mySedgwick

mySedgwick, our self-service tool, offers clients and consumers convenient, secure online access to real-time claims information, along with configurable features and communication options to meet their needs.
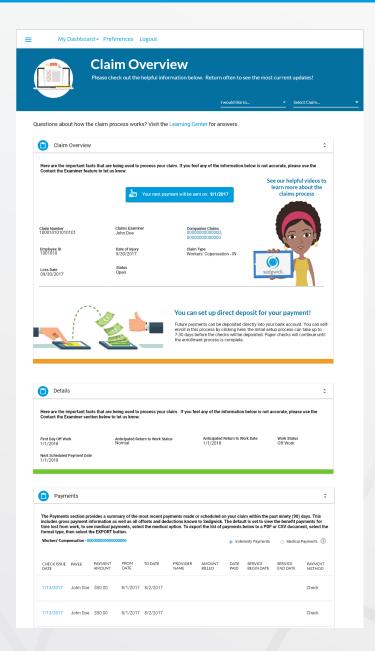
Self-service claims resources

With mySedgwick, consumers can view details about their claims, easily update information and keep the process moving forward using web or mobile access.

Users can confirm return to work dates, securely interact with their claims professional, request a call from an assigned nurse, opt in to receive push technology communications, 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 includes:

- A user-friendly graphical interface
- A dashboard with claim notifications and a chronological activity stream
- Several configurable features
- A learning center with helpful information and workers' compensation explainer videos to guide users through the claims process; they are available in English, Spanish and English with subtitles

mySedgwick offers responsive design, which adapts to any device and offers full functionality on personal computers, tablets or smartphones.
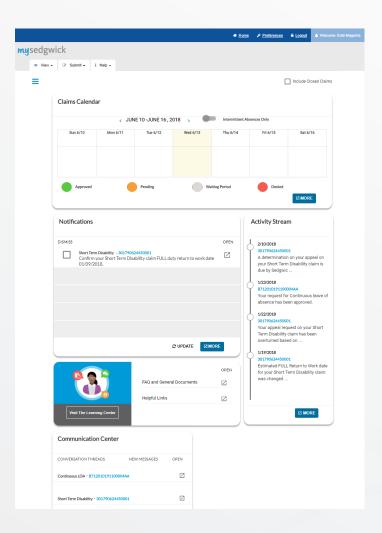
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Core capabilities:

- Claim intake – This feature offers users a fast, convenient claim reporting option. Intake is available for workers' compensation, disability, leave, property, and general and auto liability claims. It helps minimize the inconvenience of an unexpected incident, particularly after business hours.

- Payment detail – Whether we are cutting a check for workers' compensation or sending an advice to pay on short-term disability, employees can see when the payment is due to them and the authorized amount.

- Reporting of data – Employees and supervisors can report items like confirmation of a return to work date, intermittent absence days or general claim updates, which will automatically feed into our claims system.

- Time tracking – The system tracks all of the different work status episodes of an employee, regardless of the reason for their time away from work.

- Managed care – Designated users can access case management and medical bill review information, and request a call from an assigned nurse.

- Absence calendar – Employers can see all of an employee's absences in a calendar view, along with the reason for each absence and the status.

- Leave balances – Users can view all plans and policies that apply to an employee and the associated balances.

Sedgwick has been offering superior technology solutions for nearly 50 years and we are dedicated to providing advanced tools like mySedgwick to meet consumers' needs.

Contact us today to learn more about mySedgwick.

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