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

65%
increased levels of confidence to return to work

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.
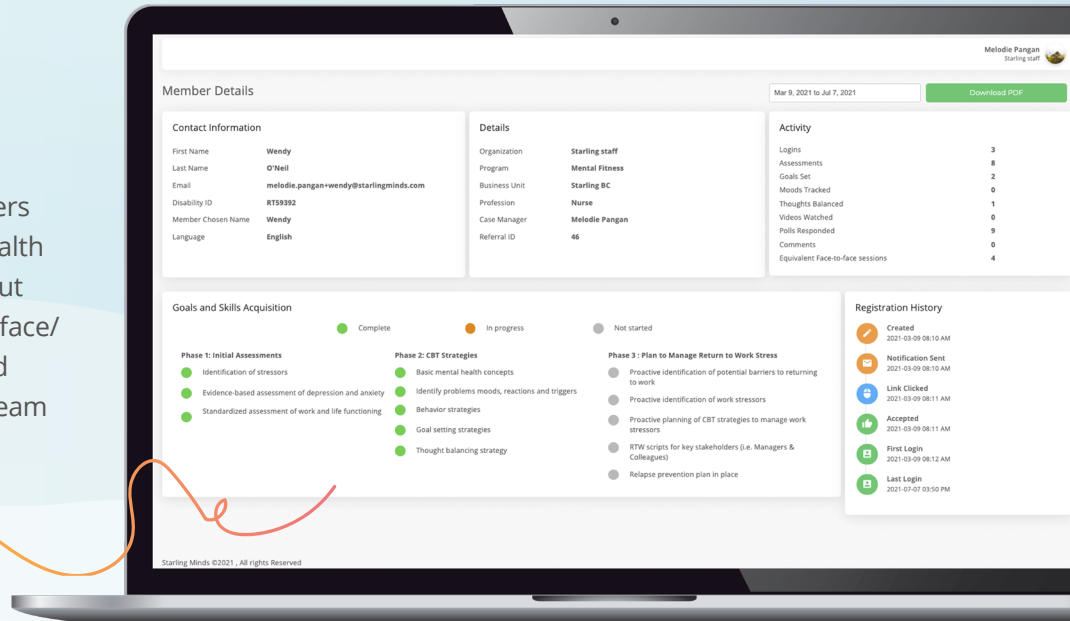
Key Features

Simple Referral Tool

A simple tool that made it easy for case managers to send and track employee referrals and program status.

Dashboard

A dashboard that gave case managers an overview of their referrals, with the option to view, edit, and resend the referral.
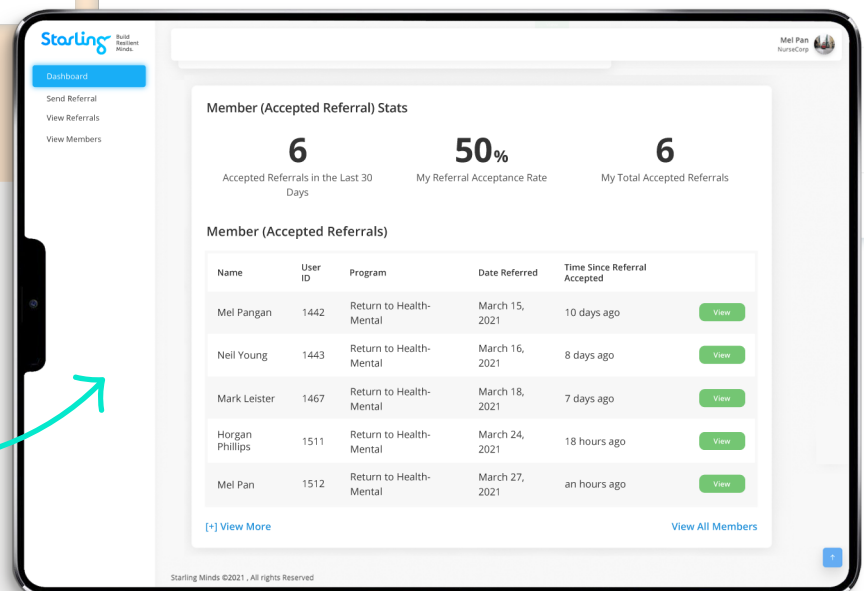
Employee Reporting

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**	
Policy Numer: **--**		Referral Date: **Apr 8, 2021**	
Accepted Date: **Apr 8, 2021**		Last Login: **Apr 8, 2021**	

Activity

Logins	1
Assessments	11
Goals Set	0
Moods Tracked	0
Thoughts Balanced	0
Videos Watched	4
Polls Responded	4
Comments	0
Equivalent Face-to-face sessions	2

Goals and Skills Acquisition Progress

Phase 1: Initial Assessment and Check-Up	
Identification of stressors	Complete
Evidence-based assessment of depression and anxiety	Complete
Standardized assessment of work and life functioning	Complete
Phase 2: CBT Strategies	
Psycho-education on basic mental health concepts	Complete
Identification of problems moods, actions and triggers	In progress
Emotional regulation strategies	Not Started
Goal setting strategies	Not Started

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 Manager Resources

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

Results

73%
Employees access Starling Minds within 24 hours of referral

65%
Increased level of confidence to return to work

95%
Reported improvement in resilience to stress

30%+
Clinically significant improvements in depression (+31%) and anxiety (+34%) scores

Why Case and Disability Managers love StarlingHQ

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-to-read 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
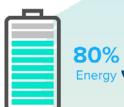
About Starling Minds

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