

Change • Challenge • Opportunity

Injury & Disability Schemes Seminar



12 - 14 November 2017 • Sofitel • Brisbane



Introduction to Mental Health

Joshua Martin, Jefferson Gibbs

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Agenda

- Mental health conditions and diagnosis
- Overview of BPS system; biological, psychological and social factors
- Studies on these factors and relationship to mental health
- Comparison of physical and mental injuries and how they are underwritten
- Asking different questions



Balancing the challenges of Mental Health Claims in Insurance

Actuaries
Summit
Think Differently



21-23 May 2017
Grand Hyatt Melbourne



Balancing the challenges of Mental Health Claims in Insurance

*Prepared by Michael Dermody, Joshua Martin, Sam Reid, Peter Corbett,
Kim Ward and Jane Dorfer*

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Mental Health

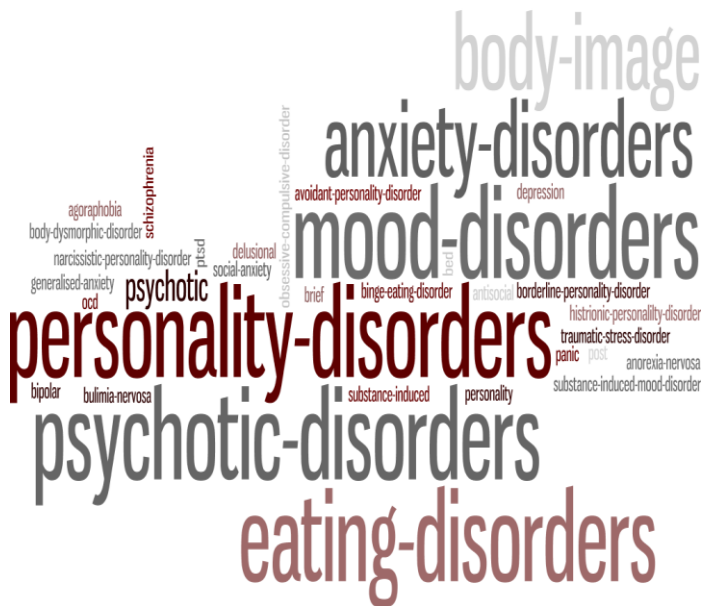
Mental illnesses can be considered:

‘a health problem that significantly affects how a person feels, thinks, behaves, and interacts with other people’

Different illnesses are classified based on how they impact these aspects...



Overview of Mental Health Conditions



Mood Disorders - Mood disorders refer to conditions that disturb a person's mood to the point where it becomes difficult to function in relationships or at work.

- Depression (including subtypes)
- Bipolar disorder
- Substance-induced mood disorder

Anxiety Disorders - People with anxiety disorders may be unable to stop worrying about seemingly unimportant things, and they perceive situations as much worse than they actually are.

- Generalised anxiety disorder
- Social anxiety disorder
- Agoraphobia
- Obsessive-compulsive disorder (OCD)
- Post traumatic stress disorder (PTSD)
- Panic disorder

Psychotic Disorders - Psychosis or psychotic disorders describe illnesses that can make you have distorted thoughts or lose touch with reality.

- Schizophrenia
- Brief psychotic disorder
- Delusional disorder
- Substance-induced psychotic disorder

Personality Disorders - People with personality disorders find it hard to change their behaviour or adapt to different situations. They may have trouble sustaining a job or forming positive relationships with others.

- Antisocial personality disorder
- Borderline personality disorder
- Narcissistic personality disorder
- Avoidant personality disorder
- Histrionic personality disorder

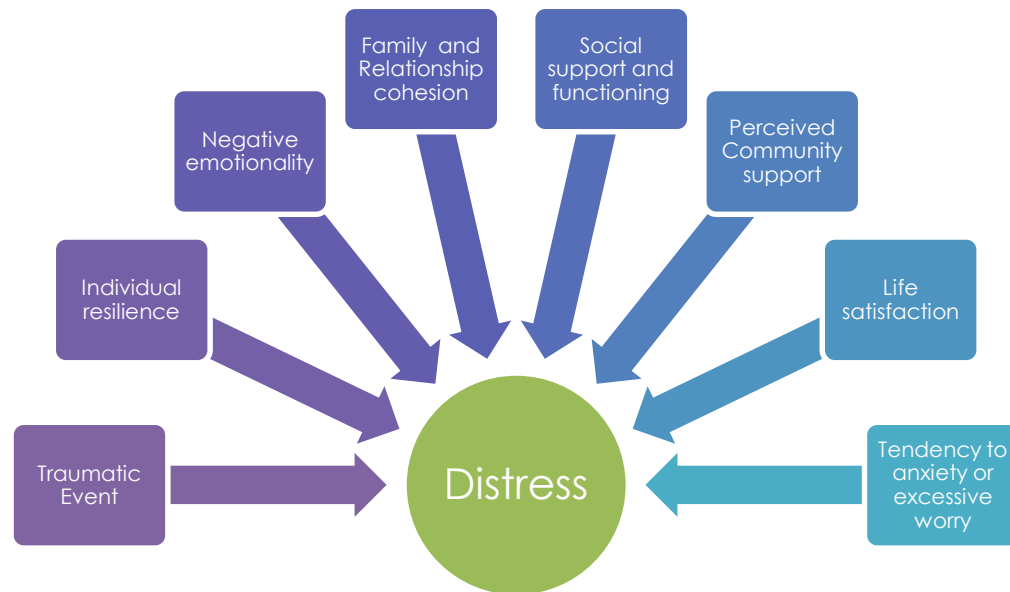
Eating Disorders and Body Image - Unusually preoccupied with food and their weight

- Anorexia nervosa
- Binge-eating disorder (BED)
- Body dysmorphic disorder
- Bulimia nervosa

Overview of Mental Health Conditions

Distinguishing between BPS factors

- Boundary between normal distress and mental illness difficult to ascertain
- Medicalization of normal reactions to abnormal situations
- 41% of workers comp mental health claims due to reaction to stressors rather than specific DSM V diagnosis.



Overview of Mental Health Conditions

Separating impairment, disability and handicap.

Impairment

In the context of health experience an impairment is any loss or abnormality of psychological, physiological or anatomical structure or function

Disability

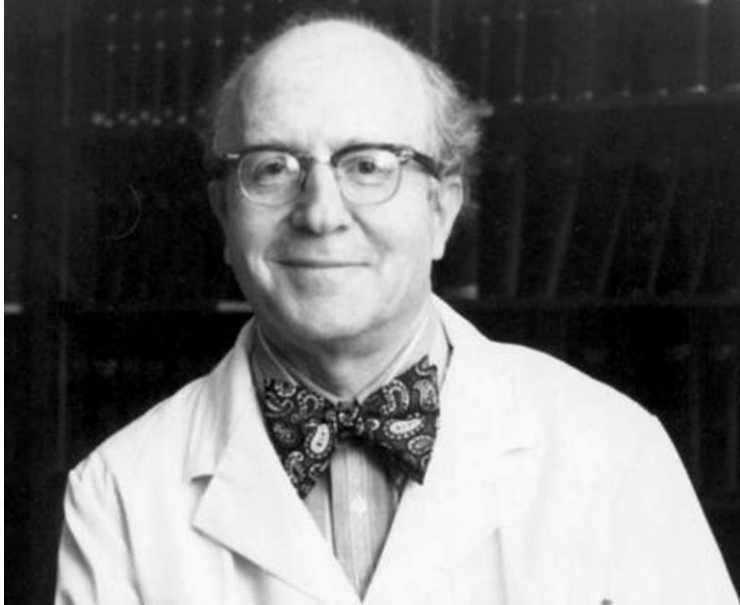
In the context of health experience a disability is any restriction or lack (resulting from the impairment) of ability to perform an activity in the manner, or within the range considered normal for a human being

Handicap

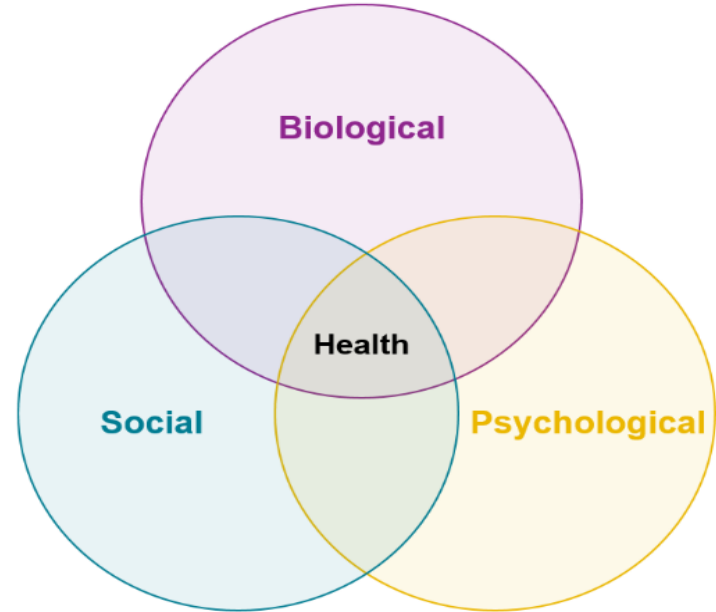
In the context of health experience a handicap is a disadvantage for a given individual, resulting from an impairment or a disability, that limits or prevents the fulfilment of a role that is normal (depending on age, sex, and social and cultural factors) for that individual

The benefit terms in insurance products are framed around a level of “handicap” or “disability” in the WHO disability framework, rather than only considering whether the insured has been clinically diagnosed with a mental illness(es) (“impairment”).

Mental Health is Impacted by Biological, Psychological and Social Factors



Dr George Engel



Overview of BPS Approaches

Clinical application of BPS

- BPS isn't new. It has existed in the clinical world for some time.
- Strongest predictors of prolonged absence are psychosocial rather than biomedical (Gabbe et al, 2007)

Psychosocial (individual)

- Beliefs about pain or injury
- Coping strategies
- Passive role in treatment
- Previous experiences
- Family situation

Perceptions of work

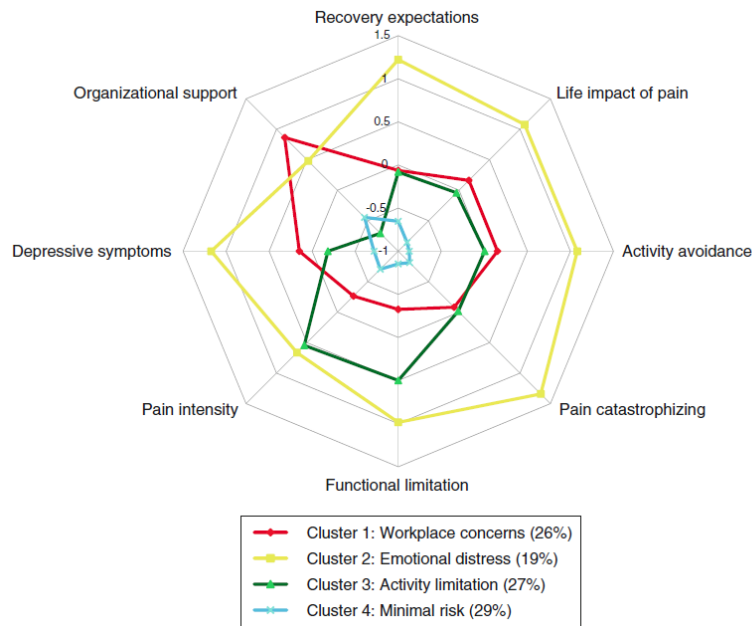
- Relationship with line manager
- Unpleasant work, low job satisfaction
- Under performance management
- Lack of role security

Context

- Company policy on rehabilitation
- Legislation/litigation
- Contractual requirements of policy

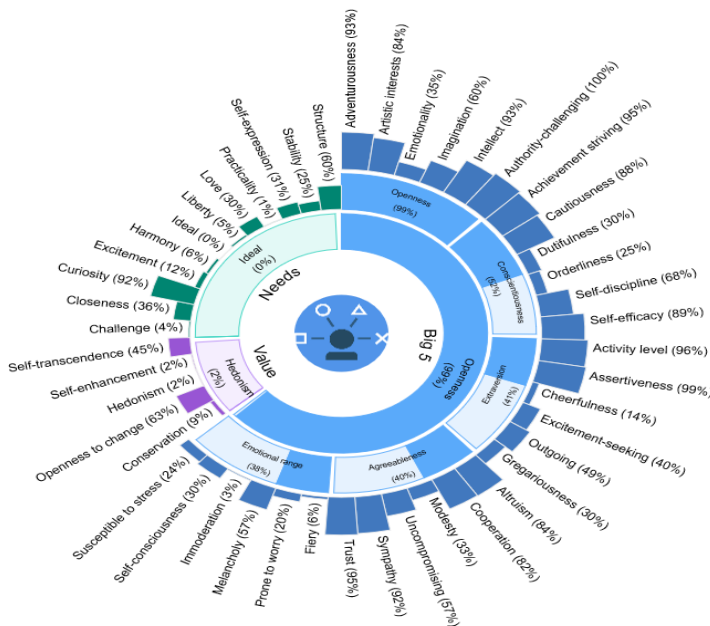
Overseas analysis and evidence of importance of BPS factors

- US workers comp example



Personality analysis example

- Use of cognitive intelligence:
 - Understanding personality traits at claim time can support greater understanding of individual
 - match intervention with the right capability.
 - Capturing personality traits using IBM Watson



Key references

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The actuarial role

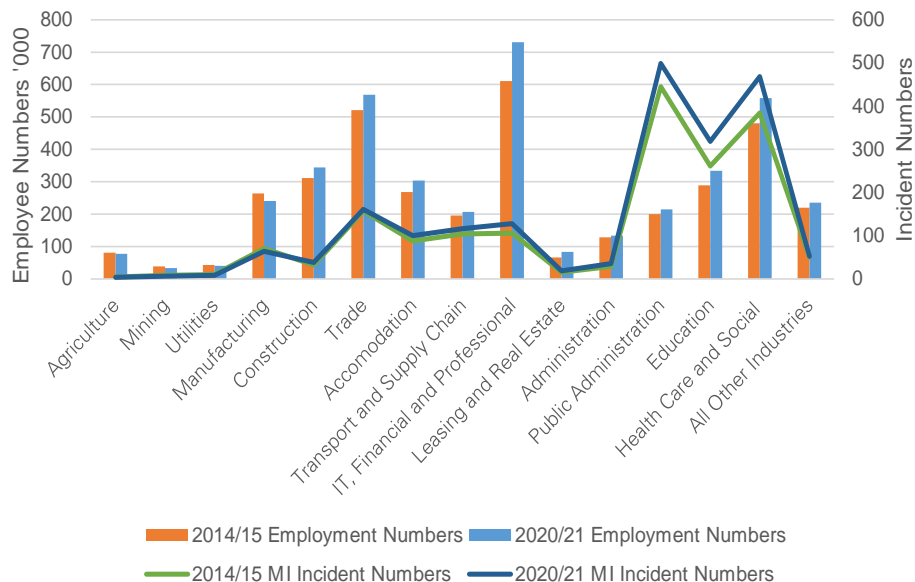
- What is happening here?
- How can actuaries help?
- And what does 'help' mean?

“Judge a man
by his questions
rather than by
his answers.”
— Voltaire

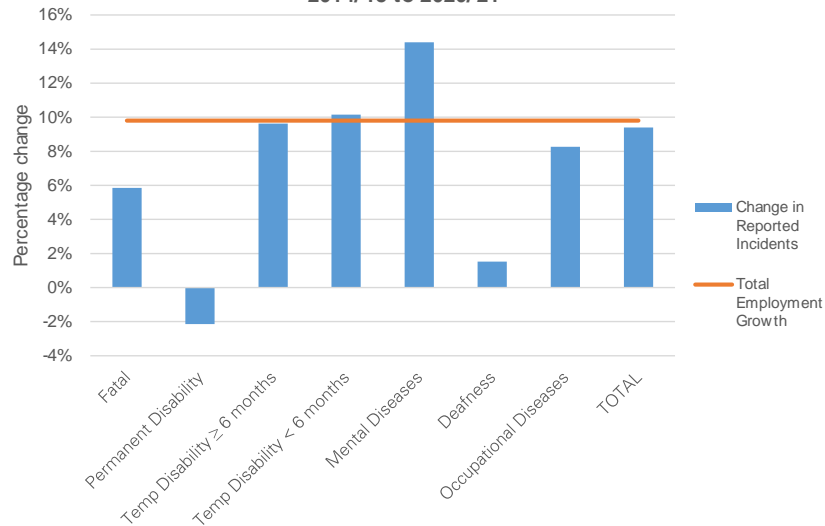


Where is this heading?

NSW Industry Employment & Industry Growth



Projected Growth in Major Employment Injuries by Type of Injury
2014/15 to 2020/21



What support is needed?

Physical Health – example, back injury:

- GP
- Radiographer
- Physiotherapist
- Rehabilitation
- Pain management / medication
- Home modification
- Surgery

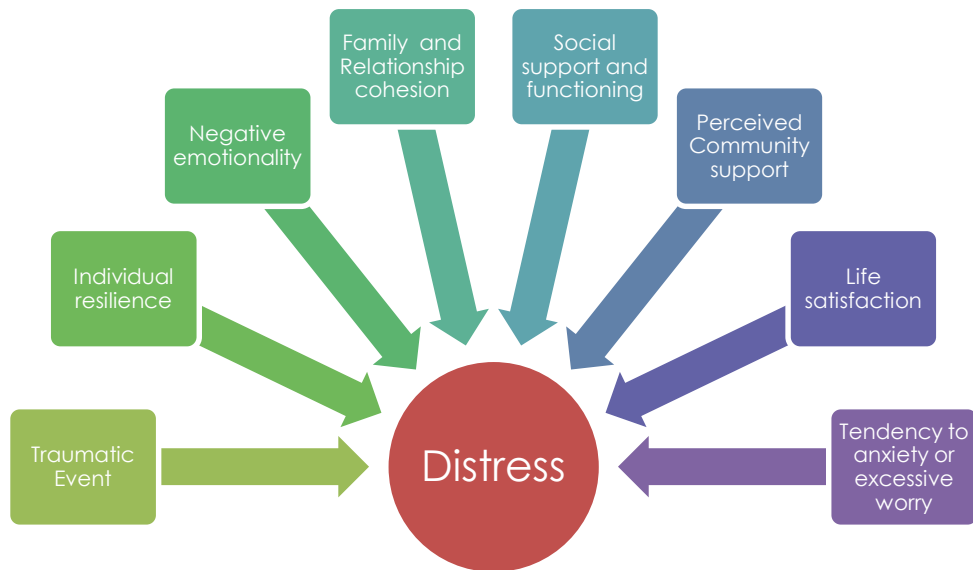
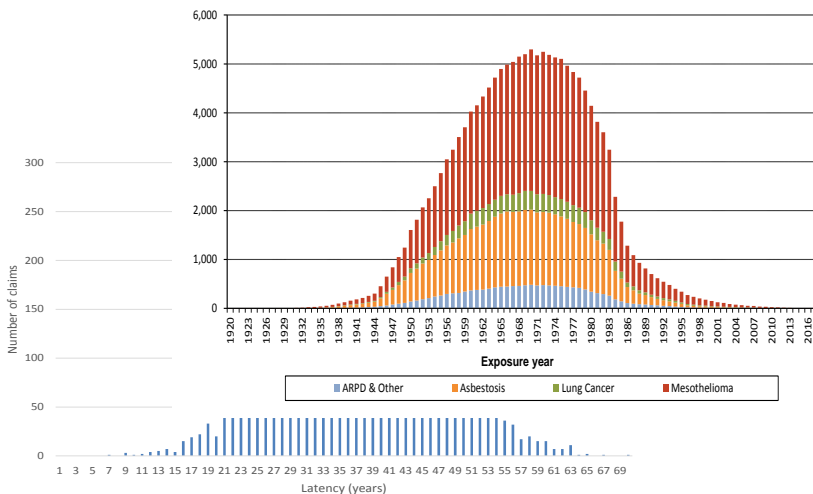
Mental Health – example GAD

- Employee assistance helpline
- Lifeline, Beyondblue and other charities
- Mental health first aiders
- GP
- Psychological therapy
- Medication
- Community support
- Residential treatment

What is happening to exposure? What is the latency?

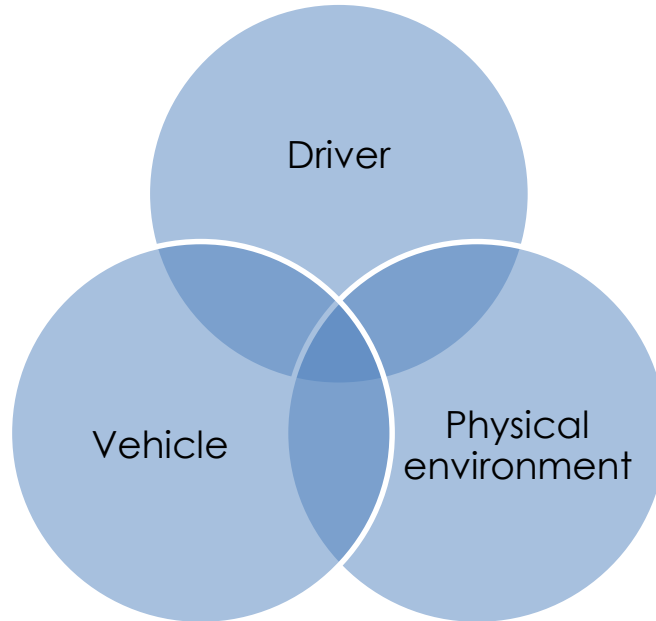
e.g. Asbestos

Mental Illness?



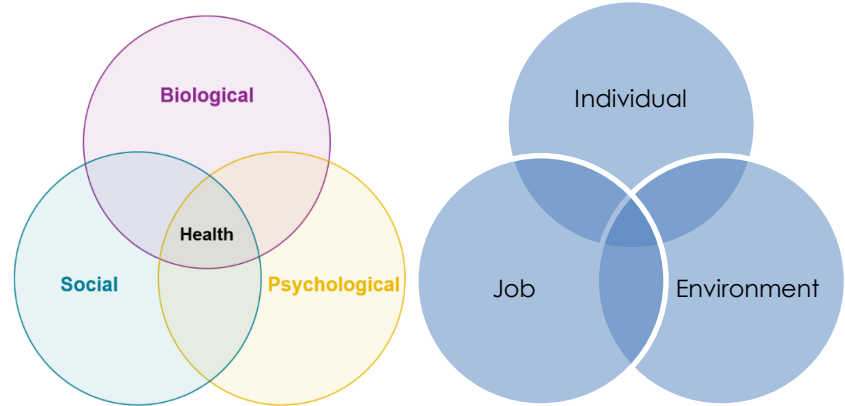


Analysing risk: Driver /vehicle owner accident / property damage



Analysing Risk: Worker / Employee

Physical injury / Mental illness





Recap and discussion

- Balancing the challenges of Mental Health Claims in Insurance
- Mental health conditions are broad
- Language is still developing
- BPS is defining the way forward
- Actuaries have a role to play
- Ask new questions