

For Immediate Release

Custom Disability Solutions Partners With Reed Group: Launches Leave Management Administrator II

Leave Management Administrator II integrates federal and state Family Medical Leave, and other company-specific leaves with advice to pay short-term disability claims management to ease the complexity and burden of managing employee leaves and absences.

South Portland, ME – October 9, 2009: Two of the greatest challenges that human resources professionals face today are the effective administration of the Family Medical Leave Act (FMLA), and integrating Family Medical Leave and other federal and state-mandated leaves with short-term disability coverage. In an effort to make the process easier for human resources professionals, Custom Disability Solutions (CDS) and one of the leading absence management service companies, Reed Group, have partnered to provide Leave Management Administrator II, a comprehensive leave management product. Leave Management Administrator II's service and features have been upgraded and enhanced from the early version of the product.

“Managing intermittent leaves, interpreting serious health conditions, recordkeeping, and coordination with other plans – these are just some of the issues that human resources departments across the country tackle daily,” said Jerry Bannach, President and CEO of Custom Disability Solutions. “Our leave management product integrates Family Medical Leave and other employee absences with short-term and long-term disability insurance to address these issues and more. With one point-of-contact, claim reporting, and fully integrated online services, our FMLA product strengthens our portfolio of group disability reinsurance products and support services we make available to our customers.”

Leave Administrator II utilizes Reed Group's clinical case management process, which is based on Reed's Reverse Triage model. Through Reverse Triage, 100% of all disability cases are immediately reviewed by an experienced nurse case manager. This process is designed to streamline claims administration, help employees return to work in a timely manner and reduce the financial burden that absences place on employers.

“Entrusting absence and leave management to a best-in-class provider makes great business sense,” said Reed Group CEO Michael Sayre. “Our absence experts ensure consistent application of FMLA and other leaves rules for organizations, most of which struggle to administer leaves in a consistent and focused manner on their own. Because this is our core competency, we consistently achieve optimal outcomes for both employers and employees. Leaves abuses are reduced, organizations become more efficient and effective, and employees return



to health and productivity with greater success. We look forward to working closely with CDS to provide premier solutions and financial returns to CDS customers.”

CDS’ Leave Management Administrator II product provides benefits and advantages that expand the resources available to an employer’s human resources department. Human resources service advantages include:

- Single point of contact for all leaves and disability claims
- Web-based intake and inquiry
- Customized levels of clinical intervention and program integration
- Online access to standard and ad hoc reporting
- Clinical case management and compliance
- Return-to-work management
- Incorporation of Reed Group’s *MDGuidelines*

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About Custom Disability Solutions

Custom Disability Solutions (CDS), a division of Reliance Standard Life Insurance Company, is a full-service group disability risk management organization that is focused on providing superior reinsurance solutions. Our group short-term and long-term disability products are designed to provide competitive and sound group disability plans. We offer flexible plan features and designs that are crafted to keep pace with changes in the industry, and provide the best possible benefits. Online at: www.customdisability.com.

About Reed Group

Reed Group pioneered the absence management industry nearly 30 years ago. Over the past three decades, Reed Group has delivered sophisticated and innovative guidelines, software and analytics to help employers and other clients address the productivity challenges introduced to organizations by short- and long-term disability and leaves. Reed Group utilizes a robust clinical model grounded in analytical evidence and efficient processes and technologies. Find out more at www.reedgroup.com and MDGuidelines.com.

