

Arc Health: A Trusted Provider of Workplace Accommodation Management

Employer Information Sheet

We support employers through the full range of accommodations requests, from straightforward to complex. Our team of accommodation specialists collaborates with stakeholders to assist with meeting the duty to accommodate. Our structured process ensures confidentiality, timely assessment, and clear communication. We provide ongoing support to guide everyone through the accommodation process with confidence.

Arc Health works collaboratively with the employee and their healthcare provider to identify accommodation needs and then helps the plan sponsor understand options to meet those needs so that an **individualized accommodation plan** can be established. Accommodation requests are not **“approved” or “denied” like insurance claims**, rather an analysis is undertaken to confirm whether the duty to accommodate has been triggered, whether accommodation is needed, and how the medical condition affects the employee’s physical or cognitive function along with the relationship of those impairments to job duties. There are limits to the duty to accommodate, and we assist the employer in understanding and considering those limits.

Now that you have activated Medavie’s At Work Accommodation service following are key steps in the onboarding and claim referral process.

Organization Set Up

To access the **arclnsight** platform all users must have a role. All employees will have the Claimant role. You will have to determine who will have access on behalf of the employer and what level of authority (role) they will have. To assist you, the features of the three roles are summarized below.

Role Permission Chart – arclnsight Access Levels

Permission	Senior Management	HR	Manager
View all organizational claims	✓ Yes	✗ No (Only assigned claims)	✗ No (Only assigned claims)
Receive updates & notifications on claims	✓ Yes (if assigned)	✓ Yes (if assigned)	✓ Yes (if assigned)

Please note the role does not necessarily reflect the title or seniority in your organization. In general, employers use Senior Management for those who need the ability to see all claims and who create new claims (such as the Director of the team, the coordinator who oversees referrals) whereas HR is used for those who only need to see claims for their area (such as an HR Business Partner). Not all organizations use more than one role (it may be sufficient to allow a small number of users Senior Management access, for example), and the Manager role is often not required unless people leaders need access to their employees’ claims.

Initiating Referrals

You have now received a request for accommodation related to a health condition. Following are the steps in the process.

1. Employee Referral (Following are key steps. For detail including screenshots please follow the **arcInsight User Guide**)

- Submit the employee referral to Arc Health through the **arcInsight portal** to initiate the accommodation process.
- Allow **2 business days** for referral to be received and confirmed
- Select “Service Type”: **Accommodation**
- Indicate **Yes** or **No** if you wish from the specialist to reach out to HR before proceeding with the client
- Upload the employees job description or PDA into the Customer Uploads.
- **Include any relevant information**, such as the employee’s accommodation request, performance concerns, or other important details that may assist the specialist in understanding the context and supporting the employee effectively.

(Please ensure the following information is submitted):

- **Personal Details**
 - Employee's Full Name
 - Date of Birth (DOB)
 - Gender
 - Preferred Language
 - Full Home Address
- **Contact Information**
 - Work Phone Number
 - Personal Phone Number
 - Work Email Address
 - Personal Email Address
- **Employment Identification**
 - Employee ID (if applicable)
 - Date of Hire
- **Employment Information**
 - Hours Worked Per Week
 - Employment Type (e.g., Full-time, Part-time, Casual, Contract)
 - Position Type (e.g., Permanent, Temporary, Seasonal)
 - Wage Option (Hourly or Annual)

2. Initial Contact Email

- The Arc Health specialist will send an initial contact email to the employee within **24 hours** of receiving the referral. This email will introduce the specialist and provide an overview of the next steps in the accommodation process.
- This includes a dedicated time for the **Initial Telephone Intake Call (ITI)** within **48 hours**
- Attaching dedicated forms such as the **Consent Form & MAF** (Medical Accommodation Form)
- Includes the deadline for submitting completed medical documentation — typically **within 10 business days** from the date of first contact.
- The initial contact email will include a link to activate the employees’ dedicated Client Portal, sent within **24 hours** of referral receipt.

3. Initial Email Contact Confirmation

- The Arc Health specialist will confirm with the Plan Sponsor once the initial email contact with the employee has been sent.

Accommodation Review Process

1. Initial Telephone Intake Call (ITI)

- The Arc Health specialist will conduct the Initial Telephone Intake (ITI) call with the employee within 48 hours of initial contact to gather relevant information and outline the next steps.
- The specialist will ask the employee to share relevant background information, including job duties, medical restrictions and limitations, and any other pertinent details.
- The specialist will ensure the employee understands that accommodation is focused on **addressing functional limitations and restrictions**, which may or may not align with the employee's preferences.
- The specialist will explain the difference between **reasonable and preferred accommodations** to the employee to ensure a clear understanding of what can be supported and provided.
 - **Reasonable Accommodation:**
An adjustment or modification to the workplace to enable an employee with a disability to perform their essential job duties, without causing undue hardship to the employer.
 - **Preferred Accommodation:**
An accommodation that the employee would like or finds ideal but is not necessarily the only way the employer can meet the accommodation needs. Employers consider these preferences but are only obligated to provide accommodation that is reasonable and supported by medical documentation.

2. Initial Telephone Intake (ITI) Confirmation

- Confirmation will be provided to the Plan Sponsor upon completion of the Initial Telephone Intake (ITI).
- The specialist will confirm the accommodation requested.

3. Employee Responsibility

- The employee will schedule an appointment with their healthcare provider (HCP) to complete the Medical Accommodation Form (MAF).
- If the employee noted concern about meeting the medical submission deadline, the specialist will discuss the reason for the delay and work with the Plan Sponsor to determine the next steps.
- The employee will upload completed documents through the **Client Portal**.

4. Confirmation of Medical Accommodation Form (MAF) Receipt

- The specialist will confirm receipt of the medical with both the Employee and Plan Sponsor once it is received.

5. Medical Accommodation Form (MAF) Review

- The specialist will review the Medical Authorization Form (MAF) within **2 business days** of receipt.
- Any **restrictions or limitations** identified by the healthcare provider (HCP) that the Plan Sponsor should be aware of will be clearly communicated.

6. Additional Medical Response Confirmation

- Additional medical information may be requested by Arc Health if needed.
- The specialist will notify both the Employee and Plan Sponsor of the next steps.

- When writing to the HCP, please allow us up to **5 business days** for a letter to be constructed.
- The letter will be provided to the Employee to take to their HCP.
- The HCP will be requested to respond within **10 business days**.
- The specialist will confirm receipt of the medical response from the healthcare provider (HCP) with the employee and the Plan Sponsor.
- The specialist will review the medical information to assess its completeness and relevance to the accommodation or claims process.
- If the case warrants the involvement of Arc Health's medical consultant (for example, to discuss strategy or craft a letter to the HCP) or rehabilitation consultant (for example, to coordinate assessments or create a treatment plan to support recovery), the accommodation specialist will propose this and any related costs to the Plan Sponsor for approval.

7. Accommodation Summary Completion

- The specialist will complete the accommodation summary within **5 business days** of receiving all necessary information.
- During this time, the specialist and the Plan Sponsor may arrange a meeting to discuss the case and any outstanding issues.
- The final summary will be uploaded into arc Insight under **Documents From/For Customer**.
- The Employee will be notified that the summary has been sent to the Plan Sponsor for review.

8. Crafting Accommodation

- The Plan Sponsor will be asked to:
 - Review the accommodation summary provided by Arc Health
 - Assess the recommendations and determine whether accommodation is possible and, if so, what accommodation to offer.
 - Actively engage with Arc Health to determine appropriate accommodation options.
 - Actively engage with Employee to implement accommodation, if applicable.

9. Claim Closure

- The specialist will finalize and update all relevant data in arcInsight to ensure records are complete and up to date.
- The claim will be closed once the Plan Sponsor has made a decision regarding accommodation or four weeks after the accommodation summary has been provided, whichever is sooner. If more than two weeks is needed for the Plan Sponsor to confirm the accommodation, the Plan Sponsor can still update the claim outcome field in the platform.
- Please note that the specialist **will not receive notifications** for any notes added in arcInsight after the file closure. If assistance is required after the claim is closed please contact us at contact@archealth.ca
- If the Plan Sponsor is implementing temporary accommodation, or if further accommodation is requested at the end of the planned accommodation, an Accommodation Review can be opened.
- If the accommodation is for a permanent medical condition and is to be reviewed periodically, an Ongoing Accommodation claim will be opened, and Arc Health will follow up periodically with the employee and provide the Plan Sponsor with updates including whether changes to the accommodation are warranted.

Most Asked Questions About Workplace Accommodation by Plan Sponsors

1. What qualifies as reasonable accommodation?

- A **reasonable accommodation** is a change to the workplace that helps an employee with a disability do their job, as long as it doesn't cause serious difficulty or cost for the employer. Employers don't have to create a new job—accommodations should help the employee perform their current job in a practical way.

2. What is considered an “undue hardship”?

- **Undue hardship** means that providing the requested accommodation would cause significant difficulty for the employer. When deciding if something is undue hardship, employers consider several factors, including:
 - **Financial cost:** Whether the accommodation would be too expensive to implement
 - **Resources:** The size and capacity of the organization, including staffing and equipment
 - **Health and safety:** If the accommodation would create risks for the employee or others in the workplace
 - **Business impact:** How the accommodation might affect operations, productivity, or service delivery
 - Because undue hardship is a high threshold, employers must provide strong, objective evidence to justify why an accommodation cannot be made. It's not based on inconvenience or preference but on real, measurable limits.

3. Do I have to implement the exact accommodation the employee asks for?

- No, you don't have to provide the exact accommodation required. You must offer reasonable accommodation that effectively meets the employees' needs without causing undue hardship.

4. What are my legal responsibilities under human rights or disability legislation?

- Your responsibility: **Provide reasonable accommodation** to help employees with disabilities do their essential job tasks. **Prevent discrimination** based on disability or other protected reasons. Keep all medical and personal information **confidential**. **Work together** with the employees to find the best accommodation that meets their needs and fits the workplace.
- Arc Health does not provide legal advice. For specific legal advice discuss individual cases with your legal counsel.