

Early Intervention Service

As part of your Income
Protection Policy



What is the Early Intervention Service?

Our Early Intervention Service offers day-one onward absence management at no additional cost. If one of your employees is absent, your HR or line managers can call our dedicated helpline for immediate support and guidance.

The helpline is staffed with our in-house registered nurses. If we believe early intervention could help, we will contact the absent employee to discuss the absence and offer our support.

Once the employee has been contacted and with their consent, we will compile a report offering practical help and guidance for you, as well as support for a return to work plan if appropriate.

In the event a referral turns into a claim, we will use any information gathered during Early Intervention to help with our assessment of the claim.

Please note, only employees who are covered for Income Protection may be referred to use this service.

Who can use the Early Intervention Service?

The Early Intervention Service is available to all Group Income Protection policyholders at no additional cost. You can start using the service at any time and there's no limit to the number of referrals you can make.

Read this guide to start using early intervention today.

Key Contacts

Early Intervention Service

For all early intervention referrals and queries:



01 562 5106



EIS@IrishLife.ie

Claims Management

For any income Protection claim queries:



01 704 1802



incomeprotection@IrishLife.ie



When should I call the helpline?

You can call the early intervention helpline for advice on any absence. The helpline is open Monday to Friday, 9:30am – 12:30pm and 1:30pm to 4:30pm.

Use the following questions to decide whether an absence should be referred to the service. If you answer 'YES' to any of the questions, please call the early intervention helpline.



Did any of these events take place before the absence?

- > The employee had performance issues
- > A difficult discussion or meeting took place
- > The employee's workload changed
- > The employee's working patterns changed

When the employee called in sick, did they mention any of the below conditions?

- > Stress, anxiety or depression
- > Work-related stress
- > Heart disease or heart attack
- > Back pain
- > Knee, leg, shoulder or arm pain (but not a serious injury)
- > Repetitive Strain Injury
- > Chronic Fatigue Syndrome
- > Fibromyalgia
- > Unknown or undiagnosed
- > Post-COVID complications

Did you notice any of the below changes before the absence?

- > A change in the employee's behaviour
- > A normally confident employee became introverted or quiet
- > A normally happy employee became irritable or angry
- > The employee appeared distressed or distracted

*Call the early intervention
helpline on*



01 562 5106

If you're in any doubt about whether to refer an absence, simply call the helpline for guidance.

How to use the service

The service is incredibly easy to use - just follow the four simple steps below. The service is available from day one of an employee's absence.

1

If you believe an employee should be referred for early intervention call us on

01 562 5106



2

We will ask you to confirm:

- > The full name and date of birth of the employee
- > Contact details for the employee
- > The date of first absence
- > The reasons for the absence
- > Job title and details of the role
- > Date the employee joined service

3

Our early intervention team will contact the employee to discuss the absence

The employee will also be asked whether they consent to their information being shared with their employer.

If we are unable to contact the employee, we will let you know straight away.

We will be unable to offer support until we have successfully contacted the employee.

4

A member of our early intervention team will then contact you to discuss the outcome of the call and offer recommendations

A report will only be shared with the employer if the employee consents to this.

The early intervention specialist will continue to provide support for you and your employee throughout any agreed course of action.

During the call, or contained in our report we will advise of the suitability for early intervention and the supports available which could include:

- > Advice on absence duration
- > Support for a graded return to work
- > Recommended workplace adaptations

How to communicate the service to the employee

The following wording can be used to help you explain the Early Intervention Service to an absent employee, so that they understand, engage and have the best chance of making a successful return to work.



We have an insurance policy with Irish Life, and as part of that policy, they help us to manage absence in the workplace through their Early Intervention Service.

They will offer advice and information to help you return to work, and develop a 'Return to Work' plan where it's appropriate. Can you please let me know if you are happy for an early intervention nurse from Irish Life to call you to see if they can offer you any support?

The early intervention nurse will help you make the most out of your medical appointments by helping you identify the right questions to ask your GP or specialist. They will also make you aware of any support services or resources that you may have missed.

In order to get the most out of this service, you will need to fully engage with the early intervention specialist, who will also be working closely with us. The aim is for all parties to work together to give you the best chance of making a successful return to work.

The early intervention nurse may prepare reports which will not be shared without your consent and you will have full access to any reports or recommendations they make, before it is shared with us. The reports will only be shared with named individuals in our company and you have a choice over who these individuals are.

Early intervention or occupational health?

Our Early Intervention Service complements any Occupational Health service you might have in place. Our early intervention team is happy to recommend that you use Occupational Health when they think this service would be more suitable.

If you're ever uncertain about which service to use, just call our early intervention team on

01 562 5106

1 Occupational Health

Occupational Health should be used when:

- > You require an assessment of an employee's 'fitness to perform their role' or 'fitness to attend a meeting'
- > Confirmation of a medical capability is required

2 Early Intervention Service

Early intervention should be used when:

- > You would like to obtain a better understanding of the employee's medical situation and/or the background to their absence
- > You would like to explore how to support your employee's return to work
- > You need assistance with planning a return to work for an absent employee

Maximise other employee benefits

Our early intervention team can also direct your HR and line managers to other employee benefits your organisation might have.

For example, they can suggest that an absent employee use your Employee Assistance Programme or Private Medical Insurance scheme.

This can drive appropriate usage of your other employee benefits.



*Speak to the
early intervention
team for more details*



When is early intervention not appropriate?

When it is clear that an employee will not be able to make a return to work within the deferred period of your Group Income Protection policy (typically 26 weeks), early intervention may not be suitable.

This is because it's unlikely that we'll be able to support a return to work before the deferred period ends and a claim becomes payable.

This may be the case where the absence is due for reasons like:

- > Serious stroke
- > Serious road traffic accidents
- > Dementia
- > Parkinson's disease

If you are not sure whether to submit a claim or not, our Early Intervention team will be able to advise.



In these cases, you should submit a claim form as soon as possible to our Claims Team at IncomeProtection@IrishLife.ie

You can contact our claims management team on:

01 704 1802

IncomeProtection@IrishLife.ie

You can find the Claim Notification and Employment Information forms needed to submit a claim at our Download Centre:

www.irishlifeemployersolutions.ie/document-download-centre



Further information

For all early intervention referrals and queries, please contact the early intervention team:



01 562 5106



EIS@IrishLife.ie

For income protection claims please contact the claims team on:



01 704 1802



incomeprotection@irishlife.ie

You can also visit our website at:



www.irishlifeemployersolutions.ie



Information correct as at March 2022.

Please Note: Every effort has been made to ensure that the information in this publication is accurate at the time of going to print. Irish Life Assurance plc accepts no responsibility for any liability incurred or loss suffered as a consequence of relying on any matter published in or omitted from this publication. Readers are recommended to take qualified advice before acting on any of the matters covered.

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