



# national contact center

comprehensive, compassionate  
customer service support



Sedgwick's national contact center team assists clients and consumers with various types of claims including workers' compensation, liability, disability and leave of absence. Our service center representatives (SCRs) answer questions to help simplify the process and reduce complexity, making it easy and effective for everyone involved.

## Our service support model

At the heart of our customer service team are our SCRs who are thoroughly trained to assist callers – including risk management and benefits/human resources representatives, claimants, consumers. Our contact center colleagues treat each caller with compassion and respect.

Our customer service support model includes:

- 24/7/365 support for new claim intake
  - Support for questions regarding active claims Monday through Friday, 7:00 am – 7:00 pm CST (extended hours vary from site to site)
  - Multi-language support, including bilingual colleagues available onsite
  - Client dedicated toll-free numbers with recorded customized greetings
  - Interactive Voice Response (IVR) technology offering self-service options that provide 24/7 access to information such as claim status, payment data (where appropriate), absence reporting, and transfer options for additional services
  - Best practice intake scripts which also incorporate client-specific questions and scripting
  - Call transfer options for services such as nurse triage and consultation, employee assistance programs, and health and wellness vendors
  - Skills-based routing, which directs calls to the help they need quickly
- Centralized quality assurance monitoring and feedback to ensure consistent high standards of professionalism and accuracy of information provided
  - Workforce management software and services to analyze and forecast call volume and staffing requirements for optimal resource utilization
  - New colleague and client-specific training and continuing education services
  - SCRs who have undergone extensive training to assist with inquiries about existing and new claims, including:
    - Questions from claimants about medical packets, medical release forms, the anticipated timeline for examiner follow-up and more
    - General process questions in which the answers are documented for SCRs by the customer and our claims operations team
    - Claim status as documented in our proprietary claims management system
    - Payment status and confirming receipt of bills
    - How to submit reimbursement requests for out-of-pocket expenses
    - Claim number and billing contact information requests from medical providers
    - Medical bill status



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- Redirection of calls that cannot be sufficiently addressed by the customer service team to the assigned examiner, such as:
  - Questions about denied/unpaid bills (our bill review team may also be engaged)
  - Calls from/regarding claimants who have retained legal representation
  - Compensability determinations
  - Questions associated with appeals
  - Calls related to claims meeting specific escalation criteria, as defined by Sedgwick and the customer

Our expanded customer service model is designed to provide a higher level of support and greater access to information for all stakeholders. Additionally, having our SCRs address routine claim-related questions frees up our examiners to focus on more complex aspects of the claims process in order to achieve the best possible outcomes.

### An experienced and caring voice on the line, every time

To ensure that callers' initial contact with Sedgwick is positive and productive, we make significant investments in the people who service our contact centers. Each SCR is a U.S.-based colleague who has met our strict hiring standards and completed intensive training in our best practices. Our ever-growing team currently comprises 900+ contact center colleagues across the U.S. and supports more than 800+ customers. Sedgwick's job is to deliver outstanding customer experiences and facilitate the best possible outcome for consumers; making a good first impression with every caller helps to get every claim off to the right start.

Our contact centers maintain industry-leading service levels, with 85% of calls answered within 30 seconds and an abandonment rate of less than 2%. Our centralized quality assurance team monitors and records all inbound calls to ensure the consistent delivery of high-level service. Each month, nearly 6,000 calls are reviewed to deliver quantitative and qualitative feedback on an ongoing basis to fine tune the knowledge, technical skills, professionalism and courtesy of our SCRs.

### Industry-leading technology and tailor-made customer care solutions

Sedgwick's ability to provide comprehensive customer care and claim intake services for multiple lines of business through various delivery channels is reliant on our robust technology infrastructure. Our people are supported by a virtualized support service network designed with resiliency and business continuity in mind. Our telecommunications system utilizes the latest generation workforce management and skills-based routing applications to analyze and forecast call volumes and staffing requirements.

Additionally, for those who prefer self-service options over phone calls, we offer secure, online applications that allow customers to report claims and access real-time claim information from any web-enabled device.

Our national contact center team partners closely with our clients and Sedgwick's subject matter experts to design fully integrated solutions that meet business needs and exceed expectations. Experienced resources are assigned to manage all aspects of new customer implementation projects from beginning to end.