



viaOne®



sedgwick®

Our viaOne suite of tools provides our clients and their employees with convenient, secure online access to real-time claims information, along with customized features and communication options to meet their needs.

## Making your job easier

Sedgwick is an industry leader in building and customizing technology that fully integrates with virtually any human resources (HR), risk management or payroll system. Our proprietary viaOne suite of tools provides clients and their employees with 24/7 access to real-time claims information. Through a secure website, clients have the ability to easily generate powerful loss triangles to aid in program actuarial analysis, track and analyze their claims and absence information, create customized home pages with graphical dashboards and key metrics, run standard or customized ad hoc reports based on user-defined parameters, set their own system alerts and more.

### Why viaOne?

- Optimal efficiencies with up-to-the-minute claims and absence data
- Multi-line integration consolidates workers' compensation, disability, absence and liability claims data
- Unparalleled reporting capabilities
- State-of-the-art push technology to receive email or text message alerts
- Only fully integrated OSHA solution in industry
- Optional single sign-on integration
- Additional security enhancements including two-factor authentication and Google CAPTCHA integration

## Core capabilities

### Dashboard

Clients can customize dashboards to see and analyze data at a glance. Users determine the path and depth of data they see on the dashboard, and they have the ability to toggle from the aggregate, graphical view down to the individual claim level.





## View

Users have the ability to view all claim correspondence in electronic format (i.e., document imaging), as well as conveniently add claims of interest to a user-defined Watch List, view specific claims for detailed, real-time information, including notes, correspondence and absence data via easy-to-use tabs and screens. Users have full visibility into every aspect of managed care – from triage and intake to clinical services and medical bill review – and they can even add notes and diaries to the permanent claim file or email the assigned examiner. A summary screen uses icons to give a visual overview of claims.

## Alerts

With our alerts module, events meeting certain criteria can be easily and consistently communicated using near real-time alerts and aggregated daily notifications. Clients can create triggers based on factors such as claim type or duration, isolate specific states and/or locations within the client's hierarchy/structure, reserve change or dollar threshold; and notifications can be set up across multiple

business lines within a single alert. Emails with various claim attributes, such as before and after values, provide actionable information for users. The system's security restricts the claims returned in the alert results to only those granted through the user's viaOne security profile. In addition, support is offered for critical claim alert conditions such as cause codes, nature/result codes and examiner changes.



## Reports

The reports function allows users to run standard and ad hoc reports customized to meet individual client needs. Users can establish recurring reports and email them to designated recipients. A loss triangle module is also available for viaOne report users. It gives users the ability to collect triangulated historical and loss data in just a few quick clicks, so they do not need to consolidate multiple reports to gather the information they need. It also offers the ability to set the reports to recur on the frequency the user chooses and they can be shared among other users.

## Add-on modules

### Intake

The claim intake process is fully automated to ensure prompt and accurate submission to our examiners. We work with clients to fully customize the intake script, which automatically enables or disables questions based on previous answers. Claims can be reported 24 hours a day, seven days a week, 365 days a year.

Claims that meet predetermined client criteria can be directed to our internal nurse case management program or any authorized outside vendor, including health/wellness programs and employee assistance programs. The intake system sends notifications to recipients per employer, federal, state or municipal guidelines. The notifications can be customized to meet each client's needs and can be based on line of business or organizational hierarchy.

### Analysis

Sedgwick's data warehousing integrates claims data managed by other administrators and data from systems such as HR and payroll that provide users with meaningful risk information. viaOne analysis can extract, analyze and build ad hoc reports from multiple

data sources in a single tool, providing clients with a broad look at trends across their entire program.

### viaOne OSHA

Sedgwick provides the only automated OSHA solution in the market that is fully integrated with a claims system. This module ensures clients meet all workers' compensation requirements under OSHA and takes the burden of recordkeeping off our clients and their employees. The module will also remove the burden of what cases are recordable or not by automating that through system logic.

### viaOne express

This self-service option provides clients and their employees quick, easy access to claims information. Clients can see which employees are off work at any time and it offers limited access to a broader group of users based on their roles.

Employees can view claim and payment status; update return to work dates; securely interact with their claims professional; opt in to receive push technology communications; report new claims or intermittent absences; sign up for direct deposit; search for a medical provider specializing in occupational injuries in select states; securely upload claim or medical documents, information or images via document upload or camera capture; and much more. viaOne express offers responsive design, which adapts to any device and offers full functionality on personal computers, tablets or smartphones.

**Contact us today to learn more about our viaOne suite of claims management tools.**

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