

## for Disability and Leave of Absence Claims

## **Employee Dashboard Experience**

After you log in, mySedgwick's dashboard provides at-a-glance information about your current claims via the **Claims Calendar**, **Activity Stream**, and **Notifications** sections. Additional features allow you to communicate with your claims specialist and learn more about disability and leave of absence benefits.

To easily access the features described below, click the menu button  $\equiv$  in the upper-left corner. To include closed claims from the **Activity Stream**, **Communication Center**, and **Claims Calendar** sections, select the **Include Closed Claims** check box at the top of the dashboard.

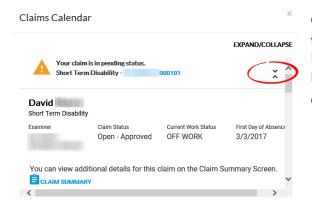
To explore a section in depth, click **EXAMPLE**. To return to this dashboard, click **Home** at the top of the page.

## **Claims Calendar**

The **Claims Calendar** section shows your absences and their statuses in a weekly view. Click **CMORE** to see a monthly view of your absences.

You can also filter a calendar to display only intermittent absences.

Sun 4/15	Mon 4/16	7	Wed 4/18	Thu: 1/10	5-14/00	0-14/01
Sun 4/15	M0II 4/16	Tue 4/17	wed 4/18	Thu 4/19	Fri 4/20	Sat 4/21
Short Term Disability	-					
Future Claim - +16 more	+16 more	+14 more				
Approved		Pending		ng Period	Denied	



Click an absence on the calendar to view its status and see the related claim number. Click  $\stackrel{\circ}{\sim}$  under the **EXPAND/COLLAPSE** heading to view additional claim information, and click  $\stackrel{\sim}{\sim}$  to hide it.

Click a blue claim number to view details for that claim.

## Notifications

This section displays updates and important events regarding your claims. Click **Open** to view additional information about a notification. Click **EXPAND** to view additional claim information, and click **COLLAPSE** to hide it.

Check the **Dismiss** box beside one or more notifications and click **C** UPDATE to remove them from view.

Click a blue claim number to view details for that claim.

Notific	ations	
DISMISS		OPEN
	Continuous LOA - B 00012TC Initial Continuous leave of absence packet was sent to .com on 4/15/2018.	
	Continuous LOA - B 00010TC Initial Continuous leave of absence packet was sent to	



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#### **Activity Stream**

The **Activity Stream** shows you all milestone dates for your claim(s), with the most recent activity listed first. Click **CMORE** to open the Activity Stream page, from which you can enlarge an event node to see more detail by clicking the plus sign (+) to the left. If you are required to provide information for a claim, you can enter or upload it from this page.

Click a blue claim number to view details for that claim.

Activity Stream	
10/15/2019	
B9	
A determination on your Continuous leave	
of absence is due by Sedgwick by	
10/15/2019	
10/8/2019	
You have opted in to receive updates by	
Email and/or Text Message.	
9/30/2019	
Q в9	
A determination on your Intermittent leave	

## **Communication Center**

Communication Center	
CONVERSATION THREADS	NEW MESSAGES OPEN
Continuous LOA - B8 000	2AA 🖸
Short Term Disability - B8 00	0101

The **Communication Center** enables you to communicate directly with your specialist through mySedgwick. Click **Open** is to start a conversation thread. Type your question or message to the examiner in the text box at the bottom of the section. Responses are typically available in the **Communication Center** within one business day.

Click  $\hat{\cdot}$  to view additional claim information and click  $\check{\cdot}$  to hide it.

Click a blue claim number to view details for that claim.

#### **My Claims**

The My Claims section lists all open claims and any that closed within the past 24 months.

Click a blue claim number to view details for that claim, the pencil  $\checkmark$  to report your return to work date (if available), or the cap  $\diamondsuit$  to visit the Learning Center. You can also click the graphic at the bottom to report a new claim, when available.

9/2/2019				WORK	
5222015	Continuous LOA - Bereavement	B9	Open - Pending	1	-
8/6/2019	Continuous LOA - Pregnancy	B9	Open - Pending	1	۲
			oort New Claim d to report a new claim? You	can start a new claim by <del>clicking</del>	here.



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### **Learning Center**

The **Learning Center** is a document library offering information to assist and educate you throughout the claims process. Click **Visit The Learning Center** to read about short-term disability and FMLA leave. You can also access additional information and helpful links from this section.

P R P	FAQ and Training Documents	OPEN
	Helpful Links	
Visit The Learning Center	Helpful Videos	Ø



## for Disability and Leave of Absence Claims

## **Claim Overview**

The Claim Overview page contains all the information relevant to a claim. You can open this page by clicking any blue claim number on your dashboard or My Claims page.

		Iwo	uld like to	✓ Select claim	
Questions about	how the claim process	works? Visit the	Learning Center for	answers.	
Details					
	that are being used to process	your claim. If you feel ar	y of the information below	is not accurate, please use the Communica	ation Center to let us
now.				_	
	Reminder! Get importan We need additional med				
•	Help us help you! Electro				
•	Upload Documents				
Claim Number					
D00101	Case Manager		mpanion Claim(s) 00003AA		
Claim Type Short Term Disability	Status Open - Approved				
mportant Dates					
	First Absence	Claim Reported	Next Medical Due	Anticipated Return to Work	
			•	•	
	10/1/2017	10/1/2017	7/10/2018	7/20/2018	
Benefits					
Restrictions					

The following helpful features are available on the Claim Overview page:

I would like to	<ul> <li>Click this option in the page header to choose from additional tools. The list varies by type of claim and your role (as an employee or manager) but may include the following:</li> <li>Return to Search Results (managers only)</li> <li>View Documents and Forms</li> <li>Upload Documents</li> </ul>
Select Claim	Click this option in the page header if you have multiple claims and would like to view another claim's details.
0	Expand to view additional details.
X	Collapse to hide additional details.



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The Claim Overview page provides the following sections (which vary by claim type as indicated):

#### **Details**

The **Details** section, shown here, provides basic information about your claim, including a time line of important dates. Reminders and links to useful tools and features may also appear at the top of this section.

ere are the important facts that a ow.	re being used to process your claim. If y	rou feel any of the information b	elow is not accurate, please use	the Communication Center to let us
🕒 Help	inder! Get important updates vi us help you! Electronically sigr ad Documents			
Claim Number B7 0000101 Claim Type Short Term Disability	Case Manager Status Open - Approved	Companion Claim(s) B8 00001AA B7 00004AA Claim in Appeal Yes		
nportant Dates				
	First Absence	Claim Reported	Next Medical Due	
	7/1/2016	7/1/2016	7/22/2016	

### **Benefits**

This section provides information about your disability claim's work status changes and benefit plan details. Up to four records are displayed on this screen; if more are available for the claim, click **EMORE** to display them in a pop-up pane.

### **Payments**

The **Payments** section lists recent or upcoming disability benefit payments issued to you. Up to four payments are displayed on this screen; if more are available for the claim, click to display them in a pop-up pane.

**Note:** This section is not displayed if the claim has no existing or future payments or if your employer requested this information not be displayed.

#### **Restrictions**

The **Restrictions** section for disability claims displays work restrictions the employee is under (if applicable) and the dates to which the restrictions apply. Up to four restrictions are displayed on this screen; if more are available for the claim, click **EXAMPLE** to display them in a pop-up pane.

Note: This section is not displayed if the claim has no existing restrictions.

#### Certifications

This section provides information about medical certification applicable to the leave claim. Up to four certifications are displayed on this screen; if more are available for the claim, click to display them in a pop-up pane.



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#### Leave Balance

The **Leave Balance** section, shown here, lists any leave policies applicable to the current leave claim, as well as the amount of time used for each policy. Up to four policies are displayed on this screen; if more are available for the claim, click

#### **Work Schedule**

The **Work Schedule** section for leave claims displays your most recent work schedule (i.e., number of hours scheduled to work per day). Multiple work weeks may be available depending on your schedule.

nd portion of weeks rather than hours per policy guideli	hanges to the work schedule. They are meant for informational purposes. Actual leave balances are calculated in w nes.
verview	
ne overview shows leave balances AS OF TODAY for po	licies based on time used for all related claims.
	Leave Balance Summary View your leave balance summary for all of your related claims here!
laim Policies	0
laim Policies nese policies apply to this claim only.	0
	© CLAIM TIME USED POLICY EXHAUSTS

#### **Contact Preferences**

This section lists your contact information, including your address, home phone, mobile number, and email address. You can edit this information and also indicate whether you would like to receive emails and text messages about your claim.

Note: Contact Preferences is not displayed to managers viewing your claim.

Contact Preferences	\$
This is the information where we will contact you with important opt in for text and email!	nt claim updates. Please make sure it is accurate. To get the quickest updates on your claim, please make sure you
Contact Address	Would you like to receive Emails and/or Text
Way Littleton, CO 80123	Messages regarding your claim?
USA	If you would like us to send you electronic status updates regarding your
Home Phone 678234	claim, payment, and receipt of documentation sign up here.
Mobile Phone	Z Edit
Email	