



External Case Management Service



Returning to work after prolonged illness is an important part of the recovery process, but it can evoke other concerns such as fear of failure, fear of meeting colleagues again, and fear of changes that may have occurred in the workplace during your absence. These concerns are understandable and entirely natural. The aim of this service is to provide you with ongoing support during what can be a period of uncertainty, and to make the transition back to work as smooth and as easy as possible for you.

An introduction to Alex Freeman

Alex Freeman RGN, DPSN, CDMP is a Vocational Rehabilitation Consultant and owner of Absence Management Solutions Limited. She is a Registered General Nurse and has over 20 years experience both in a medical and insurance background. She has worked exclusively in medical advisory, rehabilitation, and case management roles since 1995. She is also a Mental Health First Aid instructor. Alex works exclusively with Irish Life in Ireland.

How does the External Case Management Service work?

The aim of Case Management is to help employees return to work, following a period of absence due to illness or injury.

- > The Vocational Rehabilitation Consultant will work with you to identify any barriers to a return to work, and provide you with useful tips and strategies to help you overcome these.
- > She will work with both you and your employer to devise a return-to-work programme that is individually tailored to your specific needs, and that meets the business needs of your employer.
- > She will promote and facilitate an effective working partnership between you, your employer, and any Occupational Health providers, to ensure that goals are agreed and aligned, and that return-to-work plans are appropriately supported and implemented.
- > She will continue to provide support to both you and your employer throughout the duration of your return-to-work programme.

Who pays for this service?

This service is provided free of charge to you. The cost is fully paid for by Irish Life.

Why does Irish Life provide this service?

An employee returning to work represents a positive outcome for all parties involved.

- > The employee returns to full working capacity and earnings, and benefits from the health, social and financial aspects associated with working. For many this can also represent a significant milestone in the recovery process.
- > The employer and Irish Life benefit from having a productive and experienced member of staff back to work, with the prospect of premium reductions due to improved claims experience.

Information for the Employer

To commence Case Management, Alex Freeman will get in touch with the appropriate company contact, as nominated by you, to talk through the process with them, prior to contacting your employee.

If you are an employer and require additional information about our External Case Management Service please contact the Income Protection Claims Team.

Income Protection claims team

Phone: 01 704 1802

Email: incomeprotection@irishlife.ie



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Information correct as at May 2022.

Contact us

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Write to Irish Life Corporate Business, Irish Life Centre, Lower Abbey Street, Dublin 1.

Irish Life Assurance plc is regulated by the Central Bank of Ireland.
In the interest of customer service we will monitor calls.
Irish Life Assurance plc, Registered in Ireland number 152576, VAT number 9F55923G.
For more up-to-date information, see www.irishlifecorporatebusiness.ie