

# Workers' compensation claims solutions

For more than 50 years, Sedgwick has been helping employers answer virtually every question there is about workers' compensation. Whether the questions are related to federal, state or local jurisdictional changes, we have the expertise to help employers navigate the complex world of claims.

Our integrated approach to workers' compensation claims management brings together all of the jurisdictional, clinical, return to work and settlement expertise required for a successful program.

We provide tailored managed care solutions designed to streamline the process and help injured employees return to work and life as quickly and safely as possible. Our skilled registered nurses, specializing in caring for occupational injuries, are on call 24 hours a day, 365 days a year. Our integrated, outcomes-focused approach includes identifying top-performing providers, coordinating the claims process, and using clinicians, physicians, pharmacists and other specialists to help as injured employees recover. Focusing on taking care of the employee puts the claim on track to better outcomes, reduced litigation and lower costs.

## Meeting the needs of today's market

The workers' compensation marketplace today is complex, ever changing and often uncertain. Among the many challenges the industry faces is helping injured employees find appropriate positions upon recovery. Our clinical team and return to work specialists work closely to help facilitate a safe, healthy return to work focused on the employee's functional abilities rather than their limitations. Another primary challenge is the overall rising cost in workers' compensation related to external factors such as medical and prescription drug costs, and the nature of injuries. To address this market reality, Sedgwick is committed to ensuring that all claims are managed as efficiently as possible.

## Expert services

Our scope of solutions makes us unique in the market; most third party administrators and insurers can't provide integrated workers' compensation, managed care, disability and leave services. We offer clients the convenience of a single source for every kind of absence, which often results in lower costs through greater efficiencies. Our approach allows them to focus on the bigger picture when it comes to absences, and our technology, expertise and capabilities set us apart. Clients can access one system to obtain all necessary information along the continuum of an employee absence, with integrated reporting on the employee and workforce levels to help measure trends, guide planning and improve productivity.

We offer a broad range of workers' compensation services including:

- End-to-end claims management
- Managed care
  - Clinical consultation/nurse triage
    - Telemedicine
  - Telephonic and field case management
  - Crisis care program
  - Surgery nurse services
  - Utilization review
  - Behavioral health
  - Return to work management

- Transitional work placement
- Pharmacy utilization review/complex pharmacy management
- Physician advisor/peer review
- Physical medicine and rehabilitation network
- TelePT network
- Ancillary care network
  - Durable medical equipment (DMEPOS)
  - Home healthcare (RN/LPN/HHA)
  - Diagnostic imaging
  - Translation and language
  - Transportation and travel support
- Medical bill review
- Medical and specialty networks – Outcomes, quality-based network; PPO, MCO, MPN and HCN; pharmacy benefit management
- Provider benchmarking
- Loss control, risk management, safety and ergonomics
- Medicare and OSHA compliance
- Special investigation unit
- Subrogation and recovery

## Beginning with the end in mind

In today's market, businesses require more than simple claims management. There is a demand to go beyond the basics, to provide a consultative approach on strategies that will ensure compliance while improving efficiencies, outcomes and overall results. We believe that kind of relationship begins with asking the right questions at the time an injury occurs. This includes looking at psychosocial factors, which may inhibit a prompt return to work, so that the appropriate resources can be applied. Throughout the life of the claim, we look at ways we can provide an effective return to work and ensure compliance. We view every step of the claim process as a critical event where we can work toward achieving the best possible outcome.

## Focusing on the outcome

In the quest to control costs and improve outcomes, employers today are exploring a number of options, including unbundling claims and using separate vendors – one for claims processing, one for managed care, etc. We understand the flexibility some customers require and we support those that unbundle. In fact, we work with more external

vendors than any other company in the industry. However, we firmly believe that the more integrated the services, the better the outcome.

Whether bundled or unbundled, we know that there is ultimately one single claim to manage and those components can't be viewed as separate or competing elements. They require a singular focus on the ultimate goal – ensuring the best possible outcome for the injured employee at the lowest cost. We bring the level of collaboration necessary to best coordinate all elements of the claim, providing customers with:

- Depth and breadth of our industry knowledge
- Unparalleled access to the industry's top resources
- Flexible program design with the right level of resources
- Exceptional clinical resources, including medical directors and other clinicians, who collaborate with the team through every facet of claims resolution
- Complete team coordination and integration on every claim
- Execution of strategies we learn from our industry and jurisdictional experience
- Advanced technology and operational systems that support an efficient process

## Doing the right thing

Our key objectives include making sure injured employees obtain the best medical care and have an optimal experience throughout the claims process. We accomplish this by concentrating on doing the right thing for the employee in everything we do. We always have to stay mindful that something unfortunate has happened to them that can cause real uncertainty. Therefore, we must approach injured employees in a compassionate way to earn their trust and show them that we are here to help. Doing the right thing in each case includes making sure they have access to quality medical providers for their injury, setting expectations, answering their questions, explaining the roles and responsibilities of the team, being responsive and making key decisions as quickly as possible.

There is a temptation in workers' compensation to view employers within the same industry as identical – or at least similar in needs... we know they are not. We carefully analyze each client's individual data and create account teams based on their unique needs. If they have challenges such as aged pending claims, high medical costs, catastrophic cases or possible fraud, we have specialized teams that can provide the expertise needed.

## Technology to drive solutions

### viaOne

Our viaOne suite of tools provides customers and their employees with 24/7 access to real-time information in our claims management system. Through a secure website, clients can track and analyze their claims and absence information, create home pages with graphical dashboards and key metrics, easily look up and view claims, run standard or ad hoc reports based on user-defined parameters, set their own system alerts and more.

### mySedgwick

Our self-service option, mySedgwick, provides clients and their employees with quick, easy access to claims information. Intake capabilities are available in mySedgwick for workers' compensation, disability, leave, property, and general and auto liability claims.

Clients can see which employees are off work at any time and it offers limited access to a broader group of users based on their roles. Employees can view claim and payment status, update return to work dates, securely interact with their claims professional, request a call from an assigned nurse, opt in to receive push technology communications, report new claims or intermittent absences, sign

up for direct deposit, search for a medical provider specializing in occupational injuries in select states, securely upload claim or medical documents, information or images, view and complete medical authorization and medical history release forms, and much more.

mySedgwick offers responsive design, which adapts to any device and offers full functionality on computers, tablets or smartphones.

## Focusing on the future

Our workers' compensation practice provides the expertise, services and commitment today's employers demand. We are at the forefront of incorporating and utilizing the latest innovations that can help to improve the claims management process. We are also leading the way in meeting the challenges of a workplace that must adjust to changes such as new approaches to pain management and ever-changing legislation. Sedgwick stands ready to help employers navigate the complexities of the workers' compensation claims process.

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To learn more about our workers' compensation claims solutions, contact:

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