

# Unemployment claims management solutions

Without a centralized, consistent process for managing unemployment claims, it can be challenging for employers to control costs and monitor all aspects of their program. At Sedgwick, we offer comprehensive claims services and expertise to help our clients every step of the way.

Our unemployment experts are focused on providing the best possible customer experience. Our primary objective is to deliver high-quality service to make your life easier while helping you achieve optimal results.

## Our services

We develop tailored, cost-effective unemployment programs for clients. Our services include:

**Claims management** – Our examiners and program managers collaborate with customers to ensure a consistent, cohesive claims management strategy that best fits their unique needs.

**Hearing representation** – Overall, hearings require the highest degree of customer engagement in the entire unemployment process. As such, our customers receive the most robust level of care in the industry at this stage for each and every hearing.

**Management review, recommendation and design** – We put in the work to develop claims management programs that are not only compatible with our customers' corporate objectives, but also deliver an unmatched level of customer care.

**Full spectrum charge auditing** – Our customers rest easy knowing that each charge record is meticulously audited to ensure that only appropriate charges are applied to their accounts

**Tax rate management and special tax strategies** – We ensure our customers experience the lowest available cost while being compliant with complex state tax regulations. Sedgwick also assumes the burden of rate assignment audits and provides concrete guidance on state-specific strategic opportunities.

**Strategic management reports** – Our analytics and actionable dashboards enable immediate, real-time decision making by our customers.

**Training and continuing education** – We ensure clients are knowledgeable on process and strategy, and up to date on relevant unemployment news and legislation.

27K  
colleagues

900+  
locations in 65 countries

4.4M  
new claims annually

\$25B  
in annual claim payments

99%  
client retention

## Key benefits

- Flexible communication options
- System flags for review criteria
- Statutory regulation and expertise
- Lower caseloads to ensure quality
- Power of attorney document processing
- Professional hearing representation
- Regularly scheduled claim reviews
- Risk mitigation consultation
- Specialist review of incoming forms

## Technology to support customer care

### Customer portal

We provide actionable management reports, and offer an interactive customer portal, so that you can monitor the success of our program and communicate in whatever format best fits your needs and preferences.

### SIDES integration

Our leading-edge claims management technology is fully integrated with the State Information Data Exchange System (SIDES). This ensures the quickest possible receipt of SIDES-enabled forms, reduces mailing issues versus paper forms and helps ensure maximum regulatory compliance.

### Program management administration

Our objective is to create a collaborative partnership that minimizes administrative burden, while allowing our customer contacts total procedural flexibility. Sedgwick has designed processes and procedures that minimize our customers' burdens in regards to: contact management, report user maintenance, report structure administration, account management data, official mailing address issues, Powers of Attorney and our customer portal interface. We know these basics must be quick, simple and most importantly, pain-free for our customers.

## A true customer-centric approach

Sedgwick develops customized programs that combine the value of our professional claims management team with advanced technology, outcome management and exemplary customer service. Our technology has been designed and deployed to support our experts in upholding our commitment to an unmatched level of customer care and consultative claims management.

At Sedgwick, customer care is our central tenet. While accuracy and professionalism drive our workflow and outcomes, we prioritize a positive customer experience. Our professionals are nationally recognized for our ability to reduce employer costs, maximize resources and achieve financially sound claims management solutions.



## About Sedgwick

Sedgwick is a leading global provider of technology-enabled risk, benefits and integrated business solutions. The company provides a broad range of resources tailored to our clients' specific needs in casualty, property, marine, benefits and other lines. We take care of people and organizations by mitigating and reducing risks and losses, promoting health and productivity, protecting brand reputations, and containing costs that can impact the bottom line. We help people and businesses get back on their feet, back on the road, back to business as usual – and moving forward again.

To learn more about our unemployment claims solutions, please contact us at:

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