

# viaOne

Our viaOne suite of tools provides our clients and their employees with convenient, secure online access to real-time claims information, along with configurable features and communication options to meet their needs.

## Making your job easier

Sedgwick is an industry leader in building and customizing technology that fully integrates with virtually any human resources (HR), risk management or payroll system. Our proprietary viaOne suite of tools provides clients and their employees with 24/7 access to real-time claims information. Through a secure website, clients have the ability to easily generate powerful loss triangles to aid in program actuarial analysis, track and analyze their claims and absence information, create home pages with graphical dashboards and key metrics, configure a custom screen using My View, run standard or ad hoc reports based on user-defined parameters, set their own system alerts and more.

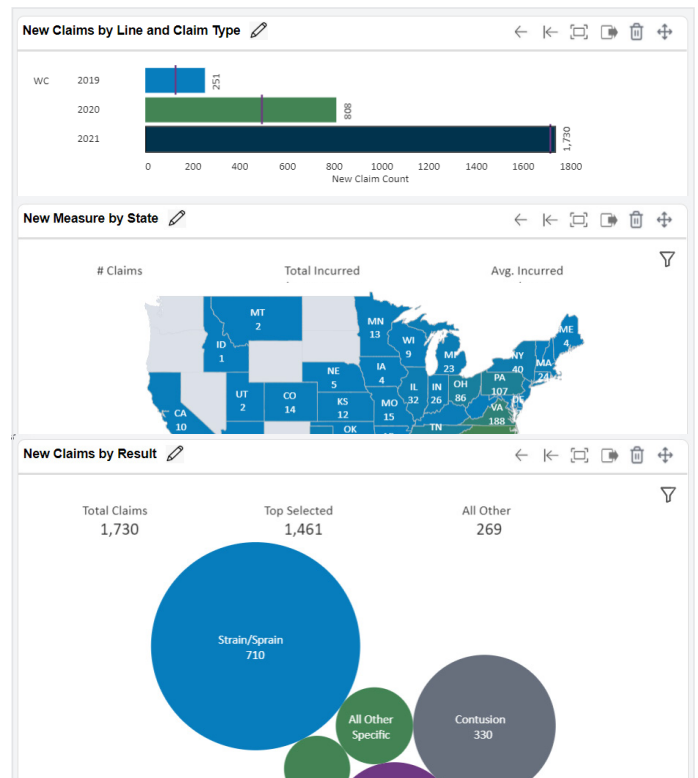
### Why viaOne?

- Optimal efficiencies with up-to-the-minute claims and absence data
- Multi-line integration consolidates claims data for workers' compensation, disability, absence, ADA accommodations and liability
- Unparalleled reporting capabilities
- State-of-the-art push technology to receive email or text message alerts
- Only fully integrated OSHA solution in the industry
- Optional single sign-on integration
- Additional security enhancements including two-factor authentication and Google CAPTCHA integration

## Core capabilities

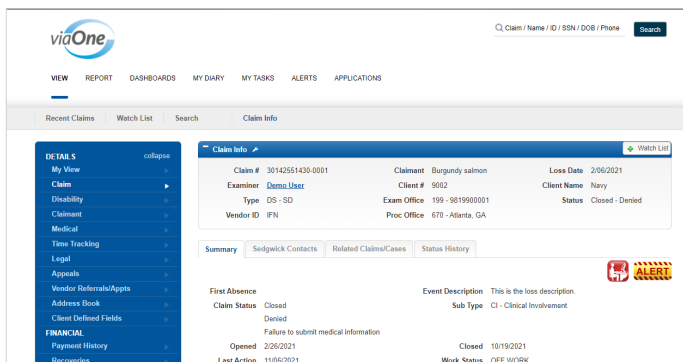
### Dashboards

In viaOne, clients can select from a catalog of tables, charts and graphs to build meaningful dashboards and enhance the experience with their data. They have quick access to key metrics, interactive data discovery visualization and more. Users determine the path and depth of data they see, and they can toggle from the aggregate, graphical view down to the individual claim level. Examples below:



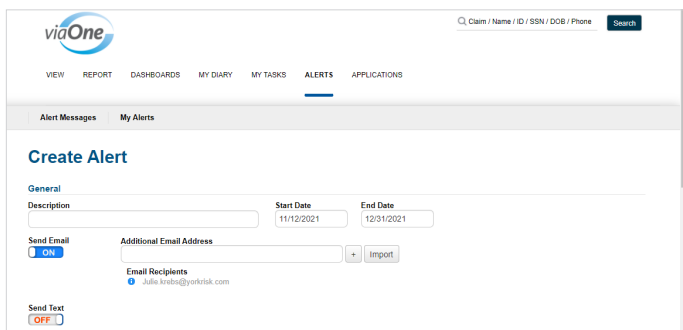
## View

Users have the ability to view all claim correspondence in an electronic format (i.e. document imaging), as well as conveniently add claims of interest to a user-defined Watch List, view specific claims for detailed, real-time information including notes, payments, reserves and absence/work status data via easy-to-use tabs and screens. Users have full visibility into every aspect of managed care – from triage and intake to clinical services and medical bill review – and they can even add notes and diaries to the permanent claim file. A summary screen uses icons to give a visual overview of claims. Example below:



## Alerts

With our alerts module, events meeting certain criteria can be easily and consistently communicated using near real-time alerts and aggregated daily notifications. Clients can create triggers based on factors such as claim type or duration, isolate specific states and/or locations within the client's hierarchy, reserve change or dollar threshold; and notifications can be set up across multiple business lines within a single alert. Emails with various claim attributes, such as before and after values, provide actionable information for users. The system restricts the claims returned in the alert results to only those granted through the user's viaOne security profile. In addition, support is offered for critical claim alert conditions such as cause codes, nature/result codes and examiner changes. Example below:



## Reports

The reports function allows users to run standard and ad hoc reports customized to meet individual client needs. Users can establish recurring reports and email them to designated recipients.

In addition, viaOne offers helpful reports that provide a dashboard view of managed care outcomes and information for medical bill review, field and telephonic case management, and utilization review.

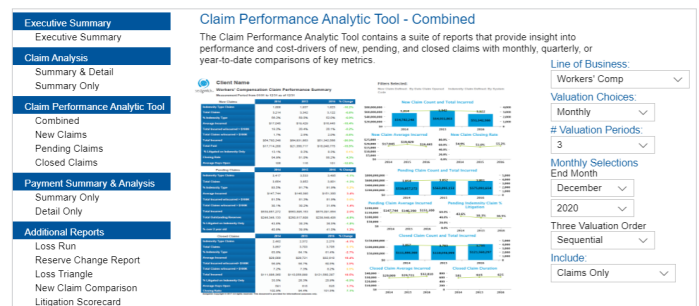
## Advanced analytics

With viaOne, users also have access to an analytical platform to easily identify and visualize claims and managed care performance trends and outcomes. Our reporting tools give you access to intuitive functions that guide your data analysis. Reports created can show data at multiple levels from summary trending to fine data elements.

viaOne advanced analytics allow users to create dynamic loss triangle reports with the ability to filter and drill down into more granular views such as specific states or divisions. The loss triangle reports also offer development factors to help clients better understand claim and loss trends. They show calculated factors by measurement and development periods. For each period, users can select from five commonly used averages including straight, weighted, Olympic, and 3-year and 5-year weighted averages. Benefits include:

- Comprehensive, actionable data in an innovative, one-stop application
- Access to claims and managed care reports all in one place – no other third party administrator provides this level of reporting
- The ability to perform advanced analytics with minimal effort
- Reporting available on demand
- Dynamic, interactive views, allowing users to perform root cause analyses using filtering capabilities

Advanced analytics example:



## Add-ons

### mySedgwick – our self-service option

With mySedgwick, consumers can view details about their claims, easily update information and keep the process moving forward. Intake capabilities are available for workers' compensation, disability, leave, property, and general and auto liability claims.

Users can report new losses, claims or intermittent absences, view data and payment status, update pertinent details, search for providers and other resources, securely upload documents, communicate with a Sedgwick professional, adjust payment preferences and much more. The features available are based on line of business.

mySedgwick includes a user-friendly graphical interface, a dashboard with claim notifications and a chronological activity stream, several configurable features, and a learning center with helpful information and workers' compensation explainer videos to guide users through the process; they are available in English, Spanish and English with subtitles. The tool offers responsive design, which adapts to any device, offering full functionality on personal computers, tablets or smartphones.

### Nurse case management

Claims that meet predetermined client criteria can be directed to our internal nurse case management program or any authorized outside vendor, including health/wellness programs and employee assistance programs. The intake system sends notifications to recipients per employer, federal, state or municipal guidelines. The notifications can be customized to meet each client's needs and can be based on line of business or organizational hierarchy.

### viaOne OSHA module

Sedgwick provides the only automated OSHA solution in the market that is fully integrated with a claims system. This module ensures clients meet all workers' compensations requirements under OSHA and takes the burden of recordkeeping off our clients and their employees. The module will also remove the burden of what cases are recordable or not by automating that through system logic. It can be accessed with a single sign on from viaOne.

### Intake

The claim intake process is fully automated to ensure prompt and accurate submission to our examiners. We work with clients to customize the intake script, which automatically enables or disables questions based on previous answers. Claims can be reported 24 hours a day, seven days a week, 365 days a year.

## The Sedgwick difference

We have been delivering superior technology solutions to some of the nation's premier employers for more than 50 years. Our technology provides us and our clients with the ability to manage a full spectrum of claims and productivity management programs, and it makes the administration process more efficient and effective.

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To learn more about viaOne, contact:

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*To learn more about our integrated and customized solutions, visit [SEDGWICK.COM](https://www.sedgwick.com)*