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Sedgwick adds push technology and expands self-service capabilities through viaOne® express

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Sedgwick is committed to providing our customers with technology solutions that support and enhance all aspects of the claim experience. Today, we are introducing push technology for our clients with workers' compensation claims. With this addition, injured workers can choose to receive emails or text messages with information about key claim decisions.

Sedgwick is the first third party administrator in the industry to provide this level of automated communications. By adding this option, we enhance the claim experience by offering:

- Increased awareness for injured workers when payments are made on their claims;
- A convenient way to reassure injured workers about the claim process and keep them updated on key areas of claim status;
- Another electronic method for requesting information needed for claim decisions.

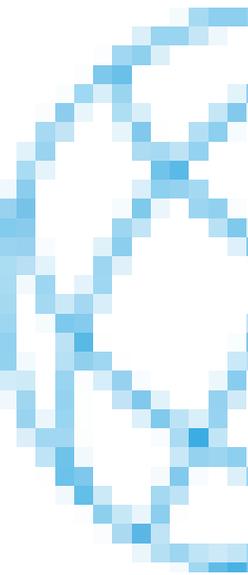
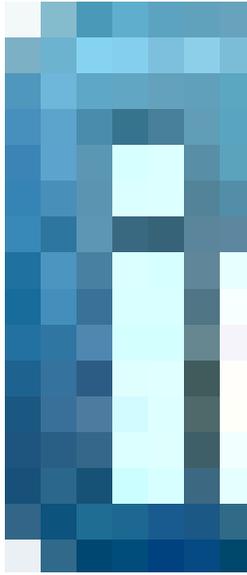
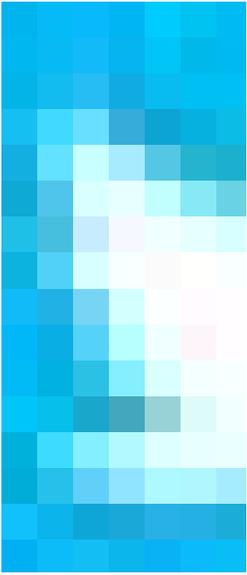
During the claims management process, there are key events when this type of communication can be beneficial, such as when a benefits check is issued for an injured worker who is losing time from work. We will use this to supplement our efforts to make contact and provide information.

Sedgwick is also launching viaOne express for injured workers, which will provide key claims information at their fingertips. With the self-service component built into viaOne express, injured workers will have online access to view payment history, securely communicate with examiners, provide medical appointment and return-to-work dates, and view frequently asked questions. In addition, they can choose to receive the communications included in Sedgwick's new push technology, or they can opt-in by contacting their examiner.

For questions, please contact your Sedgwick client services director.

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