



IBI's Health and Productivity Benchmarking

Includes Nationally Standardized Metric Definitions

SHORT-TERM DISABILITY PROGRAM

PREPARED FOR

Employer: Sample Co.

SIC Division: S. Sample

Calendar-Year Data: 2008

Based exclusively on claims active during the calendar year

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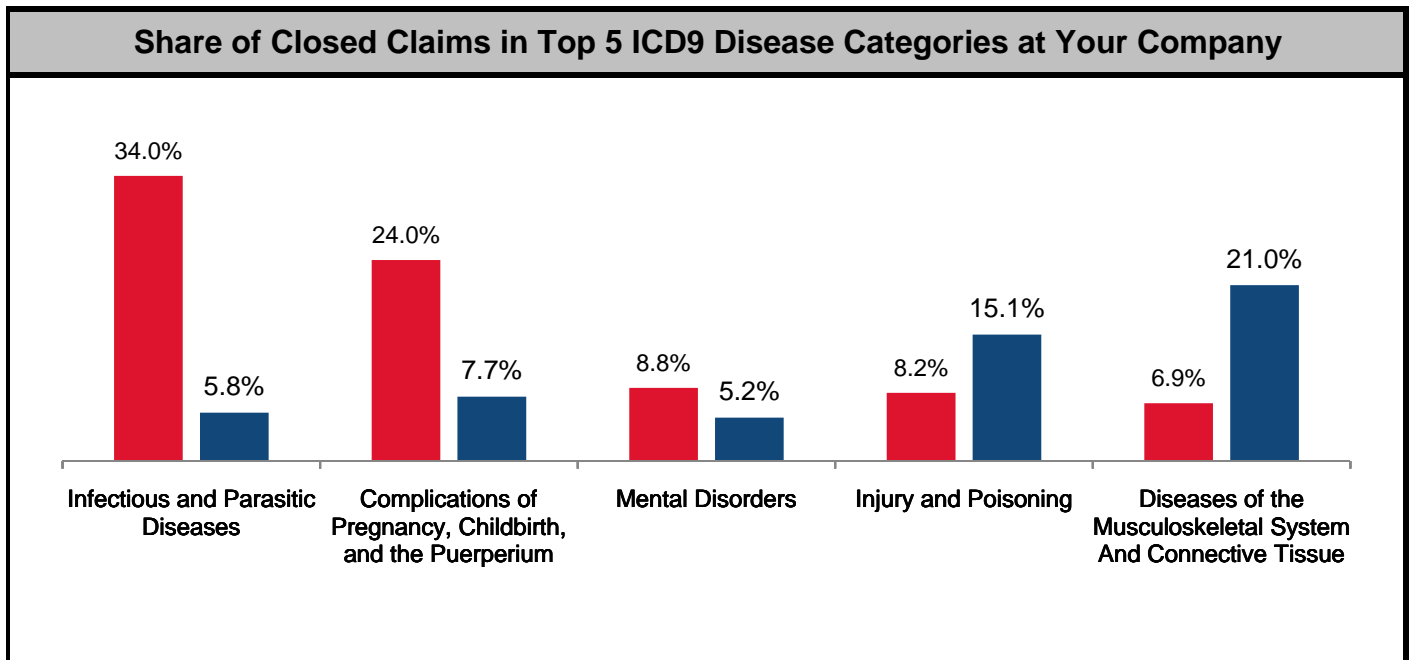
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Employer Direct STD Report -- Dashboard Metrics Scorecard

■ Your Company
 ■ Group Average -- Employer-level*
 ■ Group Average -- Claims-level**

Performance Area	Key Metrics and Results	
Claims Experience	Active claims per 100 covered lives	<div style="display: flex; align-items: center;"> <div style="width: 50%; height: 15px; background-color: red; margin-right: 5px;"></div> 5.4 </div> <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 80%; height: 15px; background-color: green; margin-right: 5px;"></div> 8.9 </div>
	Calendar year lost workdays per active claim	<div style="display: flex; align-items: center;"> <div style="width: 60%; height: 15px; background-color: red; margin-right: 5px;"></div> 30.5 </div> <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 90%; height: 15px; background-color: green; margin-right: 5px;"></div> 52.5 </div> <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 85%; height: 15px; background-color: blue; margin-right: 5px;"></div> 51.5 </div>
Payments	Calendar year claims payments per active claim	<div style="display: flex; align-items: center;"> <div style="width: 95%; height: 15px; background-color: red; margin-right: 5px;"></div> \$6,992 </div> <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 35%; height: 15px; background-color: green; margin-right: 5px;"></div> \$2,529 </div> <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 70%; height: 15px; background-color: blue; margin-right: 5px;"></div> \$5,024 </div>
	Claims payments to date per closed claim	<div style="display: flex; align-items: center;"> <div style="width: 90%; height: 15px; background-color: red; margin-right: 5px;"></div> \$8,293 </div> <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 25%; height: 15px; background-color: green; margin-right: 5px;"></div> \$2,544 </div> <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 60%; height: 15px; background-color: blue; margin-right: 5px;"></div> \$5,507 </div>
Lost Productivity	Annual lost-productivity costs per active claim	<div style="display: flex; align-items: center;"> <div style="width: 95%; height: 15px; background-color: red; margin-right: 5px;"></div> \$2,861 </div>



* The metric's arithmetic mean and related statistics are determined using *individual employers* in your industry comparison group as the basis for calculation

** The metric's arithmetic mean, determined using *all claims* in your industry comparison group as the basis for calculation



**STD Report, Section IIa: Sample Co.
Results by Metric: Employer-level experience**

Calendar-year Data: 2008
SIC Division: S. Sample

	Your Company	Group Average	Group Median	10th Percentile	25th Percentile	75th Percentile	90th Percentile	N ERs	N Claims	All Group Median*
Claims Experience -- How well is the program working?										
How often is the program used by employees?										
New claims per 100 covered lives	5.0	8.5	5.9	1.5	5.5	9.8	12.4	1,529	140,925	5.2
Active claims per 100 covered lives	5.4	8.9	8.0	2.5	4.1	11.1	15.8	1,529	140,925	5.1
New claims as percentage of active claims	93.1%	85.2%	90.9%	50.0%	82.9%	100.0%	100.0%	2,559	288,525	91.8%
Pregnancy claims as a percentage of new claims	22.0%	15.4%	5.5%	0.0%	0.0%	15.8%	41.0%	2,258	195,181	15.5%
How severe are the cases?										
Calendar year claims payments per active claim	\$6,992	\$2,529	\$1,994	\$551	\$1,200	\$2,995	\$4,290	2,414	210,195	\$2,189
Calendar year claims payments per covered life	\$375	\$189	\$125	\$18	\$54	\$254	\$590	1,519	125,948	\$121
Claims payments to date per closed claim	\$8,293	\$2,544	\$2,185	\$809	\$1,518	\$5,558	\$5,028	2,552	192,099	\$2,585
How much lost work time does the program generate?										
Calendar year lost workdays per 100 covered lives	163.5	282.5	189.5	58.0	98.1	528.8	541.5	1,548	102,455	151.5
Calendar year lost workdays per active claim	30.5	52.5	50.5	15.4	24.0	58.8	49.5	2,555	205,915	50.0
Lost calendar days per closed claim	55.3	80.0	58.5	58.0	48.9	85.0	111.5	2,595	251,055	50.0
How successful is the company at returning employees to work?										
Claims reaching maximum benefit duration as a percentage of closed claims	2.4%	8.2%	0.0%	0.0%	0.0%	8.0%	25.4%	1,825	185,150	0.0%

* The median for all employers, all SIC divisions in The IBI database

Note: metrics with few employers are less reliable and more variable



**STD Report, Section IIb: Sample Co.
Results by Plan Type: Employer-level experience**

Calendar-year Data: 2008
SIC Division: S. Sample

Plan A	Plan B	Plan C	Plan D	Plan E	Plan F	Plan G	Plan H	Plan I
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Plan Characteristics

Elimination Period	Up to 1 day	1 week	2 weeks	Up to 1 day	2-6 days	1 week	9-13 days	2 weeks	21+ days
Duration of Benefits	Up to 13 weeks	Up to 13 weeks	Up to 13 weeks	24-26 weeks	24-26 weeks	24-26 weeks	24-26 weeks	24-26 weeks	24-26 weeks

Plan Type Composition

# of SIC employers with plan type	85	459	151	548		1584	115	159	81
% of SIC employers with plan type	4.1%	22.9%	5.5%	18.5%		59.0%	5.8%	8.9%	5.5%
% of all employers with plan type	5.8%	25.4%	15.0%	11.2%		58.2%	5.0%	10.8%	4.5%

Claims Experience -- How well is the program working?

How often is the program used by employees?

New claims as percentage of active claims

Your Company	93.1%								
Industry median	100.0%	100.0%	100.0%	94.5%		92.1%	100.0%	100.0%	100.0%
Industry mean	90.1%	88.9%	88.5%	85.5%		85.0%	90.5%	85.8%	89.5%
# of employers	85	459	151	548		1584	115	159	81
# of claims	4119	15255	2052	50455		88584	821	4285	595

Pregnancy claims as a percentage of new claims

Your Company	22.0%								
Industry median	0.0%	5.5%	15.2%	0.0%		0.0%	0.0%	0.0%	0.0%
Industry mean	11.1%	15.5%	22.1%	8.9%		11.8%	15.4%	15.8%	18.5%
# of employers	80	458	128	525		1292	111	151	58
# of claims	5555	15158	1852	28402		88844	554	5558	550

How severe are the cases?

Calendar year claims payments per active claim

Your Company	\$6,992								
Industry median	\$2,055	\$1,852	\$2,155	\$2,545		\$1,928	\$2,018	\$2,288	\$1,855
Industry mean	\$2,405	\$2,005	\$2,590	\$2,955		\$2,281	\$5,515	\$2,888	\$5,155
# of employers	50	414	125	251		1252	88	158	48
# of claims	1125	12181	1929	15959		55212	488	5552	224

Claims payments to date per closed claim

Your Company	\$8,293								
Industry median	\$2,219	\$1,855	\$2,195	\$2,845		\$2,155	\$2,008	\$2,485	\$2,585
Industry mean	\$2,522	\$2,124	\$2,559	\$5,241		\$2,584	\$5,450	\$5,200	\$5,524
# of employers	55	405	125	220		1195	85	155	48
# of claims	1054	11451	1815	14484		50585	442	5188	202

The plan types in this report reflect the most common combinations of elimination period and maximum benefit duration observed among IBI benchmarking employers. They are not exhaustive of all observed or possible plan types. Employers may have more than one plan type.



**STD Report, Section IIb: Sample Co.
Results by Plan Type: Employer-level experience**

Calendar-year Data: 2008
SIC Division: S. Sample

	Plan A	Plan B	Plan C	Plan D	Plan E	Plan F	Plan G	Plan H	Plan I
How much lost work time does the program generate?									
Calendar year lost workdays per active claim									
Your Company	30.5								
Industry median	25.9	25.5	25.8	52.5		51.5	52.4	52.5	29.5
Industry mean	28.4	28.1	28.1	54.5		55.5	58.0	55.1	52.9
# of employers	82	442	125	545		1551	115	155	58
# of claims	2055	14450	1905	29805		85225	598	5954	589
Lost calendar days per closed claim									
Your Company	55.3								
Industry median	42.5	51.0	54.9	50.8		50.4	59.1	59.1	89.0
Industry mean	45.8	59.8	59.5	55.5		85.8	55.5	85.5	115.1
# of employers	88	449	125	555		1544	112	155	55
# of claims	5558	15055	1895	28185		88851	525	5804	555
How successful is the company at returning employees to work?									
Claims reaching maximum benefit duration as a percentage of closed claims									
Your Company	2.4%								
Industry median	5.9%	0.0%	5.8%	0.0%		0.0%	0.0%	0.0%	
Industry mean	15.9%	10.4%	14.5%	2.8%		5.0%	5.8%	9.5%	
# of employers	28	548	98	152		995	28	100	
# of claims	1218	12445	1582	15559		55090	529	5240	

The plan types in this report reflect the most common combinations of elimination period and maximum benefit duration observed among IBI benchmarking employers. They are not exhaustive of all observed or possible plan types. Employers may have more than one plan type.



	Your Company	Group Average	Group Median	10th Percentile	25th Percentile	75th Percentile	90th Percentile	N ERs	N Claims	All Group Median*
Claims Experience -- How well is the program working?										
How often is the program used by employees?										
New claims as percentage of active claims	93.1%	88.4%	100.0%	0.0%	100.0%	100.0%	100.0%	2,457	288,525	100.0%
Pregnancy claims as a percentage of new claims	22.0%	10.5%	0.0%	0.0%	0.0%	0.0%	100.0%	2,248	175,171	0.0%
How severe are the cases?										
Calendar year claims payments per active claim	\$6,992	\$5,024	\$1,545	\$125	\$527	\$5,475	\$7,545	2,414	210,174	\$1,758
Claims payments to date per closed claim	\$8,293	\$5,507	\$1,440	\$145	\$554	\$4,055	\$8,515	2,542	172,077	\$1,877
How much lost work time does the program generate?										
Calendar year lost workdays per active claim	30.5	51.5	22.0	4.0	7.0	41.0	71.0	2,555	205,714	25.0
Lost calendar days per closed claim	55.3	57.4	42.0	12.0	20.0	71.0	154.0	2,575	241,044	47.0
How successful is the company at returning employees to work?										
Claims reaching maximum benefit duration as a percentage of closed claims	2.4%	5.5%	0.0%	0.0%	0.0%	0.0%	0.0%	1,825	185,150	0.0%

* The median for all employers, all SIC divisions in The IBI database

Note: metrics with few claims are less reliable and more variable



**STD Report, Section IIIb: Sample Co.
Results by Plan Type: Claim-level experience**

Calendar-year Data: 2008
SIC Division: S. Sample

Plan A	Plan B	Plan C	Plan D	Plan E	Plan F	Plan G	Plan H	Plan I
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Plan Characteristics

Elimination Period	Up to 1 day	1 week	2 weeks	Up to 1 day	2-6 days	1 week	9-13 days	2 weeks	21+ days
Duration of benefits	Up to 13 weeks	Up to 13 weeks	Up to 13 weeks	24-26 weeks	24-26 weeks	24-26 weeks	24-26 weeks	24-26 weeks	24-26 weeks

Plan Type Composition

# of SIC employers with plan type	85	457	151	547		1584	114	157	71
% of SIC employers with plan type	4.1%	22.7%	4.5%	17.5%		47.0%	5.8%	7.7%	5.5%
% of all employers with plan type	5.8%	25.4%	15.0%	11.2%		57.2%	5.0%	10.7%	4.5%

Claims Experience -- How well is the program working?

How often is the program used by employees?

New claims as percentage of active claims

Your Company	93.1%								
Industry median	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Industry mean	88.7%	75.1%	70.5%	70.0%		87.0%	70.7%	85.4%	87.1%
# of employers	85	457	151	547		1584	114	157	71
# of claims	4117	14255	2052	50455		87584	721	4275	575

Pregnancy claims as a percentage of new claims

Your Company	22.0%								
Industry median	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%
Industry mean	8.0%	14.4%	18.5%	8.7%		11.1%	17.4%	11.7%	15.7%
# of employers	80	458	127	525		1272	111	151	47
# of claims	5445	15158	1852	27402		77744	454	5458	550

How severe are the cases?

Calendar year claims payments per active claim

Your Company	\$6,992								
Industry median	\$1,884	\$1,255	\$1,520	\$2,000		\$1,550	\$1,451	\$2,244	\$1,800
Industry mean	\$5,085	\$2,187	\$2,075	\$5,570		\$2,854	\$2,857	\$5,875	\$2,472
# of employers	40	414	124	251		1252	78	158	48
# of claims	1125	12181	1727	15747		55212	487	5552	224

Claims payments to date per closed claim

Your Company	\$8,293								
Industry median	\$2,024	\$1,274	\$1,454	\$2,085		\$1,427	\$1,715	\$2,450	\$1,800
Industry mean	\$5,245	\$2,247	\$2,228	\$5,774		\$5,045	\$5,084	\$4,524	\$2,854
# of employers	54	405	125	220		1175	74	154	47
# of claims	1054	11441	1815	14474		50575	442	5188	202

The plan types in this report reflect the most common combinations of elimination period and maximum benefit duration observed among IBI benchmarking employers. They are not exhaustive of all observed or possible plan types. Employers may have more than one plan type.



Plan A	Plan B	Plan C	Plan D	Plan E	Plan F	Plan G	Plan H	Plan I
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How much lost work time does the program generate?

Calendar year lost workdays per active claim

Your Company	30.5								
Industry median	24.0	22.0	25.0	25.0		25.0	24.0	24.0	22.0
Industry mean	27.0	25.8	27.7	52.0		52.0	55.1	54.2	52.0
# of employers	82	442	125	545		1551	114	155	48
# of claims	2045	14440	1704	27805		85225	478	5754	587

Lost calendar days per closed claim

Your Company	55.3								
Industry median	47.0	45.0	52.0	58.0		45.0	47.0	57.0	75.0
Industry mean	40.7	47.5	57.4	51.5		57.7	45.2	77.5	100.0
# of employers	78	447	124	554		1544	112	154	44
# of claims	5458	15044	1875	27175		78841	424	5804	555

How successful is the company at returning employees to work?

Claims reaching maximum benefit duration as a percentage of closed claims

Your Company	2.4%								
Industry median	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	
Industry mean	17.5%	7.4%	15.5%	5.4%		5.5%	7.4%	8.0%	
# of employers	28	548	77	152		775	27	100	
# of claims	1218	12445	1582	15557		44070	527	5240	

The plan types in this report reflect the most common combinations of elimination period and maximum benefit duration observed among IBI benchmarking employers. They are not exhaustive of all observed or possible plan types. Employers may have more than one plan type.



**STD Report, Section IIIc: Sample Co.
Results by Condition: Claim-level experience**

Calendar-year Data: 2008
SIC Division: S. Sample

Your Company		Industry	
% of Closed Claims	% of Payments Per Closed Claim	% of Closed Claims	% of Payments Per Closed Claim

Condition	Your Company		Industry	
	% of Closed Claims	% of Payments Per Closed Claim	% of Closed Claims	% of Payments Per Closed Claim
Infectious and Parasitic Diseases	34.0%	40.5%	5.8%	5.7%
Neoplasms	3.5%	9.8%	5.7%	7.2%
Endocrine, Nutritional and Metabolic Diseases, and Immunity Disorders	0.6%	0.2%	1.4%	1.1%
Diseases of the Blood and Blood-Forming Organs	0.2%	0.2%	0.2%	0.1%
Mental Disorders	8.8%	12.0%	5.2%	4.5%
Diseases of the Nervous System and Sense Organs	2.4%	4.9%	4.2%	4.5%
Diseases of the Circulatory System	3.0%	5.6%	4.7%	7.1%
Diseases of the Respiratory System	3.1%	1.2%	5.4%	2.5%
Diseases of the Digestive System	2.0%	2.4%	7.5%	5.5%
Diseases of the Genitourinary System	0.9%	1.2%	5.0%	5.1%
Complications of Pregnancy, Childbirth, and the Puerperium	24.0%	2.4%	7.7%	15.7%
Diseases of the Skin and Subcutaneous Tissue	0.5%	1.0%	1.8%	1.0%
Diseases of the Musculoskeletal System And Connective Tissue	6.9%	8.3%	21.0%	25.4%
Congenital Anomalies	0.0%	0.0%	0.5%	0.4%
Certain Conditions Originating in the Perinatal Period	0.0%	0.0%	0.0%	0.0%
Symptoms, Signs and Ill-Defined Conditions	2.0%	2.0%	5.7%	2.5%
Injury and Poisoning	8.2%	8.2%	15.1%	15.7%
Other/Unknown				



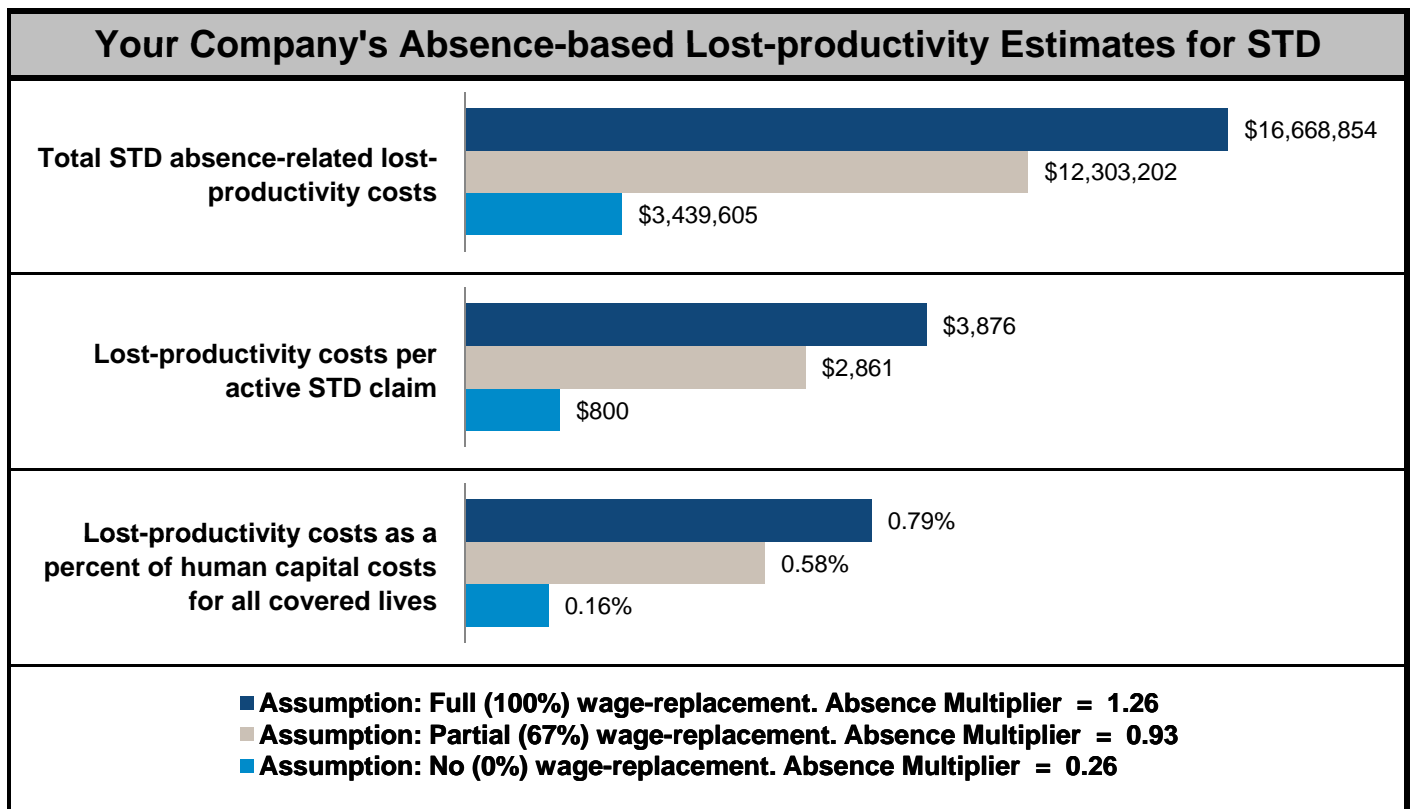
Employer Direct STD Report -- Lost Productivity Estimates

Research shows that the real costs of absence are typically significantly greater than the wage-replacement payments made to absent workers. These costs can be considered lost-productivity costs because the organization is forgoing use of the resources in other productive endeavors. Based on peer reviewed research by Dr. Sean Nicholson and others published in Applied Health Economics & Health Policy*, as well as methodology developed by IBI and Dr. Nicholson, IBI is able to estimate absence-related lost-productivity results for your company's 2008 STD experience using industry-specific multipliers.

Dr. Nicholson et al found that absence-related lost-productivity costs are a function of: a) the ability of an employer to replace absent workers with an equally productive substitute, b) the time value of employees' output so that market opportunities are not lost and c) the degree to which employees work in teams. The authors found a relationship between these factors and the cost of workers' absences beyond wages, which they use to estimate a series of lost-productivity "multipliers". An absence multiplier can be used to monetize the lost-productivity associated with lost work days as follows:

$$\text{Claimant lost-productivity} = \text{claimant lost work days} * \text{avg. daily salary and benefits} * \text{multiplier}$$

Lost-productivity cost estimates for Short-term Disability lost time may differ depending on the organization's and state's disability policies. IBI models STD lost-productivity costs under three possible scenarios: full (100%) wage-replacement, partial (67%) wage-replacement and no (0%) wage-replacement across the claimant group. Each assumption produces a different multiplier, reported in the key of the exhibit below.



* Nicholson, Sean; Pauly, Mark V; Polsky, Daniel; Baase, Catherine M; Billotti, Gary M; Ozminkowski, Ronald J; Berger, Marc L; Sharda, Claire E. *How to Present the Business Case for Healthcare Quality to Employers*. *Applied Health Economics & Health Policy*. 4(4):209-218, 2005.



TERM	DEFINITION
Employer demographics	
Covered lives	Number of full time equivalent (FTE) employees covered by an employer's STD program, averaged over the year. A full-time worker is counted as an FTE of 1.0 , while a half-time employee would count as an FTE of 0.5.
Timing of claim	
Active claims	Claims that were newly opened, were closed, or had any payments or lost work days during the calendar year. Claim that closed prior to the calendar year, or which remained opened but had no payment or lost time activity during the calendar year are excluded.
Closed claims	Claims with a closing date that occurred during the calendar year.
Open claims	Claims that had no closing date by the end of the calendar year.
New claims	Claim with a start date during the calendar year.
Claims reaching maximum benefit duration	Claims in which lost work days met or exceeded its plan type's maximum benefits duration.
Claim type	
Advice to Pay (ATP)	Payments made directly by employer with recommendations from disability plan supplier. Note: for this reason, ATP benchmarking claims frequently lack information on payment amounts.
Pregnancy claim	Claims for any pregnancy-related disability. Note: pregnancy need not end in childbirth to be included.
Payments	
Claims payments	Dollar value of claims payments.
Lost time	
Calendar days	Elapsed days on a 365-day year basis.
Workdays	Observed lost workdays (not including elimination period).
CY lost workdays	Lost workdays claimed during the calendar year.
Lost workdays to date	Lost workdays claimed during the life of the claim.
Plan type	
Elimination period	The period of time after disability before STD benefits become payable.
Maximum benefits duration	The amount of time a disabled employee is eligible to continue receiving STD benefits.



METRIC	NUMERATOR	DENOMINATOR
Claims Experience -- How well is the program working?		
How often is the program used by employees?		
New claims per 100 covered lives	Number of new claims multiplied by 100	Average number of covered lives
Active claims per 100 covered lives	Number of active claims multiplied by 100	Average number of covered lives
New claims as percentage of active claims	Number of new claims	Number of active claims
Pregnancy claims as a percentage of new claims	Number of new pregnancy claims	Number of new claims
How severe are the cases?		
Calendar year claims payments per active claim	CY claims payments for active claims	Number of active claims
Calendar year claims payments per covered life	CY claims payments for active claims	Average number of covered lives
Claims payments to date per closed claim	Claims payments to date for closed claims	Number of closed claims
How much lost work time does the program generate?		
Calendar year lost workdays per 100 covered lives	CY lost workdays (not including elimination period), multiplied by 100	Average number of covered lives
Calendar year lost workdays per active claim	Lost workdays (not including elimination period) for active claims	Number of active claims
Lost calendar days per closed claim	Number of calendar days for closed claims	Number of closed claims
How successful is the company at returning employees to work?		
Claims reaching maximum benefit duration as a percentage of closed claims	Number of closed claims reaching maximum benefit duration	Number of closed claims