



# 2026 **WORKPLACE** **BENEFITS** CONFERENCE

*Driving Growth, Evolution, and Innovation*

## Absence Management Unlocked: Tech, Expectations, and Integration



**LIMRA** **LOMA**

*Navigate With Confidence*

# Agenda

- Introductions
- Panelist Discussion
- 2 Breakouts
- Report Out



**Ron Krupa**

*Director, Health & Benefits Consulting*  
WTW



**Noreen Akins**

*Human Resources Executive*



**Christy Traupe**

*AVP Strategic Initiatives Priority  
Business*  
The Hartford



**Sarah Holdaway**

*VP, Product Management*  
FINEOS



**Seven-in-ten employers spend how many hours on administration for each leave request?**

- a) 2 hours**
- b) 3 hours**
- c) 4 hours**
- d) More than 4 hours**

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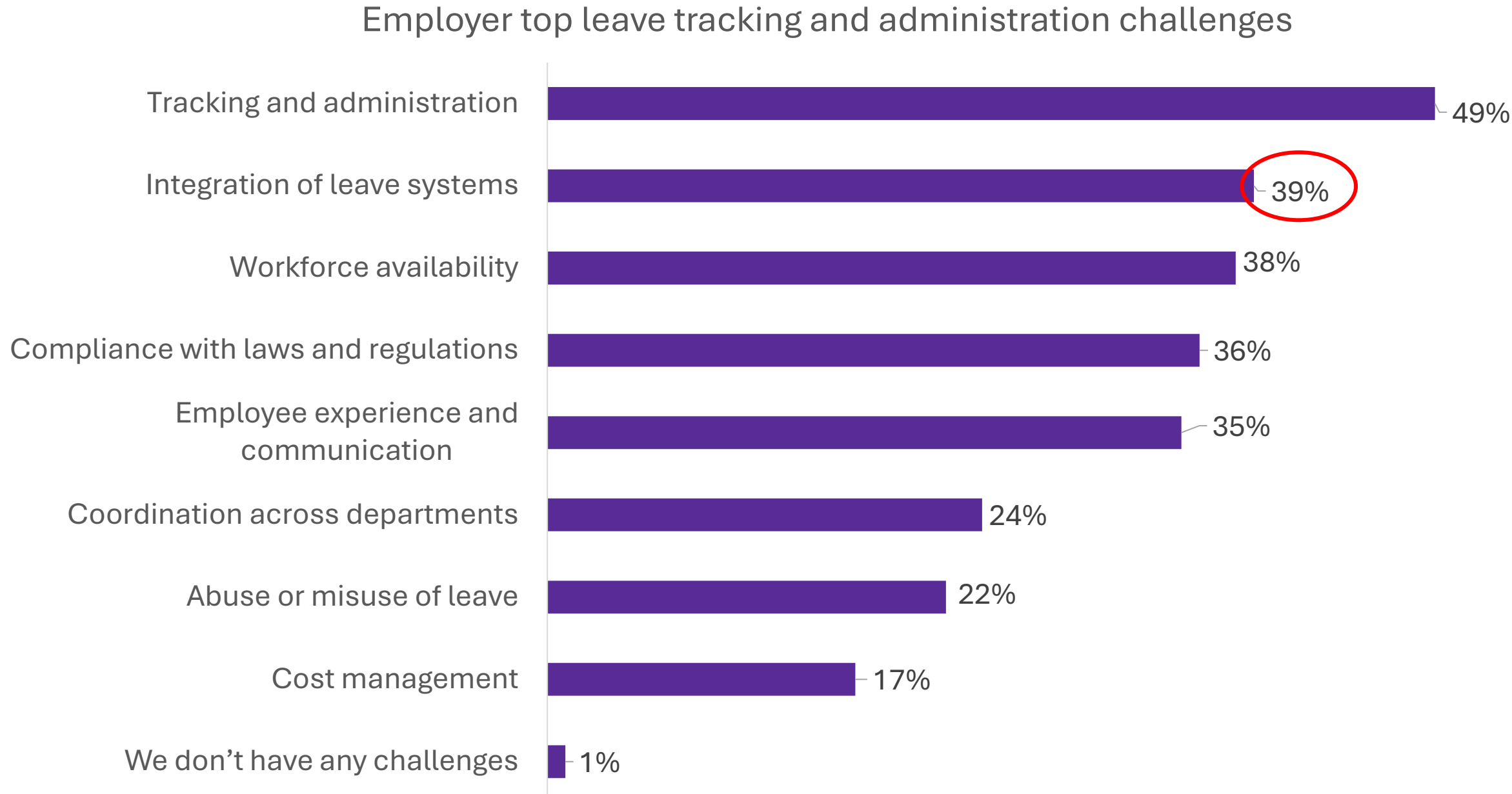




**What % of US Employers report integration of leave systems as their biggest leave administration challenge?**

- a) 12%**
- b) 39%**
- c) 52%**
- d) 69%**

# Slido Answer: 39% of Employers report integration of leave systems as their biggest leave tracking and administration challenge



Source: WTW 2025 Absence, Disability and Medical Leave Survey.






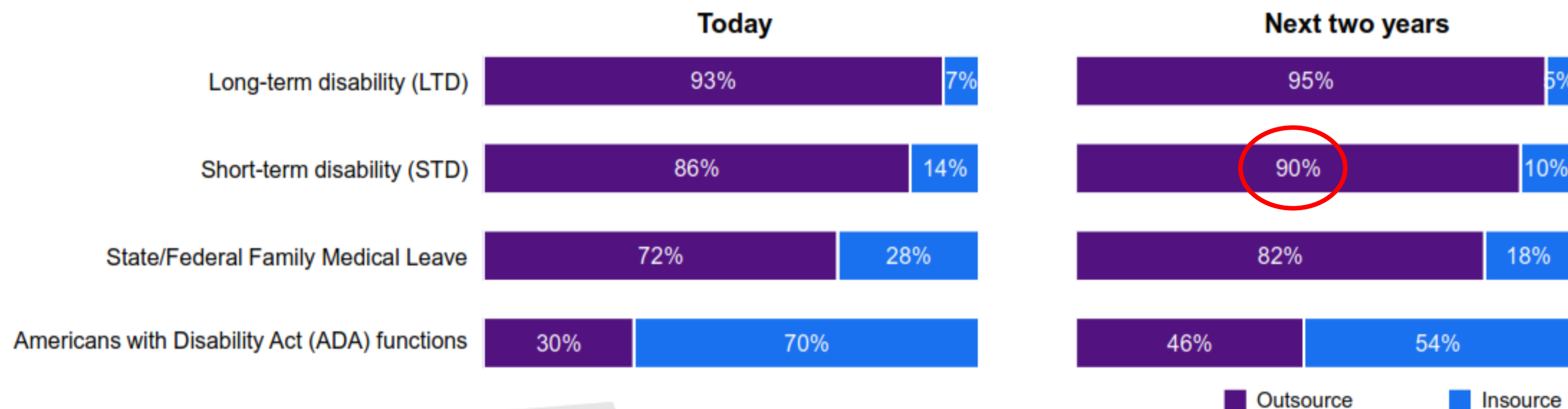
**What % of Employers are looking to outsource short-term disability in the next two years?**

- a) 25%**
- b) 38%**
- c) 77%**
- d) 90%**

# Slide Answer: 90% of Employers expect to outsource short-term disability in the next two years

## Employers are looking to outsource leave administration, especially for ADA leave in the next two years

 Does your organization insource or outsource the administration of the following leave programs today? How do you expect your organization will administer your leave programs in two years?




Since 2023, more companies have outsourced administration of State/Federal Family Medical Leave (up from 64% in 2023) and ADA functions (up from 27% in 2023).

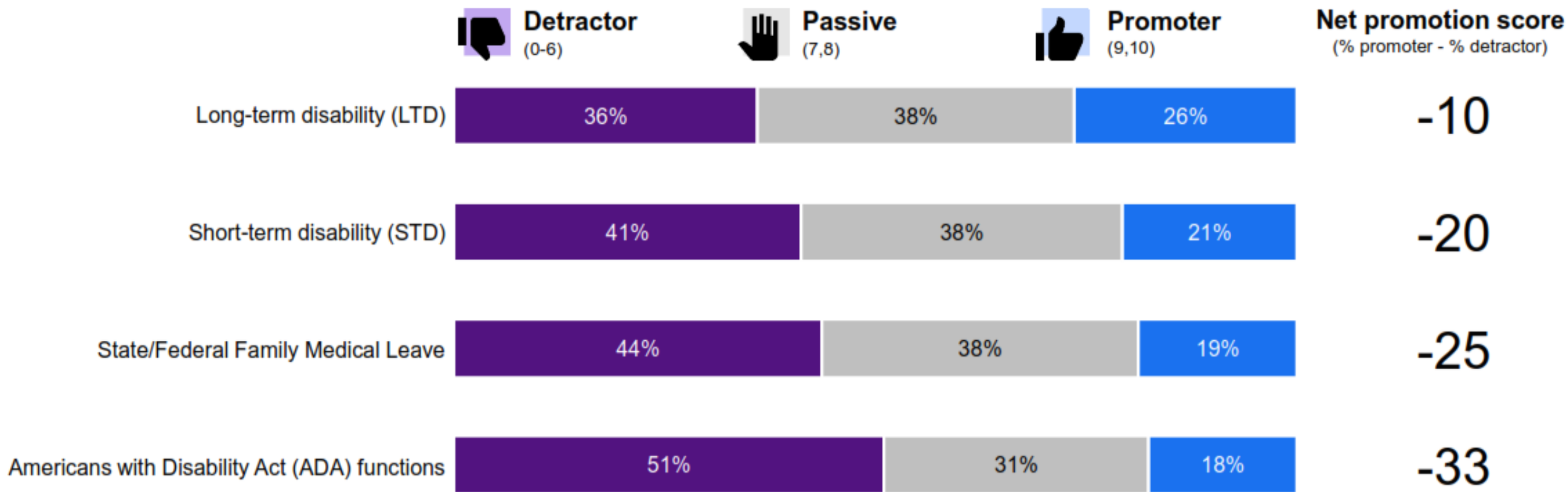
Note: "Not sure" removed. Percentages may not add up to 100% due to rounding.

Source: WTW 2025 Absence, Disability and Medical Leave Survey

# Administration Leave Is Challenging

## Employers struggle with the administration of their leave and disability programs

 How likely are you to recommend your current leave administrators (if outsourced) or your current administration approach (if insourced) to a colleague or industry peer? 10 represents most likely to recommend, and 0 represents least likely to recommend.



Note: "Not sure" removed. Percentages may not add up to 100% due to rounding.  
Source: 2025 Absence, Disability and Medical Leave Survey

What are technology solutions (excluding AI)  
that could solve leave management issues?

(E.g., data integration, systems)



**How receptive are employers for the use of AI for routine case management activities?**

- a) 15%
- b) 35%
- c) 70%
- d) 85%

# Slido Answer: 70% of employers are receptive to the use of AI for routine case management activities

Employers are largely uncertain about current AI use in their leave programs, but are receptive to straightforward use cases



## Uncertainty about AI use in leave

**66%** are not sure how AI is currently used in their leave programs

**78%** think it is important for vendors to provide more traditional leave administration solutions that are less reliant on AI

**40%** would like to see greater use of AI for claim adjudication. 27% want less use or no use of AI.

## Employers are receptive to the use of AI for some leave program activities\*:

Sending routine status updates to managers



Approving simple claims



Fielding status calls



**Seven in 10 (70%)** are receptive to the use of AI for routine case management activities

## Employers are less receptive to the use of AI in directing leave determinations\*:

Approving complex claims




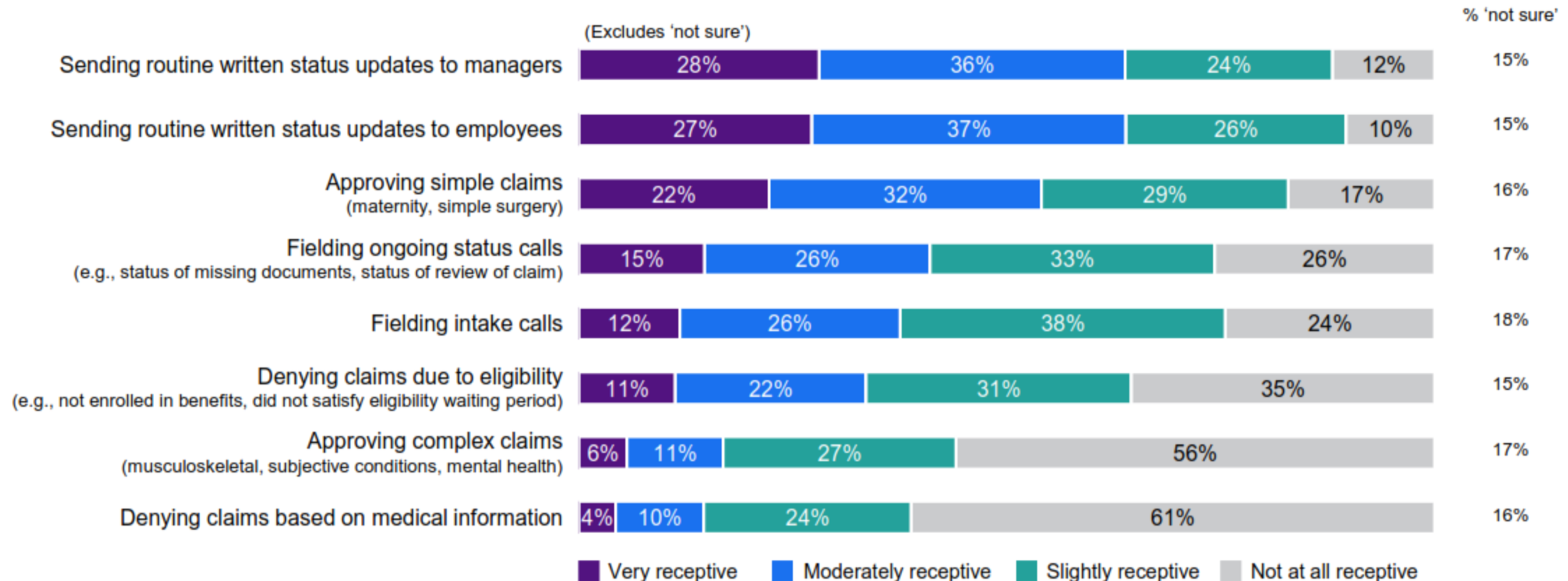
Denying claims based on medical information



Note: \*Percentages indicate "very receptive" or "moderately receptive". "Not sure" excluded.  
Source: 2025 Absence, Disability and Medical Leave Survey

## Most organizations are receptive to the use of AI for transactional activities but less than half support AI based claims decisions

 How receptive is your organization to the use of AI for the following activities?



Note: Percentages may not add up to 100% due to rounding. "Not sure" excluded in the chart.

Source: 2025 Absence, Disability and Medical Leave Survey

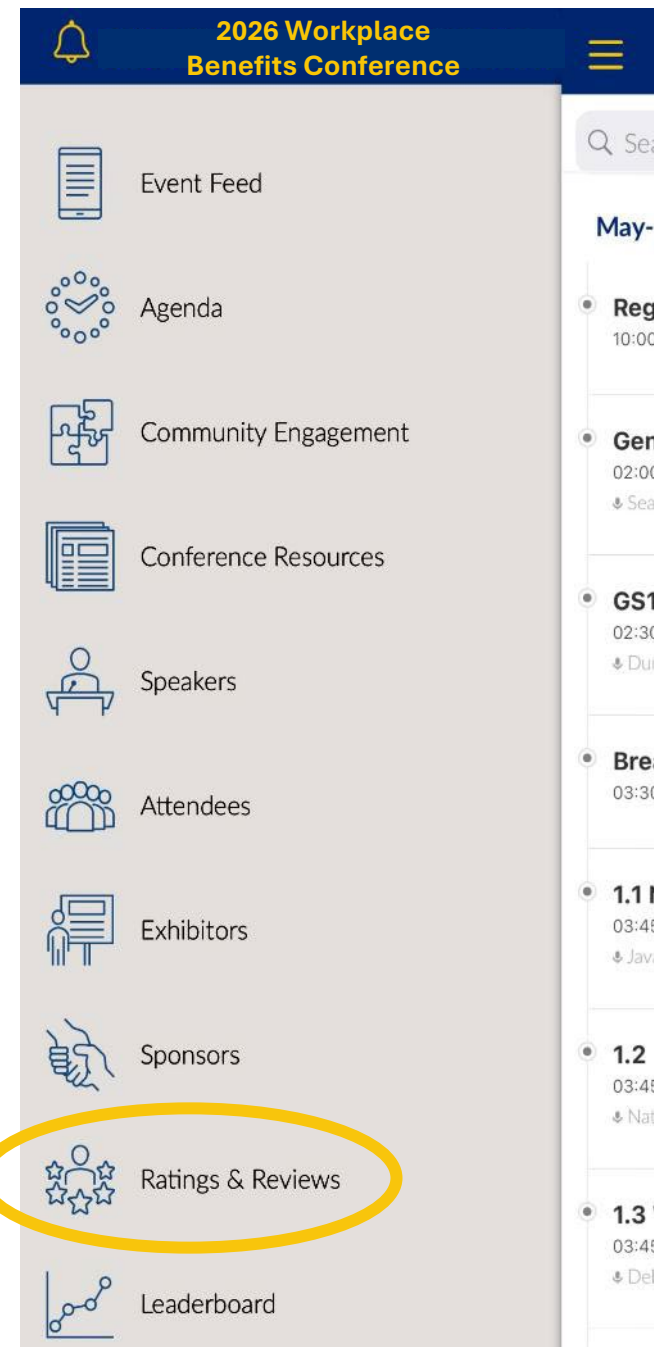
What are expectations of AI?

What issues could AI solve?

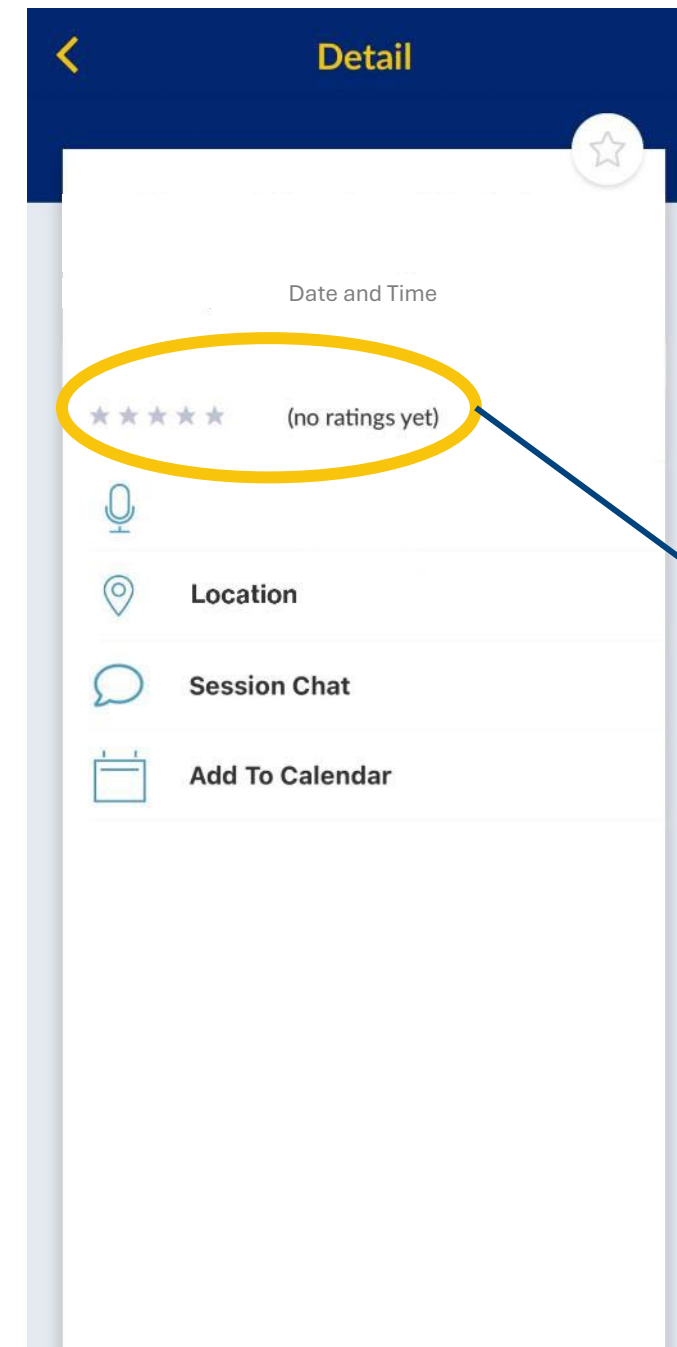
What processes could AI improve?

# We Value Your Feedback — Share It in the Conference App

## Module Option



## Agenda Option



# Thank You



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