

August 25, 2016 | No. 4

## Enhancing our level of care on complex and catastrophic claims

In support of our caring counts<sup>SM</sup> philosophy, we have made an important enhancement to our workers' compensation and liability claims management capability. Combining predictive analytics with our industry-leading claim system, we are able to identify potentially complex and catastrophic cases earlier in the claims process; this enables us to swiftly direct expert resources to the most complex claims and enhance our delivery of care. Providing additional specialty resources on these claims results in reduced claim durations, improved outcomes for injured workers and a better claim experience for our customers.

Sedgwick has made a significant investment in this service enhancement by leveraging our claims database—the most robust in the industry—to anticipate which cases have the greatest propensity for complexity. Our complex claims experts work hand-in-hand with our examiners to optimize the delivery of care, recovery process and resolution experience for individuals already experiencing particularly unfortunate circumstances.

**We are pleased to offer our complex and catastrophic claims services at no additional cost to our workers' compensation and liability customers.** It is simply a benefit of partnering with Sedgwick and a demonstration of our commitment to caring counts.

If you have any questions about this value-added service, please contact Sedgwick Complex Claims Director [Marcia Nigro](#) or your client services representative.

---

[Click here](#) to read previous bulletins.

Sedgwick bulletins are available via RSS feed. [Click here](#) to subscribe.

Sedgwick Claims Management Services, Inc., is a leading global provider of technology-enabled risk and benefits solutions. At Sedgwick, **caring counts<sup>SM</sup>**; the company takes care of people and organizations by delivering cost-effective claims, productivity, managed care, risk consulting and other services through the dedication and expertise of more than 14,000 colleagues in some 275 offices located in the U.S., Canada, the U.K and Ireland. Sedgwick facilitates financial and personal health and helps customers and consumers navigate complexity by designing and implementing customized programs based on proven practices and advanced technology that exceed expectations. For more see [www.sedgwick.com](http://www.sedgwick.com).

---

Connect with us

