

# Care Management

*Swiss Life provides rapid support for work-related, social, health-related or personal problems. This saves time and money. Rapid action is the most reliable tool in the event of incapacity to work. Swiss Life is committed to early intervention. Swiss Life's Care Management supports your company even before an employee becomes unable to work.*

## What is the goal of Care Management?

We can lend assistance if an employee has problems at work, so you can retain the employee's services. Specialists<sup>1</sup> in Care Management are available at an early stage to help you clarify the situation. The aim is to avoid or reduce absences.

A person who is already unable to work should be reintegrated into the workplace as soon as possible and on a long-term basis. This calls for quick action. The longer a person is unable to work, the lower the chances of successful reintegration.

<sup>1</sup> Specialists in health management and training courses in private and social insurance law

## When does care management support make sense?

One of the following situations applies to your employees:

- Impending incapacity to work
- Repeated brief absences
- Unjustified and/or unexplainable absences
- Deterioration in performance over a certain period of time
- Noticeable changes in behaviour (e. g. uncertainty, withdrawal, aggressiveness, emotional outbursts, team conflict, depressed mood, dissatisfaction or frustration)
- Or if you just have a bad feeling

## What is the benefit for your company and your employees?

- A professional contact person and expert support
- Avoidance of lost working hours or reduction of absences
- Clarification of the situation in the event of unexplainable and/or repeated absences
- Earlier return to work
- Early detection of an impending long-term incapacity to work
- Fewer disability cases and therefore lower insurance premiums
- Social engagement fosters identification with the company



## How does care management work?

1

### Mandate

*Prior to the onset of incapacity to work, you can report employees who are demonstrating unusual behaviour and for whom you would like to engage professional support.*

2

### Assessment

*You can describe the specific situation to Swiss Life specialists and define the next steps together on the basis of the details.*

3

### Intervention

*The specialists contact the employee – one or more times by phone, depending on the situation – and organise a personal visit if they remain absent.*

4

### Partner Aviga

*In the event of complex problems or long-term incapacity to work, we engage Aviga as our partner company.*

5

### Conclusion

*The aim is to clarify the situation and for the employee to resume work over the long term. Depending on the situation, other units will be involved.*

### What does care management cost?

Care management support from Swiss Life's specialists<sup>1</sup> is free of charge for our corporate clients. In the event of complex problems or long-term incapacity to work, we involve our partner company Aviga in consultation with you. You will receive a quotation for the costs incurred. Depending on the size of the company and the duration of the customer relationship, the costs for you will amount to between CHF 300 and CHF 2000 per case.

<sup>1</sup> Specialists in health management and training courses in private and social insurance law

### Cooperation with Aviga

Aviga specialises in solving complex individual problems. Their core service includes comprehensive care and case management. The Aviga professionals have extensive know-how and can provide comprehensive, individual advice for the affected persons.

Our partner:

**aviga.**

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