

Why Partner with Manulife

Group Benefits Commitment:
“Making lives better, organizations healthier”

Manulife is committed to being the industry’s digital and customer-centric leader by making everything it offers as straightforward, intuitive and convenient as possible for customers; by striving to improve the physical, mental & financial well-being of each plan member and their family; by being at the forefront and embracing new technology to advance the needs and interests of customers; and by offering strong guidance so decisions can be made easier and with confidence.

Health by Design is a unique proactive care model in the marketplace. Using the latest in science, technology, and predictive analytics, Health by Design focuses on all aspects of the member health journey including prevention, intervention, and recovery. It can also lead to a more productive organization and help avoid compounding costs associated with sick employees.

- **Core Benefits Management** - Pharmacy benefits management programs, including Specialty Drug Care and DrugWatch, are core strengths of Manulife’s extended health benefits management strategy. In addition to the health and dental plans, Manulife offers a broad spectrum of plan design features to help manage costs and protect plans from fraud and abuse with comprehensive fraud detection systems.
- **Industry Leader in Short and Long Term Disability Management and Absence Management Solutions** - Manulife was one of the first insurers to develop and implement a suite of absence management solutions. Their recent program enhancements better serve the needs of customers by focusing on early intervention and collaboration. This approach can positively impact Short-Term Disability claim duration, improve the customer service experience, reduce Long-Term Disability claim incidence and better manage absence and disability claims costs.
- **Employee Health and Wellness** - Manulife’s holistic Health Strategy and Portfolio, with Manulife Vitality Group Benefits as its foundation, delivers prevention and early intervention services such as the Employee and Family Assistance Program (EFAP), Health Services Navigator[®], Integrated Health and Disability Data Analytics, Health Risk Assessment campaign support and wellness program consulting. Manulife recently launched a preferred provider network that offers worksite wellness services such as health screenings, wellness challenges and seminars to employers of all sizes

To promote psychologically safe workplaces, Manulife has a wide range of best-in-class educational resources as their Workplace Solutions for Mental Health website to help generate awareness, remove the stigma and encourage discussion around mental health challenges in the workplace

- **Technological advancements** – Manulife clients expect all touch points to be completely integrated and intuitive. Manulife’s multi-year technology investment is enhancing the enrollment, claims, reporting, and mobile experiences for Group Benefits customers. Enhanced reporting capability and online support services are also being further developed. Their investments in technology are customer centric, and always consider the specific needs of our clients.

- **Manulife’s Healthcare Online** - gives members online access to healthcare professionals who support primary care, mental health, chronic disease and other health needs through web and mobile applications. Consults are conducted securely via text, chat and video, or for some solutions, by telephone. Members get the care they need when they need it so they can bring their best to work.

Manulife: Facts & Figures

- IGP Network Partner since: 1975
- Group Benefits Market Share (LIMRA 2022): 21.76%
- Group Benefits Ranking (LIMRA 2022): No.1
- LICAT* (2022Q4): 131%
- Financial Ratings (as of June 30, 2023):
 - A.M. Best: A+
 - Standard & Poor’s: AA-
 - Moody’s: A1
 - Fitch: s AA
 - Dominion Bond Rating Service (7/2022): AA (low)

* Life Insurance Capital Adequacy Test (LICAT)

Awards & Recognitions

- Mediatrix Canada Inc.’s Canada’s Top 100 Employers 2023
- Mediatrix Canada Inc.’s Greater Toronto’s Top Employers 2023
- Forbes World’s Best Employers 2023
- Mediatrix Canada Inc. and The Globe and Mail’s Canada’s Top Employers for Young People 2023
- Mediatrix Canada Inc.’s Canada’s Best Diversity Employers 2022
- Bloomberg’s 2022 Gender-Equality Index
- Corporate Knights’ 2022 Best 50 Corporate Citizens
- Best Place to Work for LGBTQ Equality in Human Rights Campaign’s Corporate Equality Index 2022
- 2022 Dow Jones Sustainability Index (DJSI) North America
- Brandon Hall Group – HCM Excellence Awards: Won Gold in 2022 for Best Advance in Corporate Culture Transformation
- Waterstone Human Capital’s Canada’s Most Admired Corporate Cultures™ of 2021-2022



More Information

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