



Absence solutions for every scenario

Sedgwick's expert team helps simplify disability, leave of absence, accommodations, and income replacement for employers of all types and sizes, bringing efficiency and better outcomes to your program. For your employees, we provide a single point of contact and seamless process marked by compassion, consistency and a powerful digital experience.

Our global expertise as a full-service third party administrator and the scalability of our solutions allows us to offer clients the convenience of one-stop shopping for absence management, including:

- Absence — State, federal, military service, company-specific policies
- Disability — Short- and long-term, paid family, partnership for insured and statutory
- Accommodations — Federal, state and municipal disability, and pregnancy

Experience claims excellence

Our colleagues are the best and brightest case management professionals in the marketplace, and they are focused on delivering excellent customer service and achieving great outcomes. Our experienced teams leverage data and act quickly, making savvy decisions to ensure an efficient process. We can deploy clinical resources for the right support at the right time. And with specialized expertise to support even the most difficult and complex cases, we can deliver an excellent experience for everyone involved, at every stage of the process.

Focus on care and total well-being

Caring counts is a philosophy at Sedgwick that unifies us and is reflected in every interaction with our clients and their employees. We focus on the needs of each individual and treat the whole person, listening with empathy and approaching their claim with advocacy.

Our absence solutions can be scaled for large and mid-sized programs.

50+

years of experience

.....

9M+

covered lives

.....

7,800

disability/leave colleagues

.....

50%

of new business comes from existing clients

Data and the digital experience

Technology is the cornerstone of our approach to absence management. It allows us to identify, track and report our findings and program results. Our proprietary tools provide clients and their employees with 24/7 access to claims data.

mySedgwick

Our self-service tool, mySedgwick, provides:

- Secure, online access to real-time absence information
- Intuitive navigation
- A claim tracker that outlines action items for every step
- The ability to communicate directly with the assigned absence management team
- Access tailored to individual user roles and preferences
- Insights into how employees and their managers engage with the benefits process

smart.ly

Our flexible intake and incident management tool, smart.ly, can be used for:

- Claim and incident reporting
- Automated processing for no- or low-touch claims
- Fast-track claims
- Health check surveys and vaccination tracking
- Reporting and resolution of customer service issues



viaOne

This easy-to-use information hub provides:

- Visibility into all aspects of employee absence
- The ability to track key metrics and analyze absence data from every angle
- Enhanced dashboards and visualization tools
- Standard and custom reporting options for clients
- Options to monitor trends and program performance (by demographic, location, etc.) for informed decision making

Software as a service (SaaS)

Our SaaS offerings can help employers ensure compliance with federal and state leave and accommodation regulations.

- LeaveLink® helps employers expedite requests, administer leaves and track insurance premiums
- ADALink® guides employers through the complex interactive accommodation process

Expert services and support

We take the time to understand what success looks like to you and how we can help you get there. Implementation is seamless, quick and receives exceptional satisfaction scores. As our partnership progresses, we regularly meet with clients to review program results, discuss challenges and brainstorm future opportunities. In addition, we keep clients compliant with ever-changing regulations and share marketplace trends. Our team is committed to providing you, your organization and your employees with compassion and consistency in everything that we do.

- Single point of contact
- Regular communications
- Stewardship reporting
- Ongoing education

To learn more about our disability and absence management services, contact:

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To learn more about simplifying disability and absence management, visit [SEDGWICK.COM](https://www.sedgwick.com)