

- Explore Categories
- Disability
  - Workers' Comp
  - Casualty
  - Property
  - Managed Care
  - Technology
  - FMLA
  - Q&A
  - Medicare
  - Blog Recap
- Issue 004  
2016 Q1  
WORKERS COMP, INJURY
- Issue 003  
2015 Q4
- Issue 002  
2015 Q3
- Issue 001  
2015 Q2



# ADA/ADAAA compliance.

as part of an integrated program.

State and federal regulations for the Americans with Disabilities Act and ADA Amendments Act (ADA/ADAAA), Family and Medical Leave Act (FMLA) and workers' compensation are becoming increasingly complex. Without a consistent management process, employers leave themselves open to costly legal fees and penalties for non-compliance.

If you have questions, you aren't alone.

How can human resource and risk professionals ensure total compliance? Align the right resources to provide a consistent process supported by a centralized information system that can easily adapt to regulatory changes.

## Developing a consistent process.



The ADA/ADAAA process typically begins when an employee requests a change in the way his or her job is performed or exhausts all job-protected leave while remaining absent from work. Employers should make every effort to meet accommodation requests unless they would truly create a significant business hardship. For each request, your disability management team should follow a consistent process:

- STEP ONE**  
**Capturing the request.**  
Make sure standard procedures regarding leave or accommodation are up to date, clearly communicated to the employee and trigger an interactive process review.
- STEP TWO**  
**Working with physicians to certify the impairment.**  
Set expectations with employees, and request reasonable documentation to determine if they are disabled and if they can perform their jobs with accommodations. A job accommodation specialist certified in vocational rehabilitation can be very beneficial.
- STEP THREE**  
**Navigating through the interactive process.**  
If an employee has an impairment, but is able to perform job functions with an accommodation, engage in an interactive discussion, set expectations and help them understand possible accommodations.
- STEP FOUR**  
**Working together to determine the appropriate accommodation.**  
Choose the accommodation that will allow the disabled person to do his or her job most effectively. This may involve researching technical solutions and adaptive equipment.
- STEP FIVE**  
**Implementing the accommodation.**  
Discuss status and next steps with the employee along with a designated contact, then implement the accommodation. In some cases, a reasonable accommodation may be unpaid leave.

## The advantages of an integrated claim system

An employee's request for a job accommodation can arise as part of a claim for short- or long-term disability, FMLA or workers' compensation - or a condition that doesn't qualify for any of these. A claims management system that brings together the information on all types of employee absences, tracks each step in the process and enables comprehensive documentation helps ensure compliance on multiple fronts. Relying on manual tracking methods may lead to compliance violations and increased risk. A centralized information platform that supports multiple processes can greatly reduce risk - and give a significant advantage in the current regulatory environment.

Integrating claim systems not only helps streamline the information, it can also help employers reduce costs. Over a three year-period, Sedgwick found employers that implemented integrated disability management programs reduced their internal administration costs by an estimated 10 to 20%.

### ADDITIONAL RESOURCES

- ADA/ADAAA challenges: Are you compliant?  
<http://youtu.be/OWlUXEeL5U8>
- Sedgwick Connection blog  
<http://blog.sedgwick.com>
- ADA accommodation overview  
[https://www.sedgwick.com/resources/Documents/Services/ADA\\_Accommodation\\_Services.pdf](https://www.sedgwick.com/resources/Documents/Services/ADA_Accommodation_Services.pdf)
- Integrated disability management white paper  
<https://www.sedgwick.com/news/pages/idmwhitepaper.aspx>

NEXT ARTICLE →

### MORE FROM THIS ISSUE

TECHNOLOGY  
MAR. 18. 2015

## Meet our expert

Q&A with Jason Lanadrum,  
Chief Information Officer, Sedgwick

CASUALTY  
MAR. 18. 2015

**A progressive approach to reducing age-pending claims.**  
Employer success: Compromise and release.

CASUALTY  
MAR. 18. 2015

**Regulation-less nation.**  
New issues and ongoing legislative changes are creating uncharted territory for risk managers to navigate.

GO TO FULL ISSUE →

### MORE RELATED TO: DISABILITY, WORKERS' COMP

DISABILITY  
MAR. 18. 2015

**Story Title One**  
Alia aut rest labo. Abo. Ut ad exceptit ra doluptas es solupidus aut reptius quam, sumquas nis eatur?

WORKERS' COMP  
MAR. 18. 2015

**Story Title Two**  
Alia aut rest labo. Abo. Ut ad exceptit ra doluptas es solupidus aut reptius quam, sumquas nis eatur?

WORKERS' COMP  
MAR. 18. 2015

**Story Title Three**  
Alia aut rest labo. Abo. Ut ad exceptit ra doluptas es solupidus aut reptius quam, sumquas nis eatur?

DISABILITY  
MAR. 18. 2015

**Story Title Four**  
Alia aut rest labo. Abo. Ut ad exceptit ra doluptas es solupidus aut reptius quam, sumquas nis eatur?

SEE ALL →