Starling

(Case Study:

StarlingHQ Case Manager Portal

Absence and Disability Management Platform designed to make managing claims easier

Amy has been a Disability Management Team Lead for over five years. As a case manager at a large organization, Amy is responsible for adjudicating and managing claim files, facilitating rehabilitation services for injured or ill employees, and resolving claims quickly.

Over the past few years, Amy and her team have been growing concerned over the rising number of employees on **sick leave** and transitioning to **short-term disability**. As a Team Lead, she knew the **daily struggles her case managers** were experiencing: growing paperwork and caseloads, difficulties staying in touch with employees, and lack of transparent reporting into employee progress. Their current referral and claims management process has also made it difficult to get employees the **immediate help** they needed, contributing to the rising cases that transition from sick leave to short-term disability.

Amy and her team needed a solution that made **referring employees to immediate, mental healthcare** easier while also enabling them to **track employee progress** and **gain visibility through accurate reporting**.

Problems

- > Overwhelming caseloads and paperwork to refer employees to support
- > Delays in getting disability employees immediate mental health support
- > Lack of visibility into employee progress and confidence to return to work
- Staying connected to employees off work, on disability

Solution

- > Easily refer and track employee status
- > Track employee improvement and progress
- Track the employee's confidence to return to work
- Access reporting tools to help stay connected to employees

Results

73%

of employees access Starling Minds within 24 hours of referral 30%+

improvement in depression and anxiety scores **95%**

reported that their resilience to stress improved



increased levels of confidence to return to work

CASE STUDY

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Solution

With StarlingHQ Case Manager Portal, Amy was able to help her case managers refer an immediate, proven mental health solution on an employee's claim without inflating costs due to referring face-to-face/ teletherapy options. StarlingHQ helped alleviate many of the pain points her team was struggling with most.

								Melodie P Stari
Member Details						Mar 9, 2021 to Jul	7, 2021	Download PD
Contact Informatio	n		Details			Activity		
First Name	Wendy		Organization	Starling s	taff	Logins		3
Last Name	O'Neil		Program	Mental Fi	tness	Assessments		8
Email	melodie.pangan+wendy@starlir	gminds.com	Business Unit	Starling B	c	Goals Set Moods Tracked		2
Disability ID	RT59392		Profession	Nurse		Thoughts Balan	ed	1
Member Chosen Name	Wendy		Case Manager	Melodie P	angan	Videos Watched		0
Language	English		Referral ID	46		Polls Responder	1	9
						Comments Equivalent Face	to face carrians	0
-	assessment of depression and anxiet	y 🥚 Identify pr	al health concepts oblems moods, reactions and trig	ggers	Phase 3 : Plan to Manage Return Proactive identification of p to work Proactive identification of w	otential barriers to returning	Notification 2021-03-09 08 Link Clicked 2021-03-09 08	10 AM
Standardized as	ssessment of work and life functioning		rategies g strategies		Proactive planning of CBT s stressors	trategies to manage work	Accepted 2021-03-09 08	11 AM
		Thought b	lancing strategy		 RTW scripts for key stakeho Colleagues) 		First Login 2021-03-09 08	12 AM
0	/				Relapse prevention plan in	place	Last Login 2021-07-07 03	50 PM
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Key Features

	Storling Build Resilient Minds.	Who do you wa	ant to refer to Sta	efer to Starling?					
	Dashboard	First Name*	Earl				Last Name*	van As	
Simple Referral Tool	Send Referral	Email*	earl.va	nas@gmail.	com		Business Unit*	None/Unkown	
	View Referrals View Members	Profession	None/Unknown						
A simple tool that made it easy for case managers to send and track employee referrals and program status.	view memuers	How do you idd Disability ID* Please select a Program*			rfon Number)	e) v			
		Language*	English	1		~			
Dashboard A dashboard that gave case managers	Send Refer View Refer	rals	Accepted Refe	6 rrals in the Days	Last 30 My Ref	50% erral Acceptance Rate	My Total Ac	6 cepted Referrals	
an overview of their referrals, with the			Name	User ID	Program	Date Referred	Time Since Referral Accepted		
option to view, edit, and resend the	Ø		Mel Pangan	1442	Return to Health- Mental	March 15, 2021	10 days ago	View	
referral.			Neil Young	1443	Return to Health- Mental	March 16, 2021	8 days ago	View	
		1	Mark Leister	1467	Return to Health- Mental	March 18, 2021	7 days ago	View	
			Horgan Phillips	1511	Return to Health- Mental	March 24, 2021	18 hours ago	View	
			Mel Pan	1512	Return to Health- Mental	March 27, 2021	an hours ago	View	
			[+] View More					View All Members	
		Starling	g Minds ©2021 , All rights Ri	eserved					

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Employee Reporting

Employee activity reporting includes insights into therapy progress, confidence levels, and engagement statistics (i.e. the number of logins, assessments, videos watched, and comments).

Member Report Date period: Apr 1, 2021 - Apr 8, 2021 Report date: Apr 8, 2021 Member Name: Earl Van As Disability ID: 123456 Isability ID: 123456 Isability ID: 123456 Policy Numer: - Referral Date: Apr 8, 2021 Last Login: Apr 8, 2021 Isability ID: 123456 Accepted Date: Apr 8, 2021 Last Login: Apr 8, 2021 Last Login: Apr 8, 2021 Isability ID: 123456 Accepted Date: Apr 8, 2021 Last Login: Apr 8, 2021 Last Login: Apr 8, 2021 Isability ID: 123456 Accepted Date: Apr 8, 2021 Last Login: Apr 8, 2021 Isability ID: 123456 Isability ID: 123456 Accepted Date: Apr 8, 2021 Last Login: Apr 8, 2021 Isability ID: 123456 Isability ID: 123456 Accepted Date: Apr 8, 2021 Last Login: Apr 8, 2021 Isability ID: 123456 Isability ID: 123456 Accepted Date: Apr 8, 2021 Isability ID: 123456 Isability ID: 123456 Isability ID: 123456 Accepted Date: Apr 8, 2021 Isability ID: 123456 Isability ID: 123456 Isability ID: 123456 Accepted Date: Apr 8, 2021 Isability ID: 123456 Isability ID: 123456 Isability ID: 123456 Modods Tracked Isability ID: 123456 Isability ID: 123456 Isability ID: 123456 </th <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>									
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Send a Referral	
Your Resources	
Elevator Pitch (pdf)	
Email Template (pdf)	
Ideal Member Profile (pdf)	
Phone & Voicemail Script (pdf)	
Member Resources	
Return-to-Health FAQ (pdf)	/
Case Mana) ager

Resources

Access to case manager and employee training resources to relay the benefits of Starling to employees.



CASE STUDY

Why Case and Disability Managers love StarlingHQ



Starling

Easy Referrals

Easy-to-use referral tool to give employees immediate access to the therapy they need



Real Data & Insights

Downloadable employee reports to gain insights into an employee's mental health status



Easy-to-Use Experience

Easy, clear navigation and dashboards to refer, manage, and gain insights into claims and an employee's readiness to return to work



Case Manager Resources

Quick, easy-toread training and promotional resources to increase referral acceptances



Disability Management Expertise

Trusted customer advisory services to help case managers improve referrals and acceptance rates

The Starling Minds program is a very effective tool for people who find themselves in need of support for their mental health. Our members tell us that the program is accessible, easy to navigate and for some, a game-changer in their mental health treatment plan. The team at Starling Minds is dedicated to making sure we have the tools we need to support our members as they navigate through a difficult time in their life. The team is responsive, prompt in responding to inquiries and overall the process for referrals is seamless."

- Disability Manager, Team Lead





About Starling Minds

Starling Minds[™] is a digital mental health platform that reduces absence and disability costs by delivering immediate, unlimited, and personalized digital Cognitive Behavioral Therapy (CBT). Developed by leading psychologists, Starling's digital therapy is powered by an expert system that emulates the processes and practices of human-guided therapy to remove the greatest barriers preventing employees from accessing affordable and effective mental health care—cost, access, and stigma.

Request a Demo