



# Engaging employees throughout their recovery

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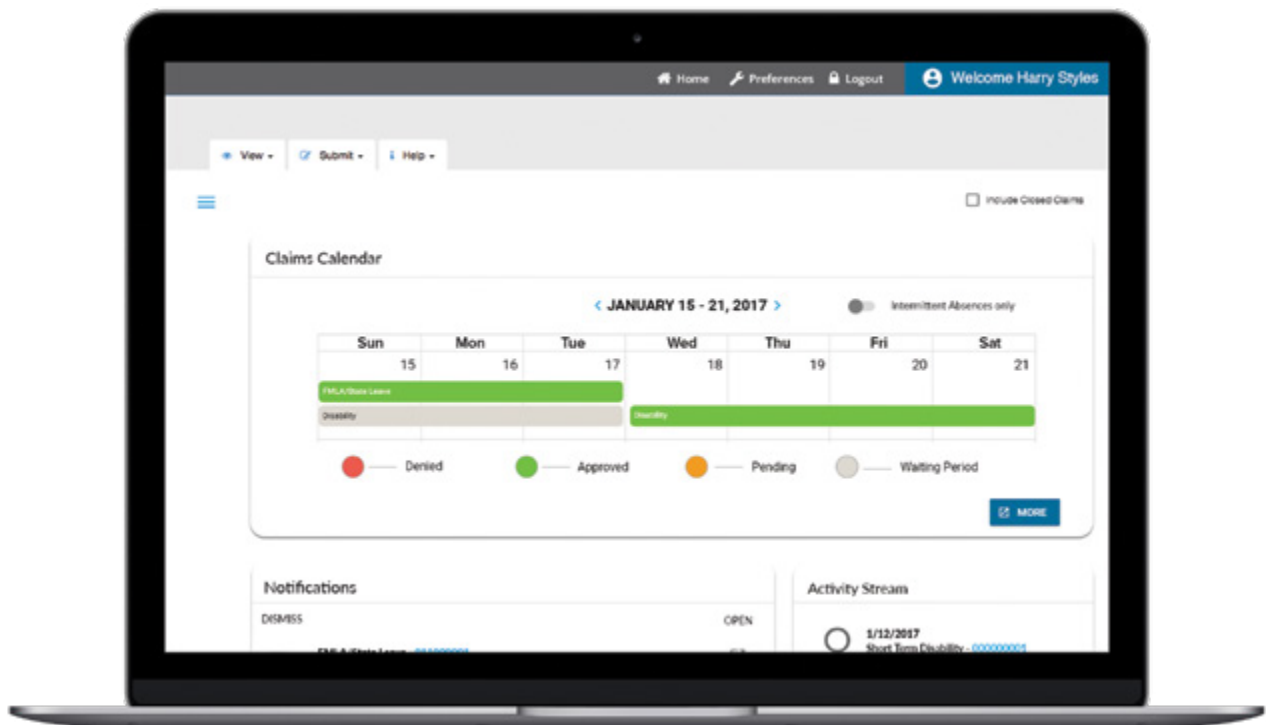
Using online, self-service tools to pay bills, make flight reservations, schedule medical appointments, and support many other activities has become part of our everyday reality. These tools provide helpful, time-saving options in our busy lives. When it comes to the claims industry, self-service technology offers more than just convenience. It can help keep employees engaged in the claims process and in their recovery while they are away from work.

Whether the employee has a workers' compensation or disability claim, a self-service tool can give them quick and easy access to claim information, and help make a complex system easier to understand.

Coupled with communications from their claims team, self-service tools can be valuable resources for employees. Immediately after the injury occurs or after a disability is reported, it is important to have a conversation with the employee to help them understand the company's return to work policy and each person's role.

Throughout the claims process, having a self-service tool can provide employees with the ability to view claim and payment status, and complete other activities such as email their claims team, update return to work dates, or sign up for direct deposit.

Research shows that employees recover faster and more fully from an injury or illness when they feel connected to their workplace and their community. And the less time injured employees are off work, the higher the chances are that they will go back to work. Ongoing communications and access to self-service tools can help employees stay involved every step of the way. These tools can be personalized using configurable features that make the process more user-friendly, creating a more positive experience for the employee.





Consumers with workers' compensation or disability claims need functionality that simplifies the process of submitting the required documentation and offers an efficient, convenient way to correspond with the team handling their claims. Having an advanced system that allows employees to complete forms and upload required claim documents can improve efficiency and help ensure accuracy. In addition, a push technology option can send key claim and payment updates via text, email or automated phone call to keep employees up to date on the status of their claims, offering another way for them to stay engaged in the process.

### **Important points for employers to consider**

Self-service tools that are easy for employees to access can improve their overall claims experience. Here are some key points that can help make these tools more user-friendly:

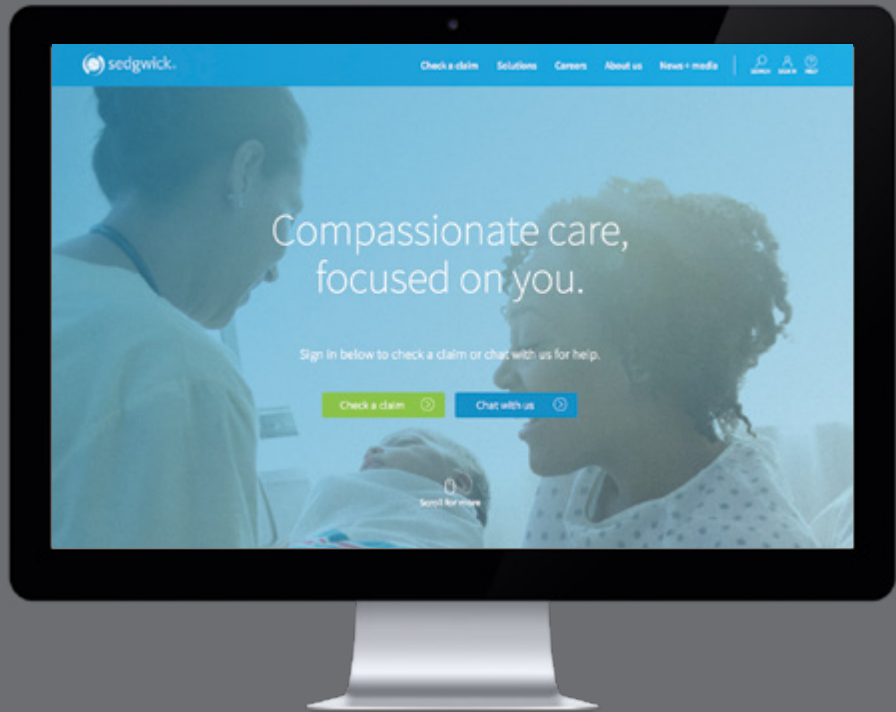
- Offer a simple, secure login process
- Build in flexibility that allows employees to use the tools on multiple devices including desktop and laptop computers, tablets and smartphones
- Include frequently asked questions and instructions for common claims activities
- Offer automated updates that employees can choose to receive via text, email or phone throughout the claims process
- Partner with an expert team that has experience implementing self-service tools for employees with workers' compensation and disability claims

# New website design offers an enhanced user experience

BY **KATHY TAZIC**  
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Sedgwick recently launched a [new website](#) design that intuitively guides visitors to information and support resources, and more accurately reflects our consumer-focused approach. Our self-service tool, mySedgwick, is accessible on the website and it offers consumers quick access to claims information. The website also includes automated customer service, educational resources, and details on our career opportunities and leading-edge solutions.

*To check out the new features of our website, visit [www.sedgwick.com](http://www.sedgwick.com). If you have questions, please contact your Sedgwick client services director.*



## Key enhancements:

- mySedgwick – With mySedgwick, previously called viaOne® express, consumers can view details about their claim or case. Key features include configurable dashboards, alerts and push communications options. Users can easily update information and keep the process moving forward, using web or mobile access to confirm return to work dates, securely interact with their claims professional, 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 personal computers, tablets or smartphones.
- Automated customer service – Carey is our new 24/7 virtual customer service tool that directs consumers, job seekers and other users to targeted resources based on the information they provide via chat.
- Educational resources – Consumers will find helpful descriptions of the primary types of claims and cases we administer. We have also produced a brief video showing what injured employees can anticipate in the workers' compensation process including provider selection, benefit payments, prescriptions, completing medical authorization forms, staying in touch with their examiner, and returning to work.