Care team

Providing concierge-level service at the first point of contact

When our clients' employees or customers need help with claims, having a knowledgeable resource to turn to is essential. Our experienced care team provides them with valuable support, listening to their concerns and acting with empathy, while providing the information and guidance they need from the start.

A caring voice on the line, every time

Our dedicated care team supports our clients' risk management and benefit programs by providing the care and assistance that each caller needs. We offer 24/7/365 global support, client dedicated toll-free numbers with recorded customized greetings, multi-language capabilities and best practice intake scripts incorporating client-specific questions and scripting.

Sedgwick's job is to deliver outstanding customer service and drive the best possible outcomes; making a good first impression with every caller helps to get each claim off to the right start. To effectively do this, each Sedgwick care team colleague has met our strict hiring standards and completed intensive training in our best practices. Our skilled team includes more than 2,200 colleagues and they assist with over 12 million interactions annually. Our quality assurance team monitors calls to ensure consistent service. We also monitor surge staffing needs and adjust our teams to be more heavily resourced during peak days to provide the same high-quality service for each caller.

Better technology for a better experience

We have invested heavily in upgrading our contact center technology across the globe. Our team works from a single, global cloud-based platform that creates efficiencies for Sedgwick, our colleagues and everyone we support.

The system tracks each engagement, so an automated attendant can ask more intuitive questions with each interaction to route the caller to the right resources faster. In addition to intuitive call routing, the cloud platform offers several advantages including:

- Individuals, whether employees of our clients or their customers, can talk to a live person, or get their questions answered via self-serve IVR, chatbot, text, email and social media channels – offering preferred multi-channel support any way they want to interact with us
- Natural language processing and AI can be used to validate and authenticate an individual's identity (email address, phone number or employee ID from the company's human resources feed)
- API feeds allow us to quickly see the person's last 4–5 interactions during the call
    - For example, if a letter was sent to the caller, the care team specialist can pull it up and refer to it when they begin the conversation
- Call sentiment is measured, and any issues can be flagged and escalated, if needed
- Call recording, monitoring and analytics are all integrated; voice analytics and call recordings assist in finding ways to be more empathetic and ensure calls are handled accurately and up to the standards our clients expect

- Links with smart.ly and mySedgwick for ease of access
  - smart.ly, our intake and incident management technology, offers a secure and easy way for customers, managers or other users to file new claims
  - mySedgwick, our self-service tool, provides clients and their employees with convenient, secure access to real-time claims information
- Feedback gathered through post-interaction surveys ensures we are resolving questions and providing exceptional service

We are here to help

Our care team specialists have undergone extensive training and can help with a wide range of questions about existing and new claims. They also receive client-specific training and continuing education. The team helps callers with routine claim-related questions, allowing our examiners to focus on more complex issues related to managing and settling claims, and helping employees return to work. They assist with many types of inquiries including:

- Claimant questions about medical packets, medical release forms, the anticipated timeline for examiner follow-up and more
- General process questions in which the answers are documented for our care team specialists by clients and claims examiners
- Claim status as documented in our proprietary claims management system
- Payment status and confirming receipt of bills
- How to request reimbursements for out-of-pocket expenses
- Claim number and billing contact information requests from medical providers
- Medical bill status

We make sure our care team has the training and technology needed to deliver exceptional service for our clients and their employees and customers. Taking care of people is at the heart of everything we do.

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To learn more about our care team operations, contact:

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To learn more about our integrated and customized solutions, visit **SEDGWICK.COM**