



provider benchmarking and search tool



Sedgwick's provider search tool works hand in hand with our five-star benchmarking program to ensure quality care and control costs.

Sedgwick's five-star provider benchmarking program helps us build superior networks to ensure quality care for injured employees and drive positive results for clients.

Our online provider search tool, a key element in our benchmarking program, enables clients and colleagues to identify providers who achieve the most successful claims outcomes. This comprehensive system was created in close collaboration with examiners and end users, and includes PPO network participation, state-by-state quality care solutions and customizable options.

Search tool features and benefits

Sedgwick's provider search tool offers a wide range of benefits for users. The medical and panel card capabilities, pharmacy indicator tool and provider data symbols are among the key features.

Electronic medical cards

Ensuring that injured employees have access to high quality network providers from the date of injury is crucial for successful claims management. Our medical card system is designed to help examiners and nurses quickly share information with injured employees, including details on quality providers, and instructions for accessing pharmacy benefits

and scheduling specialty services. The card also covers utilization review, specialty services and billing information for providers. In addition, it assists with pro-active return-to-work efforts by informing employees and physicians that modified duty may be available, and includes variations to support each jurisdiction.

We offer the following options for producing cards seamlessly within the tool:

- All Sedgwick colleagues will have the ability to create a medical card on an as needed basis. Our examiners and nurses can access the medical card specific for each jurisdiction and client. In addition, the user will have the option to add up to two providers affiliated with the best treatment outcomes. Cards can be emailed to the injured employee and treating provider.
- Clients will have access to create medical cards containing pharmacy first fill information, Sedgwick's specialty services and provider network details. They will also have the option to add claim-specific information. Electronic or hard copy versions can be shared with the injured employee and treating provider.



Our medical cards and provider search features are tied to our unique benchmarking program, which allows our examiners, clinicians and clients to consistently share information on the providers affiliated with the best outcomes.

Panel cards

Sedgwick has a team dedicated to creating customized panel cards for clients. A panel card is a list of quality, in-network providers compiled for specific employer locations using our benchmarking program. A panel card symbol on the provider's page indicates they were associated with favorable outcomes in the past and are currently being used on a panel card. All provider information is validated for accuracy before being added to a panel card.

Clients have the ability to create and save panel cards, and can easily locate existing cards for reference. Sedgwick's examiners and nurses can access each client's panel cards to consistently guide injured employees to the providers who achieve the most successful claims outcomes.

Pharmacy indicator tool

The pharmacy indicator helps our claims team address patient safety and cost concerns related to prescription drugs. The tool flags the names of medical providers whose drug prescribing practices indicate adverse drug utilization trends. These trends are most often associated with over-prescribing narcotics or prescribing them outside the standards of care.

Provider data symbols

Each provider record includes a verification symbol confirming that their demographic data has been verified as correct within the last 180 days. A caution symbol identifies records where a change form has been submitted, which may indicate that profile data, such as the phone number or address, is incorrect and is being updated.

Additional features

Our provider search tool is a unique operational system, which allows our clients and colleagues to consistently and effectively identify providers affiliated with positive outcomes. Additional features and capabilities include:

- A landing page with intuitive buttons for easy navigation; and flexible search functionality to easily look up providers by name, region and address
- A map view showing providers within a geographic area
- Provider pages with specialty, sub-specialty and five-star benchmarking details for our claims team
- Jurisdictional compliance information for direction of care and state-specific rules for document creation
- Logic that removes duplicate physician information tied to multiple network affiliations
- Ability to create panel cards for new locations or look up existing panel cards



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- Text messaging options for provider referrals, turn by turn driving directions and pharmacy first fill updates
- Ability to report incorrect provider information and submit nominations
- Real-time examiner/nurse user interface within Sedgwick's proprietary claims management system

We provide training on all of the features in the provider search tool for colleagues through Sedgwick University. We expect our claims examiners to be aware of provider options and refer injured employees to top performers wherever we can direct care. They understand all of the features in the search tool, and can quickly assist injured employees and clients.

Our provider search tool includes many innovative features that enhance the services we bring to clients. When we help injured employees obtain their initial treatments from medical providers that consistently demonstrate quality outcomes, the entire claim process and all parties involved benefit.

Contact Sedgwick today for more information on our provider search tool.

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