Research conducted by The Prudential Insurance Company of America (Prudential) reveals key trends in Return-To-Work (RTW). While employers have made great progress adopting programs, they recognize that there is more work to do. The study demonstrates the increasing prevalence of outsourcing and partnerships to achieve results.

Who Is Making the Grade in RTW?  

Asked to grade their organization’s degree of RTW advancement, approximately one-third (27%) of employers gave themselves a C.

Grades improve as employer size increases. < 1,000: D+, 1,000 – 9,999: C-, ≥ 10,000: C+

Formal RTW Programs Are Becoming the Norm.  

Nearly half of all employers surveyed have RTW work in place or are planning to implement a program in the near future.

RTW Prevalence Increases with Employer Size

- Employers who plan to add a RTW program: < 1,000: 19%, 1,000 – 9,999: 28%, ≥ 10,000: 38%
- Employers who have a RTW program in place: < 1,000: 47%, 1,000 – 9,999: 61%, ≥ 10,000: 71%

Successful RTW Programs Are Built on Partnerships.  

3 out of 4 employers use a combination of internal and external resources to administer RTW programs.

RTW Is a Partnership

- Only external vendor: 7%
- Mainly external vendor: 21%
- Even mix of internal/external resources: 35%
- Mainly internal resources: 21%
- Only internal resources: 16%
In a research study, Prudential asked employers about Absence Management. These programs integrate disability with other attendance/leave programs to reduce the impact of employee time away from work. More and more employers are implementing absence management programs, relying on both internal and external resources to achieve their desired workforce productivity savings.

Who Is Making the Grade in Absence Management?¹

Asked about their organization’s degree of Total Absence Management, most employers gave themselves a “D.”

Grades improve as employer size increases.

Outsourcing of Absence Administration Driven by Employer Size.¹

Future of Absence Outsourcing

The outsourcing trend is expected to grow over the next 3 years by an average 6% across all market segments. Anticipated expansion varies with employer size.

Insurance Carriers Are the Absence Partner of Choice.¹

52% of employers who outsource absence administration choose an insurance carrier over third-party administrators (TPAs) or payroll providers.