

Compassionate care service



Once a disability claim is approved for an employee with a long-term or progressive disease, there are few required claim-related communications that follow. This is sometimes overwhelming, and it can be helpful for employees to know there is a caring, knowledgeable advocate available to help them navigate the challenges of life and work. In these situations, our compassionate care service can provide an additional layer of valuable support.

Checking in

When claims involving long-term or progressive diseases are added to our claims system, an automated trigger promptly sends our team a notification with the details needed to make an initial call to the employee. One of our nurses will contact the employee and walk them through the compassionate care process. If the employee chooses to participate, we will gather the necessary information and set up ongoing calls.

Here's how it works

- Our clinical team will place check-in calls at 30, 60 and 90 days to:
 - See how the employee is doing
 - Assist with medical questions
 - Provide information about resources and services that may be helpful
- Calls can be scheduled after appointments or tests at the employee's request
- If an employee eventually transitions to long-term disability, one of our nurses will do a final call with them to answer any questions about the process

Support services and resources

A key part of our service is connecting the employee with resources to help them understand more about their health condition. We can also offer information about transportation services and other support programs relevant to the employee's medical condition.

We are here to help

In addition to our compassionate care service, we also provide behavioral health solutions, and clinical support to help employees before and after joint replacement surgeries.

Sedgwick has extensive experience helping employers manage short- and long-term disability claims. We focus on the employee's overall health and wellness and help guide them through the process. Taking care of people is at the heart of everything we do.

To learn more about our compassionate care service, contact:

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