Status Update
Date of PAC: December 14th, 2023
2022 Volume 1 Ch 03 3sHealth Managing Disability Claims_2022
Ministry/Government Organization: Health Shared Services Saskatchewan (3sHealth)

Recommendation and Status at Time of Audit (Indicate whether new or outstanding)	Page	Current Status (Implemented, partially implemented, not implemented)	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
New Recommendation 1. We recommend Health Shared Services Saskatchewan send completed disability benefit claim applications to adjudicators on time.	P.30	Partially Implemented – 3s	• From March to September 2023, 3sHealth successfully surpassed its target, achieving a completion rate of over 90% of new disability applications within 8-business days. Disability applications being sent to the adjudicator on time was a key factor in exceeding our service metric. • However, starting from October 2023, our performance has fallen below the standard, currently at 78%. This deviation is primarily attributed to higher-than-normal claim volumes in October and November 2023. • 3sHealth Employee Benefits has also experienced significant staff movement, including departures from the organization and internal transfers which resulted in vacancies in the department. In addition, we have seen an increase in extended staff absences due to seasonal illness. Since September we have had 6 team members sick for a week or greater, which is 10% of our	The Benefit Services Manager is continuing to work with the team to load level and to monitor progress of new disability applications to achieve the established timeline.	June 2024

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			team.		
			• In October we saw a four-year high of disability applications being submitted with 270 applications received, followed by 271 in November. Managing this surge of new applications alongside staff absences was challenging.		
			• 3sHealth has been hiring and training new staff to mitigate the challenges. This includes cross-training team members who enter new disability applications into the system.		
			• Claims Services has created weekly reporting to show the caseload of the adjudicators and is load-leveling and distributing new claims according to capacity.		

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New Recommendation 2. We recommend Health Shared Services Saskatchewan follow its established timelines to complete appeal reviews on disability claims and document reasons for significant delays.	P.32	Partially Implemented – 3s	• 3sHealth strives to meet its service standard of completing disability claim appeals within 30 business days. Between January and June 2023, 3sHealth processed 100% of disability claim appeals within standard. From July 2023 to present, we are processing over 80% of disability claims appeals, below the established service standard. This is due to the unavailability of external adjudicators, annual vacations, and 3sHealth staff on prolonged illness. • 3sHealth believes they have fully implemented documenting the reasons for significant delays. • 3sHealth is leveraging their ServiceNow technology to better track and manage appeals received versus manually tracking in excel, which was the process at the time of the performance audit. • Beginning in July 2023, the Claims Services Manager developed reporting to actively monitor appeal statuses on a weekly basis.	The Claims Services Manager is continuing to work with the team to load level and to monitor progress of appeals to achieve the established timeline.	June 30, 2024

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New Recommendation 3. We recommend Health Shared Services Saskatchewan centrally track and analyze complaints from plan members regarding disability benefit claims.	P.38	Implemented – 3s	• A central location to track and analyze complaints has been fully implemented by 3sHealth. • The tracked complaints are analyzed monthly by the 3sHealth Employee Benefits leadership team.	N/A – implemented	N/A – implemented
New Recommendation 4. We recommend Health Shared Services Saskatchewan enhance its written reports to senior management and the Board of Trustees about its disability claims management processes.	P.42	Implemented – 3s	• 3sHealth Employee Benefits provides a written report to the Board of Trustees at each regular meeting (February, April, June, August, October, and December). • 3sHealth has enhanced its written reports to senior management and the Board of Trustees about its disability claims management processes to include more information and analysis. • 3sHealth Employee Benefits includes additional commentary with each report that describes any barriers to meeting service standards and what actions they are taking to address these barriers.	N/A – implemented	N/A – implemented