

Global solutions.
Local expertise.



INTERNATIONAL EMPLOYEE CARE MANAGEMENT

For nearly 50 years, Sedgwick has consistently developed innovative risk and benefits solutions that exceed clients' expectations.

Overview

We are in the right places, with the right people, at the right time. Through progressive product development, organic expansion and strategic acquisitions, our offerings continue to evolve to meet the current and future needs of clients across the globe.

Our 21,000 colleagues in 65 countries around the world represent different backgrounds and cultures, but are unified in a common goal of delivering excellence for our clients and business partners. With the ability to service clients in over 100 countries, our global solutions and local expertise allows us to respond quickly to clients' needs in casualty, property, marine, benefits and other lines.

With a full spectrum of services, deep roots in a multitude of geographies and an approach tailored to unique local customs

and regulations, Sedgwick offers cost-effective solutions that allow you to centralize and simplify your global strategy.

Our combined resources include:

- Business process outsourcing
- Claims technology
- Contact centers
- Disability and absence management
- Emergency preparedness and response
- Independent loss adjusting
- Liability
- Managed care
- Major and complex loss
- Third party administration
- Workers' compensation and more

There is really nothing we can't do for any client in the world.

Our philosophy

Sedgwick understands that employees who feel physically, financially and emotionally supported take pride in their work, interact effectively with peers and deliver quality service. We also understand the importance of our role in taking care of your employees so they are able to take care of your customers. To ensure that we deliver our own brand of global, value-based services, Sedgwick has developed and implemented our caring counts® philosophy.

Caring counts is the framework for every interaction between Sedgwick colleagues and our clients, their employees, claimants and customers. Regardless of the circumstances, whether we are optimizing a process, designing technology or conducting the daily business of case administration, we are mindful of the trust our clients place in us.



21,000
colleagues



65
countries



900
offices



100
countries served



International case management

In today's global economy, many employers retain and support an international employee population. To ensure that employees who are injured in the workplace outside of the US have ready access to high quality healthcare options, Sedgwick offers our 24/7/365 international case management services.

Sedgwick case managers function as an advocate for employees, providing assistance with, and access to, appropriate medical care, offering an explanation about how the claims process works, and coordinating resources to ensure that the employee's welfare remains at the forefront throughout the process. Providing advocacy-based care is a key factor in case management; it creates an environment of consideration and compassion for the employee, and benefits the employer by ensuring a healthy, productive workforce.

Using a toll-free number or client-specific email, injured employees may connect with a Sedgwick international case manager who can offer assistance with:

- Emergency medical services
- Patient transport services
- Medical centers, clinics and doctors-on-call services
- Global medical and security services
- Employee assistance program
- Major emergency management

At Sedgwick, we are accessible, competent, efficient, fast, helpful and reliable. These values form the foundation of our partnership with our clients. By sharing common goals, we provide relief and assistance for your injured employees, helping them feel financially, physically and emotionally secure during a potential medical crisis.

The team

A dedicated, multi-lingual team of colleagues located in our Dublin, Ireland office will deliver advocacy-based case management for your highly mobile and international workforce. Our Dublin colleagues will serve as the focal point for case management, coordinating the services that ensure international employees receive the care they need to recover from a workplace injury.

Implementation

The implementation team will include a project manager who will provide oversight during the implementation process as well as ongoing account management expertise.

We anticipate seven to 10 working days will be required to set up the process, environment and team. During this process, we recommend that standard operational oversight calls take place at weekly intervals, with strategic oversight meetings scheduled monthly. Ad-hoc calls/meetings to address any urgent matters will also be accommodated, as required.

Commitment

Sedgwick brings a combination of innovation, experience, compassion and flexibility that cannot be duplicated anywhere else in the industry.

We apply resources to our programs in a way that enables our colleagues to do the right thing for our clients every day. Our programs are designed around respect for each client's needs. We do a better job of listening to our customers, identifying and analysing the gap between your current program and ultimate program vision, and then translating that vision into reality.

We are excited to partner with you as your international case management partner. We can deliver an optimal solution that protects your valued employees, regardless of their location.

Our goal is to continue and grow our successful partnership with you, delivering superior service and optimal outcomes for your absence and international case management programs. We value the opportunity to grow alongside you because we understand that teamwork, along with shared knowledge, experience and an appreciation for diversity, have formed the foundation of a fruitful partnership.