



National
Business
Group on
Health

EMPAQ[®]

Employer Measures of Productivity, Absence and Quality™

EMPAQ[®] 2011: Preparing to Use This Valuable Benchmarking Tool

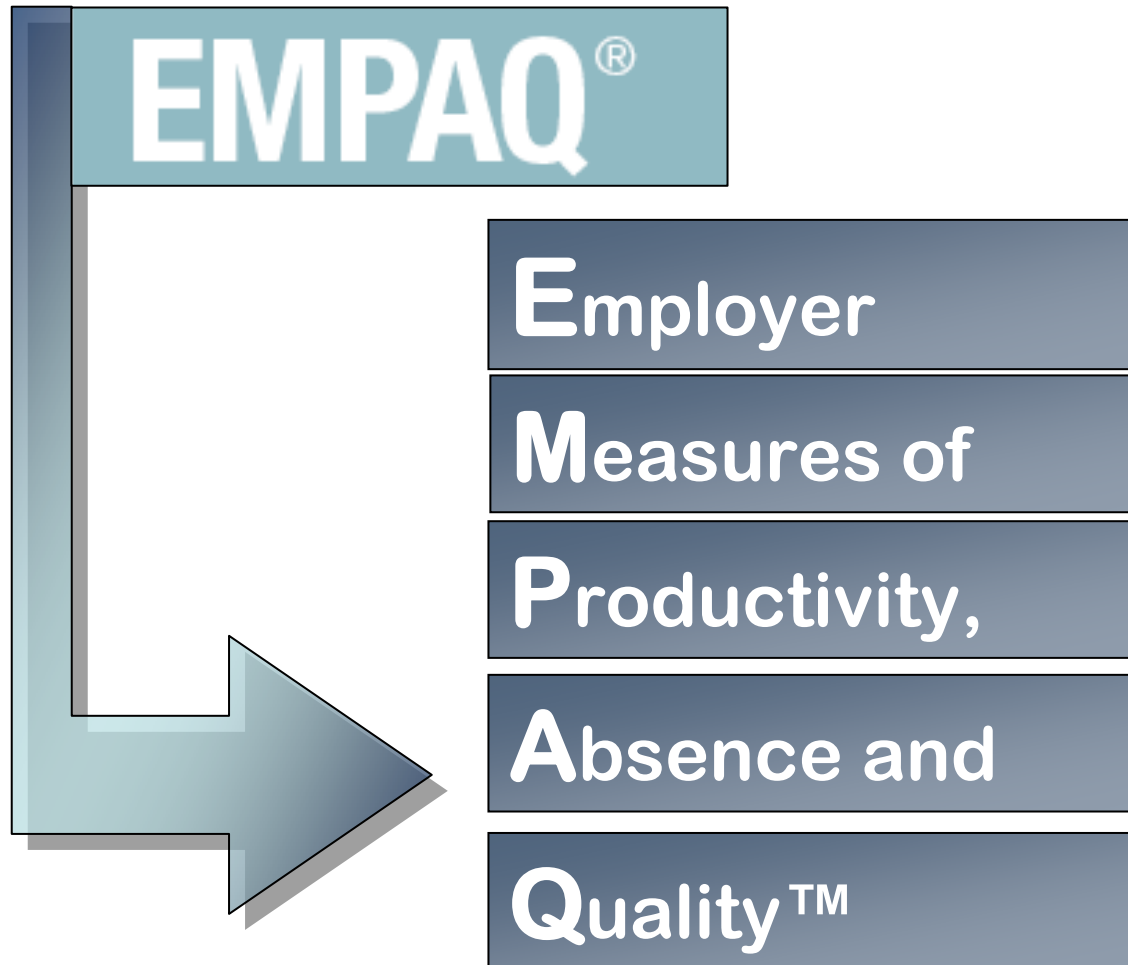
Webinar
April 19, 2011

- Get introduced to EMPAQ[®].
- Determine which EMPAQ[®] program components are the right solution for your company.
- Learn how the data submission process works and how to prepare for it.
- EMPAQ[®] in action: Hear how one employer used EMPAQ[®] to make data driven program improvements that made a positive impact on their bottom line.



- **Joanne Ebert**, US Operations, Health, Safety and Performance, GlaxoSmithKline
- **Jennifer Sponsler**, Manager, National Business Group on Health
- **Gwen Thompson**, Consultant

What Does EMPAQ[®] Mean?



What is EMPAQ®?

EMPAQ® is an employer developed and driven benchmarking tool that:

- Provides employers with credible benchmarking data;
- Helps to assess the performance of an employer's benefits programs; and
- Provides employers insight into how they compare to similar companies.



Quick Overview

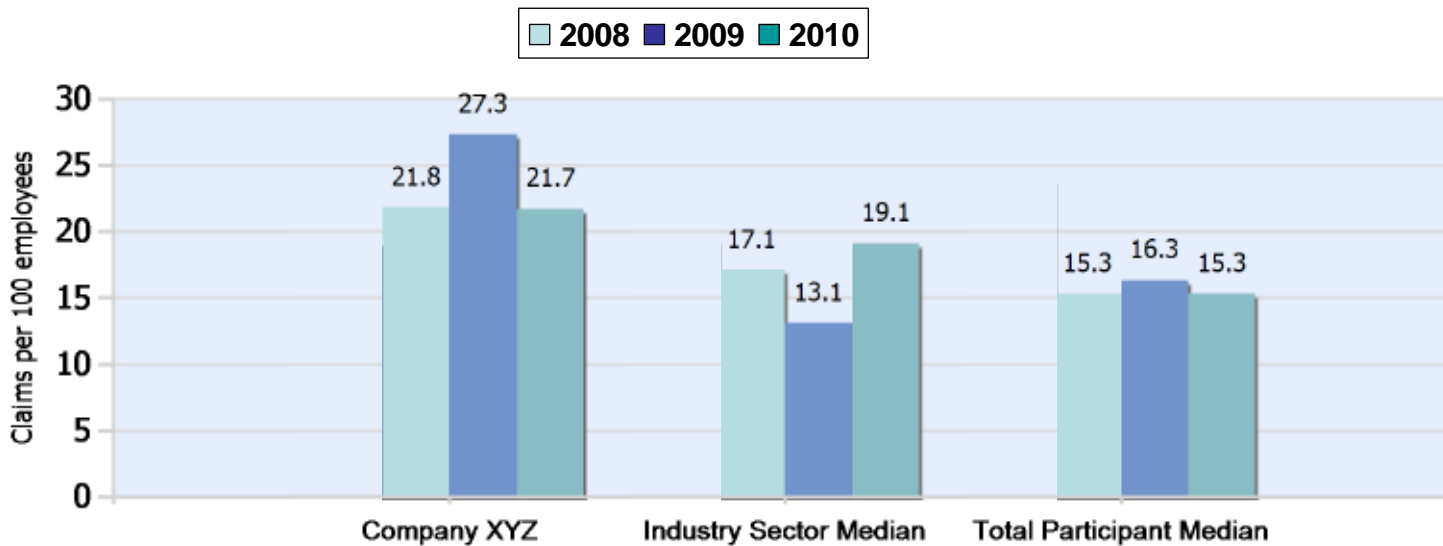
- Provides employers with benchmarking data for measuring benefit programs that impact employee health and productivity:
 - Short-term disability
 - Long-term disability
 - Workers' compensation
 - Group health
 - Family and medical leave
 - Incidental and integrated absence
 - Employee assistance programs
 - Health management programs
- Benchmarks are standardized through a common set of definitions.
- Employers and data suppliers submit data via online tool or claims submission.



EMPAQ[®] Benchmarks

Company: **Company XYZ**
Industry Group: **Manufacturing (NAICS 33)**

Annual Claim Incidence per 100 Employees - STD



How am I doing
against my plan?

How am I doing
against my
competitors?

How am I doing
against best in
class?

- Detailed reports on the employer, industry and national levels
 - Data Integrity Report
 - Individualized Benchmarking Report
 - Annual Report
- Best practice sharing events
 - Industry peer group sessions at National Conference on Health, Productivity, and Human Capital in Boston, MA (Oct 2011)
- Awards for Data Suppliers





DISABILITY MANAGEMENT

THE IMPACT OF EMPAQ®

*Protecting & Enhancing People and Resources
to Build a Healthier & Safer World*

GSK's History of Participating in EMPAQ[®]:

A **WIN—WIN** Strategy

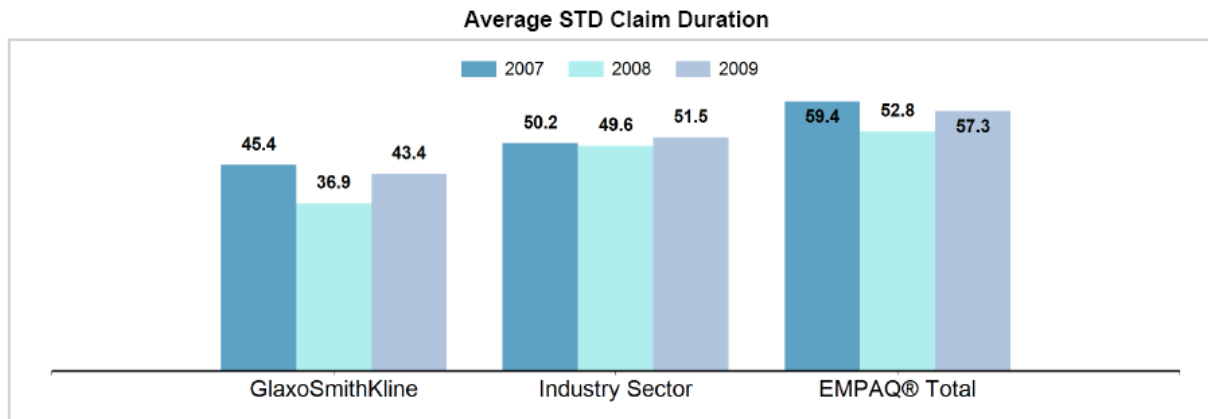
- Submitted data to EMPAQ[®] since 2005; and
- Provided consultation and technical guidance to EMPAQ[®] as a member of the EMPAQ[®] Committee.

- Provides GSK with normalized and comparative data to communicate the “value and benefit of our service delivery.”
- Enables the GSK Disability Management Staff to deliver an “Elevator Speech” to partners such as Benefit Managers and HR Staff with confidence.

Demonstrate outcomes through the following EMPAQ[®] disability metrics:

- Duration
- Incidence
- Return-to-Work (RTW)

EMPAQ[®] Benchmarks for Short-Term Disability (STD)



- Targeted programs with communications based on EMPAQ[®] benchmark results:
 - Disability Durations: Annual Decreases
 - Return-to-Work Transitional Duty: Strong Progress
- Using EMPAQ[®] trends, GSK Disability Management Staff delivers proactive communications with managers regarding transitional return-to-work.
- Improved trends reflect GSK's return-to-work strategies used during employee's initial assessment and ongoing case management process.



Next on GSK's Radar: Increase Transitional Duty & Depression Screenings

- Incorporating proactive discussions with managers regarding job descriptions and transitional duty goals.
- Work with managers and returning employees to understand the value-add of transitional duty.
- Incorporate depression screening assessment and recommendation of EAP resources into the disability case management process.
- Capitalize on other opportunities for continuous quality improvement.



- GSK average STD claim duration is lower than the EMPAQ[®] results for the 2009 program year:
 - 8.1 days lower than industry group
 - 13.9 days lower than all EMPAQ[®] participants

\$8M in Direct Savings to GSK

- Additional indirect savings of approximately 3 to 5 times the amount of direct savings in lost productivity.

Strategic data management is key to your submission.

- Develop a data management system to capture required data values.
 - Internal data system with your “own” IT team.
 - Vendor IT system via the contract.
- Create EMPAQ® goals based on prior reports regarding key outcomes.

For example:

Average Duration of Claims

Return-to-Work Transitional Days



Strategic data management is key to your submission.

- Conduct six months of QA analysis of your data.
 - Verify data integrity.
 - Conduct gap analysis to clean up data transition.
- Communicate strategy to partners:
 - Internal: Benefits, Human Resources, Risk Management, Health & Safety, etc.
 - External: Disability vendors, Health Care plans, EAP administrators, etc.



EMPAQ[®] Data Submission Tool Demo

Step 1: Getting Started

- Go to the EMPAQ® website at www.empaq.org.
- Download EMPAQ® Data Dictionary, NAICS Guide, checklists and other resources.
- Review FAQs for helpful information.




The screenshot shows the EMPAQ website homepage. At the top left is the National Business Group on Health logo. To its right is the EMPAQ logo with the tagline "Employer Measures of Productivity, Absence and Quality™". Below the header is a navigation menu with links for ABOUT, METRICS, DATA SUBMISSION, TOOLS & RESOURCES, FAQs, CONTACT US, BUSINESS GROUP HOME, and EMPAQ HOME. The main content area is divided into several sections:

- CALENDAR:** Lists events such as "May 2 - June 15, 2011 Data Collection", "August 26, 2011 Benchmarking Reports Delivered", and "October 25 - 27, 2011 National Conference on Health, Productivity and Human Capital Boston, MA".
- PRESIDENT'S CORNER:** A section titled "Helen Darling shares new updates to EMPAQ® for the upcoming year. [details](#)".
- ABOUT EMPAQ®:** A descriptive paragraph about the benchmark tool and a link to "Learn more...".
- EMPAQ® AT-A-GLANCE:** A section with a small image and text: "Discover how EMPAQ® works and learn how your company can be part of this year's benchmarks. [Click here](#) for more information."
- DATA COLLECTION:** A section with a small image and text: "Submit 2010 program year data online starting May 2, 2011. [Click here](#) to download the tools and resources to get started."
- DATA SUPPLIER SEALS:** A section featuring a "PREMIER EMPAQ Data Supplier 2011" seal and text: "Companies that submit a large volume of high quality data for their clients will receive special distinction as a Premier or Premier Plus EMPAQ® Data Supplier. [Learn more...](#)"
- RIGHT SIDEBAR:** Contains a "LOGIN" button, a link for "Login for data submission", and several FAQ questions with "Answer" links, such as "I want to log-in but need a Business Group username and password ... Answer", "What is the cost to participate? ... Answer", "Which data suppliers and vendors submit data to EMPAQ® for their clients? ... Answer", and "What is the difference between EMPAQ® and WISCORE? ... Answer". There is also a link for "Additional FAQs".

 At the bottom of the page, there is a search bar with a "GO" button and a footer with copyright information: "Copyright 2011 National Business Group on Health, 20 F Street NW, Suite 200, Washington, DC 20001 - P: 202-628-9320 - F: 202-628-9244, E-mail: empaq@businessgrouphealth.org".

Step 2: Login

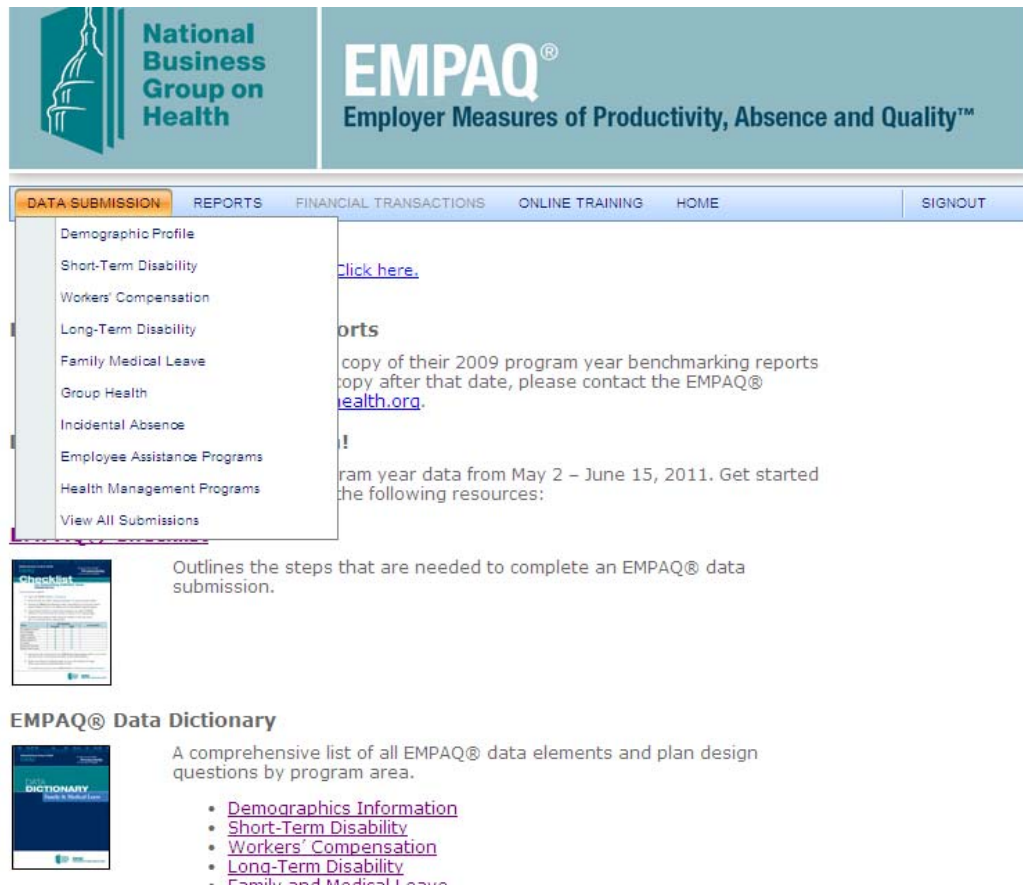
- Click the login button to access the online data submission tool.
 - Members of the National Business Group on Health should use their existing username and password.
 - Non-members should create an account.



The screenshot shows the EMPAQ website interface. The header includes the National Business Group on Health logo and the EMPAQ logo with the tagline "Employer Measures of Productivity, Absence and Quality™". A navigation menu contains links for ABOUT, METRICS, DATA SUBMISSION, TOOLS & RESOURCES, FAQs, CONTACT US, BUSINESS GROUP HOME, and EMPAQ HOME. The main content area is divided into several sections: CALENDAR, ABOUT EMPAQ®, EMPAQ® AT-A-GLANCE, DATA COLLECTION, and DATA SUPPLIER SEALS. On the right side, there is a sidebar with a "LOGIN" button circled in red, a link for "Login for data submission", and several FAQ links. At the bottom, there is a search bar and a "GO" button.

Step 3: Choose a program

- Click **Data Submission** and choose a program for which data will be submitted.



The screenshot shows the EMPAQ® web application interface. The header includes the National Business Group on Health logo and the EMPAQ® logo with the tagline "Employer Measures of Productivity, Absence and Quality™". The navigation menu is highlighted, with "DATA SUBMISSION" selected. A dropdown menu is open, listing various programs: Demographic Profile, Short-Term Disability, Workers' Compensation, Long-Term Disability, Family Medical Leave, Group Health, Incidental Absence, Employee Assistance Programs, Health Management Programs, and View All Submissions. To the right of the dropdown, there is a "Click here." link and a section titled "Reports" with text about 2009 program year benchmarking reports. Below the dropdown, there are three links: "Checklist", "EMPAQ® Data Dictionary", and "Reports".

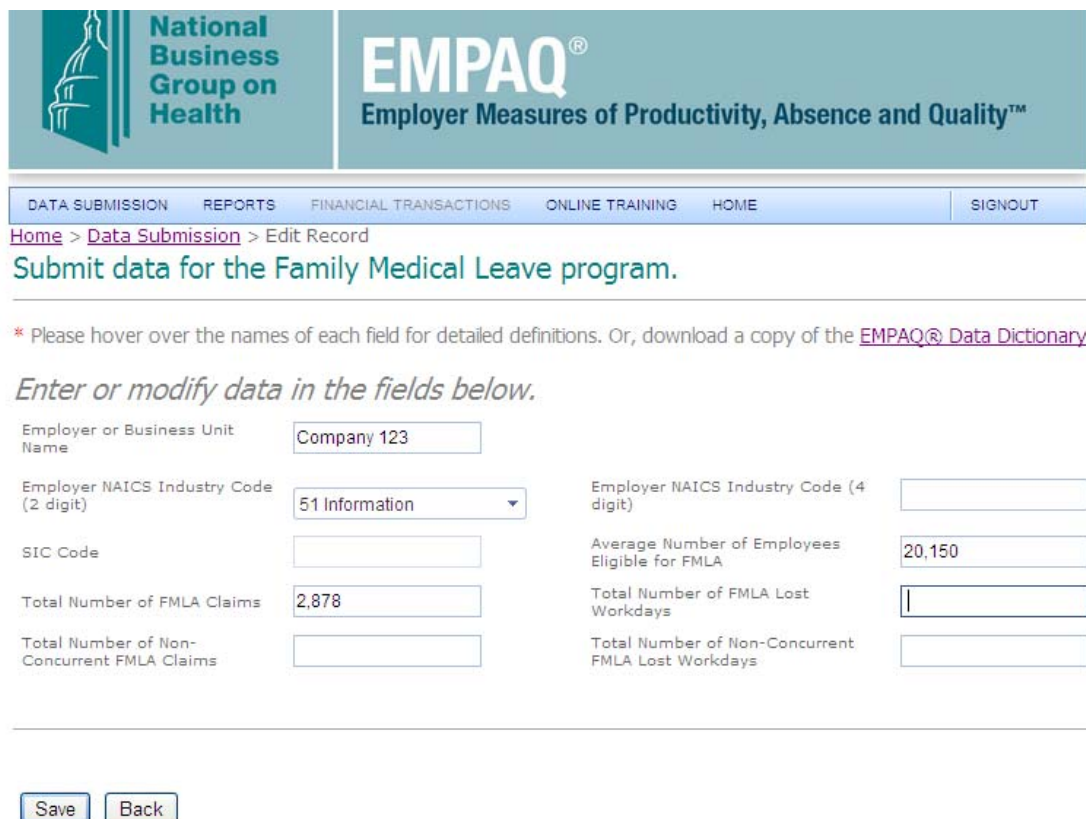
Checklist
Outlines the steps that are needed to complete an EMPAQ® data submission.

EMPAQ® Data Dictionary
A comprehensive list of all EMPAQ® data elements and plan design questions by program area.

- [Demographics Information](#)
- [Short-Term Disability](#)
- [Workers' Compensation](#)
- [Long-Term Disability](#)
- [Family and Medical Leave](#)

Step 4: Submit Data

- Click **Create New Submission**.
- Enter your company's name.
- Select an industry group.
- Key in your company's data.



The screenshot shows the EMPAQ (Employer Measures of Productivity, Absence and Quality) data submission interface. The header includes the National Business Group on Health logo and the EMPAQ logo. A navigation bar contains links for DATA SUBMISSION, REPORTS, FINANCIAL TRANSACTIONS, ONLINE TRAINING, HOME, and SIGNOUT. The current page is titled "Submit data for the Family Medical Leave program." and includes a breadcrumb trail: Home > Data Submission > Edit Record. A note states: "* Please hover over the names of each field for detailed definitions. Or, download a copy of the [EMPAQ® Data Dictionary](#)." The main content area is titled "Enter or modify data in the fields below." and contains a form with the following fields:

Employer or Business Unit Name	<input type="text" value="Company 123"/>	Employer NAICS Industry Code (4 digit)	<input type="text"/>
Employer NAICS Industry Code (2 digit)	<input type="text" value="51 Information"/>	Average Number of Employees Eligible for FMLA	<input type="text" value="20,150"/>
SIC Code	<input type="text"/>	Total Number of FMLA Lost Workdays	<input type="text"/>
Total Number of FMLA Claims	<input type="text" value="2,878"/>	Total Number of Non-Concurrent FMLA Lost Workdays	<input type="text"/>
Total Number of Non-Concurrent FMLA Claims	<input type="text"/>		

At the bottom of the form are two buttons: "Save" and "Back".

Step 5: Review Data

- Click **Reports** tab in the toolbar and generate a Data Integrity Report.
- Review the data submitted and examine values in red.
- If necessary, modify and correct data.

EmployerName: Company 123 Name: Joesi Gedeon

2 of 3 100% Find | Next Select a format Export

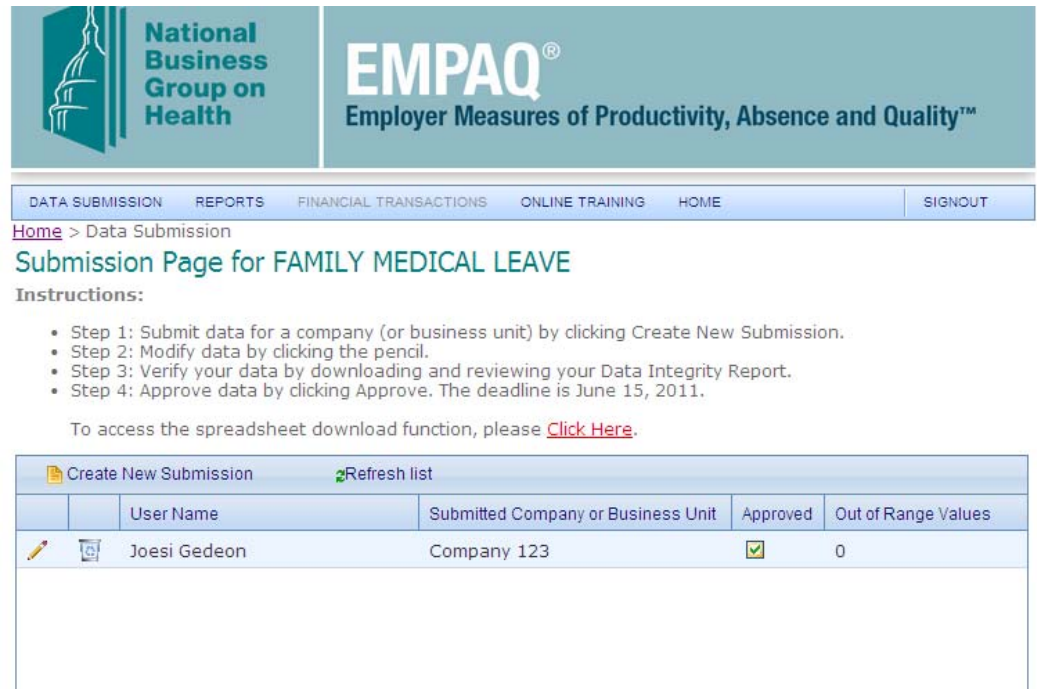
EMPAQ® Data Integrity Report

Program Year: 2009
 Program: Family Medical Leave
 Employer: Company 123
 Data Supplier: vis-intel
 NAICS Code: 51 Information

Metric Description	Numerator / Denominator	Calculation	Company 123's Values	Data Range Description	Reference Range Low	Reference Range Median	Reference Range High
Total FMLA Claims Per 100 Covered Employees	Total Number of FMLA Claims / Average Number of Employees Eligible for FMLA	2,878 / 20,150	14.3	The Data is Within Range	9	15	21
Total FMLA Lost Workdays Per 100 Covered Employees	Total Number of FMLA Lost Workdays / Average Number of Employees Eligible for FMLA	61,502 / 20,150	305.2	The Data is Within Range	227	288	379
Non-Concurrent FMLA Lost Workdays Per 100 Covered Employees	Total Number of Non-Concurrent FMLA Lost Workdays / Average Number of Employees Eligible for FMLA	5,986 / 20,150	29.7	Data Value is Below the Expected Range	32	53	97
Non-Concurrent FMLA Claims Per 100 Covered Employees	Total Number of Non-Concurrent FMLA Claims / Average Number of Employees Eligible for FMLA	650 / 20,150	3.2	The Data is Within Range	3	5	9

Step 6: Approve Data

- Click the **Approve** box to finalize a program's data submission.
- All data must be approved by June 15, 2011 to be included in benchmarks.





The screenshot shows the EMPAQ web application interface. At the top, there is a header with the National Business Group on Health logo and the EMPAQ logo (Employer Measures of Productivity, Absence and Quality™). Below the header is a navigation menu with links for DATA SUBMISSION, REPORTS, FINANCIAL TRANSACTIONS, ONLINE TRAINING, HOME, and SIGNOUT. The main content area displays the title "Submission Page for FAMILY MEDICAL LEAVE" and a list of instructions for users. Below the instructions is a table with columns for User Name, Submitted Company or Business Unit, Approved, and Out of Range Values. The table contains one row of data for Joesi Gedeon, Company 123, which is marked as approved.

Instructions:

- Step 1: Submit data for a company (or business unit) by clicking Create New Submission.
- Step 2: Modify data by clicking the pencil.
- Step 3: Verify your data by downloading and reviewing your Data Integrity Report.
- Step 4: Approve data by clicking Approve. The deadline is June 15, 2011.

To access the spreadsheet download function, please [Click Here](#).

	User Name	Submitted Company or Business Unit	Approved	Out of Range Values
 	Joesi Gedeon	Company 123	<input checked="" type="checkbox"/>	0

- Aggregate data submission begins May 2nd for 2010 program year data.
- Get started now by downloading a copy of the EMPAQ[®] Checklist for Data Submission.
- Refer to the EMPAQ[®] Data Dictionary for details on each program.

National Business Group on Health
EMPAQ[®]

Improving Health,
Productivity
& Human Capital

Checklist

for Submitting EMPAQ[®] Data
PROGRAM YEAR 2010

Check each box after completion.

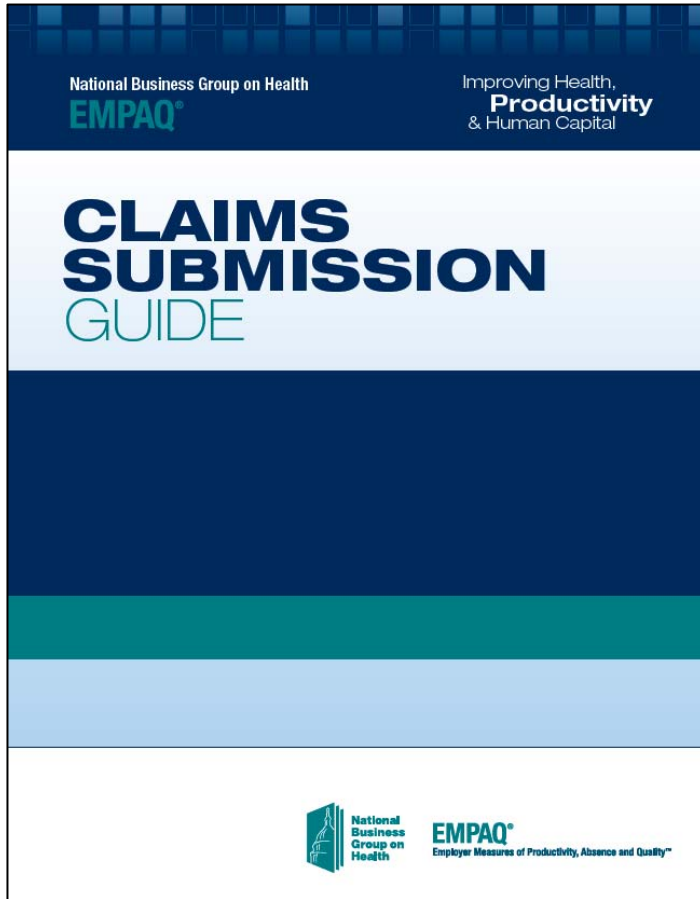
- Login to the EMPAQ[®] website at www.empaq.org.
- Review the online tool and data submission requirements. An optional training is available.
- Download the EMPAQ[®] Data Dictionary, which contains definitions for each metric and data element. Distribute sections to your colleagues who are responsible for a particular program.
- Gather all internal reports that contain the data required for your company's EMPAQ[®] submission. If your vendor has the data, ask them to submit it on your company's behalf.
- Coordinate the data submission efforts among your colleagues as well as your vendors. Data may be submitted for up to eight programs.*

Program	Who's Responsible?		Lead Person/Vendor
	My Company	Vendor	
Demographic data (required)	<input type="checkbox"/>	<input type="checkbox"/>	
Short-term disability	<input type="checkbox"/>	<input type="checkbox"/>	
Long-term disability	<input type="checkbox"/>	<input type="checkbox"/>	
Workers' compensation	<input type="checkbox"/>	<input type="checkbox"/>	
Family and medical leave	<input type="checkbox"/>	<input type="checkbox"/>	
Group health	<input type="checkbox"/>	<input type="checkbox"/>	
Incidental and total absences	<input type="checkbox"/>	<input type="checkbox"/>	
Employee assistance program	<input type="checkbox"/>	<input type="checkbox"/>	

- Enter the data online and then download an EMPAQ[®] Data Integrity Report, which is a tool to review and verify your data. If necessary, you may change or edit your data submission.
- Finalize your submission by clicking the approve box on your data submission homepage. All data must be received and approved by June 15, 2011.

*To submit disability claims level data, please contact the EMPAQ[®] Helpdesk for more detailed instructions at empaq@businessgrouphealth.org.

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- Claims level data submission begins on May 2nd for 2010 program year data.
- Focus on quality disability data with standardized layout and format:
 - Short-term Disability
 - Long-term Disability
 - Workers' Compensation
- Refer to EMPAQ® Claims Submission Guide.

- EMPAQ[®] is a membership benefit for all National Business Group on Health members. There is no additional cost for the basic reporting package.
- Companies who are not Business Group members may submit data free of charge. The pricing structure is \$750 per benchmarking report* up to a \$2,500 maximum fee.
- Data suppliers may submit data on behalf of clients who are not Business Group members free of charge. The pricing structure per company is \$750 per benchmarking report* up to a \$2,500 maximum fee. Recipients of Premier and Premier Plus EMPAQ[®] Data Supplier Seals will receive a limited set of free non-member reports.

*Each benchmarking report contains one program.

Important Reminders

- Employers must have 1,000 employees or more to participate in EMPAQ®.
- NAICS Code is required. 4-digit is recommended.
- Submit your demographic and covered employee counts.
- Incremental submission is accepted but submit wisely. One or two data elements complete the majority of the metrics in a program.
- Check and double check! Review your Data Integrity Reports before your submission is finalized.



Key Dates

Event	Date
Data Submission Period	May 2 – June 15, 2011
Data Integrity Report Delivered	May 2 – June 15, 2011 (delivered in real time)
Individual Company Benchmarking Report Delivered	August 26, 2011
Annual Report Delivered	October 2011

- For more information, contact the Helpdesk at empaq@businessgrouphealth.org
- Visit the EMPAQ[®] website at www.empaq.org
- Sign up for EMPAQ[®] updates and announcements at empaq@businessgrouphealth.org