Decision optimization platform

Using our decision optimization platform, Sedgwick is able to do more than just reveal meaningful trends in claims data; we also prescribe and automate the next steps to be taken on a claim, all while putting exceptional care and service at the forefront of the process.

More than just predictive analytics

Leveraging our expertise built from over 50 years of working with the country's leading employers, the insights gained from handling millions of claims, and a depth and diversity of claims data unrivaled in our industry, Sedgwick is focused on pushing claims technology to the next level.

Our customers have come to expect that our decisions are made based on facts, but they also know we go beyond, using our data to make the best possible choices for our industry, their program and for individual claims. We have created a combination of models to ensure we contribute at each of these levels, and we use data to drive decisions that ultimately lead to smarter outcomes for clients, their employees, guests and other stakeholders. With this analytical approach, we can harness the value of the information we gather to prompt the right action at the right time, resulting in continuous improvement and better overall satisfaction.

Supporting our industry

Book of business data helps shape industry focus, and we are in a unique position to provide perspective and guidance. Sedgwick is a leading global provider of technology-enabled risk, benefits and integrated business solutions, managing more than 4 million new claims annually. Drawing upon an unmatched depth and diversity of claims data, we help research organizations like the

Integrated Benefits Institute (IBI), the International Association of Industrial Accident Boards and Commissions (IAIABC), the Workers Compensation Research Institute (WCRI), the National Business Group on Health (NBGH) and other industry advocates as they support positive change. Our experts work directly with these groups to influence decision-making nationwide.

Using our book of business data, we are also able to guide our focus across lines of business; we routinely review cost trends to determine what additional interventions, products or priorities we should communicate and share with our client partners.

Supporting our clients

Our clients benefit from three distinct models, which are provided at no additional cost.

- Large loss workers' compensation model – Sedgwick created and implemented a book of business model that uses our data to identify workers' compensation claims with the possibility of exceeding $50,000 in total incurred costs. This model runs for the first 90 days and flags a claim for potential action by our claims team if it hits specific data elements that, in combination, could lead to large loss exposure. With this early notice, we are able to adjust our communication or apply other resources to help achieve the best possible outcomes, giving the best care to the injured employee.

- Large loss auto liability model – This model is designed to help predict potential large loss auto bodily injury claims at $30,000 or greater. Our large loss model runs for the first 90 days from the time the claim is reported to us. It examines claim data to determine the likelihood of a large loss even before the reserves are set.

- General liability litigation model – Litigation is the number one predictor of spend for general liability claims. Our new general liability model leverages advanced text mining capabilities to predict whether a claim will become litigated. Through the examination of fields that are available shortly after claim intake, this model is able to make predictions very early in the life of a claim. We combine this early notice with recommendations on actions that can help provide aggressive management of these potentially high-impact losses. We can provide ongoing information to customers on high scoring claims to create additional awareness for our clients and colleagues.

Supporting your unique program

Beyond our book of business models that identify potentially severe claims and refer them to specialty resources, we also offer additional customer-focused approaches:

- Customer-specific modeling – Some clients are looking for customized models, developed specifically to match their own data patterns. Sedgwick is able to offer customer-specific modeling to identify claims in litigation, large losses and claims with potential for extended disability duration. These models are created by our data team using solely the client's data, and build in custom interventions for claims fitting the determined criteria. As soon as a model identifies a claim, the operational team is automatically prompted to make a change in focus or take additional action. As an example, individual claims that hit a litigation model and indicate the propensity for litigation may prompt a separate outreach to answer questions about the jurisdictional claim process for workers' compensation. Clients that employ these models have seen decreases in attorney involvement on new claims anywhere between 5-21% depending on their approach. We are seeing overall return to work improvements, as well, with 3-18% fewer lost days on average.

- Engagement of clinical resources – Strategic use of nurse resources in workers' compensation can significantly impact an injured employee's overall outcome. Clinical resources have traditionally been assigned based on anticipating a dollar threshold. Our approach looks at more than 300 data fields to determine which cases would benefit from a clinical resource. This allows us to constantly use our data to make decisions earlier in the case with better outcomes for all stakeholders. Because the model runs for the first 90 days, we are able to anticipate need and engage a clinician as appropriate.

Other ways we use our wealth of data at the customer level to drive our decisions include:

- Program scorecarding – Our overall approach to managing customer programs includes continuous use of our data to drive progress and improvements. Stewardship is a constant process at Sedgwick; using our results on a routine basis to identify areas of opportunity and action is one of our critical differentiators.

- Peer benchmarking – Sedgwick's peer group benchmarking allows clients to understand how their results compare to those of similar companies. Our ability to customize this by specific groups within an industry allows clients to really understand how the nuances of their program drive results. Presented as part of our routine stewardship meetings, the value of peer benchmarking includes the ability to learn from the best programs in the country and apply new practices based on what is working for others.

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To learn more about our decision optimization platform, contact:

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To learn more about our integrated and customized solutions, visit **SEDGWICK.COM**