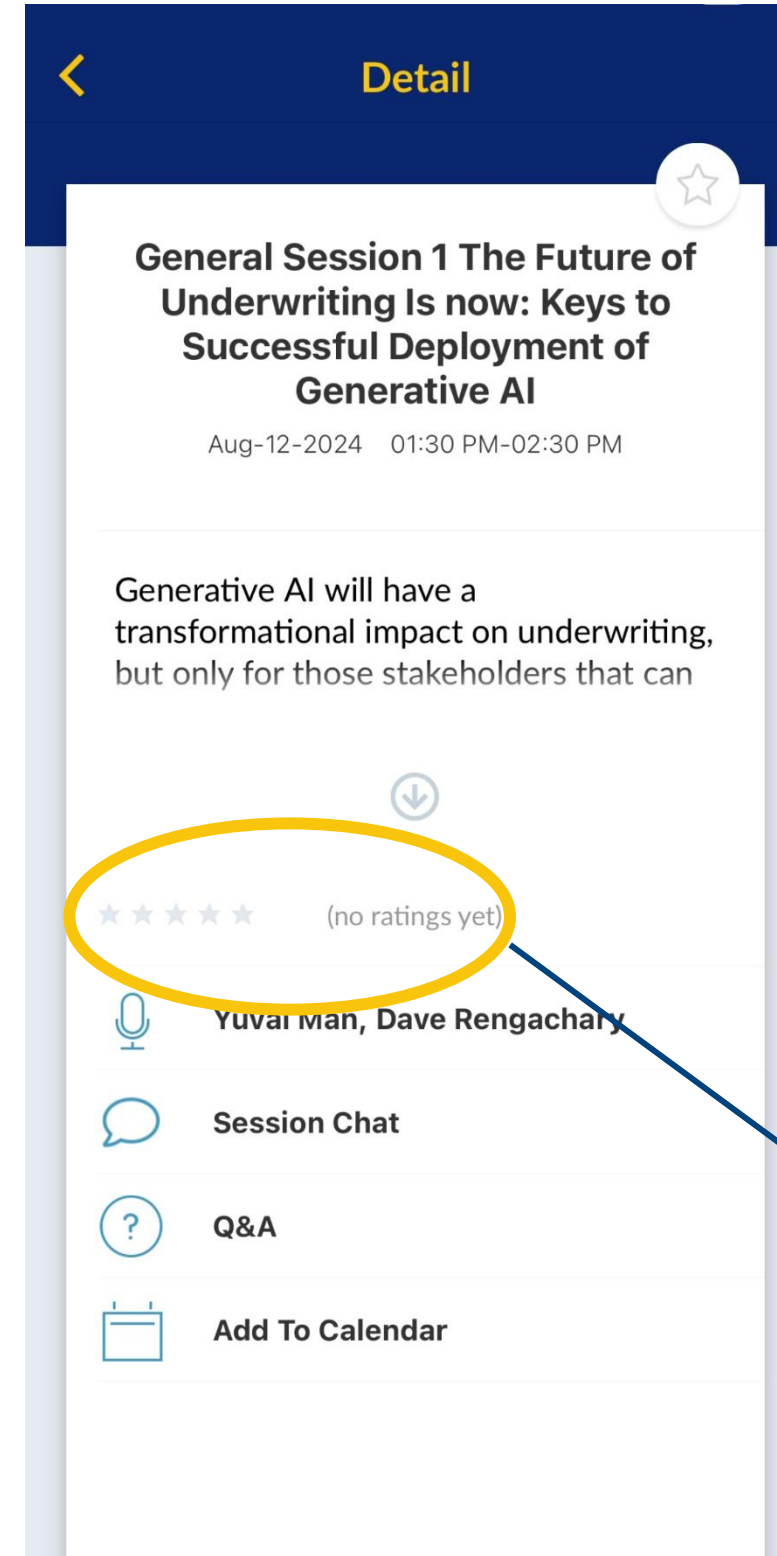
Assess

We Want to Hear From You. Leave a Rating & Review.

Module Option



Agenda Option



Thank You

