

NEWS FROM SEDGWICK



Sedgwick introduces enhanced claims management tool

New responsive design technology and document upload feature add flexibility and efficiency

MEMPHIS, Tenn., Aug. 11, 2015 – Sedgwick, the leader in technology-enabled claims and productivity management solutions, has introduced the latest generation of its viaOne® express application with responsive design technology and a new document upload feature.

The award-winning viaOne express module is part of a suite of cloud-based tools that provide Sedgwick’s clients and their employees with 24/7 access to real-time claims information. With the new technology, viaOne express can be accessed from any web browser and offers a consistent user experience, regardless of the device being used.

“Sedgwick originally created the viaOne express mobile app to provide consistent, convenient claims information, and now we are streamlining the user experience even further by adding responsive design technology,” said Jason Landrum, the company’s chief information officer. “With the redesigned system, employees receiving workers’ compensation, disability and leave benefits can access or submit information in viaOne express directly from their personal computers, smartphones and other mobile devices.”

This dynamic version of viaOne express also includes an upload feature. It gives users the ability to upload photos taken with their smartphones or upload files from their personal computers, then send them directly to Sedgwick’s claims management system. The new functionality simplifies the submission of required documentation and offers an efficient, convenient way for clients and their employees to correspond with the Sedgwick team handling their claims.

Additional enhancements in the new version include user-defined dashboards that provide quick and easy access to the information each user needs the most; a customizable intake screen, messaging and notification preferences; and widgets that provide quick access to top-level search results.

Sedgwick provides multiple ways for clients and their employees to stay connected to the resources they need. The viaOne express module allows users to check the status of claims and cases, view payment history, report intermittent absence time, securely communicate with their claims representative, report treatment and return-to-work dates, contact support for technical assistance, and opt-in to receive automatic status updates via text or email throughout the process.

“By continuing to enhance our technology, we can foster a smoother claims process, improve outcomes for our customers, and ensure the best possible experience for injured and ill employees,” Landrum said.

#

About Sedgwick

Sedgwick Claims Management Services, Inc., is the leading global provider of technology-enabled claims and productivity management solutions. Sedgwick and its affiliated companies deliver cost-effective claims, productivity, managed care, risk consulting and other services to clients through the expertise of more than 12,000 colleagues in some 275 offices located in the U.S., Canada and the U.K. The company specializes in workers' compensation; disability, FMLA and other employee absence; managed care; general, automobile and professional liability; property loss adjusting; warranty and credit card claims services; fraud and investigation; structured settlements; Medicare compliance solutions; and forensic investigations. Sedgwick and its affiliates design and implement customized programs based on proven practices and advanced technology that exceed client expectations. Sedgwick's majority shareholder is KKR; Stone Point Capital LLC and other management investors are minority shareholders. For more, see www.sedgwick.com.

Sedgwick Media Contact:

Catherine Bennett, public relations director, 615-892-9361, catherine.bennett@sedgwick.com