

ALL TOGETHER VIRTUAL MEDICAL DIRECTOR

WHAT IT IS

A virtual medical director for employers and managers to mitigate cost & risk related to employee health issues through the audit, verification and remediation of employee absenteeism.

WHAT IT DOES

By proactively looking at absenteeism at the onset (anything lasting or expected to last more than 2 weeks), we effectively do the following:

1. Give help to those who need it by providing accelerated diagnosis and treatment;
2. Uncover non-medical absenteeism: workplace issues, family issues, etc.;
3. Uncover those who are trying to “game” the system.

HOW IT'S DONE

We take a pro-active look at all absenteeism lasting or expected to last more than 2 weeks. Federal and provincial labour laws/standards/human rights generally require employees to authorize the corporate medical director to obtain their personal health information to verify absenteeism claims, disabilities & accommodation requests. No confidential medical information is transmitted to employers.

VALUE

When an employee games the system, it's not only the dollar, productivity costs and workplace disruption, but how this can spread through the entire organization. On a regular basis, we uncover employees trying to do just that and who refuse to sign the authorization for information release. Generally, they resign or are dealt with by HR/legal resources. This happens monthly in many of our clients and represents the greatest ROI.

HOW TO USE IT

Go to <https://medextra.com/portal> – download, complete and reupload the “Case Initiation Documents for Employers”, which includes an “Employee Authorization” to be filled out by the employee whose absenteeism you are verifying. All absenteeism notes can be uploaded through the Portal as well. Once the Case Initiation documents are received, we take care of the rest: crafting a Plan of Action to remediate the health issue. There is a charge if we need to get the medical record.

WHO WE ARE

MedExtra's passion is in bridging the gap to bring Canadians and plan sponsors what's missing in healthcare: efficient, effective & engaged medical problem resolution, at the speed of business. Our virtual medical director is used by plan sponsors across Canada, insurance carriers, managing general agencies, brokers, agents, and Canada's largest assistance provider.

To speak directly to a care team member, please contact MedExtra at 877-373-9872.

