# Technology solutions

Sedgwick's technology speeds up temporary housing placement times by providing automated status updates throughout the process. Our technology also helps stakeholders see where they are in the temporary housing process and communicate with our team to adjust hotel or housing requests. Property insurers who take advantage of our technology benefit from soft dollar cost-savings through increased adjuster productivity, hard dollar cost-savings through the avoidance of excess hotel nights and improved member satisfaction. Providing usable technology for all stakeholders in the claims process is just another way Sedgwick adds value to the property claims process.

ClaimTrak

Property claims handlers gain real-time visibility into the ALE spending activity for each of their claims and actionable buttons to keep claims in motion.
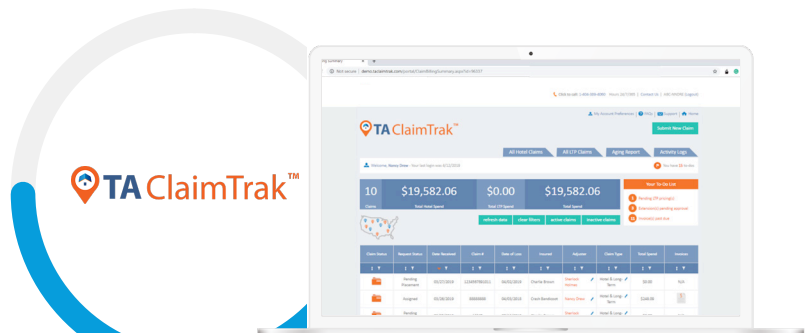
InsuredTrak

Members can keep track of their temporary housing through our progressive web app, InsuredTrak, and confirm or request adjustments to their scheduled checkout to prevent wasteful reservation nights.

Adjuster communication

ClaimTrak and InsuredTrak send prompts to your Sedgwick team to take action on a member's temporary stay. Confirmations automatically show up in ClaimTrak and InsuredTrak when our temporary housing coordinators complete the task.


Sedgwick believes our technology is one of our greatest assets. Our temporary housing technology provides both members and adjusters more insight into the temporary housing process. We have always believed that providing maximum transparency to all stakeholders in the claims process speeds up placement times, decreases costs, and improves member and insurer satisfaction.

Extension request with InsuredTrak

InsuredTrak is the member's portal for temporary housing. Members can modify their family demographics and temporary housing needs or request an extension to their stay. InsuredTrak helps members think proactively about their housing needs and notify our team early on if they believe more time will be needed in temporary housing.

Streamlining the extension request process increases claim efficiency. InsuredTrak also allows members to confirm early checkout if they are able to return home to stop unnecessary billing and save the insurer excess costs.

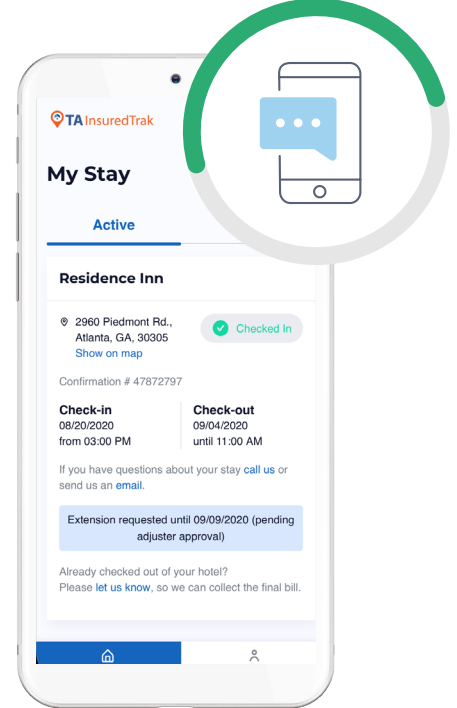*InsuredTrak users are 4x more likely to submit notification of an early checkout.*
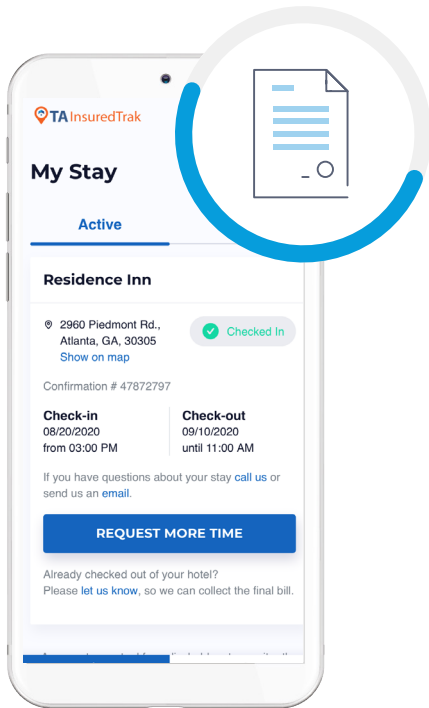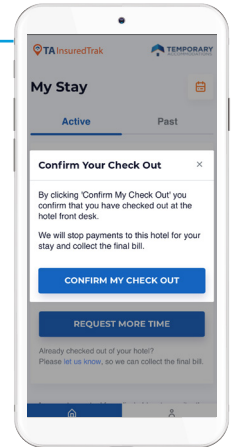
Access stay information for hotel or long-term property

Members can view stay details and see when their current move-out date is scheduled.
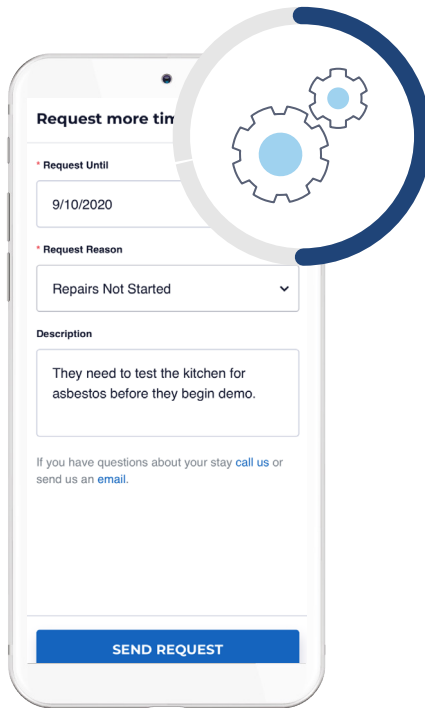
Provide home repairs timeline update

If needed, members can provide details from their contractor on any home repair updates.

Submit extension request to Sedgwick

Once a description of why the extension is needed it can be submitted for approval.

Receipt capture with InsuredTrak

InsuredTrak innovates how adjusters manage and organize additional living expenses by allowing members to upload and store their reimbursable receipts. This functionality of InsuredTrak brings together all of the potential reimbursable expenses associated with a claim into the same platform that calculates the estimated total temporary housing spend. Members are prompted to keep track of their excess expenses and organize them in an easy way for their adjuster to review.

First-of-its-kind technology for the property insurance industry. Receipts are captured as they are incurred.
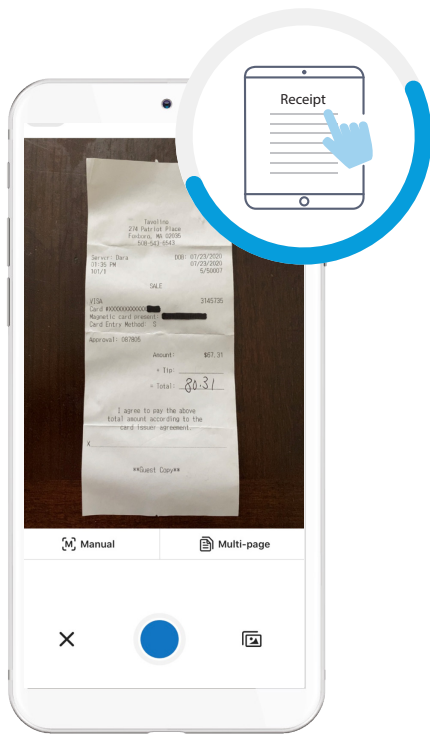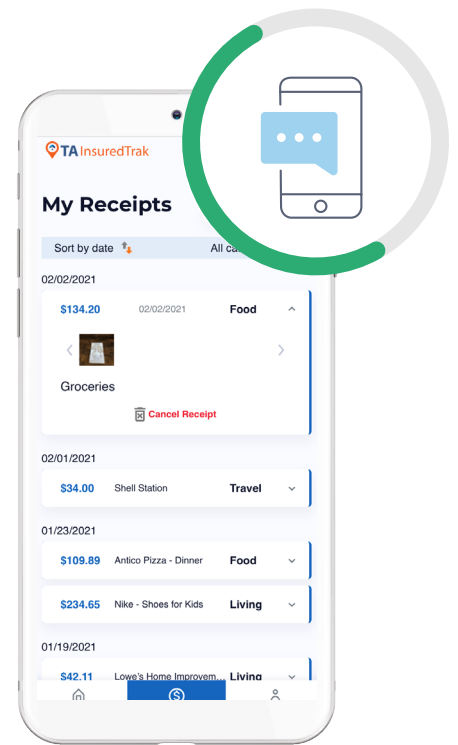
Capture images of receipts

Members can securely access their devices camera and snap a photo of a receipt they believe is a reimbursable expense.
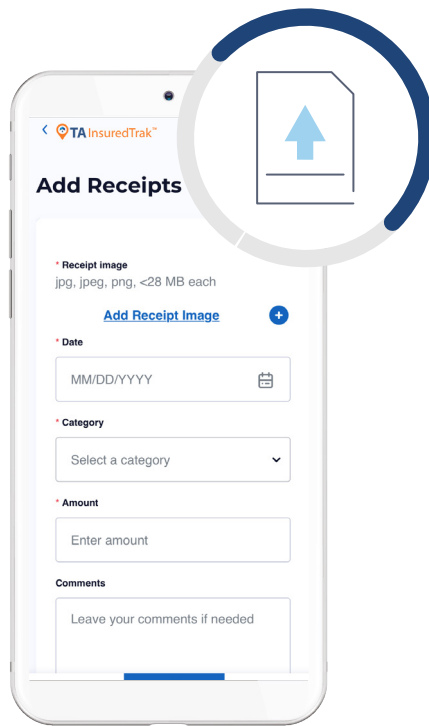
Upload receipt totals and description

Members can choose from a list of standard reimbursable descriptions to categorize their receipt for the insurer.

Submit reimbursement request to ClaimTrak

When ready, receipts can be submitted to ClaimTrak for the adjuster to review.

Receipt capture with ClaimTrak

Managing claims is a lot easier for property adjusters with ClaimTrak. Allowing members to categorize their reimbursable expenses allows adjusters time to focus on more important customer-facing decisions. Using ClaimTrak adjusters can establish the member's standard expenses and allow our system to determine what is owed to the member. For the first time, adjusters can calculate the exact dollar amount spent on additional living expenses in one portal.

Save 30 minutes to an hour on every claim requiring additional living expense reimbursement.
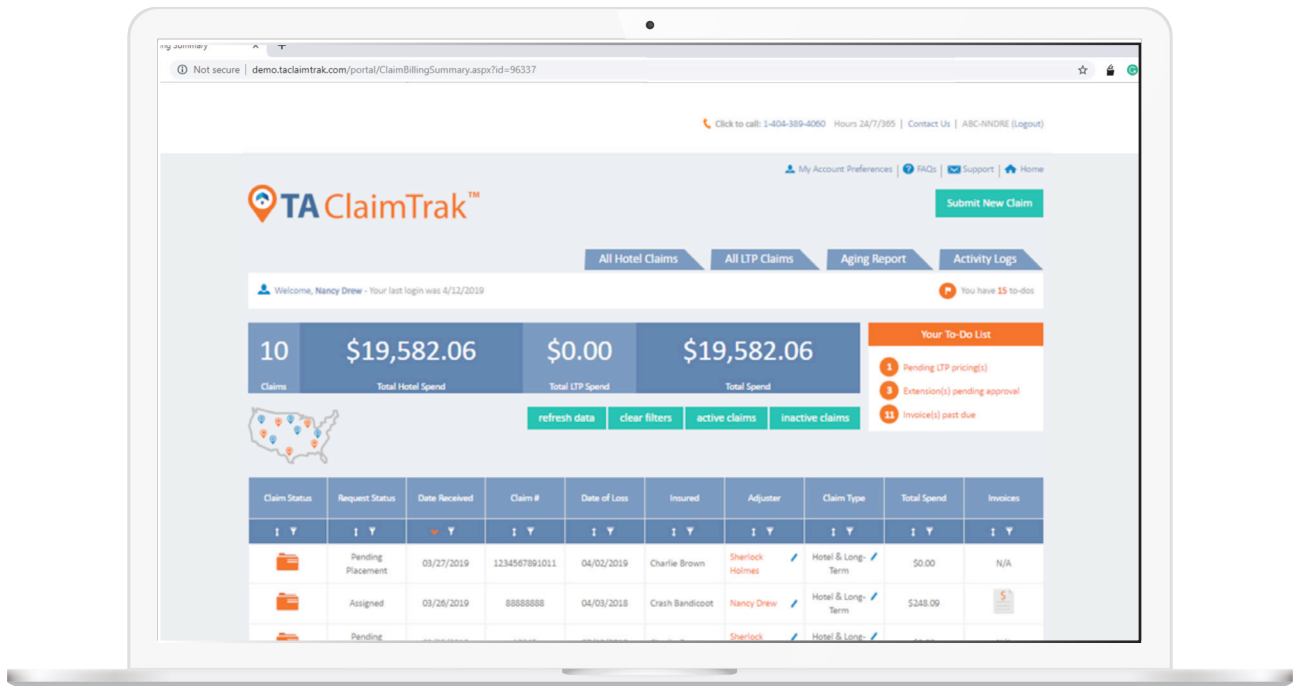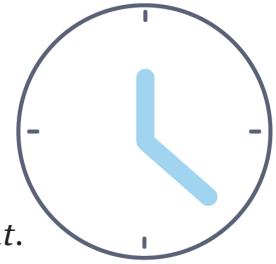
Calculate member expenses

Instantly view total housing expenses next to the total of all receipts submitted for reimbursement.

Review submitted receipts

Mark receipts as approved, not approved, or approved with an alternate amount and add to the reimbursement table.

Export reimbursement report

Download report of reimbursable expenses with receipt images as.pdf or excel file.