

# Workplace Possibilities<sup>SM</sup> Helps Employees Improve Behavioral Health

CenturyLink



Tamara Parker, Senior Benefits Manager  
CenturyLink

“We believe that highly engaged, healthy employees help us provide a strong customer experience. Workplace Possibilities provides a natural extension to this philosophy.”

## THE CLIENT

CenturyLink is a leading global technology company that delivers hybrid networking, cloud connectivity and security solutions to customers around the world.

## THE CHALLENGE

CenturyLink was seeing an increase in disability claims related to behavioral health. The company sets a high bar for productivity and knew its employees needed tools to handle the pressure. The goal? Help them manage their stress, while also keeping performance high.

### Behavioral health challenges

- ▲ Conditions related to behavioral health are one of the top two reasons for short term disability claims
- ▲ LTD claims for behavioral health **jumped from 33 to 198** from 2016 to 2017
- ▲ At least 26% of LTD claims were related to behavioral health
  - Versus 22.1% at other telecommunications companies<sup>1</sup>
  - Versus 8.6% in other industries<sup>1</sup>

**How could CenturyLink improve behavioral health, so its employees could stay at work or return sooner?**



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## THE SOLUTION

CenturyLink launched the Employee Resiliency Initiative Project — a three-step approach to improving its employees' behavioral health. With help from The Standard's Workplace Possibilities program, CenturyLink was able to provide employees with the tools and services they needed to stay productive.

### 1 | Evaluate the Current Program

The company completed employee interviews, focus groups, surveys and benefit utilization analyses to uncover the top employee concerns, including:

- Attendance and schedule policies
- Communication and managerial support
- Health and wellness information and resources

### 2 | Develop a New Plan

Based on the evaluation results, CenturyLink developed its Employee Resiliency Initiative — a plan to address employees' unique needs. It focuses on reducing the incidence rate and duration of behavioral health claims by:

- Building resiliency and improving wellness
- Improving communication of health and wellness information and resources
- Ensuring employees receive personalized support

### 3 | Educate and Train Managers

The Standard conducted targeted resiliency training for managers and supervisors so they could better:

- Respond to and support employees' wellness
- Distinguish between performance issues and disabilities
- Identify services or resources to best support individual employees

## Partner With The Standard

Contact your broker to talk about solutions. See what's possible by visiting [workplacepossibilities.com](http://workplacepossibilities.com).

## THE RESULTS<sup>2</sup>

**500+** employees helped

**28%** decrease in new LTD claim incidence rate

**48%** decrease in new LTD claims for behavioral health

**OVER \$612,000** in gross benefit savings

## A Stronger Partnership — and Well-Earned Recognition

The Standard awarded the Workplace Possibilities Champion Award to CenturyLink. The award recognizes excellence in education efforts and success at helping employees stay at work or return to work. CenturyLink's efforts and commitment demonstrate how a true partnership with Workplace Possibilities helps lead to meaningful changes. That can result in better outcomes for employees.

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1 Based on internal data from Standard Insurance Company and IBI benchmarking database

2 Internal data compiled by Standard Insurance Company as of July 2019

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