Absence Management Info Session
Agenda

• Introductions
• Extended Sick Time
• Incidental Sick Time
• Long Term Disability
• The Hartford
• ‘How to Report an Illness’ plus other answers
Why are we changing?

• Confidentiality and privacy of personal health information (PHI)

• Compliance with Federal and State laws (ERISA, FMLA, ADA, DOL, etc.)

• University-provided income protection for your approved absences
What does Absence Management mean?

• Extended Sick Time
  – For your approved non-occupational sickness or accident beyond 7 calendar days

• Incidental Sick Time
  – For you or your sick qualified family members

• Long Term Disability
  – For your approved sickness or accident beyond 180 days
Why is my disability plan important?

• A disabling injury occurs every second¹

• 90% of disabilities are not related to work, so they are not covered by workers’ compensation²

• Social Security Disability Insurance may not be enough to support your household
  – In 2010 the average Social Security benefit for a disabled worked was approximately $1,065 per month plus it takes five months to be eligible for Social Security Disability Insurance³

• Protect your retirement and your savings
  – Borrowing emergency funds from your 401(k) or 403(b) plans could impact compounded interest
  – Using your savings could quickly deplete funds needed for other things such as college funds, home or car repairs

Why is my disability plan important?

- Northwestern University provides a comprehensive disability program
  - Disabilities lasting 26 weeks or less are covered under Extended Sick Time
  - Disabilities that are longer than 180 days are considered Long Term Disability

- Your Northwestern University disability plan helps protect your paycheck if you become disabled and cannot work.
  - You can continue to pay for the things that do not stop just because you cannot work
    - Monthly bills and credit cards
    - Home mortgage or rent
    - Child care
Extended Sick Time

• University-paid extended sick time for all eligible staff after a 6 month eligibility waiting period for new hires

• Eliminates need for sick time banks

• 100% salary paid for 25 weeks from date of disability (paid through payroll)
  o Benefit deductions and retirement plan contributions remain as is

• 7 calendar day elimination (waiting) period
  o Use incidental sick time

• What is considered a disability?
  o Under the plan you are considered disabled if you are unable to perform one or more of the essential duties of your occupation
  o Things such as the birth of a child, non-occupational injuries, non-occupational accidents, surgeries, and serious illnesses are covered under Extended Sick Time
  o You can work on a part-time or limited duty basis and still receive a benefit
Incidental Sick Time

• 18 (FY2013) employee sick days annually without regard to service for personal illness or to care for a sick qualified family member
  – FY2014 15 days
  – FY2015 12 days

• Refresh on fiscal year with no accumulation for future use or payout

• Existing sick banks for exempt employees are eliminated

• Non-exempt employee sick banks will be frozen as of 09-01-2012 (payout at 25% up to $3,000 upon retirement)
Incidental Sick Time (cont’d)

• Non-exempt employee Personal Floating Holidays no longer convert to sick time
• Exempt employees perform time entry (KRONOS) for all absences on a monthly basis by the 6th of the following month (even if no absences to report)
• Managers approve the time-off record for exempt employees by the 15th of the following month
• Non-Exempt employees and their managers continue to perform time entry (KRONOS) using the existing schedule
Long Term Disability

- 50% core benefit provided by Northwestern University up to $11,500/month
- Offer a 10% buy-up (employee paid, after-tax) to increase LTD coverage to 60% up to $13,800/month
- All-Sources up to 70% to $13,800/month (available only to employees who buy-up to 60%)

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*Per $100 Covered Payroll (annual salary divided by 100 multiplied by rate = annual premium)
Long Term Disability: Plan Information

• How long can I receive benefits?
  – After a 180 day elimination period, the plan will pay a monthly benefit as long as you remain disabled up to a maximum age based on your Social Security Normal Retirement Age.

• What is considered a disability?
  – During the elimination period and the following 24 months, disability means you are unable to perform one or more of the essential duties of your occupation and you have an earnings loss of at least 20%
  – Thereafter, disability means you cannot perform some of the essential duties of any occupation for which you are qualified for by education, training or experience and you cannot earn more than 60% of your pre-disability earnings.
  – LTD provides coverage for serious illnesses and injuries
Long Term Disability: Do I need to enroll?

• All eligible employees are automatically covered under the Core Plan

• If you are enrolled in the LTD plan today you will automatically be enrolled in the Buy-Up plan as of 9/1/12. You may opt out.

• If you are newly eligible for the LTD plan you will automatically be enrolled in the Buy-Up plan. You may opt out.

• If you previously waived the LTD plan, you may enroll now with no medical questions asked. You must complete the enrollment form.

• You will receive enrollment information from the Northwestern University Benefits Division in mid-August

• All enrollment decisions – opt in or opt out – must be made by 9/15/2012.
The Hartford

Partner with The Hartford to Administer Extended Sick Time and Long Term Disability Coverage

- Nurse intake for all claims via telephone call to The Hartford
- Designated customer service team members for Northwestern claims
- Coordination with The Hartford, employee, physician and NU Benefits to facilitate a healthier return to work
- Ranked #1 in group STD and #2 in group LTD
- Currently insures 232 higher education institutions
  - Duke University
  - Johns Hopkins
  - Lehigh University
  - Louisiana State University
  - University of Utah
  - Saint Louis University
  - Indiana State University
  - Drexel University

*NMRA’s US Group Disability and Life Sales Report: Summary of a full-year results 2007 through 3Q 2010*
Confidentiality
How does The Hartford safeguard my information?

• We understand that the information received during the claim process is sensitive

• The Hartford is committed to maintaining the highest standards of confidentiality and strictly adheres to all applicable privacy laws and regulations
  – Employees conform to our Corporate Privacy Policy
  – Claimant information is limited to appropriate staff
  – Strict protocols are followed in the claim process
Minneapolis Benefits Center Overview

• Providing outstanding claims administration since 1990, with consistent service results.

• More than 300 claim professionals and expert resources

• One of five, regionally aligned, disability claim offices
Answering Your Questions
How do I report an absence?

• Time entry (KRONOS) each pay period for exempt and non-exempt staff (even if no absences to report)

• Contact your supervisor for incidental sick days

• Contact the University’s Benefits Division to apply for FMLA up to 30 days prior to a planned leave and within 5 days of the start of an unplanned leave extending beyond 7 calendar days

• Contact The Hartford if you anticipate being out of the office for more than 7 calendar days due to personal illness
How do I file an Extended Sick Time claim?

• Please refer to the brochure *File A Claim with Confidence*

• Effective September 1, 2012, if you are going to be absent from work for more than 7 calendar days contact The Hartford to initiate a claim.
  – You can call 1-888-541-7283 Monday – Friday 8 a.m. – 8 p.m. CST
  – You can use the web address at [www.thehartfordatwork.com](http://www.thehartfordatwork.com) 24/7
  – For scheduled absences you can contact The Hartford up to 30 days prior to your last day at work
  – For unscheduled absences you can contact The Hartford as soon as possible
  – You will speak with a nurse when reporting claim
Do Not Forget These Details

• Contact the Northwestern University Benefits Division at 847-491-7513 to file your leave of absence claim
• Contact your manager or supervisor to let them know about your absence from work

If Something Changes:

• Contact The Hartford if you need to request an extension of your claim
• Contact The Hartford if you are going to return to work earlier than expected
What can I expect when I am on an Extended Sick Time claim?

• When a decision is made on your claim you will receive a phone call and a letter from The Hartford.
• If approved, benefits are paid through your regular payroll with Northwestern University.
• Resources available to you if you want to obtain information about your claim:
  – Call and speak to a representative during regular business hours (Monday – Friday 8 a.m. – 8 p.m. CST)
  – Call and use the automated voice system 24/7
  – Go online to www.thehartfordatwork.com 24/7
What can I expect if I am on an LTD claim

• Extended Sick Time claims will transition automatically for LTD consideration with limited additional information required from you.

• If you do not have an Extended Sick Time claim, for example faculty members and employees on a workers’ compensation claim, you will complete an LTD claim form and submit it to The Hartford.
  – You may also initiate an LTD claim online at www.thehartfordatwork.com

• You can expect to hear from a Hartford Ability Analyst who will conduct a claimant interview, explain the LTD process and answer your questions.

• If approved, LTD benefit payments are issued by The Hartford on a monthly basis.
  – You may set up direct deposit for LTD payments

• You may check claim or payment status online at the address above or via the telephonic claim inquiry system.
Additional Resources Available To You While on LTD Claim

ABILITY ASSIST

Available to claimants through a ComPsych partnership

Toll-free 24/7 help line staffed by Master’s and PhD level counselors

Up to 3 face-to-face sessions per incident with a counselor and unlimited telephone and web access

Services include:

EMOTIONAL AND WORK/LIFE CONCERNS

LEGAL ISSUES

FINANCIAL PLANNING

1 Ability Assist® is offered through ComPsych®.
2 ComPsych is not affiliated with The Hartford and is not a provider of insurance services.
To Sum It Up…

• All employees, after six months of benefits-eligible service, will have Extended Sick Time and Long Term Disability coverage
• Employees are not required to exhaust all paid time off before going on Extended Sick Time
• Shorter waiting period, no pre-existing condition clause
• Nurse intake for all claims via phone call to The Hartford
• Only potential cost to employee is optional buy-up for Long Term Disability
• Incidental sick time allowance may be used to care for a sick qualified family member
MORE QUESTIONS?
CONTACT YOUR BENEFITS COUNSELOR

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Jonathan (Chicago)  312-503-0494